

Exploring common causes of high energy bills



energyworks®

A monthly resource for PNM customers

June 2021

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Keeping New Mexico beautiful

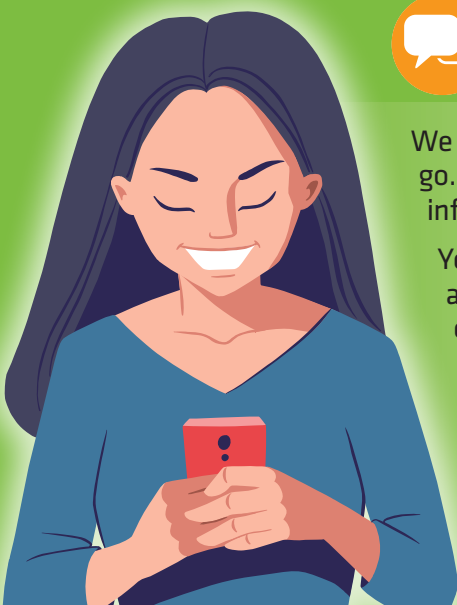
PNM was proud to participate in The Great Global Cleanup as part of our Earth Day campaign this year. We encouraged our employees and the community-at-large to participate in individual cleanups or small group cleanups throughout New Mexico.

The results are in!

Throughout April, PNM Resources employees and customers participated in 21 cleanups with many of the cleanups taking place in Albuquerque and Santa Fe. Over 80 people participated, collecting over 90 bags of trash, totaling an estimated 2,200 gallons of trash. That is an impressive amount of trash picked up!

Although Earth Day and Earth Month are over, we are encouraging employees and customers to continue these efforts going forward. We strongly believe that if we keep up this effort together, we can make a difference.

PNM Great Global Cleanup Results



Get text alerts

We carry our cell phones with us nearly everywhere we go. PNM wants to make it easy for you to get the basic information you need sent right to you wherever you are.

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

#OUT - Report a power outage

#ALERT - Get outage alerts

#BAL - Get account balance

#EXT - Request a payment extension

PNM.com

Solar PV Program: PNM.com/solar

Residential rebates & discounts: PNM.com/rebates

Business rebates & discounts: PNM.com/bizrebates

Energy tips & more: PNM.com/save

PNM Power Saver: PNMPowerSaver.com 1-866-471-7906

Refrigerator Recycling: PNM.com/fridge - 1-877-838-1139

PNM Sky Blue: PNM.com/PNMSkyBlue

Get your bill paperless via email: PNM.com/paperless

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.

Call before you dig

If you are planning a project that involves digging, it's important to know where your underground lines are. Call Before You Dig - dial 811 statewide. One free, easy call gets your utility lines marked and helps protect you from injury or expense.



NM811.org

The energy efficiency line on your bill pays for programs that save energy and avoid the cost of new electricity generation.



Why doesn't PNM know the cause of my high bill?

PNM can only see as far as the electric meter outside your home. The electric usage that occurs inside and around your home is not usually visible to PNM.

Weather

About half of our home energy costs comes from cooling our homes. We recommend keeping your thermostat as high as comfort permits in the summer. You can expect a 3-5% savings in energy use for every degree you set the thermostat higher in the summer.



Comparing your high bill with your neighbor

No two households use energy the same way, so comparing your energy bill to your neighbor's is like comparing apples to oranges. It is best to compare your current use to your past use for a more accurate comparison.



Longer billing cycle

Your bill may be higher if there were more days than average in the billing cycle. Refer to the "Days Billed" section on page 2 of your PNM bill for the length of your billing cycle.



Unpaid balance or other charges

Your bill may be higher if there was a balance due from a previous month or another related account within PNM. There may be other charges beyond electric service such as additional service fees.



Estimated meter reads

PNM always prefers to get actual in-person meter-reads rather than estimated-meter-reads, but sometimes we do have to estimate bills. Customers may have received an estimate due to weather, trouble with accessing the meter on the property, etc.



Exploring common causes of a high bill

Visit [PNM.com/highbill](https://www.pnm.com/highbill) for more information



Lighting and ceiling fans

Make sure you're using energy efficient lighting, such as LEDs. Incandescent bulbs give off heat and use more energy than necessary. Utilize your ceiling fans in the summer by making sure your fan blades are turning counterclockwise which creates a downward airflow to feel cooler.



Refrigerators / freezers in the garage

Many customers have an extra freezer in their garage. Unfortunately, this also results in more energy usage because they work harder to overcome excessive heat during the summer.



Being home more often

During times of higher occupancy and activity such as holidays and school vacations, your energy usage can be higher than normal. Working from home fulltime or part-time will increase your energy usage as well.



Chargers

These days, there seems to be a charger for everything. Remove chargers from the wall outlet that aren't in use because each one is still drawing energy from your home, even when nothing is attached to the other end.



Appliances in the home

Big appliances, like dishwashers and clothes washers and dryers demand a lot of electricity and using them too often can drive your electricity bill up. In the summer, wait until 8pm to use them, if possible, and always run full loads.



Help is available for past-due bills



If you're a PNM residential customer that needs help paying your past-due PNM bill, we may be able to help. Financial aid programs have expanded, and qualifications have loosened to help even more customers than ever before who have been affected by the pandemic. It is time-sensitive that you apply immediately so we can help you from a worsening situation. We have helped thousands of families and we are able to help you too.

Whether it be through the PNM COVID Customer Relief Fund, the PNM Good Neighbor Fund, the State of New Mexico Emergency Renters Assistance program, the Low Income Home Energy Assistance

Program (LIHEAP), or getting on payment arrangements to make paying your past-due bill more manageable, let us help you get caught back up again. **Visit [PNM.com/help](https://www.pnm.com/help) or call us at 855-364-2950** M-F, 7:30am-6pm for more information and to apply for the help you need.