

Customer Service Guide

Important information about energy
use in and around your home



Powering New Mexico, Together

How to reach us

PNM.com

Residential services

888-DIAL-PNM (888-342-5766)

Business services

888-245-3659

Call Before You Dig

811 (Statewide)

To report a power outage

888-DIAL-PNM (888-342-5766)

#out to 78766

PNM.com/outagemap

Email:

PNM.customerservice@PNM.com

Chat:

PNM.com

Call center hours:

Monday–Friday, 7:30 A.M. – 6 P.M.

TTD/TTY lines

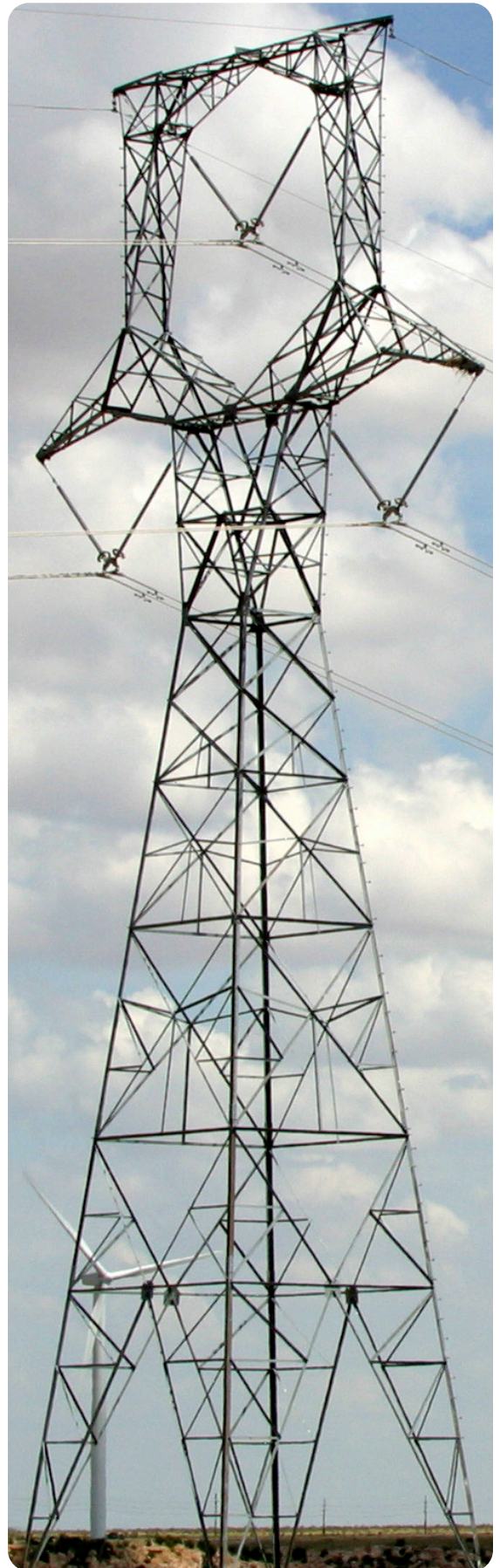
Speech or Hearing Impaired

TDD-TTY: 711

Social Media

 Facebook.com/PNMelectric  @PNMtalk

The information in this guide summarizes the rights and responsibilities of PNM and its customers. This information is provided in accordance with Rule 17.5.410.23 NMAC of the New Mexico Public Regulation Commission.



Our commitment to you

We know that safe, reliable energy is critical to your family and to all PNM customers across New Mexico. We are committed to providing you the energy you need when you need it. You can depend on us not only to reliably deliver power to your home or business, but also to help you with all of your energy needs – whether you need to set up service at your new home, analyze your energy use, or save money on your electric bill. Whatever your energy needs, PNM can help.

From our linemen and engineers to our Customer Experience Advisors, we will do whatever it takes to serve you better every day.

At PNM, customers are a top priority, and we want to make sure you have the information you need to manage your family's energy use. Throughout this Customer Service Guide, you'll see information designed to help you make smart energy choices. If you have any questions about what choices are right for your home, PNM is here to help.

