



E. M. W. GAS ASSOCIATION
P.O. BOX 118, ESTANCIA, NM 87016
PHONE 505-384-2369 FAX 505-384-2234
www.emwgas.com

CUSTOMER INFORMATION BOOKLET
"NATURALLY, GAS IS THE BEST CHOICE"

I. ABOUT E. M. W. GAS ASSOCIATION

We are pleased to have you as a customer. This booklet has been prepared to inform you of the many services that we offer. If you have a question that is not answered in this booklet, please call our office at (505) 384-2369.

E. M. W. Gas Association was created in April 1962 as an intercommunity, municipal of Estancia, Moriarty and Willard, natural gas association to provide natural gas service to residents, businesses and irrigation farms within our boundaries. E. M. W. Gas currently serves more than 5000 customers in 6 communities in two counties, Southern Santa Fe and Torrance.

All corporate powers are vested in and exercised by a nine member Board of Directors, who meets monthly. In addition, the New Mexico State Pipeline Safety division of the Department of Transportation, The Department of Finance and the Department of Energy regulate portions of our activities.

Our mission to you

The mission of E. M. W. Gas Association is to improve the welfare of the communities it serves by providing quality natural gas service at competitive rates, in a safe, environmentally clean and efficient manner.

The Association is committed to accomplishing this Mission by:

Managing its Business with the Highest Standards of Integrity and Fairness.

Being an Innovative Leader in the Natural Gas Industry.

Providing a Well Trained and Customer Oriented Work Force.

Addressing the Needs of its Customers, Employees and Associates on a timely basis with Professionalism and Courtesy.

II. **BILLS, PAYMENTS AND SPECIAL SERVICES**

PAYMENT POLICY AND MONTHLY MINIMUMS

Bills for natural gas consumed during a billing period are mailed on or before the first of every month and **due on the 15th**. If payment is received after midnight on the 15th, you will incur a 1.5% late fee.

Residential accounts are charged a monthly minimum meter fee of \$20.00. Commercial accounts are charged a monthly minimum of \$29.00 and Irrigation accounts are charged a monthly minimum of \$24.00. This fee is billed a month ahead and gas usage is billed a month behind.

Failure to receive your bill does not excuse you from paying the bill. Failure to pay your bill will result in discontinuance of natural gas service. **If payment is not received by the 24th of the month gas will be subject to disconnect on the 25th**. Additional fees will be charged to restore service, and the amount of your deposit may increase. If you have a question about your bill, please call our office upon receipt of your bill at 384-2369, between 7:30 a.m. and 6:00 p.m. Monday through Friday.

TURN ON/OFF FEES AND DEPOSITS

A one-time connect fee of \$15.00 will be on your first bill. At the time that you disconnect your gas, a one-time disconnect fee of \$10.00 will be on your final bill.

A deposit is required on all accounts. The deposit is based on the highest gas usage of the previous 12 months and calculated at one and a half times that amount. There is no interest paid on deposits. Renter's deposits will stay on the account for the life of the account. At the time the account is closed, the deposit will be applied toward any outstanding balance and any remainder will be refunded. After five (5) years of satisfactory payment history, deposits for **homeowners only** will be credited back to their account (i.e. VA, FHA or FMHA). Meter deposits for **Real Estate contracts** after (5) will stay on account unless refinanced.

If your gas is disconnected for non-payment an additional deposit may be required.

PAYMENT LOCATIONS

Payment of natural gas bills may be made at our office. An after hour depository is located at our office, 416 5th Street, Estancia, NM. We have drop boxes at U.S. Bank in Moriarty and inside the Smith's Food and Drug in Edgewood, located on the south side wall of the Customer Service desk. If leaving your payment at the bank (Monday – Friday), do not put it in the drive-up slot or give to the teller. Place the payment in the EMW drop box. Our servicemen check the boxes Monday through Friday after 2:00 pm. The payments are brought to our office the next morning and posted at that time. If you are leaving your payment close to the due/disconnect date, be advised that it may not be posted to your account until after the due date and late fees and/or disconnection of your gas service may occur.

XPRESS BILL PAY

By going to our website at www.emwgas.com, and clicking on the “Xpress Bill Pay” link, you can pay your bill online. You may set up a one-time payment, or register your account for Auto Pay and each month the amount due will be automatically transferred from your checking or savings account (EFT) or charged to your Visa, MasterCard or Discover card. When you set up your account with Xpress Bill Pay, you are the manager of your account. You will have the ability to view your past bills and transactions and have the option for paperless billing. You will receive an email when your bill is ready.

Payments can always be made by calling our office, 505-384-2369, Monday – Friday 7:30 am – 6:00pm and use your Visa, MasterCard, Discover card or checking or savings draft. There is no charge for these transactions.

AVERAGE MONTHLY PAYMENT PLAN (AMP)

E. M. W. Gas Association AMP enables you to balance the higher cost of winter heating and the lower cost of the non-heating months by paying a pre-determined amount monthly. This amount is based on the previous twelve month history. You will always be billed for the actual gas used. This valuable service allows you to equalize payment for natural gas service over a period of twelve months. Another advantage is your monthly minimum is reduced by \$6.00; a savings of \$72.00 a year.

To participate in the AMP Plan you must have paid your account in full monthly, have a satisfactory pay rating and have service at your current address for twelve months.

The AMP Plan begins in July and continues through the following June at which time your account will be reconciled. In June your bill will include the amount necessary to settle the account, which would be the difference between actual usage amounts billed and total payments. Your account will be monitored periodically during the AMP year and monthly amounts adjusted, if necessary, due to changes in usage and/or the cost of gas.

RESPECTING YOUR PRIVACY

Due to the privacy laws E.M.W. will not give out information to anyone other than the person/persons named on the account.

CHANGES MADE IN WRITING

Any changes made to an account, such as address change, etc. must be submitted in writing. Requests for disconnect or reconnect must also be made in writing.

I (we) have received information and verbal clarification on the following:

Customer Information Booklet

I (we) have received information and verbal clarification on the following:

Payment Policy/Monthly meter charge_____

Turn on/off fees/deposits_____

Payment locations_____

Xpress Bill Pay _____

AMP program_____

Respecting your privacy_____

Changes to account made in writing_____

Date of first bill_____

New Mexico One Call 811 (NMOC)_____

Issued To:

I authorize _____ to:

_____ Inquire **only** on my account (request verbal information) **OR**

_____ Inquire and make changes to my account (submit written change of mailing address or phone number and request connect/disconnect of gas service) and request printed information regarding my account.

_____ I **DO NOT** authorize anyone to inquire or receive information on my account.

Customer Signature _____ Date _____