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PNM is warning customers of possible deceptive individuals posing as PNM employees

PNM puts customers' safety first and is taking proactive steps to address recent safety concerns



(Albuquerque, NM) – There have been reports across New Mexico of individuals who claim they are PNM employees requesting access to customers' homes. They tell the customer they need to get into their backyards via the front door to measure equipment or other false claims.

The only time access is requested to the inside of a home is if a customer has scheduled an appointment with PNM, for certain services like a free PNM Home Energy Checkup.

“Our customer's safety is one of our core values,” said Chad Krukowski, PNM's Director of Safety. “It's unnerving to hear of these incidents. When we are notified of suspect activity, it is our duty to inform the customers in our service territory, so they don't fall victim to these types of potential scams.”

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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PNM meter readers are the only company employees who will access customer backyards without permission, as the meters are located on the outside of the home. Meters are read once per month.

If PNM equipment maintenance or vegetation management is required on a customer's property, the customer will be notified by PNM prior to beginning the work. This type of maintenance doesn't require access to the inside of the home.

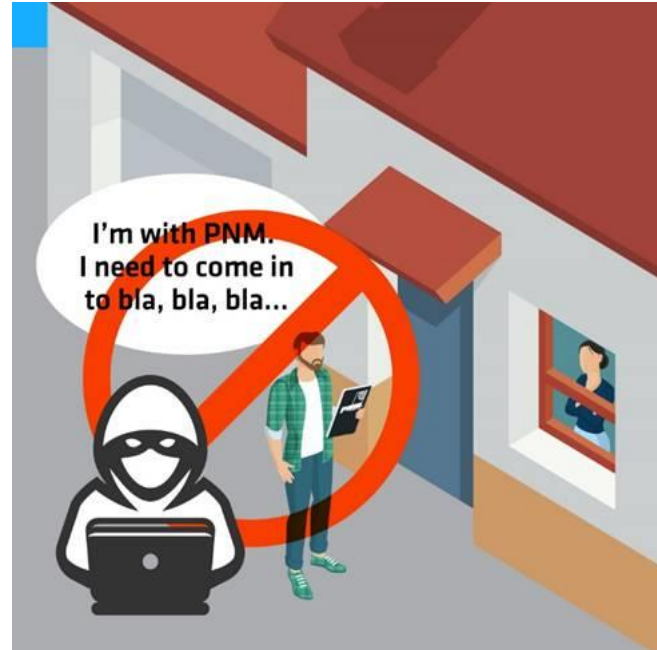
Should a customer have someone claiming to be from PNM request access to the inside of their home, DO NOT allow them in. If a customer feels threatened by an individual, they should call the local authorities immediately.

Safety Tips for Customers:

- If you ever question whether the person is a legitimate PNM employee, contact us at 888-DIAL-PNM (1-888-342-5766) to verify their identity and reason for the visit.
- Don't open the door to the person until you have called PNM and verified that they are a company employee.
- Don't give your personal information to anyone.
- Do not leave your home unattended to accompany an individual who shows up without an appointment.

Please report these incidents to PNM by calling 1-888-DIAL-PNM (1-888-342-5766). It is important that PNM is made aware of these incidents so that we can inform our customers to be on the lookout.

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



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