

# PNM COVID Customer Relief Fund deadline extended



## energyworks®

A monthly resource for  
PNM customers

February 2022

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## PNM will pay you \$75 for recycling your old working fridge or freezer

Our energy efficiency programs help you reduce the amount of energy you use in your home, which means you save money on your electric bill.

PNM will pay you \$75 to recycle your old working fridge or freezer. We'll even pick up and recycle it for free.

Schedule your appointment online at [PNM.com/fridge](https://www.pnm.com/fridge) or call us at 877-838-1139.



### Recycle this. Get this.

## Show you have New Mexico at heart

PNM proudly supports the efforts of the **American Heart Association** and the **Go Red for Women** campaign in February. As a member of the community, you have an important role to play in helping to improve the long-term health of our state!

**Go Red For Women** encourages awareness of the issue of heart disease in women and what steps we may take to save more lives. The movement harnesses the energy, passion, and power within each of us to band together in an effort to collectively wipe out heart disease. It challenges women to know their risk for heart disease and to take action to reduce their personal risk. The program also provides helpful information and tools to help everyone lead a more heart-healthy life.

**Visit [AlbuquerqueGoRed.heart.org](https://AlbuquerqueGoRed.heart.org) for more information.**



### PNM.com

**Solar PV Program:** [PNM.com/solar](https://www.pnm.com/solar)

**Residential rebates & discounts:** [PNM.com/rebates](https://www.pnm.com/rebates)

**Business rebates & discounts:** [PNM.com/bizrebates](https://www.pnm.com/bizrebates)

**Energy tips & more:** [PNM.com/save](https://www.pnm.com/save)

**PNM Power Saver:** [PNMPowerSaver.com](https://www.pnm.com/power-saver) 1-866-471-7906

**Refrigerator Recycling:** [PNM.com/fridge](https://www.pnm.com/fridge) - 1-877-838-1139

**PNM Sky Blue:** [PNM.com/PNMSkyBlue](https://www.pnm.com/pnm-sky-blue)

**Get your bill paperless via email:** [PNM.com/paperless](https://www.pnm.com/paperless)

*The energy efficiency line on your bill pays for programs that save energy and avoid the cost of new electricity generation.*

### Phone

**Customer Service:** 888-DIAL-PNM (888-342-5766)  
Monday-Friday, 7:30A.M.-6P.M.  
Automated phone system 24/7

**Payments:** 1-844-PNM-PYMT  
(1-844-766-7968) Available 24/7

**TDD – TTY:** 711

**Call before you dig:** 811

**Email:** [pnmcustomerservice@pnm.com](mailto:pnmcustomerservice@pnm.com)

**Chat:** [PNM.com](https://www.pnm.com)

**Text:** Text #REG to 78766 to register.  
Msg and data rates may apply.

## Chat with us

Sometimes being on the phone just isn't an option. We get it. That's why we have made it easy for you to get in touch with a PNM Customer Service representative, without having to get on a phone call.

**Chat live with us online at [PNM.com](https://www.pnm.com)**  
M-F, 7:30am to 6pm.



# PNM COVID Customer Relief Fund deadline extended

The deadline to apply for the PNM COVID Customer Relief Fund – a financial relief program that helps families, small businesses, and nonprofits struggling to pay their electric bill – has been extended to March 31, 2022. The PNM COVID Customer Relief Fund helps eligible customers pay down, or even pay off, their past-due PNM bill. The deadline has been extended due to the number of customers that are still experiencing financial hardship from the pandemic.

Between the PNM COVID Customer Relief Fund, the PNM Good Neighbor Fund, the State of New Mexico Emergency Rental Assistance Program, and other financial assistance programs with other agencies, more than 15,000 customers have received assistance towards their past-due PNM bill, totaling more than \$7.9 million dollars of financial assistance given directly to customers in need.

How to receive help from the PNM COVID Customer Relief Fund:

- Gather verification of household income
- A copy of your LIHEAP approval, if applicable
- Copies of identification for all household members
- A copy of your past-due PNM bill
- Apply at [PNM.com/help](https://www.pnm.com/help) or by calling PNM at **855-364-2950** Monday – Friday from 7:30AM – 6PM



## New Pueblo scholarship

A new PNM Pueblo Scholarship Fund has been created to support educational and professional development of pueblo residents in New Mexico. To immediately seed the scholarship fund, \$200,000 has been added along with a \$1 million endowment for the fund. PNM will engage Albuquerque based, American Indian Graduate Center (AIGC) to establish and administer the PNM Pueblo Scholarship endowment fund and plans to award the first round of scholarships for the fall 2022 and spring 2023 semesters.



**AMERICAN INDIAN  
GRADUATE CENTER**  
THE CENTER FOR NATIVE SCHOLARSHIPS



## PNM Meter Reader finds family dog after owner dies in a tragic crash

A vehicle driven by a suspected drunk driver crashed into another vehicle resulting in the death of Kevin Barton of Albuquerque. With Barton were his three dogs, two of which were found on scene, but the third dog, Otis, ran away. A few days later, PNM Meter Reader Samantha Hernandez was reading meters and found the injured dog trembling in a corner behind a commercial building less than a mile from the crash. She worked diligently with the community, and within 30 minutes Otis was reunited with Barton's family. Hernandez gave Barton's family her condolences and said she is thankful she was in the right place at the right time to help reunite Otis with the family and hopefully bring them a little bit of peace after such a tragedy. The Albuquerque Journal recently recognized Hernandez as an auxiliary angel in its annual 'Angels Among Us' awards for unsung heroes that make a positive impact in our community.

