

Dear Customer,

Yesterday, PNM re-filed a rate increase request with the NM Public Regulation Commission.

The average increase for residential customers is 15.8 percent. However, beginning January 2016, before our proposed rate change takes effect, reductions in fuel costs could help lower your bill as much as 7 percent.

Electricity rates differ by region. Here's how bills will change for the average residential customer when new rates take effect:

Region	Bottom Line Change	Monthly difference	Difference per day
Albuquerque metro including Bernalillo, Sandoval and Valencia counties, and Santa Fe, Las Vegas, Clayton, Deming, and Tribal communities:	8.31%	\$6.07	20¢
Alamogordo, Ruidoso, Ruidoso Downs, Tularosa, Silver City, Lordsburg, Bayard, Santa Clara, Gila, Hurley and Cliff:	1.70%	\$1.21	4¢

### What does the rate increase pay for?

We don't like asking for rate increases. But sometimes they are necessary to provide the safe, reliable energy you expect.

Here's what the rate increase pays for:

- 58.4% – System investments for reliability and grid and cyber security.
- 8.9% – Four New Mexico solar centers.
- 6.2% – A clean natural gas plant to meet growing peak energy demands.
- 8.3% – Environmental upgrades at San Juan Generating Station.
- 15.1% – Declining electricity usage offset by cost savings.
- 3.1% – Day-to-day operating and maintenance.

The biggest portion is for infrastructure and equipment to keep your energy reliable 24/7.

We work hard to keep costs low. Our day-to-day operating and maintenance cost has increased only 3.1 percent over the past five years, much less than inflation alone for the same period.

Our 1,500 New Mexico employees are proud to serve you.

For more information about the rate request, go to [PowerForProgress.com](https://www.powerforprogress.com).

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This email was sent on behalf of

**PNM** – 414 Silver Ave. SW – Albuquerque NM – 87102