



## STORM EDITION

# energyworks®

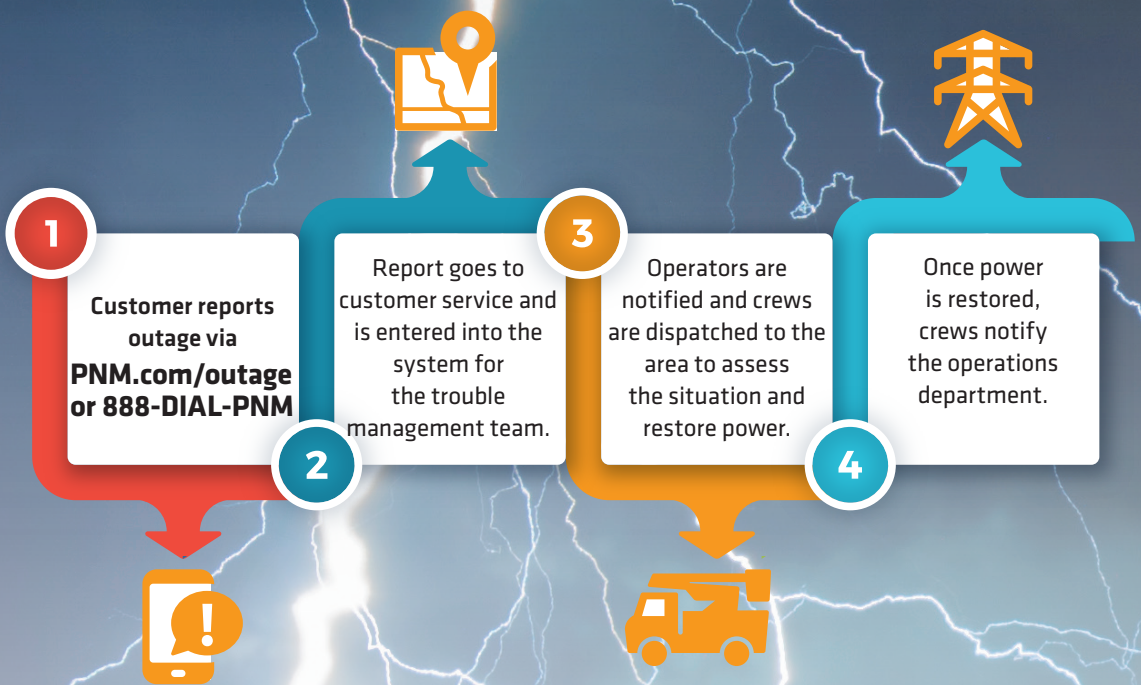
A monthly resource for PNM customers

July 2017

### Inside

- Power outage process
- Safety tips
- Chat with us
- Isotopes coupon

## What happens during an outage?



PNM monitors our distribution and transmission systems 24/7, so when an outage does occur we can provide quicker outage restoration. We continue to upgrade our distribution and transmission systems to further enhance system reliability. Every outage is unique upon itself and our crews have to remain flexible to adjust to each challenge that comes their way.



### 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, 7:30A.M.–6P.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><br>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.



# Stay safe during an outage

 Check your breaker panel to make sure your outage is not due to a tripped breaker.

Unplug electronics/appliances in case of a power surge that can cause damage. Consider adding surge protectors.



Leave one light on so you know when power is restored.

Keep your fridge door closed to maintain the cold temperature. Before eating food items, check for spoilage.



Learn how to manually open your automatic garage doors or gates.

Only use generators away from your home. Never run a generator inside a home or garage, or connect it to your home's electrical system.

Families with special medical needs or elderly members should always have a backup plan. A battery backup is good to have for medical equipment.



Use flashlights and/or flameless LED candles for lighting. Regular candles can cause fires.

Stay away from downed power lines and anything touching them. Report them to 888-DIAL-PNM.

If possible, stay off the roads. Traffic lights may be out and roads will be busy. Treat intersections as a 4-way stop.

Visit the Outage Center on our website to sign up for outage alerts, report an outage that you are experiencing, and to view the online outage map.

[PNM.com/outage](http://PNM.com/outage)  
Or call 1-888-DIAL-PNM  
(888-342-5766)  
24/7



Having an outage kit at your home or business is a great way to stay prepared in the event of an outage. Consider the following items for your kit:

## BASIC EMERGENCY SUPPLY KIT



### 2017 Baseball Ticket Offer

**Buy 1 get 1 FREE!\***

In the Reserved Level only.



#### Albuquerque Isotopes vs.

|                  |                 |           |
|------------------|-----------------|-----------|
| Tacoma Rainiers  | Wed., July 19   | 7:05 P.M. |
| Fresno Grizzlies | Mon., August 14 | 6:35 P.M. |

\* Coupon is redeemable online at [www.ticketmaster.com/pnm17](http://www.ticketmaster.com/pnm17) and by calling Ticketmaster at 1-800-745-3000 prior to game day. Use the password "PNM17" for online and phone purchases. Coupon is also redeemable at the Isotopes Park Box Office before and on game day. Tickets must be purchased in multiples of two. Offer is subject to availability and only valid for specified dates. No upgrades apply. Schedule is subject to change.

### Have a question?

You can now chat live with a customer service representative between the hours of 7:30 A.M. and 6 P.M., Monday through Friday. Report an outage, check for outage updates, or talk with us about another question you have.

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