



**PNM is suspending Nonpayment Disconnects
and instituting other Payment Policies
to help customers due to COVID-19**

To our neighbors:

We know that the impact of the coronavirus (COVID-19) on our lives continues to change with each passing day, so I am reaching out to every customer to let you know how PNM is handling this crisis.

First and foremost, we care about you, and providing safe and reliable power to your homes and businesses is our highest priority. We are taking every precaution to ensure reliable power while taking care of our employees who are working tirelessly to keep the lights on.

We are here to help any of our neighbors and friends if they face financial hardships during this time. Whether you become ill, lose a part of your income like so many of our customers in the retail and hospitality industries are experiencing, or have to stay home without pay because your children are unable to attend school, we will work with you on your bill. You do not need to worry about being without power during this time, and our caring team is here to help with payment arrangements as we get through this together.

Because we want you to focus on you and your family at this time, we have implemented the following actions due to the coronavirus outbreak:

- We have suspended electric service disconnections for nonpayment for residential and business customers, until further notice.
- Late fees will be waived for residential and business customers, effective immediately, until further notice.
- Since all disconnections are suspended, the requirement for Medical Certification is also suspended.
- Collection and credit reporting for nonpayment have been suspended.
- Those recently disconnected for nonpayment will have their power restored without being assessed a reconnection fee.
- We will provide customers with notice before our billing/disconnection policies resume.

Making payments:

- Although our payments centers will remain open at this time, we ask that you use one of our other convenient self-service options in order to keep our employees and yourself healthy. You can pay online at [PNM.com/pay](https://www.pnm.com/pay) or by calling KUBRA EZ-PAY® payment services for PNM at 1-844-PNM-PYMT (844-766-7968).
- Please use an in-person payment center only if you have to, and if you are not experiencing flu-like symptoms. Customers also shouldn't visit a payment center if they have recently traveled to a high-risk area or are otherwise subject to recommended self-isolation. Before using an in-person payment center, please consult the New Mexico Department of Health's travel recommendations at <https://cv.nmhealth.org/travel-recommendations/>

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A few other items to be aware of:

- Please be on the lookout for scams. Do not respond to messages telling you that you must pay your bill, or your power will be disconnected during this time. Contact us directly through the contact information below if you suspect a scam.
- When the COVID-19 situation stabilizes, and payments resume, we have many programs to provide relief catching up on your bill, including the PNM Good Neighbor Fund for our low-income customers. We will also work with you to establish a payment arrangement, so you do not have to worry about bringing your account current with just one payment. For more information, visit [PNM.com/billhelp](https://www.pnm.com/billhelp).

Our employees are the core of who we are. We have also offered employees paid time off and remote working options to help them get through this season safely. PNM maintains up-to-date business continuity plans and has formed a cross-functional management team to respond immediately during this environment of daily change so that we can keep your lights on. We have created a specific section on our website with many resources for our customers. Please visit [PNM.com/preparedness](https://www.pnm.com/preparedness) for more information.

If you need to contact us, you can do so through the following means:

- [Chat live with a representative](https://www.pnm.com/contact-us) at PNM.com/contact-us and look for the Live Chat icon at the top right of the webpage
- 1-888-DIAL-PNM (1-888-342-5766)
- Email us at: PNMCustomerService@pnm.com

We will get through this together. Many thanks to you and our PNM family for staying healthy and united.

Pat

Pat Vincent-Collawn
Chairman, President, and CEO
PNM Resources

More information may be found on [PNM.com/help](https://www.pnm.com/help).