

# BEWARE PHONE SCAMS



## energyworks®

A monthly resource for  
PNM customers

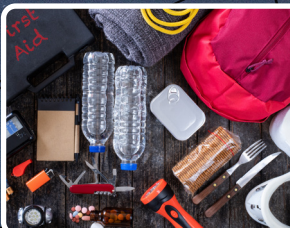
July 2020

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- Compassion for the community
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# Storm Safety

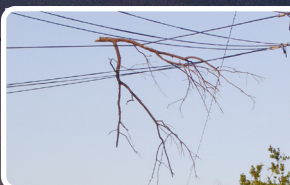
Monsoon season is here, and storms can present certain electrical safety hazards, and may cause power outages. Proper planning and simple tips can help keep you safe.



- Prepare an outage kit with water, non-perishable food, flashlights, a first aid kit, a small radio and batteries. Be sure that children, pets and anyone who may need medication or medical devices, are provided for when preparing your kit.



- 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 contact PNM at 888-DIAL-PNM.



- Storms may blow tree branches or other objects into powerlines. Never attempt to remove anything from the lines. Stay away and call us at 888-DIAL-PNM.



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](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.

### 2020 Isotopes Ticket Offer

**Buy one get one  
FREE!\***



### Albuquerque Isotopes vs.

|                              |                         |                  |
|------------------------------|-------------------------|------------------|
| <b>Sacramento River Cats</b> | <b>Thurs., July 9</b>   | <b>6:35 P.M.</b> |
| <b>Reno Aces</b>             | <b>Tues., August 25</b> | <b>6:35 P.M.</b> |

\* Coupon is redeemable online at [www.ticketmaster.com/pnm20](https://www.ticketmaster.com/pnm20) prior to game day. Use the password "PNM20" for online purchases. Coupon is also redeemable at the Isotopes Park Box Office before and on game day. Tickets must be purchased in multiples of two. Offer is subject to availability in Reserved Level seating and only valid for specified dates. No upgrades apply. Schedule is subject to change.

# BEWARE PHONE SCAMS



Be on the lookout for phone scams. PNM is seeing a surge in scam reports from residential and business customers.

## Spot a scammer

- Scammers often spoof the PNM phone number on caller ID, making it look like PNM is calling you.
- Scammers will claim you are past-due on your bill and threaten to disconnect your electricity unless you pay with a prepaid gift card.
- Scammers will demand you pay within a short window of time, usually 1-hour, to avoid shutoff.
- Scammers usually demand hundreds of dollars when they call.

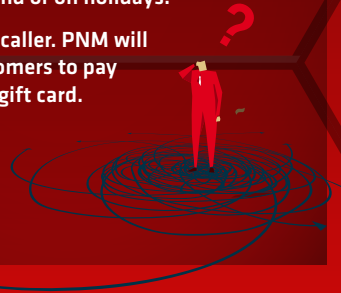
## Report the scam

- Please report any scam calls you receive by calling 888-DIAL-PNM. You can also file a complaint with the FTC and the New Mexico Attorney General's office.
- For more info on scammer tactics, reporting a scam, and how to prevent yourself from falling victim, visit [PNM.com/phonescam](http://PNM.com/phonescam)



## What can you do?

- If you suspect the caller may not be with PNM, hang up and call us at 888-DIAL-PNM. We can tell you if a PNM representative contacted you, and whether you are past due.
- Check your bill. To verify your balance, text #BAL to 78766 from the phone number connected to your PNM account, and we will text you your account balance.
- Scammers often call on weekends, when PNM is closed. PNM does not shutoff power over the weekend or on holidays.
- Do not pay the caller. PNM will never ask customers to pay with a prepaid gift card.



## Save with a PNM Home Energy Checkup

A little extra money is always a good thing. With a PNM Home Energy Checkup, you can save money and energy. And because we're living our lives a little differently now, you have the choice of how you want your appointment: in-home or through a video call. You'll get a custom home energy report and energy-saving devices so you can begin saving.

Get all the details at [PNM.com/checkup](http://PNM.com/checkup) or by calling 1-855-775-6491.



## Compassion for the community

Recently, PNM received a philanthropy award. You know us for providing a clean and bright energy future, but we do much more than that. PNM and the PNM Resources Foundation assist communities throughout New Mexico each year by contributing more than \$4 million to nonprofit community organizations and are continuing to participate in virtual volunteerism during the COVID-19 pandemic. We are all better when we help each other.



Photo credit: Albuquerque Business First