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How to read your bill

Understanding your bill is critical to understanding how you might be more energy-efficient to lower your bill. Look at your bill each month and determine where your energy dollars are going. Are you using more on energy this month compared to the same month last year? Analyze your energy use and make sure your family practices good energy habits.

Your billing cycle covers approximately one month, although that thirty-day span usually overlaps two months (for example, November 15 through December 15).

PNM
PNM.com
Make a payment: 844-766-7968, 24/7
Customer service: 888-342-5766, M-F 7:30AM-6PM

Bill Issued Date 07/06/2026
Amount Of Your Last Bill \$217.45
Payments Received (Thank You) -\$217.45
Balance Before Current Bill \$0.00
Current Electricity Charges \$284.12

1 **Your Account**
Account number: 123456789-1234567-1
Service address: YOUR NAME
1234 ANY STREET NE
ALBUQUERQUE, NM 87110

2 **Energy Use History**
Find out more about meter readings at PNM.com/meterreading

3 **Energy Use Snapshot**
This bill: Jun 04 - Jul 06 (32 days)
Usage This Bill 1,361 kWh
Avg. daily use: 42.53 kWh
Avg. cost: \$8.87
Avg. daily temp: 74°
Usage Last Year's bill 1,040 kWh
Avg. daily temp: 72°

4 **PNM**
414 Silver Ave. SW
Albuquerque, NM 87102
123456789-1234567-1
MS 8020
Dep=19102
YOUR NAME
1234 ANY STREET NE
ALBUQUERQUE, NM 87110

5 **Payment Coupon**

Total Amount Due \$284.12
Due by 07/28/2026
Your donation to the PNM Good Neighbor Fund (GNF) provides assistance to those in need. PNM shareholders match your donation.
GNF Donation \$
Total enclosed \$

PNM
PO Box 27900
Albuquerque, NM 87125-7900

0 0 123456789-1234567-1 0000012345 1 0



Payment due date

Your bill is due when you receive it and is considered late 20 days after the bill issued date. After 30 days, unpaid amounts are assessed a late payment fee.

1

Account Number

This number is unique to you. Make sure you have it available when you need additional help or services.

2

Electric Usage Chart

This chart summarizes your usage over the last 13 billing periods. The blue box shows the usage for the current bill.

3

Energy Use Snapshot

This includes average usage, cost, and temperature.

4

How to Reach Us

Check here for details about how to contact us by phone or online.

5

Payment Coupon

Detach and return this portion with your payment, or bring it with you when paying in person.

1 Billing Breakdown

This table summarizes the charges that comprise your current electricity bill.

2 Electricity You Used

This section lists the total energy in kilowatt-hours (kWh) used for the billing period as well as the current and prior month's meter readings.

3 Customer charge

This monthly charge helps recover part of PNM's costs to provide energy to your home as well as customer services. This charge remains the same regardless of how much electricity you use.

4 Base charges

PNM bills electricity in kWh blocks, Block 1 and Block 2 are 450 kWh. The price of electricity increases with each consecutive block. The fewer blocks you see on your bill, the lower the average price you are paying for your electricity. The more blocks you see, the more you pay on average. Watching this area on a regular basis will give you indication if there are certain times of the year - like during the summer - when you may consider conserving in order to better manage your costs.

5 Fuel cost adjustment

Just like prices at the gas pump, fuel costs can vary greatly for utilities. 100% of the fuel cost for traditional power resources is included in the Fuel Cost Adjustment of the bill. The costs in this section are not related to customer-owned solar. Non-Renewable: The actual cost of fuel purchased to generate energy from traditional resources.

Renewable: This line is \$0 because solar, wind and geothermal generation do not require fuel. The costs to maintain these facilities are recovered in #6, the Renewable Energy Rider.

6 Renewable Energy Rider

PNM sources renewable energy, such as wind, solar and geothermal to achieve the goals of the energy transition in New Mexico. This charge supports development of these resources and our commitment to a cleaner environment.

7 Transportation electrification program

This monthly charge helps recover part of PNM's costs associated with the Transportation Electrification Program which includes rebates, program administration, marketing, education, and outreach.

