

Hot air balloon safety



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A monthly resource for PNM customers September 2022

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Protect yourself against copper theft



September is Copper Theft Awareness Month. Copper theft is an issue that plagues businesses, residents, and utilities every year. Copper theft is illegal, costs customers thousands of dollars to replace, and it also poses a serious safety hazard.

We work with local law enforcement to prevent this crime, and encourage you to keep an eye out for copper theft in your area. If you have information on copper theft, call Crime Stoppers at **505-843-STOP (7867)**. Anonymous tips can also be submitted at **P3tips.com**.

If you are a business owner, there are protective devices that businesses can purchase that barricade the doors to transformers and meters and cover the locks and handles to deter access. Visit **PNM.com/energy-and-copper-theft** for more information.

If you notice any electrical equipment or facility that has been hit by thieves, do not touch the transformer or meter, or any wires that may be sticking out. Even if there are no sparks, the wires may still be energized and are a serious safety hazard.

Call PNM at **888-DIAL-PNM** so we can send a crew to make the area safe.

Citywide partners unite to help kids succeed

The City of Albuquerque's Office of Civic Engagement, the One Albuquerque Fund, and the Corporate Volunteer Council of New Mexico (CVCNM) partnered to collectively raise over \$30,000 in funds and collect school supplies from donors across the city for Albuquerque students.

PNM believes that New Mexico's youth deserve all available opportunities and we are proud to provide a \$7,000 donation towards school supplies for our community's students. The Corporate Volunteer Council (CVC), and its many member-partner companies and organizations, remain dedicated to providing supplies and funds to help ensure kids have what they need to succeed in school.

Kids throughout our local communities will become our future leaders, innovators, entrepreneurs, and job creators – shaping an even brighter future for New Mexico.

Thank You to these CVC Member organizations who contributed to the success of this school drive: AON, Bank of Albuquerque, Bernalillo County, Blue Cross Blue Shield, City of Albuquerque, Fidelity Investments, Gap Inc., Meow Wolf, PNM, Rio Grande Federal Credit Union, Sandia Labs, Sandia Labs Federal Credit Union, Siarza Social Digital, United Way of Central New Mexico, and Thornburg Foundation.



PNM.com

Solar PV Program: PNM.com/solar

Residential rebates & discounts: PNM.com/rebates

Business rebates & discounts: PNM.com/bizrebates

Energy tips & more: PNM.com/save

PNM Power Saver: PNMPowerSaver.com 1-866-471-7906

Refrigerator Recycling: PNM.com/fridge - 1-877-838-1139

PNM Sky Blue: PNM.com/PNMSkyBlue

Get your bill paperless via email: 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

Residential services: 1-888-DIAL-PNM (1-888-342-5766)

Payments: 1-844-PNM-PYMT (1-844-766-7968)

TDD – TTY: 711

Call center hours: Monday–Friday, 7:30A.M.–6P.M. (For outages, call 24/7)

Call before you dig: 811

Email: pnmcustomerservice@pnm.com

Chat: PNM.com

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

THE LARGEST HELPING EVENT OF THE YEAR! ❤️

This event has 35+ helping agencies providing assistance and information about food, medical, pet care and more. PNM will be available to assist customers who may also be eligible to receive help paying past due electric bills with the PNM Good Neighbor Fund.

When: Saturday, Oct. 15, 2022

Time: 9 am – 12 pm

Where: ABQ High School, Commons Area, 800 Odelia Rd NE, Albuquerque, NM 87102

Call **888-DIAL-PNM** or visit **PNM.com/events** for information on this event or how you can receive help if you live outside of Albuquerque.

Hot air balloon safety

As October approaches, hot air balloons prepare to fill our skies. Here are a few simple tips to ensure you enjoy the balloons safely.

