

# Rather text than talk?

#BAL

#REG



## energyworks®

A monthly resource for  
PNM customers

February 2020

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# 2020 Vision Grants

The PNM Resources Foundation is excited to support nonprofit community endeavors through grant opportunities in 2020. Over the next three years, the PNM Resources Foundation will contribute approximately \$2.5 million toward vision grants supporting these specific impact areas:

- Reducing homelessness
- Increasing public safety
- Increasing access to affordable housing
- Reducing carbon emissions including Reduce Your Use

We believe that we can do our part in helping move New Mexico forward together by focusing on these identified areas of importance. For more on PNM Resources Foundation grants, visit [PNM.com/apply-for-grant](https://www.pnm.com/apply-for-grant)



Fund A division of the PNM Resources Foundation

### PNM.com

**Solar PV Program:** [PNM.com/solar](https://www.pnm.com/solar)

**Residential rebates & discounts:**  
[PNM.com/rebates](https://www.pnm.com/rebates)

**Business rebates & discounts:**  
[PNM.com/bizrebates](https://www.pnm.com/bizrebates)

**Energy tips & more:** [PNM.com/save](https://www.pnm.com/save)

**PNM Power Saver:**  
[PNMPowerSaver.com](https://www.pnm.com/power-saver) 1-866-471-7906

**Refrigerator Recycling:**  
[PNM.com/fridge](https://www.pnm.com/fridge) - 1-877-838-1139

**PNM Sky Blue:**  
[PNM.com/PNMSkyBlue](https://www.pnm.com/skyblue)

### Phone

**Residential services:**  
1-888-DIAL-PNM (1-888-342-5766)  
**Call before you dig:** 811  
**TDD – TTY:** 711  
**Call center hours:**  
Monday–Friday, 7:30A.M.–6P.M.  
(For outages, call 24/7)

**Email:**  
[pnm.customerservice@pnm.com](mailto:pnm.customerservice@pnm.com)

**Chat:**

[PNM.com](https://www.pnm.com)

**Text:**  
Text #REG to 78766 to register.  
Msg and data rates may apply.

**Get your bill paperless via email:** [PNM.com/paperless](https://www.pnm.com/paperless)

*The energy efficiency line on your bill pays for programs that save energy and avoid the cost of new electricity generation.*

## The Gift of Power



Know someone that has fallen on rough times and you want to help but don't know how? Give the gift of power by paying towards someone's PNM electric bill.

You just need their name/address. Call us at 888-DIAL-PNM M-F 7:30a-6p, we'll input the customer's account info, process the gift payment and PNM will notify them of your gift!

# Rather text than talk?

That's cool. We get it. You can now text PNM for many things like getting your account balance, reporting a power outage, getting outage updates, or requesting a payment extension. You can do all that without calling us. Text #REG to 78766 from the phone number on your PNM account to get started.\*

Report a power outage

#OUT

Get outage alerts

#ALERT

#BAL

Get account balance

#EXT

Request a payment extension



**Tip:** Do you think a scammer contacted you? One of their tactics is to call you, claim you're behind on your PNM bill, and then threaten to turn off your electricity within an hour unless you pay up with a pre-paid gift card. You can text PNM to quickly verify your balance by sending #BAL to 78766. It may just prevent you from falling victim to a scam.



\*Message and data rates apply.



## Recycle your old, working fridge.

Schedule your free pickup online or by phone and we'll handle the rest.



Visit [PNM.com/fridge](https://www.pnm.com/fridge)  
or call 1-877-838-1139