8 San Juan Energy Transition Charge

New Mexico's Energy Transition Act (ETA) includes initiatives for early retirement of coal plants to help realize carbon free goals for New Mexico. As part of our plan to provide customers with 100% carbon-free electricity, PNM closed the San Juan Generating Station pursuant to the ETA. All customers will see a monthly "Energy Transition Charge" to recover costs associated with the retirement on their bills. All rights to the Energy Transition Charges are owned by PNM Energy Transition Bond Company I, LLC. This statement is required by a ruling from the New Mexico Taxation and Revenue Department. It is to disclose that PNM is collecting the charges on behalf of PNM Energy Transition Bond Company I, LLC, who will own them.

9 Grid Modernization Rider

A monthly bill charge that supports investments in a smarter, more reliable electric grid, helping deliver better service, improved outage response, and new tools that give customers greater visibility into their energy use.

10 Cost-Effective Energy Saving

This pays for energy efficiency programs - such as refrigerator recycling, cooling and appliance rebates and discounts and a range of business programs.

11 Service Information and Meter Read

This section shows your present and past meter readings, the day the meter was read or estimated, and the electricity you used during the billing period.

If you see "Actual" in this box, your meter reading was obtained in person by a meter reader.

If you see "Estimated" in this box, a meter reader was unable to read your meter. Common reasons for an estimated reading include weather and access issues, such as locked gates, dogs or shrubs. Under New Mexico Public Regulation Commission rules, PNM can only estimate your bill two months in a row, at most.

Name: YOUR NAME	Account #: 123456789-1234567-1	1234 ANY STREET NE	Page 2 of 3
Billing Details Breakdown of Current Charges of \$284.12			
1	Base Charges \$211.13	Fuel Cost Adjustment \$20.91	Riders \$27.80
			Taxes \$19.28
Residential Rate 1A		Use (kWh)	\$ per kWh
Base Charges			Percentage
Customer Charge			Amount
Summer			
Block 1		450.000	x \$0.0896783
Block 2		450.000	x \$0.1486546
Block 3		461.000	x \$0.1994661
Fuel Cost Adjustment			
Non-Renewable: 87.2% of kWh		1,166,792	x \$0.0226757
Renewable: 12.8% of kWh		174,208	x \$0.0000000
Riders			
Renewable Energy Rider		1,361.000	x \$0.0063867
Transportation Electrification R53		1,361.000	x \$0.0028946
San Juan Energy Transition Charge*			
Grid Modernization Rider			
Cost-Effective Energy Saving Prog.			3.967%
Taxes			
State		4.8750%	\$12.96
County		2.0000%	\$5.32
Current Electricity Charges			\$284.12
* San Juan Energy Transition Charge			
A charge to recover costs associated with the early retirement of the San Juan Generating Station coal plant. All rights to the energy transition charges are owned by PNM Energy Transition Bond Company I, LLC (ETBC I). This statement is required by a ruling from the New Mexico Taxation and Revenue Department. It is to disclose that PNM is collecting the charges on behalf of ETBC I, who will own them. For more information, please refer to PNM.com/etbc.			
Meter Reading Details			
Meter number: 0354507			
Read date: 07/06/2026 (32 days billed)			
Meter read type: Actual			
Current read: 8210			
Previous read: 6849			
Meter constant: x 1.000			
Total kWh: 1,361.000			



Additional Assistance Resources

We understand that paying utility bills can sometimes be challenging. Eligible individuals may be able to receive payment assistance through programs offered by state and local governmental agencies.

For more information, visit PNM.com/billhelp

Sometimes people need help paying energy bills. PNM has a way to help through the PNM Good Neighbor Fund.

We're here to help

PNM Good Neighbor Fund

The PNM Good Neighbor Fund is an emergency fund that helps low-income customers in our service area with energy assistance when they are at risk of being disconnected. Donations from generous PNM customers, employees, and shareholders fund this program.

