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PNM reminds customers of programs to manage higher summer bills

(Albuquerque, NM) – As New Mexico continues to experience prolonged heat and higher energy use, PNM is reminding customers of several programs designed to help manage bills. Hot weather naturally increases cooling needs, which can lead to higher monthly costs. PNM offers tools and assistance to help customers plan ahead, stay current, and access support when needed.

“Summer heat can put real pressure on household budgets, and we want customers to know they have options,” said Mario Cervantes, Director of Customer Experience for PNM. “Tools like Budget Billing and flexible payment plans help customers stay on track, while the Good Neighbor Fund provides critical assistance during difficult moments. That’s what Powering New Mexico, Together means.”

Bill-Help Options

- **Payment arrangements** — Customers with an overdue balance can request payment plans that offer additional flexibility. These arrangements help customers stay current and avoid bills that may become difficult to manage during high-use summer periods. Customers can visit a PNM payment center or call 888-342-5766 to discuss options.
- **Budget Billing** — Budget Billing averages energy use over 12 months, creating a predictable monthly payment and helping customers avoid seasonal bill swings. Customers can learn more or enroll at [PNM.com/budgetbilling](https://www.pnm.com/budgetbilling).
- **Good Neighbor Fund** — The Good Neighbor Fund provides emergency financial assistance to income-qualified customers who have a past-due bill or disconnect notice. Supported by donations from customers, employees, and shareholders, the fund helps households cover past-due balances during difficult moments. More information is available at [PNM.com/GoodNeighborFund](https://www.pnm.com/GoodNeighborFund).

These options provide customers with predictable billing, flexible assistance, and emergency support when summer heat makes energy use harder to manage.

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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.