

PNM NEWS RELEASE



PNM.com



@PNMelectric



@PNMtalk



@PNMelectric



@PNMtalk



@PNM

FOR IMMEDIATE RELEASE: Wednesday, August 2, 2023

Media contact: Raymond G Sandoval, 505-241-2782; Raymond.Sandoval@PNM.com

PNM Resources, a parent company of PNM, gives half a million dollars to help PNM customers manage electric bills after record heat throughout the region

PNM establishes NEW PNM Summer Heat Bill Help Fund, adds funding to the PNM Good Neighbor Fund, and is taking other steps to help its customers

(Albuquerque, NM) - New Mexicans are using more electricity this summer than ever, with PNM hitting two record-setting system peaks this past month. As heatwaves continue within New Mexico, PNM anticipates its customers will continue to use more and more electricity, which correlates to increased electricity bills. PNM knows that any fluctuation in a bill can cause heightened stress.

The most affordable and environmentally friendly electron is the one we never have to produce. Simple steps can help reduce your energy usage and lower your bills – saving energy and money. Here are five tips customers can use right now to help reduce their electricity bills.

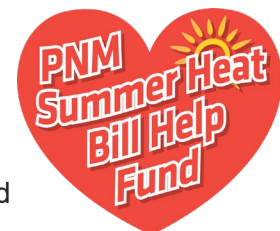
Tips to beat the heat and lower your electric bill:

1. Raise your thermostat – for every degree higher you can save one to two percent on your energy bill while staying comfortable.
2. Turn your ceiling fan counterclockwise to push cool air into your most used spaces.
3. Close your blinds to avoid the sun's rays at the hottest hours of the day.
4. Avoid using your dishwasher, washer and dryer in the late afternoon/every evening because that draws more heat inside your home.
5. Grill outside if you can; indoor cooking appliances add even more heat to your house.

These steps can result in substantial energy savings on your electric bill. Sign up for a [FREE Home Energy Checkup](https://www.pnm.com/CheckUp) (PNM.com/CheckUp) to learn other ways to be more energy efficient.

To help customers, PNM has taken several proactive steps to lessen bill impacts.

- **New PNM Summer Heat Bill Help Fund**
 - A quarter million dollars has been allocated to a new PNM Summer Heat Bill Help Fund to help customers with high energy bills paid by PNM Resources, a parent company of PNM.
 - This program allows flexibility to help more income-verified customers struggling to pay their bills.
 - Customers can apply for assistance through September 30 at [PNM.com/Help](https://www.pnm.com/Help)

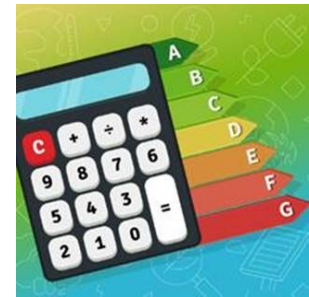




- **Expansion of the Bill Assistance Program.** PNM Resources, a parent company of PNM, increased funding to the PNM bill assistance program, the **PNM Good Neighbor Fund**. The PNM Good Neighbor Fund is funded by PNM Resources, a parent company of PNM, employees and customers.
 - An additional **quarter million dollars** has been funded toward the PNM Good Neighbor Fund paid by PNM Resources, a parent company of PNM. Customers can apply for bill assistance now.
 - PNM Resources, a parent company of PNM, will match contributions made by PNM customers to offer even more assistance to those who need it.

Even if you don't qualify for our income-based plans, here are some other options to help you with your bills:

- **Need help, but don't qualify for the programs above?** PNM wants customers to know that there are payment arrangement options for everyone.
 - **Budget Billing:** Budget Billing gives you more predictable energy bills by balancing seasonal highs and lows, taking the guesswork out of your monthly bill. Once signed up, you'll pay a similar amount each month – making budgeting and planning easier.
 - **More Time to Pay:** PNM understands that sometimes customers just need a little more time to pay their bills. Contact us for a payment extension at [PNM.com/more-time-to-pay](https://www.pnm.com/more-time-to-pay).



Steps for PNM customers – visit [PNM.com/Help](https://www.pnm.com/Help)

1. **Apply for bill help TODAY.** If you are facing financial hardship, submit your application now at [PNM.com/Help](https://www.pnm.com/Help).
2. **Get on a Payment Plan.** PNM payment plans like Budget Billing give you more predictable energy bills by balancing seasonal high and lows.
3. **Help Your Family, Friends and Neighbors.** If you have the financial means, please consider giving a neighbor a **PNM Gift of Power** where you can direct funds toward a specific bill or contribute to the **PNM Good Neighbor Fund**.





How we're reaching out to customers:

- **Personalized video bill explainer:** Video bill explainer campaigns have been running since February 2022, and will continue to run for the foreseeable future. The videos are sent to customers that have a bill variance of \$10 +/- from the previous month with information regarding potential drivers for the variance, which can include weather, days in the billing cycle and other factors.
- **Automated calls to customers:** Customers with an increase in their bill from the previous month receive an automated call with information on potential causes for a higher bill and ways to save.
- **Working with our community partners:** PNM is in contact with our community partners, such as associations and chambers, which work with business customers to help with message-sharing. Messaging includes topics such as money-saving information, safety tips and PNM programs that can help minimize bill impacts.



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](https://www.pnm.com) for more information. ###