



New Mexico
GAS COMPANY®
AN EMERA COMPANY

We are providing you with this brief update on actions being taken by New Mexico Gas Company to preserve our ability to continue to provide the essential service we deliver to New Mexicans; to keep our employees, customers and business partners safe; and to address challenges the current COVID-19 (Coronavirus) outbreak is creating for customers and our business operations. Toward this end, we have implemented the following policies and procedures while the Coronavirus threat remains in New Mexico. We will provide you with further updates as this situation evolves.

For customers:

- Effective Friday, March 13, and through until at least April 6, the following changes to normal procedures are in place. We will continue to monitor and adjust this date as necessary.
 - ✓ Disconnections of gas service were suspended effective Friday, March 13; a public communication was issued on Monday, March 16.
 - ✓ Late fees related to bill payments are being waived.
 - ✓ Medical certificates set to expire during this time will automatically be renewed for 90 days.
 - ✓ Our Customer Service Representatives have the ability to waive reconnection fees as they work with customers.
 - ✓ Field collections (visits to customers by collectors) have been suspended (phone collection efforts will continue).
- All walk-in customer service/payment centers currently remain open, with increased focus on sanitizing areas, surfaces and equipment related to customer service. Via all usual communication channels, a request was made to customers to pay bills electronically or by mail instead of attending one of the Company's 22 walk-in customer service centers.
- At present, we are reviewing whether to keep these payment centers open and may close them in the near future. If we do, we will communicate with our customers regarding several alternative payment options.
- Our Web site (www.nmgco.com) has been changed to ensure Coronavirus-specific information customers need is accessible and easy to find.

In our business operations:

- The company will continue to respond 24/7 to gas leak and emergency calls.
- Our call center and customer-facing employees stand ready to continue to serve customers and provide customer support by phone and online.
- Effective Monday, March 16, all employees who have the capability and who do not need to work from one of our offices to maintain business continuity, are working from home.

- Most meetings have become “phone meetings” in lieu of physical meetings.
- Additional cleaning and sanitizing procedures and activities in office spaces where employees are still working.
- Employees reporting flu-like symptoms are self-isolating and being supported through assessment by a health professional with referred for follow-up if required.
- Necessary safety meetings are occurring in smaller groups to support the concept of social distancing, and planned training and business meetings have either been postponed or moved to videoconferencing or teleconferencing.
- To the extent possible, employees are being asked to not gather in groups and avoid contact with each other to alleviate the risk of spreading the virus.
- Similarly, call center operations in Albuquerque have been separated into three locations within our Wyoming Boulevard office.
- Dispatch operations in Albuquerque are working out of two separate locations, our Edith Service Center and Wyoming Boulevard office.
- External visits to our facilities have been limited; meetings with contractors, partners and external parties are occurring by phone or videoconference.
- Service technicians who are required to work within homes and businesses and other customer facing personnel have been provided with guidelines for customer interactions to promote awareness about contact with individuals reporting flu-like symptoms and to lessen the risk of contracting or spreading the virus.
- All non-essential business travel has been suspended, including between our offices within the state, to lessen the spread of the virus between offices
- We are tracking all employee travel to high-risk areas, with appropriate self-isolation and medical monitoring.

New Mexico Gas Company and Emera Inc. have in place detailed pandemic plans which are guiding planning and escalation of preventative activities and service adjustments, with the goal of protecting our employees, customers and stakeholders while maintaining ability to ensure service and always be able to respond to emergencies. We are engaged with state agencies to ensure alignment with circumstances in New Mexico as they evolve, and we are working with other utilities to ensure application of best and consistent practices in our response to this pandemic.

Please do not hesitate to reach out to us if you have questions, or if you wish additional information.