

# Copper Theft



## energyworks®

A monthly resource for  
PNM customers

June 2020

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## Keeping New Mexico safe

The PNM Resources Foundation commitment is about investing in a safer, brighter future for the communities we serve. Recently, the PNM Resources Foundation collectively awarded \$220,000 to twenty-three nonprofits for their work towards increasing community safety during the coronavirus pandemic – mostly with programs that have a strong focus on assisting the senior population.

The grant money helps nonprofits cover operational costs, create new programs for the most vulnerable and continue delivery of much needed services that keep our communities safe.

For more information visit [PNM.com/community](http://PNM.com/community)



Fund A division of the PNM Resources Foundation

### PNM.com

**Solar PV Program:** [PNM.com/solar](http://PNM.com/solar)

**Residential rebates & discounts:**  
[PNM.com/rebates](http://PNM.com/rebates)

**Business rebates & discounts:**  
[PNM.com/bizrebates](http://PNM.com/bizrebates)

**Energy tips & more:** [PNM.com/save](http://PNM.com/save)

**PNM Power Saver:**  
[PNMPowerSaver.com](http://PNMPowerSaver.com) 1-866-471-7906

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

**PNM Sky Blue:**  
[PNM.com/PNMSkyBlue](http://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](http://PNM.com)

**Text:**

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

Get your bill paperless via email: [PNM.com/paperless](http://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.

Memphis Redbirds	Wed., June 17	6:35 P.M.
Sacramento River Cats	Thurs., July 9	6:35 P.M.
Reno Aces	Tues., August 25	6:35 P.M.

\* Coupon is redeemable online at [www.ticketmaster.com/pnm20](http://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.

# Protect yourself against copper theft.



**Copper theft** is an issue that plagues businesses, residents and utilities every year. Copper theft is illegal, costs customers **thousands of dollars** to replace, and it also poses a **serious safety hazard**.



If you are a business owner, there are **protective devices** that businesses can purchase that barricade the doors to transformers and meters and cover the locks and handles to prevent access.

**Call PNM at 888-DIAL-PNM** for more information.



**We work with local law enforcement** to prevent this crime, and encourage you to keep an eye out for copper theft in your area. If you have information on copper theft, **call Crime Stoppers at (505) 843-STOP (7867)**. Anonymous tips can also be submitted at [P3tips.com](https://www.p3tips.com)

If you notice any electrical equipment or facility that has been hit by thieves, **do not touch the transformer or meter, or any wires** that may be sticking out. Even if there are no sparks, the wires may still be energized and are a serious safety hazard. **Call PNM at 888-DIAL-PNM** so we can send a crew to make the area safe.

## Get up to \$400 with a PNM cooling rebate

If it's time to replace or upgrade your air conditioner or swamp cooler and you're dreading the cost, PNM cooling rebates can put up to \$400 back in your wallet when you purchase a qualifying unit.

Find qualifying cooler and air conditioner models and rebate forms at [PNM.com/coolrebate](https://www.pnm.com/coolrebate)



## Have questions? Text us

You can text PNM to get your account balance, request a payment extension, report power outages, and to receive outage status updates. Text #REG to 78766 to get started.\*

Once you are registered, texting these simple commands to 78766 can get you the information you need:

- #OUT** - Report a power outage
- #ALERT** - Get outage alerts
- #BAL** - Get account balance
- #EXT** - Request a payment extension

\*Message and data rates apply.

