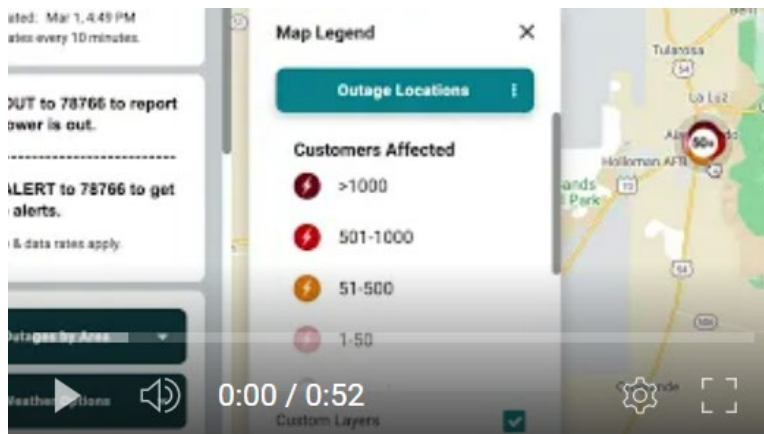




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[\(Click here or picture above for B-Roll\)](#)

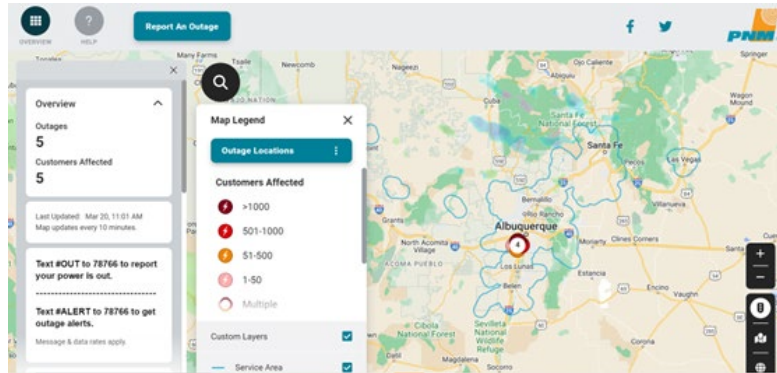
PNM launches new online outage map with multiple improvements

An interactive experience for customers to see real-time outage information

(Albuquerque, NM) – PNM has launched a [new and improved outage map](#). The redesigned map provides customers with real-time, detailed outage information. PNM updated the map to make it easier for customers and the media to get more detailed information about power outages when they occur. The map has a new mobile-friendly design since most customers use their mobile devices to access the map during a power outage. We have also added a Spanish version of the map.

A few of the map's other updates include:

- Color coded outage icons based on the size of the outage
- Highlighted service areas on the state-wide map
- Improved outage search functionality
- The ability to view outage numbers by county, city, and ZIP code



“Providing you with safe, reliable power is our top priority, but outages do happen from time to time,” said Mario Cervantes, PNM’s Director of Customer Experience. “The aim is for our customers to have the ability to learn about outages quickly and see the initial estimated restore times, giving them peace of mind about when power might be restored.”

In addition, customers can still report and outage by texting #OUT to 78766. To sign up for outage notifications, text #ALERT to 78766. To view the new interactive outage map please visit outagemap.pnm.com.

About PNM

With headquarters in Albuquerque, PNM is the largest electricity provider in New Mexico, serving more than 530,000 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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