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For more information about scam calls, click [here](#)

PNM Taking Measures To Protect Customers Against Scam Calls

Informing customers how not to fall victim to scammers this holiday season



In an increasingly interconnected world, scam awareness is more important than ever.

(Albuquerque, NM) – PNM, the leading provider of reliable electricity in New Mexico, is warning customers of the rising tide of scam calls during this holiday season. As the holidays approach, scammers become more aggressive, preying on unsuspecting customers to defraud them of their hard-earned money.

There have been **355** reported scam calls so far this year.

Scammers usually demand between \$200-\$500 for residential customers and more than \$1000 for business customers.

Spikes in scam reports often occur during the holidays, when customers are spending time with family and friends.

Scam reports show that customers went against their better judgement, reacted out of fear, and overlooked the red flags of the scam explaining they were afraid to be without power when they are cooking and hosting parties.

About PNM

With headquarters in Albuquerque, PNM is the largest electricity provider in New Mexico, serving nearly 550,000 customers in dozens of communities across the state. PNM strives to create enduring value for customers, communities and shareholders built on a foundation of Environmental, Social and Governance Principles. At the core of our business, we are focused on our vision of creating a clean and bright energy future, our purpose of working together with our customers and community to serve their energy needs, and our values of safety, caring, and integrity. Visit [PNM.com](#) for more information.

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Scammers will often request payment via gift card or wire transfer.

PNM remains committed to maintaining the high standards of customer protection by providing the following safety tips:

Scam Safety Tips:

- If you suspect you are being called by a scammer, **HANG** up immediately!
- If you ever question whether the call is a legitimate PNM phone number, contact us at 888-DIAL-PNM (1-888-342-5766)
- PNM will **NEVER** call a customer on a holiday or after hours: Mon. – Fri., 7:30 a.m. – 6 p.m.
- Report suspicious activity to PNM as soon as possible.

Recognizing the signs of a scam is essential for our customers to safeguard themselves from these types of deceptive tactics.

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