



**1983 – 2013**  
Celebrating  
30 years of families  
helping families

## The PNM Good Neighbor Fund

2012 Report  
to the Community



*Thank you for  
helping neighbors  
in need.*



Testimonials

Finances

Growth

Donating

## Meet two of the families you helped.



*"The help was  
such a wonderful  
blessing to us."*

*Procopio and  
Aurora*

**Procopio and Aurora Sandoval have been married for 64 years.** They are lifelong residents of Albuquerque who raised five children and have many grandchildren and great-grandchildren. The Sandovals enjoy planting a large garden each spring.

The PNM Good Neighbor Fund assisted with their electric bill at a PNM low income event for seniors when they really needed it. "The help was such a wonderful blessing to us" says Mrs. Sandoval. "It made our money go a little further and really made a big difference to us," she said. "We have deep faith that has helped us as a family, and the PNM Good Neighbor Fund helped a little bit more." The Sandovals are grateful that the Fund helped their household with support and caring.

**Julie T. is a student at UNM.** She will be graduating this May with a degree in sociology and history. She lost the funding that would have helped pay for her final semester in school. Because of this emergency, Julie found herself very short on money to pay her bills and was behind on her electric bill and facing disconnection.

Being a single mother, she wasn't sure what to do until she remembered the PNM Good Neighbor Fund. With the financial assistance, she was able to pay her electric bill. Julie was very thankful for the Good Neighbor Fund and the help she received.

*"Because of this help I was able  
to provide for my family at a time  
I needed the help most."*

*Julie*



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[PNM.com/gnf](http://PNM.com/gnf)

## Thanks very much for your continued assistance!

If you don't contribute, now is a great time to start. A little goes a long way!

### There are three ways to contribute:

- 1 Write in an amount of your choice on the following portion of your bill payment stub:**

*Your donation to the PNM Good Neighbor Fund provides assistance to those in need.*

*PNM shareholders match your donation: \$ \_\_\_\_\_*

### Or choose one of the following options and return this completed form to:

**PNM  
Main Offices  
Albuquerque, NM 87158-0605**

- 2 Ongoing monthly donation:**

☐ I authorize PNM to add \$ \_\_\_\_\_ .00 each month to my bill for the PNM Good Neighbor Fund.

- 3 Round Up**

☐ I authorize PNM to "round up" my bill each month (increase the total amount to the next highest dollar). For example, a monthly bill of \$50.25 would be rounded up to \$51, with 75 cents going to the PNM Good Neighbor Fund. Note: PNM Budget Billing customers are not eligible for "round up" since they are already billed an even dollar amount each month.

Name (on your bill) \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_ Zip \_\_\_\_\_

Phone number (     ) \_\_\_\_\_

Date \_\_\_\_\_

PNM account # (17-digits):

\_\_\_\_\_-\_\_\_\_\_-\_\_\_\_\_  
*I understand my ongoing monthly contribution or Round Up will remain in effect until I notify PNM at 1-888-DIAL-PNM requesting that the authorization be changed, or until the program no longer exists. I also understand that local taxes or other additional charges will not be added to the amount I authorize for the PNM Good Neighbor Fund.*

# PNM Good Neighbor Fund Financial Accountability and Process Management

**To ensure that your contributions to the PNM Good Neighbor Fund are used wisely, we maintain strict rules for financial management. You can be confident that your contributions are working hard to help families who need it the most.**

## Reporting and Auditing

Processes are in place to ensure complete monitoring and control over the program. These processes include reconciliation to The Storehouse account records, reconciliation to the PNM general ledger, and spot audits to customer accounts and The Storehouse posting records. The program is 100 percent accountable and transparent. The Storehouse is the nonprofit organization that administers the PNM Good Neighbor Fund.

## Donation Reporting

- The 2012 PNM Good Neighbor Fund started with a balance of \$977,602 carried forward from 2011.
- During 2012, PNM customers contributed \$260,163. An additional \$10,550 was earned through PNM employee contributions, our Cocinas de New Mexico cookbook sales and other fund-raising events. PNM matched those contributions with \$350,000. To order a Cocinas de New Mexico cookbook, go to [PNM.com/community](http://PNM.com/community).
- Program administrator The Storehouse was paid \$125,233.
- In 2012, the PNM Good Neighbor Fund donated \$968,643 to 10,216 families, which was an increase of 3 percent over 2011. The average donation was about \$95.

- Because donations to families in need were larger than contributions, the 2012 end-of-year balance was \$504,439.
- PNM does not retain any part of your donation for administration or for any other reason.

## Special Events to Serve Vulnerable Customers

In 2012, PNM hosted seven special events that focused on our most vulnerable customer group—low-income seniors. Through a special collaboration with Silver Horizons, a wonderful senior assistance organization, many seniors had their entire need met at our events at senior centers, city health and social service offices, churches, and low-income housing sites in communities around New Mexico. All events offered PNM Good Neighbor Fund applications, information and applications for weatherization programs, budget billing applications, payment plans, and low-cost and no-cost energy saving tips.

## Good Neighbor Fund Assistance Agency Training

PNM trained 32 assistance agency employees in PNM Good Neighbor Fund processes. Ongoing support is provided to the agencies throughout the year.



# The Need is Still With Us - And So is Your Help

Your PNM Good Neighbor Fund helps pay electricity bills for customers who can't afford them. Thanks to your donations, we are helping more families than ever before – more than \$968,643 was used to keep the lights on and homes warm for 10,216 families across New Mexico in 2012. That's three percent more families than in 2011.

The PNM Good Neighbor Fund is administered by The Storehouse. PNM shareholders match your tax-deductible donations up to \$350,000 annually. Collaborating with the community is a hallmark of the PNM Good Neighbor Fund. The Storehouse and PNM

work with dozens of social service providers throughout PNM communities to help families get the help they need.

Thanks very much for your continued assistance! If you don't contribute, now is a great time to start. A little goes a long way!





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