Here is how you can help a neighbor in need

There are four ways you can donate to the PNM Good Neighbor Fund:

- 1 Your Online Payment** - You can donate as you are paying your monthly PNM bill by adding a donation amount to the PNM Good Neighbor Fund Donation field.
- 2 Paper Bill Donation** - If you receive a paper PNM bill, you can add a donation when you mail your monthly payment. Simply complete the PNM Good Neighbor Fund section on your bill and write the donation amount of your choice.
- 3 Sign Up for Recurring "Round-Up" Donations** - Your bill will automatically be rounded up to the next dollar each month. For example: a \$53.53 bill will be rounded up to \$54.00. PNM shareholders will match your \$0.47 donation.
- 4 Mail, Check, or Money Order** - You can make any donation by mail with a check or money order. You can also print a PNM Good Neighbor Fund donation form, fill it out with your bank account information and send it via the U.S. mail. Below is PNM's mailing address:

PNM
P.O. Box 27900
Albuquerque, NM 87125-7900

How do customers apply for the Good Neighbor Fund?

PNM Good Neighbor Fund Locations - By Appointment Only

To apply for help from the PNM Good Neighbor Fund, schedule an appointment at one of our community agencies' offices.

ALBUQUERQUE	ALAMOGORDO	CLAYTON
Rio Grande Food Project 600 Coors Blvd NW Albuquerque, NM 87121 505-831-3778 www.rgfp.org Call to schedule an appointment 505-831-3778 or Good Neighbor Fund Walk-ins are welcome on Wednesdays and Fridays during regular food distribution from 9 am - 11 am.	Love Inc. of Otero County 1106 Ohio Ave Alamogordo, NM 87310 575-437-5683 www.loveincotero.org	Alternatives to Violence 110 Walnut Street Clayton, NM 87415 575-374-0135 Email: atvcclayton1@gmail.com
DEMING	LAS VEGAS	LOS LUNAS, BELEN, ISLETA PUEBLO
CitiLife Church 1200 E Pear Street Deming, NM 88030 575-546-7479 www.citilifechurch.com	Samaritan House 501 7th Street Las Vegas, NM 87701 505-454-1390	Midwest NM CAP (Community Action Program) 549 Don Pasqual Rd NW Los Lunas, NM 87031 505-866-0466 www.ourkidzrock.com
SOUTHWEST NEW MEXICO – VIRTUAL	SANTA FE	SILVER CITY, BAYARD, HURLEY AREA
United Way of Southwest New Mexico Serves southern New Mexico residents virtually by dialing 211.	Salvation Army Office 525 West Alameda Street Santa Fe, NM 87501 505-988-8054 www.salvationarmy.usa.org/usn	St. Francis Newman Center 914 W. 13th St Silver City, NM 88061 575-538-3662 stfrancisnewman.wixsite.com Hidalgo Medical Services - Family Support 114 W. 11th St Silver City, NM 88061 575-597-2745

Bring the following documents with you to your appointment-

- PNM bill showing a past due balance. If you are over 65, you do not need to have a past due balance to receive assistance.
- Proof that you have been approved for LIHEAP or SNAP benefits the current year.
- If no income, proof of no income required.
- ID of the individual who has the PNM account in their name plus all other household members.

Additional Services

Tribal Residents: The following tribe/tribal organization in our service area is a tribal LIHEAP office: Five Sandoval Indian Pueblos and Laguna Pueblo (Residents living in Rio Puerco area). Contact your tribal administration office to inquire about available assistance completing your LIHEAP application.

Critical Customers: PNM does accept requests from customers who would like to be identified as critical customers whose life or health may be endangered by discontinuing electric service. In accordance with 17.5.410 NMAC, if you would like to be placed on this identification list, please contact PNM.

PNM Life Watch service: If someone in your household relies on electric medical equipment, PNM's LifeWatch service can assist. This service keeps a record of customers who need electricity for medical reasons and provides power outage alerts and notifications to you and a designated third party. Visit PNM.com/lifewatch for more information.

Heating season protection

Eligible customers may receive protection against having their electricity turned off due to non-payment beginning November 15th of each year and ending on March 15th of the following year. To qualify for this service, eligible customers must have no past due charges on their PNM account on November 15th.

