



Preparing for storm season



energyworks®

A monthly resource for PNM customers

July 2018

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Start, stop or transfer your service on PNM.com

Moving to another address served by PNM?

If you are currently a PNM customer and are moving to a new address that is also served by PNM, you can stop service at your current address and start service at the new address, all in one place.

New to PNM?

You can start service or add another PNM account in a few easy steps. We recommend completing this process at least three business days before you plan to move in to ensure your service is established in time for moving day.

Need to cancel your PNM service?

We are always sad to see a customer go, but if you are not moving to another location served by PNM, you can cancel your service.

Visit the Move Center at PNM.com/move-in-out for more information on any of these services.

New Safety section on PNM.com

Safety is top of mind every day at PNM, which is why we are excited to launch our NEW safety section on the PNM website.



Visit PNM.com/safety to learn helpful tips to stay safe in a variety of situations.

PNM.com

Solar PV Program: PNM.com/solar

Residential rebates & discounts: PNM.com/save

Business rebates & discounts: PNM.com/bizrebates

PNM Sky Blue: PNM.com/PNMSkyBlue

Email: pnm.customerservice@pnm.com

Get your bill paperless via email: PNM.com/paperless

Power outages:

- Report an outage at PNM.com/outage or 1-888-DIAL-PNM
- Sign up for outage alerts via text, email or phone call at PNM.com/outage
- See known outages on our map: 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.

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)

Chat: PNM.com/contact-us

2018 Baseball Ticket Offer Buy 1 get 1 FREE!*



Albuquerque Isotopes vs.

El Paso Chihuahuas *Tues., July 17* *6:35 P.M.*

Tacoma Rainiers *Tues., August 14* *6:35 P.M.*

* Coupon is redeemable online at www.ticketmaster.com/pnm18 and by calling Ticketmaster at 1-800-745-3000 prior to game day. Use the password "PNM18" 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 in Reserved Level seating and only valid for specified dates. No upgrades apply. Schedule is subject to change.



Sunny

Thunder

Day

Night

Preparing for storm season

Rainy

Storm

Windy

We are proud to deliver reliable power each day to our customers, but sometimes power outages do occur.

Outages can be frustrating and unnerving, but taking steps to be prepared before an outage occurs can help you stay calm and safe while PNM crews work to restore power.



Before a storm

- Build or restock your emergency preparedness kit with suggested supplies to the right.
- Charge all cell phones and other devices that need power. Have alternative charging methods for these devices.
- Know how to operate the manual release lever for your garage in case you need to leave your home.
- Keep at least a half tank of gas in your car. Gas stations rely on electricity to power their pumps.
- Create a backup plan for family members who use medical equipment that requires electricity.



During a storm/outage

- Unplug or turn off TVs, stereos or game system.
- Keep refrigerator and freezer doors closed as much as possible to keep food cold.
- Only use flashlights for emergency lighting, because candles can cause fires.
- Move to the lowest level of your home, wear lighter clothing and drink plenty of water. In the event of an extended outage, consider going somewhere else that might not be affected by the outage to keep cool.



After a storm/outage

- Restock your emergency kit with fresh batteries, canned foods and other supplies.
- Stay away from downed or sagging power lines, and always consider them energized and dangerous! Call 911 immediately and report the line by calling PNM at 888-DIAL-PNM.

Understanding how power is restored

During an outage or storm, our crews' first priority is to make sure the scene is safe, assess the damage, and then start the restoration efforts. This

assessment may take some time. You may see our trucks in your neighborhood as you continue to experience an outage. The information they gather helps us plan our work.

Addressing hazardous situations such as downed wires is priority, as we work on restoring power as quickly as safety allows. Our initial focus is on critical areas that include airports, water and sewage systems, hospitals, and public safety facilities.

As we work to restore power, you may see your neighbor's lights on, while your location remains in the dark. Different parts of a neighborhood may be on different circuits, and not all circuits are restored at one time. Sometimes, an outage only affects service to your home.

Thank you for your patience as crews work to restore power to all customers being affected by an outage.

