

If you received a high bill from PNM and are not sure why?

1. Please contact PNM at 1-888-342-5766 and provide them with your service address and request a statement of account to compare the usage and billing of current usage versus the same month of previous years. If your usage appears higher than this month of previous years, request that they perform a re-read of the meter. If the usage is still high, request that they test the meter.
2. Dial 1-888-342-5766 to contact PNM to run the free energy audit of your home.
3. Perform a “breaker test”, where you flip off all the switches on your breaker box in your home. Check the electrical meter to see if it’s turning while the breaker box is turned off. If the meter moves, then you may have meter creep, and please contact PNM immediately. Then slowly turn the switches back on, one by one, while monitoring the meter. Check to see if the meter starts to turn rapidly while each of these switches is flipped back on. This will show you which zone is using the most electricity.
4. If the usage is correct, please call PNM at 1-888-342-5766, to setup a payment arrangement, so the outstanding part of the bill can be paid over several months.

If you have any questions whatsoever, please contact the
NMPRC’s Consumer Relations Division toll free at 1-888-427-5772