

PNM
Ruidoso Electric Service Center
1100 A Mechem Dr.
Ruidoso, NM 88345
1-888-342-5766
PNM.com



Dear Valued PNM Customer,

Our thoughts are with you and our community. During this time of crisis, our statewide PNM teams are working to help the Ruidoso Communities and Mescalero Apache Tribe recover from the Salt and South Fork Fires. To best support our neighbors, communities, local employees, and customers, we have compiled some helpful guidelines should your home or business be without power.

- **If your home or business is without power, but there is no visible structural or electrical damage:**
 - PNM crews will automatically restore power as quickly as possible and no action is required on the home or business owner's part.

- **If your home or business is without power, and there is visible structural or electrical damage:**
 - The home or business owner must contact a licensed electrician to assess and repair the damage.
 - Once the electrician submits a pre-final permit for reconnection to PNM at <https://pnmnsd.powerclerk.com/> we will immediately process this request.

- **In the event that the structure also had a solar system, energy storage, or other renewable energy generator installed that was damaged:**
 - The home or business owner must contact a licensed solar installation company to assess and repair the damage.
 - The solar installation company will need to submit an application for interconnection to PNM at <https://pnminterconnect.powerclerk.com/>

- **In the event that the home or business is lost due to the fire:**
 - PNM engineers are actively assessing field conditions and are reporting losses to PNM office personnel.
 - In the event that significant damage was sustained at the residence or business, PNM will automatically suspend billing and service to ensure no further bills are generated at that address but your account will remain open for any support you may need through the process of rebuilding.
 - If you would like to elect to stop service immediately, please call our Contact Center at 1-888-342-5766.
 - You can verify the status of your service by logging into PNM.com.

- **In all instances where electrical work is performed:**
 - The State of New Mexico certified inspectors will be required to inspect the work performed and will issue an approved permit to enable reconnection.
 - Once inspected and approved, PNM will reconnect the residence or business as quickly as possible.



- Attached is a list of Ruidoso electricians and solar installers who have submitted applications for service to PNM. Please note, this is not a complete list of all electricians and installers in Ruidoso and customers can select any licensed electrician of their choice. PNM does not provide preferential treatment to electricians and will process applications in the order in which they were received.

The PNM electrical grid also sustained damage caused by wildfires. Please note, that when the steps outlined above are complete, power may not be immediately restored. PNM anticipates that the damage will cause extended outages throughout the local area. As PNM begins restoration efforts, community members should be aware that intermittent outages may be required in order to restore power to the electric grid. The safety of our customers and crews and our ability to provide reliable power is paramount to the restoration effort. If you are seeking state and/or federal relief for reconstruction efforts, check out <https://www.fema.gov/locations/new%20mexico#declared-disasters> for additional guidance.

PNM is working to support your customer needs. During the evacuation order, the generation of customer bills and automatic draft payments have been suspended. If you have questions regarding your account or bill, please visit PNM.com or call the PNM Contact Center at 1-888-342-5766.

Sincerely,

Your PNM Connection Team

NSD – 505.241-3425
Solar – 505.241-2750

Visit [PNM.com/solar](https://www.pnm.com/solar) for Customer Solar Energy Program.
Visit [PNM.com/esg](https://www.pnm.com/esg) for new or upgraded electric service.



**WE DON'T JUST
KEEP THE POWER ON,
WE HELP YOU POWER ON.**



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| Electrical Contractors |
|---------------------------------------|
| 4 Girls & a Boy Electric |
| Access Electric |
| ADT Solar |
| ADT SunPro Solar |
| AE Electric |
| Alamo Electric LLC |
| Alto Lakes Electrical Service |
| Angel Chavez General Construction LLC |
| Angus Electric |
| B&A Electrical Services |
| Baudo Builds |
| BD Harmon Construction |
| Becco |
| Bill Kelly Electrical |
| Bixby Electric Inc |
| BNX Electric |
| Buckner Electric |
| Burton Electric |
| Capitan Service Electric |
| CDP BUILDERS, INC. |
| Central New Mexico Electric |
| Circuit Rider Elct. |
| CJT Electric |
| Cylcone Construction |
| Dig It Construction |
| E.R.M. ELECTRIC |

| Electrical Contractors |
|---------------------------------------|
| Elk valley builders llc |
| Fossum Electric |
| French Enterprises llc |
| GMR Electric |
| Gold Standard Electric LLC |
| Green Sun Solar Solutions |
| Hearts Delight - The Kitchen Store |
| J&R Oilfield Services |
| Jeff Harvey Construction |
| JLS Electric, LLC |
| LaMay Electric |
| Latigo Electric LLC |
| LiveWire Electric |
| Maheng Construction LLC |
| Mariposa Builders Const Co Inc |
| McNeil electric |
| Mid Con Electric LLC |
| Mountain Electric |
| Mtz Electric Co |
| Phillip Wall Electrical Services, LLC |
| Precision Electric Inc. |
| PRO SPEC INSPECTIONS |
| pulse electric |
| R L Baker Electric Inc |
| Ratliff construction |
| Re-Com Construction Inc. |

| Electrical Contractors |
|-------------------------------|
| Remote Well Solutions |
| Renew Electric LLC |
| Rentschler Electric |
| RL Baker Electric |
| Rufus Electric LLC |
| Ryon's Electric |
| Sierra Blanca Electric |
| Skyline Electrical |
| Smithco Construction |
| Solar Works Energy |
| Solcius |
| Southeast Electric Inc. |
| SRC Electrical LLC |
| Stone Electric and Power |
| Straight Shot Electric |
| SUNRISE BUILDERS, INC. |
| The Electrician |
| Titan Solar Power |
| Toler and Sun Electric |
| Tony Sheehey Custom Homes |
| Tower Construction |
| VA Electric |
| Virango LLC |
| Whitlow Construction |
| Zuni Electric, Inc. |



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| Solar Installer Company |
|--|
| Affordable Solar |
| CSA Electrical LLC |
| Energy Concepts Corp |
| Erus Energy |
| Freedom Forever LLC |
| Imperium Electric LLC |
| Marc Jones Construction LLC DBA Sunpro Solar |
| NEXUS ENERGY SYSTEMS INC |
| Organ Mountain Solar and Electric |
| Our World Energy |
| Paradise Power Company Inc. |
| Renew Electric LLC |
| Solar Smart Living, LLC |
| Solar Works Energy, LLC |
| Solcius LLC |
| SunPro Solar |
| Toler & Sun Electric |
| YellowBird Services, LLC |