A program designed just for you

Budget Billing

Managing your budget is easier when you know how much you'll pay. PNM Budget Billing balances the seasonal highs and lows of your energy bill for a more consistent monthly payment.

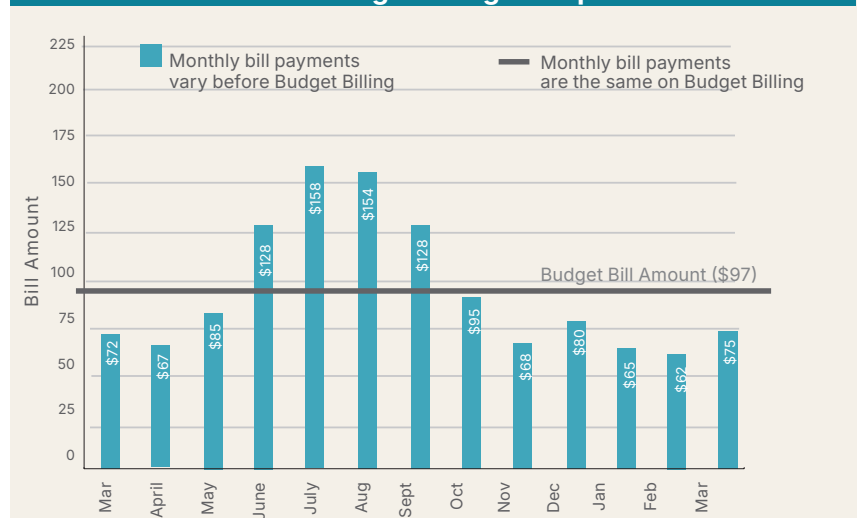
You still pay for all of the energy you use, but your total costs are spread evenly throughout the year. Budget Billing amounts are evaluated twice a year, usually in February and August, and may go up or down based on your actual usage and updated energy costs.

Any underpayment (you used more energy than you paid for), or overpayment (you paid us for more energy than you used) will be used to calculate your Budget Billing payment for the next plan year, and your bill amount will be adjusted accordingly. Visit [PNM.com/budgetbilling](https://www.pnm.com/budgetbilling) to sign up.



How Budget Billing works

PNM Budget Billing Example



Choosing the best rate

Determine when you use the most energy. For example, if you use a lot of power during peak hours, a time-of-day plan might be costly, while a standard residential plan could be a better fit.

Rates

Standard Residential Rates

A tiered rate structure for electricity charges a different price per kilowatt-hour (kWh) based on your total energy consumption. The first tier has the lowest price for the first 450 kWh of use, the next 450 kWh is charged at a slightly higher rate, and any usage above that enters a higher, more expensive third tier. This model aims to reward customers who conserve energy by keeping their usage within the lower tiers.

Residential Time-of-Day Rates

The cost to produce electricity changes at certain times of the day, just like airline ticket prices or Uber fares. When energy is cheaper for us to produce we pass those savings on to you. PNM Time-of-Day gives you access to those cheaper times of day, like weekends, nights, and early mornings, so you can reduce your monthly energy bill. When you shift a few simple activities to these cheaper times of day you could see big savings. Sign-up at [PNM.com/timeofday](https://www.pnm.com/timeofday).

Whole Home EV

Charge up while you wind down - PNM offers customers a convenient, low-cost electricity rate that can fuel your vehicle between 10:00 PM and 5:00 AM.

Learn more about the Whole Home EV Rate and other EV program offerings at [PNM.com/ev](https://www.pnm.com/ev).

How rates are determined

Electric rates are determined by the costs to generate, transmit, and distribute electricity, which include fuel, plant construction, and grid maintenance. In New Mexico, the New Mexico Public Regulation Commission must approve rate changes after reviewing PNM's costs and requesting a rate proposal.

For more information visit **[PNM.com/rates](https://www.pnm.com/rates)**

Issues affecting your account



Under New Mexico Public Regulation Commission (NMPRC) rules, PNM may disconnect your service for several reasons.

