

Bill help is still available



energyworks®

A monthly resource for PNM customers

October 2021

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Don't let energy vampires take a bite out of your savings.

Take charge of your energy use. It's energy awareness month and PNM has several rebates and savings opportunities that will help you manage your energy usage and save you money. Bite back and tame your energy costs.



***A/C Tune Up Free!**



***Instant Discounts at retail locations**



***Home Energy Check Up**
\$127 value + great products

***Mail-in & Online Rebates on appliances**

***Refrigerator & Freezer Recycling \$50 rebate**



You can also visit the new PNM Smart Shop to purchase energy saving products directly online at pnm-smartshop.bidgely.com

PNM.com/rebates



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.

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

If you are using electric decorations for Halloween,

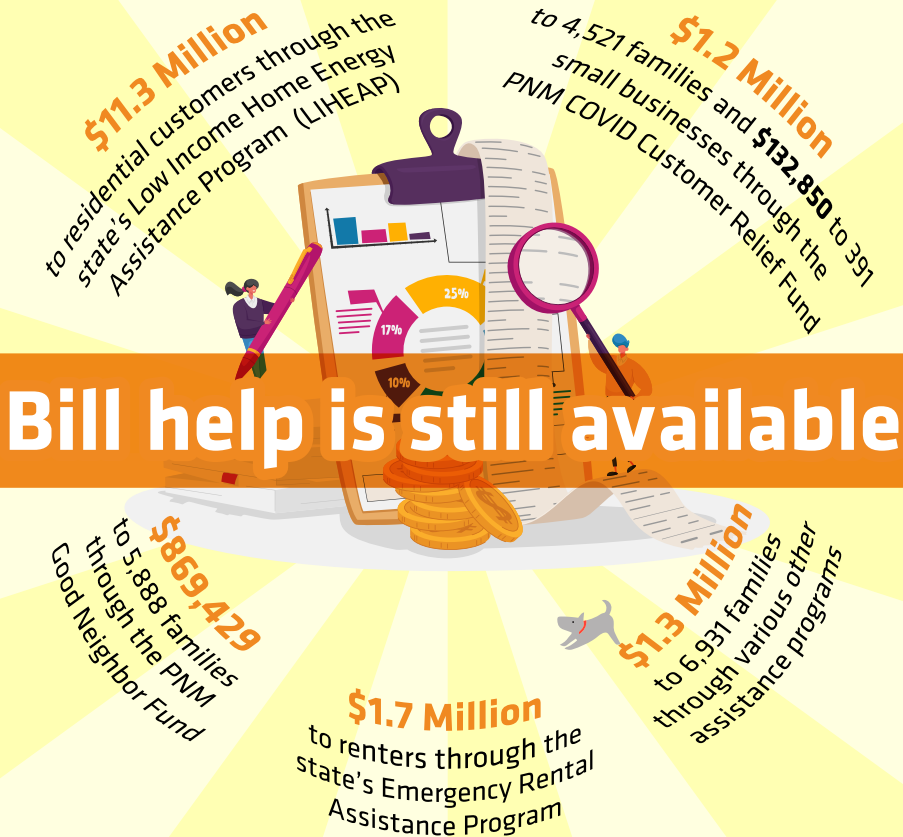
check the cords for damage before using, and make sure you're not overloading your extension cords.

If any part of the cord, plug, or socket is hot or damaged, discontinue use.

Always turn your decorations off when you leave your house and before you go to bed in the evening.



For more than a year after the start of the pandemic in New Mexico, PNM was not disconnecting power if residents could not pay. This was a temporary emergency measure to help customers who were impacted financially by the pandemic. Since mid-August, disconnections due to non-payment resumed, however, we continue to help customers who are struggling pay their PNM bill because we care. Below is a summary of the amount of financial assistance provided to customers in need of a hand up for their PNM bill:



Bill help is still available

PNM helped 13,420 customers who did not qualify for financial assistance get on a payment plan and helped them avoid having their power disconnected due to non-payment.

If you need help paying your PNM bill, funding is still available.

Visit [PNM.com/help](https://www.pnm.com/help) or call **855-364-2950** M – F, 7:30am – 6pm. [PNM.com/ayuda](https://www.pnm.com/ayuda) para espanol.

Watts up in the community?

We love New Mexico and we're committed to giving back in ways that promote a strong, resilient community. Here are a few projects we worked on recently:



Supporting NB3 Foundation Direct Youth Programs

As children across the state head back to school, PNM wanted to enhance the focus on food security, physical well-being, and youth leadership, especially within the state's tribal communities. To help, PNM donated \$10,000 to the Notah Begay III Foundation to support two key programs, the NB3FIT Cross Country Program and distribution of healthy food boxes in partnership with MoGro and the Indigenous Farm Hub.

Our biggest little fan

A small COVID-safe group of PNM employees surprised 10-year-old Callan at his Cub Scouts annual family picnic, naming him the first ever PNM Honorary Youth Ambassador. Callan was recognized for his enthusiasm for learning, focus on safety, and his genuine passion for all things PNM. His Cub Scouts Pack 12 also received a surprise donation to their organization.



Two paws up for Animal Humane New Mexico

PNM employees pulled up to Animal Humane New Mexico with a truck filled with 200 pounds of dog and cat food, plus more than 100 dog toys, leashes, and supplies that the organization needs to help care for pets waiting for their forever homes.



San Juan County

PNM retirees and employees delivered books, toys, activity sets and supplies to two non-profits in San Juan County that help children in the community. We presented Childhaven with much needed supplies, and a check to support the organization's mission. We then delivered children's books, coloring books and activity books for the students at Casa Montessori Preschool.