

FOR IMMEDIATE RELEASE: March 16, 2020

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PNM is suspending Nonpayment Disconnects and instituting other Payment Policies to help Customers due to COVID-19

(Albuquerque, NM) – Today, PNM Chairman, President, and CEO, Pat Vincent-Collawn, sent the following message to customers:

To Our Neighbors:

We know that the impact of the coronavirus on our lives continues to change with each passing day, so I am reaching out to every customer to let you know how PNM is handling this crisis.

First and foremost, we care about you, and providing safe and reliable power to your homes and businesses is our highest priority.

We are here to help any of our neighbors and friends if they face financial hardships during this time.

Because we want you to focus on you and your family at this time, we have implemented the following actions due to the coronavirus outbreak:

- *We have suspended electric service disconnections and late fees for nonpayment for customers until further notice. Collection and credit reporting for nonpayment have been suspended.*
- *We will provide customers with notice before our billing/disconnection policies resume.*

Making Payments:

- *Although our payments centers will remain open at this time, we ask that you use one of our other convenient self-service options to keep our employees and yourself healthy. You can pay online at [PNM.com/pay](https://www.pnm.com/pay) or by calling KUBRA EZ-PAY® payment services for PNM at [1-844-PNM-PYMT \(844-766-7968\)](tel:1-844-PNM-PYMT).*

- *Customers also shouldn't visit a payment center if they have recently traveled to a high-risk area or are otherwise subject to recommended self-isolation.*

A few other items to be aware of:

- *Please be on the lookout for scams. Do not respond to messages telling you that you must pay your bill, or your power will not be disconnected during this time. Contact us directly through the contact information below if you suspect a scam.*
- *When the COVID-19 situation stabilizes, and payments resume, each community has programs to help provide relief catching up on your bill. We will also work with you to establish a payment arrangement, so you do not have to worry about bringing your account current with just one payment. For more information, visit [PNM.com/billhelp](https://www.pnm.com/billhelp).*

PNM maintains up-to-date business continuity plans and has formed a cross-functional management team. This team responds immediately during this environment of daily change so that we can keep your lights on. We also have created a specific section on our webpage for you. Please visit [PNM.com/preparedness](https://www.pnm.com/preparedness) for more information.

If you need to contact us, you can do so through the following means:

- [Chat live with a representative at PNM.com/contact-us](https://www.pnm.com/contact-us) and look for the chat icon at the top right of the webpage
- [1-888-DIAL-PNM \(1-888-342-5766\)](tel:18883425766)
- Email us at: PNMCustomerService@pnm.com

We will get through this together. Many thanks to you and our PNM family for staying healthy and united.

Pat

*Pat Vincent-Collawn
Chairman, President, and CEO
PNM Resources*