PNM may disconnect your service without warning if:

- An emergency situation occurs.
- A hazardous situation exists.
- Equipment disrupts service to others.
- Tampering with, damaging, or deliberate destruction of PNM equipment.
- Use of electricity without authorization.

We may disconnect service with three (3) days notice if:

- Reasonable access to our equipment is not provided.
- Required permits, rights-of-way, equipment, or approvals are not provided or are withdrawn.
- Any of the rules of service, as approved by the NMPRC, are violated.
- A fraudulent medical certification form or financial certification form is submitted.

We may disconnect service with seven (7) days notice if:

- The terms and conditions of a settlement agreement are not followed.

We may disconnect service with fifteen (15) days notice if:

- You do not pay your electric bill by the due date after receiving a disconnection notice.

If you can't pay your bill, and you or someone living with you is seriously or chronically ill, you may be able to avoid disconnection if you provide us with all of the following:

- A PNM Medical Certification form valid for up to 1 year filled out and signed by a licensed physician, physician's assistant, osteopathic physician, osteopathic physician's assistant or a certified nurse practitioner, stating that the service disconnection might endanger the seriously or chronically ill person's health or life.
- A PNM Financial Certification form (valid for 90 days) stating that the customer qualifies for financial assistance as determined by the New Mexico Human Services Department or tribal equivalent, or a copy of the customer's current Medicaid Eligibility identification.

When you move

You are liable for any unpaid PNM utility charges at your former residence. Failure to pay these charges may result in discontinued service at your new residence.

Third party notification – your bill backup plan

Sometimes you or someone you know might need a little help keeping track of their energy bill. To meet that need, PNM has a program called Third Party Notification. If you are in danger of having your service disconnected for any reason, we will notify you and a third party. The third party can be a relative, friend, neighbor, or anyone else you designate. The third party is not obligated to pay your bill; they only agree to be notified if your account is delinquent. Account information will only be shared with a third party upon receipt of a consent form signed by both you and your third party. To obtain a Third Party Notification consent form, call PNM.



Restoring your service

If your service is disconnected for any reason, call 888-DIAL-PNM (888-342-5766).

We'll restore service as soon as the cause of the disconnection is corrected. A security deposit and reconnection fee may be required.

Issues affecting your account

continued

PNM will not disconnect your residential service for:

- Failure to pay for any special services.
- Failure to pay for a different class of service at the same or different location.
- Failure to pay a disputed amount for electric service.
- Failure to pay another customer's bill that you have agreed to pay.

Security deposit requirements

Security deposits are not usually required for new residential customers. However, a deposit may be required prior to service if:

- You are starting a new account and have not yet established an acceptable credit rating.
- You have received a disconnect notice 3 times in the past 12 months.
- You are reconnecting service after a credit-related disconnection.
- You have previously interfered with or diverted the delivery of service (energy theft).
- You do not have documentation of a good payment history with another utility.

The amount of a security deposit may equal up to one-sixth (1/6) of your estimated annual bill. We will provide certificates of deposit. Once you have 12 months of consecutive on time payments during the preceding 12 months, your deposit – plus interest – will be credited to your account. Under special circumstances – if you are elderly, you have a disability, you cannot demonstrate adequate financial resources, you qualify for LIHEAP, or you had prior service in a spouse's name (with acceptable credit history) – your deposit may be reduced or waived. If a security deposit is required, it must be paid in advance.

Additional services

We never charge a fee for correcting conditions that could affect your electric service on our system or equipment that we're responsible for maintaining. We do charge for repairing or replacing equipment damaged by a customer.

We are dedicated to providing you with the highest level of customer service. Concerns with your account can be resolved by contacting customer service.

