

New year, new website



energyworks®

A monthly resource for
PNM customers

March 2021

Inside

- New PNM website
- 2021 pole audit
- Zero coal, millions in savings
- Meter reader saves life
- Safety corner

2021 electric utility pole audit

PNM has contracted with TechServ to conduct an audit on all PNM-owned distribution power poles in our service area from March through October 2021. These poles are located all over the PNM service area and are an important part of PNM being able to provide customers with safe, reliable power.

Auditors will be working in the field Monday through Saturday from 7am to 7pm. Each auditor will be driving a marked vehicle, wearing TechServ apparel and will have a PNM contractor ID badge and a letter from PNM confirming they are working on behalf of the company.

We need your help

Many PNM poles are in customer's backyards or alleys behind homes, and we may need access to the structure. Keep an eye out for TechServ auditors and allow them access to our pole(s). We have a right to access all PNM-owned structures and equipment, and this audit will help us gather important information.

[PNM.com/2021PoleAudit](https://www.pnm.com/2021PoleAudit)



Meter reader saves life

This is Luis, a PNM meter reader. He recently saved the life of a customer when reading a meter located in a backyard in Silver City. After hearing strange sounds coming from what sounded like a person in need of medical attention, he observed the homeowner face down, with a severe facial injury, laying in a pool of blood, coherent but in need of immediate help.

He immediately called 911, administered first aid at the direction of 911, held her hand and assured her that help was on the way. This customer has since recovered and returned home, expressing profound appreciation for Luis. Thank you, Luis, for helping a neighbor in need.



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](https://www.pnm.com)

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

Safety corner

Windy season is approaching. Always fly kites, drones and model aircraft in open areas, away from power poles, overhead power lines and substations.



New PNM website

Your online experience is important to us, which is why we are working to redesign our website. The new site will launch soon and will feature improved ease of navigation, functionality, and appearance.



Mobile-friendly

Streamlined and concise online experience through your computer and your mobile device.

Account preferences

Easily manage your account preferences and control what and how PNM communicates with you.



Optimized pages

We optimized some of the most visited pages for viewing and paying your bill, starting and stopping service, and much more.



Receive alerts

Sign-up now to receive alerts on payment reminders and power outages.



Quickly contact us

PNM Live Chat is available at the top of each page for you to chat instantly with Customer Service, M-F, 7:30am to 6pm.

Text PNM to report an outage, request a payment extension, or get your account balance.

Register by texting #REG to 78766.

[PNM.com](https://www.pnm.com)



Zero coal leads to millions in savings

PNM and the Navajo Transitional Energy Company announced the signing of an agreement for PNM to exit from the Four Corners Power Plant seven years early. The agreement unlocks an approximate \$100 million in customer savings and provides approximately \$16 million in economic aid funds to the Navajo Nation if approved by regulators.

The customer net benefit comes from multiple sources:



Shareholders paying coal contract obligations



Lower interest rate on approved rate base



Shareholders forgoing profit



Shareholders paying for mine reclamation

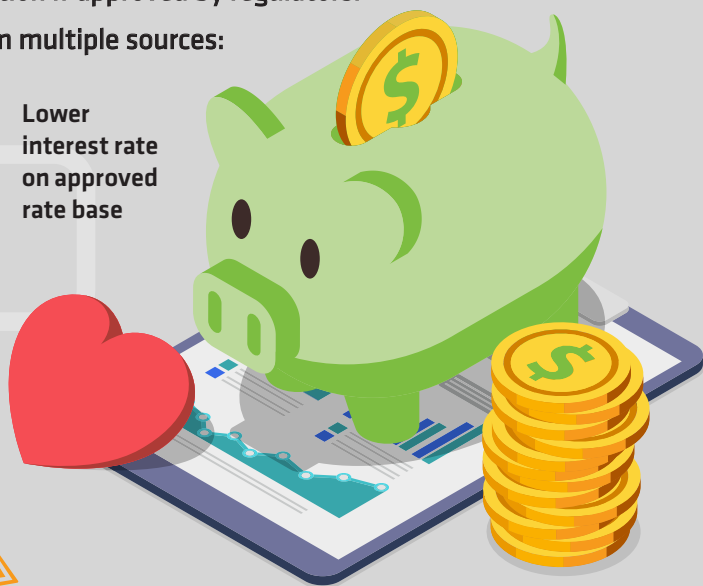


Replacement generation resources

Economic aid payment to affected area



Plant decommissioning payments



Approximately
\$100 million
in customer savings

[PNMForwardTogether.com/CoalFree](https://www.pnmforwardtogether.com/CoalFree)