

What AMR Means For You

➤ **The most accurate meter readings.**

Errors with manual reads are eliminated. Your natural gas usage is directly and accurately recorded, meaning fewer billing errors.

➤ **Virtually eliminates estimated**

bills. AMR virtually eliminates estimated bills resulting from missed meter reads due to bad weather or difficulty accessing your meter.

➤ **Eliminates the need for anyone to come onto your property to read your meter.**

➤ **No more need to read your own meter.** If you currently read your own meter, you will no longer need to after the new system is in place. We will notify you when it is no longer necessary to report your meter readings to us.

➤ **No change to your payment options.** AMR will have no effect on any payment plan, budget billing or automatic bank draft.



AMR Only Reads Your Meter

AMR will have no effect on your appliances or gas usage. Monthly usage is securely and confidentially transmitted. AMR does not transmit any other personal or account information about you.

The AMR unit will not interfere with electronic devices: televisions, radios, phones, internet, garage door openers, medical devices, or invisible fences. The FCC-compliant devices use standard radio frequencies and transmit the meter readings for mere milliseconds at a time. The radio frequencies are so low-powered they have been shown to have no effect on the human body or on any health condition, according to the FCC, World Health Organization, Industry Canada, and the Institute of Electrical and Electronic Engineers.

Who will be working on your meter?

Experienced technicians will install the new device onto your existing meter. These technicians, from New Mexico Gas Company, TruCheck, Inc. or Utility Partners of America, will be in uniforms with their company logo on the left side and will carry photo ID badges. They will be clearly identified as employees or authorized contractors of New Mexico Gas Company.

Questions?

Should you have any questions about AMR or your meter, please feel free to contact us. Our Customer Service Representatives can be reached at **505-697-3335** (Albuquerque Metro area) or toll-free at **888-NM-GAS-CO** (888-664-2726), from 7:30 am to 6:00 pm weekdays.

More information is also on our website at nmgco.com/AMR.

Dear Valued Customer



We are upgrading our technology to offer you greater service and convenience. New Mexico Gas Company is converting to automated meter reading (AMR) in the service areas from Belen to Santa Fe. This state-of-the-art computerized technology enables our gas meters to be read remotely. AMR has been used nationwide for more than 40 years with proven accuracy.

In the coming months, your meter will be upgraded. There is **no charge** for installation and there will be no interruption in your gas service. You will not need to be home, but our technicians will need access to the meter. Thank you.

New Mexico Gas Company
PO Box 97500
Albuquerque, NM 87199-7500

