

**FOR IMMEDIATE RELEASE:** October 26, 2020

**Contact:** Meaghan Cavanaugh • 505-331-8361 • [Meaghan.Cavanaugh@pnmresources.com](mailto:Meaghan.Cavanaugh@pnmresources.com)

## **PNM urges customers to prepare as winter storms hit**

**(Albuquerque, NM)** – Over 530,000 customers depend on PNM for electricity, and we are proud to deliver reliable power to our customers. But sometimes power outages do occur, and with winter weather threatening the PNM service area here in New Mexico, proper planning and safety tips can help keep customers and PNM employees safe.

- During winter, it's a good idea to enhance your outage kit with winter items like rock salt, firewood or other heating fuels, snow removal tools, coats, hats, gloves and blankets. Your kit should already contain items like water, non-perishable food, flashlights, a first aid kit, a small radio, and batteries.
- Be sure that all members of your household, including anyone who may need medication or medical devices, children and/or pets are provided for when preparing your outage kit.
- Snow and ice accumulations on overhead power lines can cause the lines to break and fall to the ground. 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 immediately contact PNM at 888-DIAL-PNM (888-342-5766).
- If the power may be out for a prolonged period, plan to go to another location (the home of a relative or friend, or a public facility) that has heat to keep warm.
- For additional safety tips, visit [PNM.com/safety](https://www.pnm.com/safety)

PNM crews are always ready to respond, and we keep a close eye on the weather. PNM crews across our service area are prepared, and we also have contract crews on standby ready to respond in the case that additional manpower is needed. PNM has also been in contact with another utility just in case mutual assistance is needed.

### **Understanding how power is restored**

During an outage and/or storm, our crews' first priority is to make sure the scene is safe, assess the damage, and then start the restoration efforts. In the case of a major, widespread storm, this assessment may take a while. The information they gather helps us plan our work.

In an outage, addressing hazardous situations such as downed wires is the first priority. We also prioritize repairs that restore service to critical facilities such as hospitals, water pumping stations, and police and fire departments.

In areas of the state that are prone to severe winter weather, having an alternate means of warming your residence, and extra food and water is important. Snow and mud may prevent us from quickly reestablishing service, especially in remote areas.

As we work to restore power to all customers, you may see your neighbor's lights on, while your location remains in the dark. Different parts of a neighborhood may be on different circuits, and not all circuits are restored at one time. Sometimes, a problem only affects service to your home.

Power outages can be reported by calling 888-DIAL-PNM, text #OUT to 78766, or online at [PNM.com/outage](http://PNM.com/outage).

## **About PNM**

With headquarters in Albuquerque, PNM is the largest electricity provider in New Mexico, serving 530,000 customers in dozens of communities across the state. PNM is a subsidiary of PNM Resources, an energy holding company also headquartered in Albuquerque. For more information, visit [www.PNM.com](http://www.PNM.com).

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