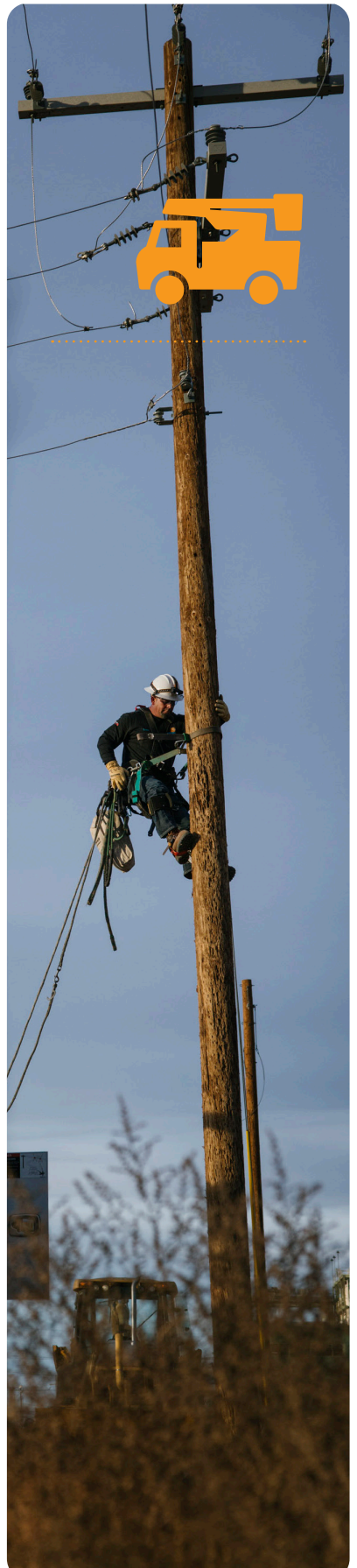
Filing a complaint

If you believe your bill is not accurate, please contact us at 888-DIAL-PNM (888-342-5766). We will make every effort to resolve the situation. If the situation requires further investigation, we will contact you within a reasonable amount of time with our findings.

For bill disputes, you must pay the undisputed portion or your service may be discontinued. Once we resolve the dispute, we will send you an amended bill, plus any applicable refund or credit.

If you are not satisfied with the resolution of your concern, you may file a complaint with the New Mexico Public Regulation Commission. If you are a member of a New Mexico tribe or pueblo you can request help with translation or other assistance by contacting the Commission's consumer relations division at 888-427-5772 for assistance. The NMPRC may be contacted by calling 888-4-ASK-PRC (888-427-5772), or by mail at:

New Mexico Public Regulation Commission
Attn. Records Bureau
PO Box 1269
Santa Fe, NM 87504-1269



Your electric meter

Our team works hard to provide you with an accurate and timely utility bill. Providing this for you begins with being able to safely access and read your meter every month. Locate your meter and determine there is a safe and direct path to your meter that is free of obstructions such as debris, overgrown trees or bushes. Please make sure your pets are secured regardless of size or temperament. Thanks for keeping our meter readers safe.

When we can't read your meter

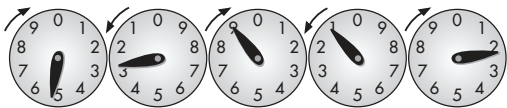
Your monthly bill reflects the actual amount of electricity you used during the previous billing period. However, if our meter reader can't read your meter due to extreme weather conditions or due to difficulties accessing your property, we will estimate your energy usage and bill based on your past usage. Your bill will be clearly marked "ESTIMATE."

You can also provide us with your meter reading.

How to read your own meter

Some customers prefer to submit their own meter readings to PNM. Figuring out how much energy you use by reading your electric meter may seem complicated, but the following step-by-step instructions will show you how simple it really is.

To read your electric meter, refer to the four, or in some cases five dials on the meter. Read the dials from left to right and write down the lowest number the hand of each dial has passed. The dials on the electric meter at left and in the diagram below indicate 5, 2, 9, 1 and 2 or 52912. Instead of a dial meter, you may have one that has a digital display. If so, simply read the numbers from left to right to get your reading.



To determine the amount of electricity used during the last billing period, simply subtract the previous month's meter readings located on your bill from the current month's readings. The meter does not reset to zero each month.

Your energy use varies by season from month to month for a variety of reasons. It works like the odometer of your car. If you believe your meter is not recording energy use correctly, contact customer service by chatting with us at [PNM.com](https://www.pnm.com) or call 888-DIAL-PNM.

