

Need help paying
your PNM bill?



energyworks®

A monthly resource for
PNM customers

October 2017

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PNM.com

We are happy to announce that later this month customers will have the ability to **save their payment information for future use when making a payment online at PNM.com**. We received a lot of requests for this capability and are pleased to be able to offer this time-saving perk!

People all over Texas, including employees at our sister company, Texas New Mexico Power (TNMP), were seriously affected by Hurricane Harvey. PNM Resources and PNM employees donated over \$30,000 to the Red Cross to assist victims of Hurricane Harvey as they rebuild their lives. PNM Resources also set up an employee crisis fund specifically to help TNMP employees whose homes were damaged or destroyed by the hurricane. Our hearts go out to everyone impacted by Hurricane Harvey.



Eyes on the road

As of Aug. 31, 2017, over 90 outages within the PNM service area 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.

PNM.com

Solar PV Program: PNM.com/solar

Residential rebates & discounts:
PNM.com/rebates

Business rebates & discounts:
PNM.com/bizrebates

Energy tips & more: PNM.com/save

PNM Power Saver:
PNMPowerSaver.com 1-866-471-7906

Refrigerator Recycling:
PNM.com/fridge - 1-877-838-1139

PNM Sky Blue:
PNM.com/PNMSkyBlue

Get your bill paperless via email: 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

Chat:
PNM.com/contact-us

Ways to pay your bill

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

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.

Albuquerque Assistance Fair



This family friendly event features 40+ helping agencies from all over Albuquerque. In addition to valuable assistance and information about food, medical, pet care and available city services, customers may be eligible to **receive help paying past due electric bills with the PNM Good Neighbor Fund!**

Saturday, Nov. 18, 2017
9:00 am to 11:00 am
St. Pius X High School
5301 St. Josephs Dr. NW
Albuquerque, NM 87120

PNM Good Neighbor Fund Eligibility Guidelines

To sign up for the PNM Good Neighbor Fund you need to have:

1. Proof of all household income for all adults over the age of 18 in the home.
2. A bank statement that shows all direct deposits.
3. If no income, proof of no income is required. This would be proof of food stamp or LIHEAP approval for this year.
4. ID's for all adults in the home.
5. The customers' past due PNM bill.
6. ID for children living in the home if needed, such as a Medicaid card, birth certificate, shot record, or school ID.
7. Proof of LIHEAP approval is required.



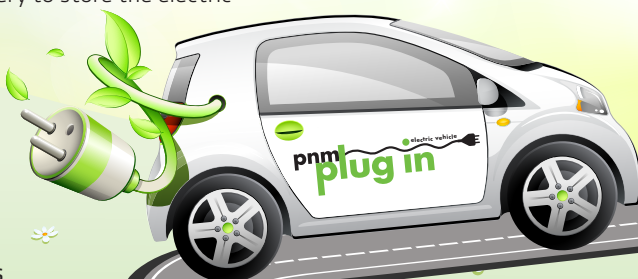
Household size	Monthly Income
1	\$1,500
2	\$2,030
3	\$2,553
4	\$3,075
5	\$3,598
6	\$4,120
7	\$4,643
8	\$5,165

Driving toward a clean energy future.

Plug-in hybrid electric vehicles (PHEV): Powered by an internal combustion engine that can run on fuel and an electric motor that uses energy stored in a battery.

All-electric vehicles: Use a battery to store the electric energy that powers the motor.

All electric vehicles produce **zero tailpipe emissions**, and PHEVs produce no tailpipe emissions when in all-electric mode.

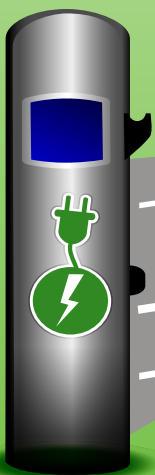


Plug-in hybrids and all-electric vehicles qualify for a \$2,500 to \$7,500 federal **tax credit**.



Charging...

Nearly 97% of EV short-range drivers charge their vehicles at home.*



PNM, Nissan USA, U-Go, and local businesses teamed up to offer DC fast charging stations in seven locations. For a full list of all charging stations in New Mexico, visit **PNM.com/ev-charging**



Range anxiety?

Battery technology continues to improve, with many EVs coming out that have 200+ miles all-electric battery range. The range on a PHEV is 53 electric miles and up to 420 miles with a full tank of gas.

*According to an Idaho National Laboratory study.