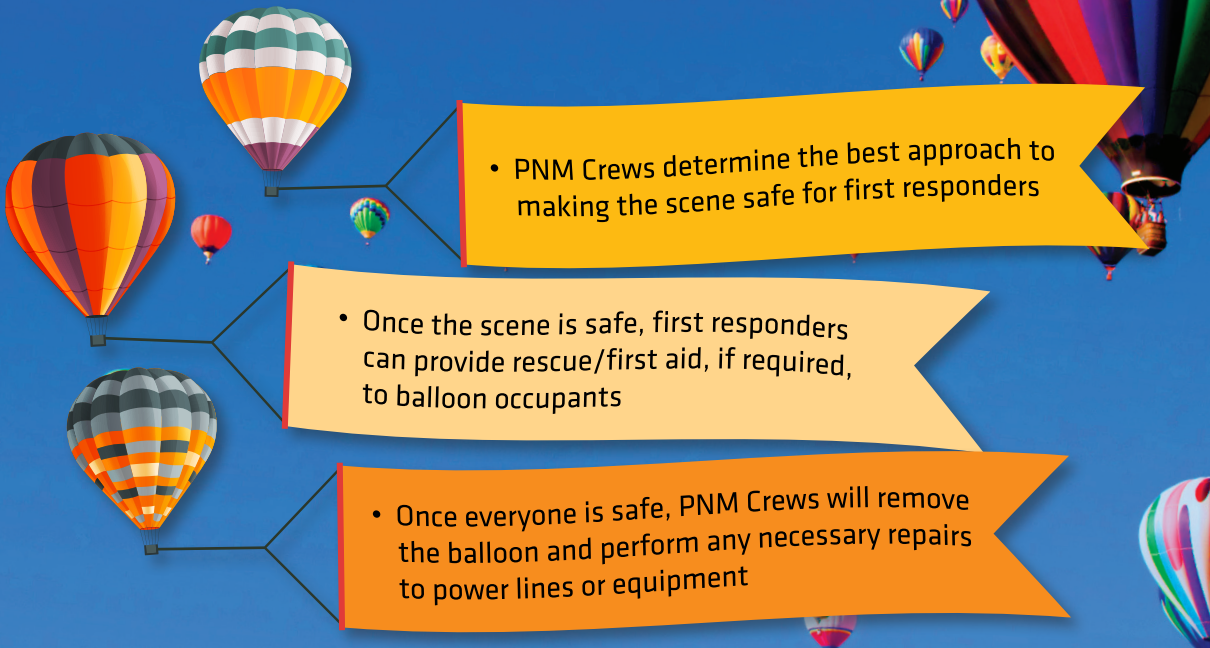
If a balloon hits a power line, pole, or other electrical equipment, do not go near it or touch it. Call 911 and call PNM at **888-DIAL-PNM** immediately.

Electricity seeks the nearest path to ground. An energized line that might not pose danger to a balloon hanging on one wire could become deadly if a single onlooker touches the ground and the balloon or tether at the same time.

When driving, pull over safely to view the balloons in the sky.

How PNM responds:

PNM line crews are trained and experienced in assisting balloons entangled in poles and wires. Once we know the exact location of the incident:



PNM worker helps injured crash victim

Even Estela Montes isn't quite sure if she was acting on instinct or adrenaline; either way, a pregnant woman involved in a recent car crash is no doubt thankful that Montes sprang into action.

Montes is a PNM field employee who was working near a property at San Mateo and Gibson SE on July 12 when she saw a fastmoving vehicle suddenly swerve onto a sidewalk and crash into a tree. Montes immediately turned on the roof-mounted emergency lights of her PNM truck and positioned the truck to redirect traffic safely away. Hearing screams of pain, Montes ran to the crashed vehicle and attended to a pregnant passenger while two other good samaritans helped others injured in the car. She described the scene as chaotic, with dust settling on everything and injured victims sitting among deployed airbags.

"I couldn't believe what I had witnessed and just knew I needed to help,"

"I couldn't believe what I had witnessed and just knew I needed to help," Montes said. The woman "was very injured, screaming, and begging me to relieve the pressure around her stomach from the seatbelt." Montes immediately called 911 and then got a nearby resident to bring something to cut the seatbelt away from the injured woman's midsection. Montes then applied pressure to the woman's wounds and sat with her and reassured her until first responders arrived. Although Montes said she does not know the condition or identities of the injured people, she did say she was thankful to be in the right place at the right time and be able to help.

Pat Vincent-Collawn, chairman and CEO of PNM, took notice of Montes' quick and clear-thinking response, "I am extremely proud of Estela," she said. "She demonstrated our company's values of taking care of the very people we serve in a time when she was needed the most."

