

# The PNM Good Neighbor Fund

## Financial Accountability

To ensure that your contributions to the PNM Good Neighbor Fund are used wisely, we maintain strict rules for financial management. You can be confident that your contributions are working hard to help families who need it the most.

### Reporting and Auditing

Processes are in place to ensure complete monitoring and control over the program. These processes include reconciliation to The Rio Grande Food Project account records, reconciliation to the PNM general ledger, and spot audits to customer accounts and The Rio Grande Food Project posting records. The program is 100 percent accountable and transparent. The Rio Grande Food Project is the nonprofit organization that administers the PNM Good Neighbor Fund.

### Donation Reporting

- The 2015 fund started with a balance of \$1,409,754.00 carried forward from 2014.
- During 2014 PNM customers contributed \$190,180.00. An additional \$10,619.00 was earned through PNM employee contributions, or Cocinas de New Mexico cookbook sales and other fund raising events. PNM matched those contributions with \$350,000.00.
- Program administrator, The Rio Grande Food Project, was paid \$49,563.00.
- In 2014, the Good Neighbor Fund donated \$330,419.00 to 3,153 families. The average donation was about \$105.00 dollars.
- PNM does not retain any part of your donation for administration or for any other reason.

## Process Management

### Financial Literacy

In 2014, we have been so excited to work with a great community partner, True North Financial Ministries. By holding the class "Financial Fundamentals" at all our Good Neighbor Fund events, True North has brought solid basic budget and financial training to the PNM Good Neighbor Fund clients. Because of this partnership, we have trained over 840 financially challenged families, enabling them to learn more about the choices they have in regards to their money and help them to stretch their dollars.

### Good Neighbor Fund Assistance Agency Training

PNM trained more than 40 assistance agency employees in PNM Good Neighbor Fund processes. Ongoing support is provided to the agencies throughout the year.

*Thank you for helping neighbors in need.*



PNM  
Good Neighbor Fund  
1983 – 2015

32 years of neighbors  
helping neighbors

[PNM.com/gnf](http://PNM.com/gnf)



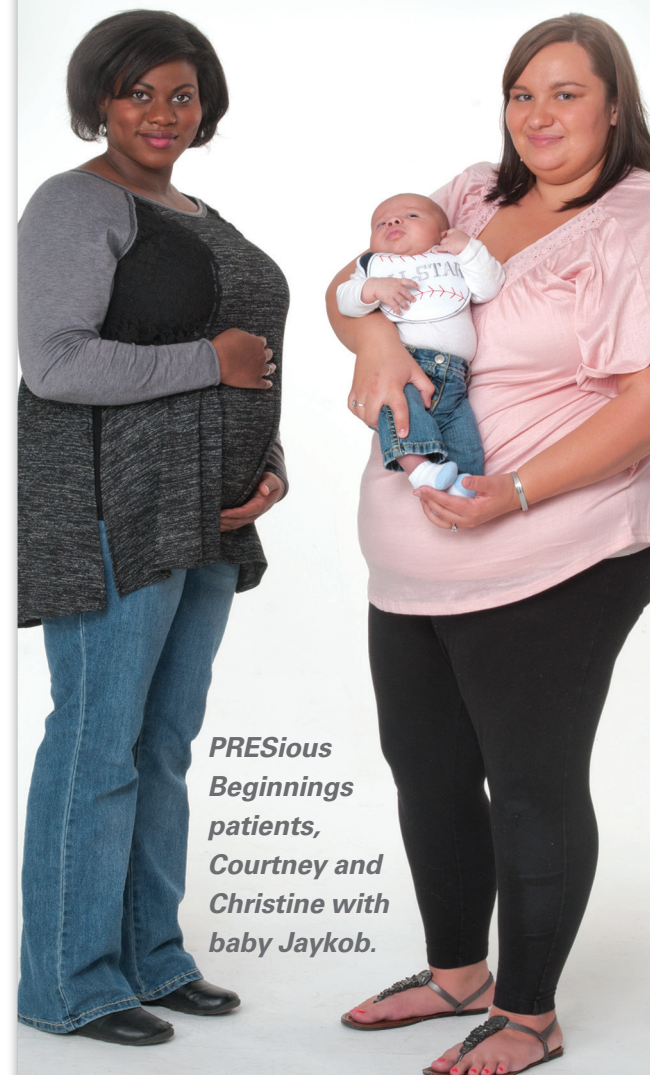
Talk to us.



