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Media Contact: Eric Chavez, 505-967-7624, eric.chavez2@pnm.com

PNM urges customers to prepare for wildfire season

Extreme weather could force a Public Safety Power Shutoff for customers in high fire risk areas

(ALBUQUEURQUE, NM) – With spring nearing extreme weather conditions including high winds increase the threat of wildfires. PNM is proactively reaching out to customers near high fire-risk areas reminding them to be prepared for a potential Public Safety Power Shutoff (PSPS) which can leave them without power until it can be safely restored. A PSPS helps ensure that power lines are not a source of wildfires.

Customers living in high fire risk areas could be affected by a PSPS during extreme weather conditions, including:

- Clayton
- Cochiti Pueblo
- East Mountains (Sandias)
- Las Vegas
- Mescalero Apache Nation
- Ruidoso
- Santa Fe
- Silver City
- Tesuque Pueblo

PNM will send direct communications such as emails, postcards and bill messages to these customers advising them how to prepare in the event that extreme weather conditions require PNM to implement a PSPS. A PSPS would only be implemented in specific areas where wildfire risk is the highest. PNM would provide as much advance notice as possible to affected customers.

“The safety of our customers and the communities we serve is our number one priority,” said PNM President and CEO Don Tarry. “PNM crews work year-around to reduce wildfire risk in our service area but in extreme weather conditions public safety concerns may require that power be shut off to some customers living near high fire risk areas. We are urging customers to be prepared for that possibility.”

REPORTER TOOL KIT

Video / B-Roll (Crews managing vegetation to mitigate wildfire risk)

[Click here to download video.](#)

Quotes

“The safety of our customers and the communities we serve is our number one priority. PNM crews work year-around to reduce wildfire risk in our service area but in extreme weather conditions public safety concerns may require that power be shut off to some customers living near high fire risk areas. We are urging customers to be prepared for that possibility”

- PNM President and CEO

Customers who have questions or would like additional information about the PSPS process and how to prepare can contact PNM at wildfire.safety@pnm.com

What to expect

In the event that a customer is affected by a PSPS they can expect PNM to restore power as soon as is safely possible. The length of the power outage will depend on several factors:

1. How long severe weather conditions persist before it is safe for PNM crews to patrol the system to inspect for damage.
2. How many miles of lines must be patrolled, and how difficult and remote the terrain is that crews must travel.
3. The extent of damage severe weather causes to the system and how long it takes crews to make repairs.

Before, during and after a PSPS, PNM will provide frequent updates to customers using its outage alert system, online at PNM.com, on social media and in partnership with local media. PNM has also reached out to local government agencies and first responders in communities near high fire risk areas to ensure coordination in the event of a Public Safety Power Shutoff.

How to prepare

- **Stay informed.** PNM will automatically enroll customers who live near high fire-risk areas to receive urgent PSPS alerts. To make sure they receive these alerts customers can go to My Account at pnm.com to update their contact details or by calling PNM Customer Support at (888) 342-5766. Customers can also sign up for alerts by texting #ALERT to 78766 from a mobile phone associated with their account.
- **Plan ahead.** During a PSPS Customers should take steps to be prepared until the power can be restored safely.
 - ✓ Build or restock an emergency preparedness kit including essential items such as medications, medical supplies, flashlights, batteries, battery or crank radio, non-perishable food, water, important documents and pet supplies.
 - ✓ Ensure that you keep cell phones and other battery powered devices charged during wildfire season.
 - ✓ Know where the manual release lever of your garage door opener is located and how to operate it in case you need to leave your home.
 - ✓ Keep at least a half tank of gas in your car. Gas stations rely on electricity to power their pumps.
 - ✓ If you or a family member uses medical equipment that requires electricity, talk to a doctor or health care provider about how you can prepare for its use during a power outage. Register with PNM's LifeWatch to ensure people in your home with medical needs get important alerts.
 - ✓ Create a Wildfire Safety Plan with multiple contacts including friends and family who can provide you with support.

Visit pnm.com/wildfire-safety for more tips on how to prepare for wildfire season.

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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.