

NATIONAL ACCOUNTS DIRECTORY OF UTILITY CONTACTS

PNM Electric & Gas Services

Alvarado Square
 Albuquerque, NM 87158-2204
www.PNM.com
 (505) 241-2700

Important Telephone Numbers

Commercial Customer Care: (505) 246-5700
 Electric Outages: (800) 687-7854
 Gas Emergencies: (800) 687-7854
 Albuquerque New Service: (505) 241-3425

Parent Company: PNM Resources

CONTACTS:

<p>Mr. Dan Moore National Accounts Manager Alvarado Square Albuquerque, NM 87158-2204 Office: (505) 241-2523 Cellular: (505) 249-3107 Fax: (505) 241-2361 Email: Dan.Moore@PNM.com Segments: Retail, Entertainment</p>	<p>Ms. Judy Montañes Sr. Account Manager Alvarado Square Albuquerque, NM 87158-2204 Office: (505) 241-2497 Cellular: (505) 249-3108 Fax: (505) 241-2361 Email: Judy.Montanes@PNM.com Segments: Grocery, Lodging</p>	<p>Mr. Vidal Trujillo Sr. Account Manager Alvarado Square Albuquerque, NM 87158-2204 Office: (505) 241-4474 Cellular: (505) 249-3106 Fax: (505) 241-2361 Email: Vidal.Trujillo@PNM.com Segment: Restaurants</p>
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PROGRAMS, PRODUCTS AND SERVICES AVAILABLE TO NATIONAL ACCOUNTS CUSTOMERS:

1. **Single point of contact** for all PNM inquiries
2. **Dedicated Commercial Customer Service line** for service starts and stops or billing inquiries at (505) 246-5700.
3. **Quarterly rate reviews** for all accounts
4. **PNM Sky Blue™**: Renewable energy for only 1.8¢ per kWh from PNM's "New Mexico Wind Energy Center" in Eastern NM, the third largest wind energy generation facility in the world (204 MW).
5. **My PNM**: Free on-line electric and gas usage history (up to 3 years), usage graphing, payment history, and .pdf copies of monthly billings (www.PNM.com).
6. **Natural Gas Supplier Choice**: We will provide you with everything you need to choose an alternate natural gas provider.
7. **PNM Energy Academy**: Quarterly no cost business and energy management seminars.
8. **PNM Energy Bulletin**: On-line newsletter with calendar of events, projected gas prices, and energy and technology information.
9. **PNM Profiler**: Free on-line load profiles and reports for customers with peak demands over 250 kW.
10. **Post Outage Communication**: A follow-up phone call or email detailing the cause and fix for any feeder outages.

SERVICE TERRITORY:

PNM serves about 460,000 natural gas customers and 405,000 electric customers in New Mexico. The company also sells power on the wholesale market in the Western United States.

- ❑ PNM serves **electric customers** the northern, central and southern part of the state, including Albuquerque, Santa Fe, Rio Rancho, Deming, Las Vegas, Clayton, Bernalillo, Belen and many of the pueblos along the Rio Grande.
- ❑ PNM serves **gas customers** in the cities listed above and most of the state including Alamogordo, Anthony, Artesia, Carlsbad, Chama, Clovis, Espanola, Farmington, Gallup, Grants, Lovington, Portales, Roswell, Silver City, T or C, Taos, and Tucumcari.

PNM Resources (NYSE: PNM) is an energy holding company based in Albuquerque, N.M., with consolidated operating revenues of \$2.3 billion. Through its utility and energy service subsidiaries, PNM Resources supplies electricity to 725,000 homes and businesses in New Mexico and Texas and natural gas to 471,000 customers in New Mexico. Its utility subsidiaries are **PNM** and **Texas-New Mexico Power**. Other subsidiaries include **First Choice Power**, a deregulated competitive retail electric provider in Texas, and **Avistar**, an energy research and development company. PNM Resources and its subsidiaries also sell power on the wholesale market in the West. For more information, visit www.PNMResources.com.

STATES SERVED:

New Mexico

GENERAL INFORMATION:

- **Rates:** PNM will lower electric rates 2.5% starting September 1, 2005. With this decrease, PNM has lowered electric rates 19% since 1993. These reduced rates will be frozen until 2008.
- **Fortune Magazine Recognition:** For the sixth year in a row, Fortune Magazine has ranked PNM as the BEST U.S. Company for Hispanic employees. PNM also earned the 10th best spot overall for minority employees.