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Helping customers through the heat

PNM highlights bill-help options as summer temperatures drive up energy use

(Albuquerque, NM) – PNM is reminding customers of several programs available to help manage higher summer bills as New Mexico experiences prolonged heat and increased energy use. Hot weather naturally drives up cooling needs, which can lead to higher monthly bills. To support customers during this period, PNM offers tools and assistance designed to make costs more predictable, provide financial help when needed, and give customers more control over their energy use.

“Customers are facing some of the hottest months of the year, and that can make energy bills harder to manage,” said Mario Cervantes, Director of Customer Experience for PNM. “Programs like the Good Neighbor Fund, Budget Billing, energy saving tools and resources, options for payment plans, and the Time-of-Day rate, are designed to give families practical options to manage their bills and stay comfortable during the hottest months. Supporting our customers when they need us most is a key part of Powering New Mexico, Together and reflects our commitment to the communities we serve.”

- **Payment arrangements and options-** Customers with an overdue amount on their account that may need more time to pay, can request payment arrangements that offer additional flexibility. These payment options help customers stay current and avoid bills that may become difficult to manage, especially during high-use summer periods. Visit a PNM payment center or call 888-342-5766 to discuss options.
- **Budget Billing-** Budget Billing is available for customers who want a more predictable monthly payment. The program averages energy use over 12 months so bills stay steady even during the hottest months of the year. For more information, and to sign up, visit [PNM.com/budgetbilling](https://www.pnm.com/budgetbilling).
- **Time-of-Day-** PNM also offers a Time-of-Day rate that gives customers the opportunity to save by shifting some energy use to lower-cost hours. Running large appliances, charging devices, or completing household tasks during off-peak periods can help reduce monthly bills. For more information, and to sign up, visit [PNM.com/timeofday](https://www.pnm.com/timeofday).
- **Home Energy Checkup-** With a free PNM Home Energy Checkup, an Energy Specialist will meet customers virtually or in person to provide a custom home energy report, giving them ways to become more energy efficient and save money on their bill. They will also give customers energy-saving products and will let them know what other rebates they may qualify for to save even more energy and money. Learn more and sign up at [PNM.com/checkup](https://www.pnm.com/checkup).
- **PNM Good Neighbor Fund-** The Good Neighbor Fund provides emergency financial assistance to income-qualified customers who have a past due bill or a disconnect notice on their account. The fund is supported by donations from customers, employees, and shareholders and helps households cover past-due balances during difficult moments. More information is available at [PNM.com/GoodNeighborFund](https://www.pnm.com/GoodNeighborFund).

- **Energy Usage Insights and Tools-** PNM also offers online energy insights and proactive monthly email reports that offer customers a clearer picture of their electricity use with easy-to-understand information to help better manage energy, plan ahead and be more in control of their energy use. For more information, visit [PNM.com/myenergyusage](https://www.pnm.com/myenergyusage).

These options and tools help families manage summer energy costs, plan ahead, and stay connected to the energy they rely on every day.

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About PNM

PNM is the largest electricity provider in New Mexico serving nearly 550,000 customers. PNM is committed to transitioning its electricity to 100% carbon free while ensuring a reliable and resilient power system. Visit [PNM.com](https://www.pnm.com) for more information.