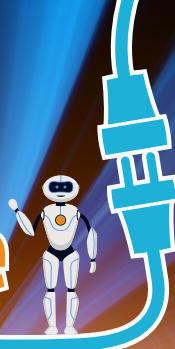


Wired for the Future



energyworks®

A monthly resource for
PNM customers

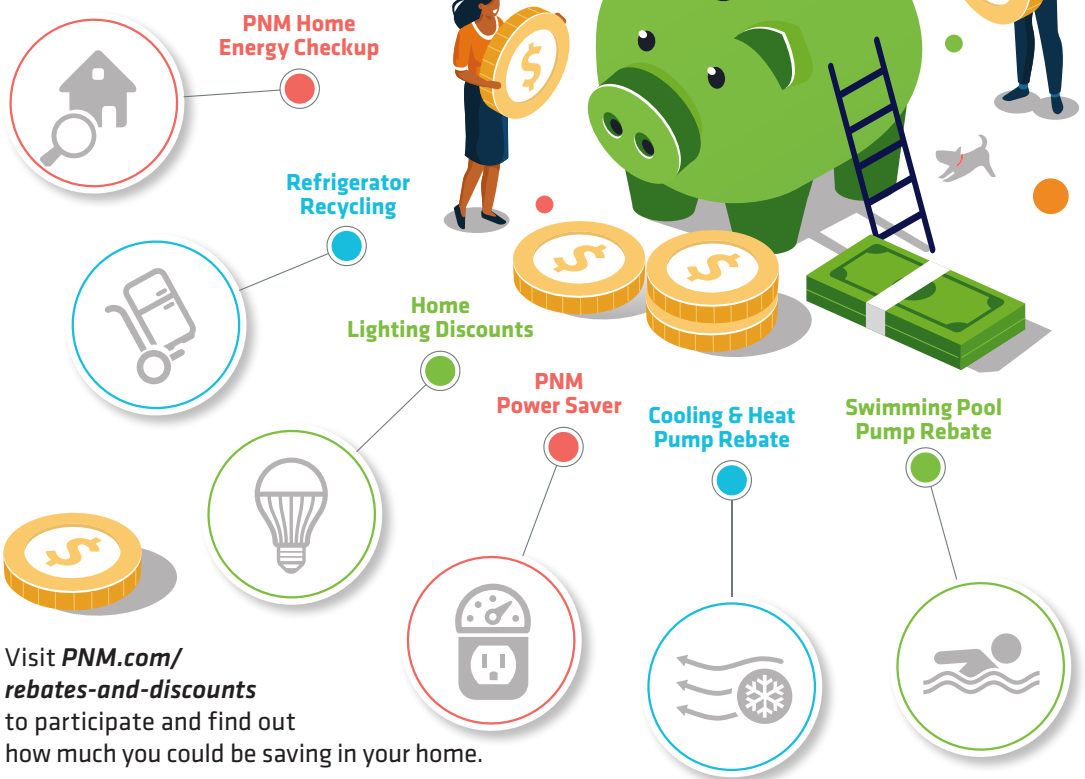
September 2020

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- PNM Good Neighbor Fund
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Saving money & energy is easy

Saving money is always a great idea. We want to make sure you know about all the ways you can save money in your home through our PNM energy efficiency programs. Simple solutions that benefit your wallet!



Own a business? We have business energy efficiency programs that can help save you money. Visit **[PNM.com/bizrebates](https://www.pnm.com/bizrebates)**

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)

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.

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

Chat:
PNM.com

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

Sign up for Outage Alerts

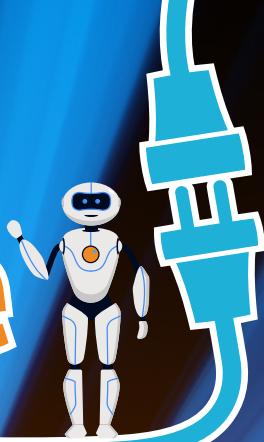


Receive outage alerts via email, text message or automated phone call. We will let you know when:

- A power outage is affecting your home or business
- Power is expected to be restored
- Power is restored

Sign up through your online account on **[PNM.com](https://www.pnm.com)**

Wired for the Future



In July 2020, PNM announced a strategy to ensure we are “Wired for the Future”, with transmission and distribution infrastructure projects over the coming years that focus on three primary objectives:

Enhancing customer satisfaction:

We plan to utilize newer technologies across our grid to improve reliability and reduce the restore time during an outage. We also want to make sure our system has the capacity to support the addition of new customers.

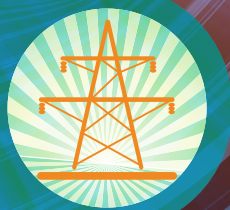


Delivering clean energy:

We will expand our infrastructure to integrate new types of resources being added to the grid today, and reconfigure our substations and power lines so that we can take advantage of new technologies.

Increase grid resilience:

We will be constructing and installing projects to take advantage of technologies and implement broader upgrades and redesigns to our electric grid, so that we can better respond to threats and risks, from cybersecurity to wildfires.



We are excited to complete these projects for PNM customers to maintain a reliable, secure and resilient grid that delivers New Mexico’s clean energy future.

Receive assistance paying your electric bill



The need for electricity in your home during a pandemic is critical. The New Mexico Human Services Low-Income Energy Assistance Program (LIHEAP) and the PNM Good Neighbor Fund program are working together to help low-income families with as much as \$550 to pay their past due electric bill. This assistance can be available in just 5-days, and you must work with both the state’s LIHEAP program and the PNM Good Neighbor Fund program to get the most amount of money.

- First, contact the New Mexico Human Services Department for the LIHEAP energy assistance program at www.yes.state.nm.us/yesnm
- Second, contact the PNM Good Neighbor Fund at 844-378-5792.

For more information visit PNM.com/community