

Happy New Year!



energyworks®

A monthly resource for
PNM customers

January 2020

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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](https://www.pnm.com/safety)**



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/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, 7:30 A.M.–6 P.M.
(For outages, call 24/7)

Email:

pnm.customerservice@pnm.com

Chat:

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

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.

WATTS THAT NUMBER

531,967

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.

PNM Good Neighbor Fund

- **\$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

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.