1983 – 2015

## The PNM Good Neighbor Fund

2014 Report  
to the Community



*PRESious  
Beginnings  
patients,  
Courtney and  
Christine with  
baby Jaykob.*

Testimonials

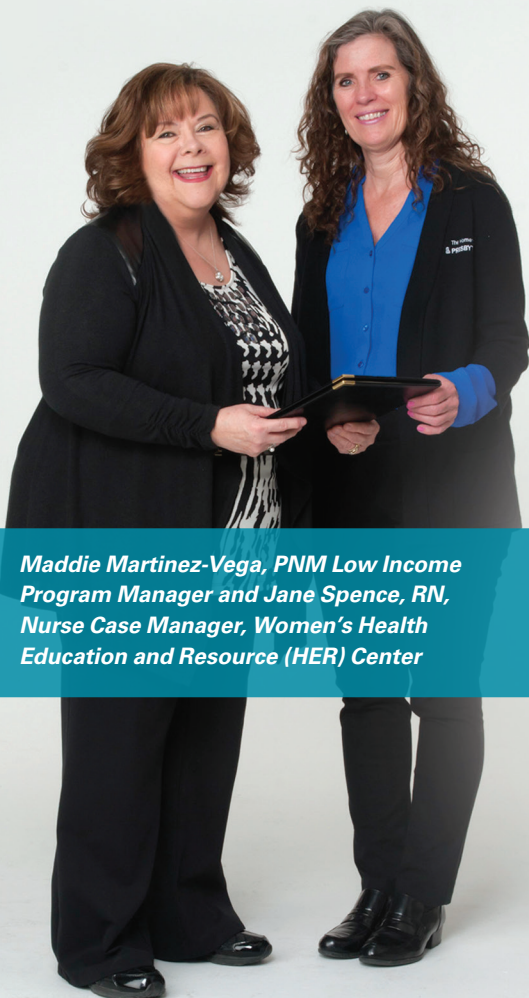
Finances

Donating

# The PNM Good Neighbor Fund

is reaching deeper into the communities we serve.

Besides assisting over 350 families monthly who are facing an emergency need, the PNM Good Neighbor Fund has been joining hands and hearts with various organizations around the state who serve people that are in need every day. One of these organizations is The Women's Center at Presbyterian in Albuquerque, which includes the Women's Health Education and Resource (HER) Center, and its PRESious Beginnings program. PRESious Beginnings, a perinatal case management program, provides nurse guidance, education, support and direction to high-risk expectant and new families in an effort to improve maternal outcomes, prevent preterm birth and facilitate transition to parenting.



**Maddie Martinez-Vega, PNM Low Income Program Manager and Jane Spence, RN, Nurse Case Manager, Women's Health Education and Resource (HER) Center**

PRESious Beginnings serves many families that struggle with basic needs including food, shelter and clothing.

Through the work of the Good Neighbor Fund, PNM and PRESious Beginnings have formed a "help" collaboration, linking many of the patients that PRESious Beginnings serves with emergency assistance.

The assistance comes from both the PNM Good Neighbor Fund and through other community partners that may have funds available at any given time. PNM Low Income Program Manager, Maddie Martinez-Vega, works hard to maintain relationships and keep communication lines open with various help agencies. Through this effort, we know where there might be resources and options available, and in many situations are able to help meet emergency needs for young families already facing serious medical issues. Kathy Cline, RN, manager, Women's Health Education and Resource (HER) Center said this about PNM's support of PRESious Beginning,

"Through the PNM Good Neighbor Fund, PRESious Beginnings has been able to provide case management services to young families in crisis."

"Maddie's ability to treat each customer with dignity and respect is commendable and callers know that they are in good hands with her care. It can be difficult to measure the impact these services can have on a family's life. One mother recently said it best, 'Because of PRESious Beginnings and PNM, I was able to take my son to the park today and enjoy my time with him instead of worrying where we were going to sleep this weekend.' Thank you PNM and Maddie for your work in helping young families in crisis. Your efforts continue to have a positive impact on the community, and we are grateful to have you as collaborative partners!"

Our working collaboration with PRESious Beginnings is just one example of our efforts to make the PNM Good Neighbor Fund one that reaches deeper and further into our community. The PNM Good Neighbor fund is helping those in need with assistance and education all year long in every community that PNM serves.



## Thanks very much for your continued assistance!

Make your donation go further and multiply with a "TRIPLE MATCH" for every dollar donated during the months of April and May!

### There are three ways to contribute:

#### 1 Write in an amount of your choice on the following portion of your bill payment stub:

*Your donation to the PNM Good Neighbor Fund provides assistance to those in need.*

*PNM shareholders match your donation: \$ \_\_\_\_\_*

### Or choose one of the following options and return this completed form to:

**PNM  
Main Offices  
Albuquerque, NM 87158-0605**

#### 2 Ongoing monthly donation:

☐ I authorize PNM to add \$ \_\_\_\_\_ .00 each month to my bill for the PNM Good Neighbor Fund.

#### 3 Round Up

☐ I authorize PNM to "round up" my bill each month (increase the total amount to the next highest dollar). For example, a monthly bill of \$50.25 would be rounded up to \$51, with 75 cents going to the PNM Good Neighbor Fund. Note: PNM Budget Billing customers are not eligible for "round up" since they are already billed an even dollar amount each month.

Name (on your bill) \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_ Zip \_\_\_\_\_

Phone number (     ) \_\_\_\_\_

Date \_\_\_\_\_

PNM account # (17-digits):

\_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_

*I understand my ongoing monthly contribution or Round Up will remain in effect until I notify PNM at 1-888-DIAL-PNM requesting that the authorization be changed, or until the program no longer exists. I also understand that local taxes or other additional charges will not be added to the amount I authorize for the PNM Good Neighbor Fund.*