

Frequently Asked Questions

Q: Why haven't I received my bill?

A: Due to meter reading staffing shortages, some meters were not read as scheduled, which has resulted in delayed bills for some customers. PNM is actively working to complete the outstanding meter reads and restore normal billing cycles as quickly as possible.

Q: Is there a problem with my account?

A: No. In most cases, the delay is related to meter reading staffing shortages and is not specific to your account. We apologize for the inconvenience.

Q: Will I receive a bill for multiple months at once?

A: If your meter was not read during a previous billing cycle, your next bill may include charges for more than one billing period. However, you will only be billed for the electricity you actually used during that time.

Q: Can PNM estimate my bill?

A: PNM has notified the New Mexico Public Regulation Commission (PRC) of its intent to temporarily estimate bills in certain situations due to staffing shortages. Customers who receive an estimated bill will be notified through a phone call, email, or text message when available.

Q: What is an estimated bill?

A: An estimated bill is based on historical energy usage. This is typically done by comparing the usage from the same period in the previous year and applying that usage pattern to the current billing period. This method helps provide a reasonable estimate when an actual meter reading is not available. Once an actual meter reading is obtained, your account will be adjusted as needed to reflect actual usage.

Q: What happens if the estimate is higher or lower than my actual usage?

A: When an actual meter reading is obtained, your account will be reconciled to reflect your actual usage. Any differences between estimated and actual usage will be reflected in a future bill.

Q: Why did my neighbor receive an estimated bill, but I did not receive a bill at all?

A: Customers may experience different situations depending on when a meter reading was missed and whether their account is eligible for estimation. Some accounts can receive an estimated bill, while others require an actual meter reading before billing can occur.

Q: Am I going to be disconnected because my bill is delayed?

A: No. A delayed bill alone does not result in a disconnection. Once billing resumes, customers who need assistance with payment arrangements should contact us so we can review available options.

Q: What is PNM doing to fix the issue?

A: PNM has taken several steps to address the situation, including:

- Recruiting and hiring additional meter readers
- Training new meter reading employees

Q: When will this be fixed?

A: Additional meter readers are being deployed and PNM is actively working to reduce the backlog. While we do not have a specific completion date to provide, restoring normal billing operations is a top priority.

Q: My bill is going to be much higher because several months are included. What can I do?

A: We understand your concern. If you receive a larger than normal bill because multiple months are billed at once, please contact us. We can review your account and discuss available payment options based on your situation.