

Balloon Safety



energyworks®

A monthly resource for PNM customers

October 2018

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PNM Sky Blue®

Get local clean energy.

As little as \$1.70 per month is all it takes to support clean, renewable energy here in New Mexico. Since we already supply 15 percent of your electricity with renewable energy, you can subscribe for up to 85 percent of your use.

For more details and to sign up online, visit: PNM.com/pnmskyblue

Winter Shut-off Protection begins November 15, 2018

To avoid potential disconnection of services please contact the human services department at 800-283-4465, or the appropriate tribal or pueblo entity for eligibility information for low income heating energy assistance program (LIHEAP). Your service will not be disconnected from November 15, 2018, through March 15, 2019, if you meet the qualifications of LIHEAP and have no past due amounts or you remain current on any settlement or installment agreement for amounts due as of November 15, 2018. Members of New Mexico tribes or pueblos who need help with translation or with other matters may contact the commission's consumer relations division at (888) 427-5772, who will contact the appropriate tribal or pueblo official for assistance.

Para informacion en espanol llame 1-888-342-5766,
pnm.com/web/espanol/es-shut-off-protection

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)

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

Live chat is quickly becoming one of the most popular ways that customers use to start a conversation with PNM. In August 2018 alone, we answered over 6,000 chats, and we have answered over 18,000 chats since the beginning of the year!

Have a question? Visit PNM.com today and chat live with one of our customer service representatives.



Live Chat

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



Balloon Safety



Eyes on the Road

As of Aug. 31, 2018, 97 outages affecting over 18,000 customers were caused by vehicles hitting power poles or other PNM electrical equipment. As hot air balloons start to fill the sky, remember to stay safe and keep your eyes on the road. Pull over in a safe location to watch and take pictures of the balloons.

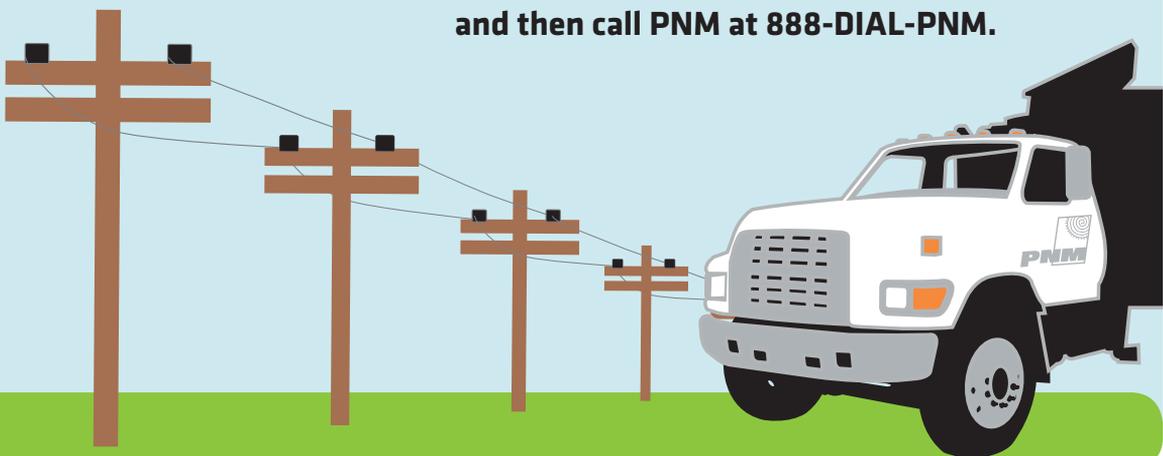


Living in New Mexico allows us the unique opportunity for year-round hot air ballooning.

If you see a balloon come in contact with a power line, pole, or other electrical equipment, **do not go near it or touch it.**

Electricity seeks the nearest path to ground, which means an energized line that poses no danger to a balloon hanging on one wire could become deadly for everyone involved if a single onlooker touches the ground and the balloon or a tether at the same time.

Stay back and call 911 immediately, and then call PNM at 888-DIAL-PNM.



Ceiling Fans

Ceiling fans can warm or cool you, depending on the direction that they turn. In the winter, make sure your fan is turning clockwise because a clockwise rotation will create an updraft, and the cold air will be pulled up to the ceiling, more evenly spreading the warm air around, instead of hanging out over your head where you can't feel it as much.

WINTER Clockwise



Pulls warm air up and redistributes to the rest of the room

