



# Collaborating for the community



## energyworks®

A monthly resource for PNM customers

November 2020

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# Light the way to instant savings with LED lighting

Did you know you could save an average of \$75 per year on your electric bill just by replacing incandescent bulbs with energy efficient LEDs in your home's five most-frequently used areas?

When you buy select ENERGY STAR® qualified light bulbs, you will receive instant discounts at the register. Go to any participating retailer's lighting section and look for the PNM logo on select energy-saving LED bulbs to receive the instant discount.

[PNM.com/homelighting](http://PNM.com/homelighting)

### 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)

**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.*

### Phone

**Residential services:** 1-888-DIAL-PNM (1-888-342-5766)

**Payments:** 1-844-PNM-PYMT (1-844-766-7968)

**TDD – TTY:** 711

**Call center hours:** Monday–Friday, 7:30A.M.–6P.M. (For outages, call 24/7)

**Call before you dig:** 811

**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.

## The Gift of Power



Times are hard for many people right now, and there are many ways to help people in need. Paying towards someone's PNM bill is generous and brings financial relief to them.

If you would like to give the gift of power to someone, all you need is their name and address. Call us at 888-DIAL-PNM and we'll input the customer's account information for you, help with the processing, and then notify the recipient of your gift.



# PNM partnership means more money in the hands of struggling customers

PNM cares about you and knows that many families are still struggling to make ends meet due to loss of income and other pandemic hardships.

The new PNM COVID Customer Relief Fund provides \$2 million dollars for residential and small business customers needing help to pay their past-due electric bills. PNM also secured additional assistance for customers by partnering with HELP NEW MEXICO, a community nonprofit, adding up to another \$2 million for struggling residential customers.

## How this partnership benefits PNM customers:



*More money in the hands of customers who need the most help.*

*Helps customers pay down electric bills.*



*Gets customer accounts back in good standing.*



*Provides much needed relief to families.*



*Avoid a future interruption of service due to non-payment.*

*Assistance can cover part, or all, past-due balances.*



**Residential customers can apply by calling 855-364-2950 or online at [HELPNM.com](https://www.HELPNM.com). Small business customers can apply at [PNM.com/help](https://www.PNM.com/help). Deadline to apply is Dec. 31, 2020. For eligibility requirements, visit [PNM.com/help](https://www.PNM.com/help).**

\*The funds for this program are paid for by shareholders, no customer dollars were used.

## What would you like to talk about?



Have a question? Chat live with a PNM customer service representative on weekdays, from 7:30 a.m. to 6 p.m. MST.

Since January 2020, we have received close to 30,000 chats about topics including billing inquiries and payment arrangements.

Start your conversation today on [PNM.com](https://www.PNM.com).