Submit your meter reading by:

- Call us at 888-DIAL-PNM, select option 3 "Billing and Payments"
- Log into your PNM account at [PNM.com](https://www.pnm.com) and select Submit Meter Reading



Safe service

All PNM meter readers carry PNM issued identification and wear PNM branded clothing. If someone knocks on your door and identifies themselves as a meter reader, ask to see their identification. If the individual refuses to present identification, makes requests you consider suspicious, or the situation otherwise seems strange to you, please do not allow the person access to your home—call 911 and then call PNM at 888-DIAL-PNM to report the incident.



Pay in Person

Pay your PNM bill for FREE at one of our PNM Payment Centers or at any location where Western Union bill pay is offered.

Visit **PNM.com/payinperson** for Western Union locations and in-person payment locations.

Go Paperless

By choosing to receive a paperless bill, you'll enjoy the convenience of accessing your bill anytime, anywhere, immediately after your bill is generated. It's a secure way to manage your account.

Visit **PNM.com/paperless**.

Convenient ways to pay

PNM offers several ways to pay your energy bill. Compare your options here and choose the one that is best for you.

Automatic Payment

Don't want to think about paying your bill each month? We can help. When you sign up for Automatic Payment, PNM will electronically withdraw your payment directly from the checking or savings account you specify. You will receive a PNM statement before the funds are transferred from your account. You can stop Automatic Payment at any time by contacting PNM at least three business days before a payment is scheduled to be drafted. Please visit **PNM.com/autopay**

Online or telephone one-time payment.

You can make a one-time payment to your PNM account over the phone or online with a credit card, a debit card, or an electronic check. For the security of your bank account, Customer Experience Advisors are unable to process a payment on your behalf. To pay by phone, call KUBRA EZ-PAY at 844-PNM-PYMT (844-766-7968). Please have your account number, located at the top of your PNM bill, ready. PNM KUBRA EZ-Pay will charge a \$2.00 fee for each transaction. These fees are subject to change. PNM does not receive any portion of these payment fees. To pay online go to **PNM.com/pay**, log in to your PNM.com account and pay via checking or savings account to avoid the \$2.00 fee.

Paying by mail

Enclose a check or money order with the payment stub from the bottom of your bill in the return envelope that is included in your bill. Please do not send cash. Write your PNM account number, which can be found at the top of your PNM bill, on your check or money order. Please keep the top portion of your bill for your records. Remember to place a stamp on the return envelope. A \$33 returned check charge will be assessed by PNM when a paper or electronic check is submitted to PNM and returned unpaid for any reason.

Billing procedures

Billing procedures

We read your meter and produce your bill on or around the same time each month. If this regular billing cycle is significantly changed, you will be notified in advance.

Late payment charges will be added to a customer’s bill if payment is still outstanding at the time we produce the next bill. Partial payment of the amount due is applied first to the oldest bill, including other fees or charges assessed, if any, before any amount is applied to the current bill. Any partial payment will first be credited to utility charges, not special services.

In the event that the meter stops working, fails to register the full amount of energy used, or cannot be accessed, PNM will issue a corrected bill based on your energy usage during a comparable period, in accordance with New Mexico Public Regulation Commission rules.

Tribal Residents:

Members of New Mexico tribes, pueblos or nations who need help with language translation or with other customer matters may call the New Mexico Public Regulation Commission - Consumer Relations Division at 888-427-5772.

Ways to pay your bill

Paper bill	via United States Postal Service	
Automatic Payment	Automatically recurring each month	PNM.com/autopay
In Person	Some locations are free	PNM.com/payinperson
Phone	Call 1-844-766-7968	PNM.com/payinperson

Pay Online

Click-to-pay	Free	PNM.com/pay
Bank/Credit Union web sites	Free at many	Your bank or credit union
Visa, MC, Discover Credit, debit or ACH	\$2.00 fee Call 1-844-766-7968	PNM.com/pay

More info at:

PNM

888-DIAL-PNM (888-342-5766)

PNM.com

Updated 08/2026



Powering New Mexico, *Together*

Main Offices
Albuquerque, NM, 87158-0605