

Claim Notification Process

Customers intending to file a claim against New Mexico Gas Company for damage incurred during the recent natural gas shortage in New Mexico should call customer service at 1-888-664-2726.

The claims department will review the information submitted by each customer promptly and fairly and, as necessary, investigate the claim further. The purpose of this review will be to ascertain all relevant facts and make a judgment about whether and to what extent New Mexico Gas Company may be responsible for shortage-related damages sustained by the customer.

Upon completion of this review, a claims representative will provide each customer with the results of New Mexico Gas Company's review of the claim. Customers also are advised to contact their insurance carriers for assistance in obtaining reimbursement for their losses.

In instituting this streamlined claims filing process, New Mexico Gas Company is committed to conducting a prompt, fair, and thorough review of each claim. During this review, New Mexico Gas Company is reserving all of its rights with respect to any claims. By performing this review, New Mexico Gas Company is neither agreeing to pay any claims, nor admitting liability for any claims submitted. Consistent with New Mexico Gas Company Original Rule No. 21, it may be determined that New Mexico Gas Company has no or limited liability to pay any claims. Further, customers should be aware that New Mexico Gas Company may use information from this claims review process to pursue claims of its own against pipelines and producers whose acts and omissions caused the recent shortages of gas in New Mexico Gas Company's service territory.