Happy New Year!



energyworks

A monthly resource for PNM customers

January 2020

Incide

- 2019 was electric
- Stay safe this winter
- Text PNM
- Update your account info
- Watt's that number?

Stay safe this winter

With winter approaching, preparedness for winter storms is vital to the safety and wellbeing of New Mexico's families.

 During winter, enhance your outage kit with winter items like rock salt, firewood, snow removal tools, coats, hats, gloves and blankets.

Your kit should already contain items like water, non-perishable food, flashlights, a first aid kit, a small radio, and batteries.







 Snow and ice accumulations on overhead power lines can cause the lines to break and fall to the ground. Do not touch downed or sagging power lines, and consider them,









and anything touching them, energized and dangerous. Stay as far away as possible and immediately contact PNM at 888-DIAL-PNM (888-342-5766).

- Do not use your oven as a source of heat.
 If you have an emergency heating or power source, learn how to use it properly before storm season.
- If the power is out for a prolonged period, plan to go to another location (the home of a relative or friend, or a public facility) that has heat to keep warm.
- · For additional safety tips, visit PNM.com/safety



















PNM.com

Solar PV Program: PNM.com/solar Residential rebates & discounts:

PNM.com/rebates

Business rebates & discounts: PNM.com/bizrebates

Energy tips & more: PNM.com/save

PNM Power Saver:

PNMPowerSaver.com 1-866-471-7906

Refrigerator Recycling:

PNM.com/fridge - 1-877-838-1139

PNM Sky Blue: PNM.com/PNMSkyBlue

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

PNM.com

Get your bill paperless via email: PNM.com/paperless

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

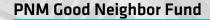
WATE NUMBER 581,967

Total number of PNM customers.

2019 was electric



Happy New Year! PNM is proud to have the opportunity to provide safe and reliable power to each and every one of you, and we look forward to great things in 2020. Let's take a quick moment to reflect on 2019.



- \$419,365 paid towards electric bills
 - 3,750 families received assistance
 - 46 low income events held in New Mexico
 - \$2,576 donated by PNM employees to the fund

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Employee volunteerism

- 802 PNM employees volunteered
- 13,046 volunteer hours
- Supported 450 organizations
- \$52,000 awarded in volunteer grants
- \$112,000 given in matching grants



Solar

- PNM added 50MW of solar
- 157MW of PNM owned solar
- **18,653** customer solar systems
- 3,536 new customer solar interconnections
- 125.7MW total of customer solar on our system

Reliability and security

- 177 transformers replaced
- 20,316 linear feet of wire replaced
- Over 550 relays connected to the PNM secure network for real-time monitoring and protection
- **30** devices installed to help PNM detect issues with transformers in real-time
- 2 mobile security units added for deployment as needed

Energy efficiency*

- Businesses saved 47,261,571 kWh with energy efficiency programs
- 1,579 PNM Home Energy Checkups performed
- Recycled 5,811 inefficient fridges
- 3,073 energy saving kits given to New Mexico students

*As of Oct. 31, 2019



Text PNM

PNM is making it easier for you to get important information about your electric service on your mobile device.

You can now text PNM by sending #REG to 78766 to report power outages, request updates on power restoration efforts, get your account balance, or to request a payment extension.*

Is your account up to date?

It's a good idea to make sure your PNM account information is updated and correct. Occasionally, PNM may need to contact you, so it's important that the information we have for your account is current.

Review and update your information online at **PNM.com/login** or call **888-DIAL-PNM**, M-F, 7:30am-6pm.

*Message and data rates apply.