



Need help paying  
your PNM bill?

# energyworks®

A monthly resource for  
PNM customers

February 2018

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# Fire safety

## outdoors

Dry weather doesn't just occur in summer, dry winter conditions are also common in New Mexico. We are experiencing an unusually dry winter, so it's important to be aware of the potential fire hazard.



Clean up any dried leaves and grasses that accumulate in your yard. In the event of an electrical short or downed power line, they could catch fire and spread quickly.

Keep dry leaves swept away from outdoor lighting, outlets and power cords. They could catch fire.

Dry tree branches pushed by strong winds can break and come into contact with a power line, which can start a fire.

Keep grass and weeds growing around power poles and under power lines trimmed back.

### PNM.com

**Solar PV Program:** [PNM.com/solar](http://PNM.com/solar)

**Residential rebates & discounts:**  
[PNM.com/rebates](http://PNM.com/rebates)

**Business rebates & discounts:**  
[PNM.com/bizrebates](http://PNM.com/bizrebates)

**Energy tips & more:** [PNM.com/save](http://PNM.com/save)

**PNM Power Saver:**  
[PNMPowerSaver.com](http://PNMPowerSaver.com) 1-866-471-7906

**Refrigerator Recycling:**  
[PNM.com/fridge](http://PNM.com/fridge) - 1-877-838-1139

**PNM Sky Blue:**  
[PNM.com/PNMSkyBlue](http://PNM.com/PNMSkyBlue)

**Get your bill paperless via email:** [PNM.com/paperless](http://PNM.com/paperless)

### Phone

**Residential services:**  
1-888-DIAL-PNM  
(1-888-342-5766)

**Call before you dig:** 811

**TDD – TTY:** 1-800-640-9382

**Call center hours:**  
Monday–Friday, 7:30 A.M.–6 P.M.  
(For outages, call 24/7)

**Email:**  
[pnm.customerservice@pnm.com](mailto:pnm.customerservice@pnm.com)

**Chat:**  
[PNM.com/contact-us](http://PNM.com/contact-us)

### Ways to pay your bill

<b>One time click-to-pay from your bank account</b> - Free	<a href="http://PNM.com/pay">PNM.com/pay</a>
<b>Automatic Payment</b> - Recurring, paper or paperless, from your bank account	<a href="http://PNM.com/autopay">PNM.com/autopay</a>
<b>Bank/Credit Union websites</b> - Free at many	
<b>Western Union</b> - Dozens of locations with more days and longer hours - \$1 fee	<a href="http://PNM.com/wu">PNM.com/wu</a>
<b>Visa, MC, Discover credit or debit, or ACH</b> (electronic check) - \$2.00 fee	<a href="http://PNM.com/pay">PNM.com/pay</a> Or 1-844-766-7968

### Power outages:

- Report an outage at [PNM.com/outage](http://PNM.com/outage) or 1-888-DIAL-PNM
- Sign up for outage alerts via text, email or phone call at [PNM.com/outage](http://PNM.com/outage)
- See known outages on our map: [PNM.com/outage](http://PNM.com/outage)
- [Facebook.com/PNMelectric](https://www.facebook.com/PNMelectric)
- [Twitter @PNMtalk](https://twitter.com/PNMtalk)

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



The **PNM Good Neighbor Fund**, funded through the generosity of our employees, shareholders and customers, was established to help those in need. It is an emergency assistance fund for PNM customers facing an unexpected financial hardship due to an emergency situation.

PNM customers who are facing a financial emergency may receive a grant to help pay part or all of a past-due PNM bill. Every year, the Good Neighbor Fund distributes tens of thousands of dollars to hundreds of families in our service area for bill payment support.

#### ***Ways you can donate:***

If you are interested in donating to the Good Neighbor Fund, donations are tax-deductible and they are matched by PNM shareholders annually. Visit **[PNM.com/gnf](https://www.pnm.com/gnf)** to see the different ways you can donate.

#### ***How to apply for assistance:***

Visit **[PNM.com/getting-help-gnf](https://www.pnm.com/getting-help-gnf)** or call 888-DIAL-PNM for information.

## **Keeping everyone safe**

Occasionally, PNM employees or authorized contractors need to come to your home to perform work on poles, power lines, transformers, meters, or perform some other service. In some situations, work may also need to be done late at night. Please remember the following safety tips to protect yourself and our employees.

If you ever question whether the person is a legitimate representative of PNM, contact us to verify their identity and reason for the visit.

PNM employees always wear clothing marked with the PNM logo, along with brightly colored safety gear, when the job calls for it. They should have an ID badge with them at all times. Feel free to ask them for identification.

In some instances, authorized contractors may be working in your area on behalf of PNM. If they do not have an official identification card, ask for their name and the reason for their visit, and you may contact PNM to verify the information.

Even the nicest dogs can be aggressive when a stranger comes onto its owner's property. Please enclose your dog away from the meter on read days, or when work is scheduled on your property.

Thank you for helping to keep our employees safe, to allow us to deliver safe reliable energy to your home.



## **Open meeting**

Open to the Public: Did you know that the N.M. Public Regulation Commission meetings are open to the public? They're your chance to become informed and express your views on the various regulatory issues related to PNM. Copies of the NMPRC Open Meetings Policy and Notice are available at the Commission's office, 1120 Paseo De Peralta Santa Fe, N.M. 87505, or [nmprc.state.nm.us](https://nmprc.state.nm.us). Copies are also available at PNM payment centers.

**Chat live with a representative**

**Weekdays,  
7:30 A.M. to 6 P.M.**