

RELIABILITY IMPROVEMENT PROJECTS:

PNM is replacing transmission and distribution lines throughout New Mexico to help enhance customer service reliability, build a smarter more secure infrastructure, reduce the frequency and duration of power outages, allow the flexibility to add additional renewables and more roof-top and community solar, and provide customers with the benefits of a modern transmission system. This work is an essential part of PNM's efforts to provide their customers with a more secure, reliable, and modernized power grid in the years to come.

Frequently Asked Questions

- **What is PNM doing in this area?**
 - PNM is continuing to invest in our facilities to enhance service in your area, which includes replacing some powerlines. Work will be done on transmission lines, distribution lines and substations, all to increase reliability.
- **Why is this work being done?**
 - This work replacing powerlines is being done to help increase resilience and reliability of the energy grid, ensuring clean, safe and affordable energy for PNM customers.
- **When will this work happen?**
 - PNM will be conducting a variety of powerline replacements in various areas over the course of the next few years. Additionally, you can call the toll-free information inquiry line at 833-910-3670 to leave a message and a member of the public engagement team will return your call with more project information. You can also email the team at workinyourarea@pnm.com.
- **Does this mean our rates will go up?**
 - Under New Mexico's rules, PNM rates are regulated by the NM Public Regulation Commission (NM PRC) and are generally based on the total system costs at a point in time, allocated across all customers. During a rate review, equipment that is no longer used is removed from rates, and new equipment is added, based on the time-period under review. The system investments PNM is implementing to improve the grid now will be included in the next general rate review filed with the NM PRC, along with any other updates to the total system costs and usage.
- **Will this work require the use of any of my land?**
 - Most of this work is occurring in areas where PNM already has easements in place with landowners or in road right-of-way. In some cases, land agents will reach out to landowners if additional easements are needed.

- **What time of day will the construction take place?**
- Typical construction worktimes are between 7am-5pm, Monday through Saturday, though this could vary based on individual project needs.
- **Will there be road closures for this work?**
- Temporary traffic controls may be needed for this work. However, you will continue to have access to your property.
- **Will they be using any sort of drones?**
- In some cases, drones may be used for aerial inspections of the powerlines.
- **How can I identify the crews doing this work?**
- PNM employees always wear clothing marked with the PNM logo, along with brightly colored safety gear, when the job calls for it. They should have an ID badge with them at all times. Feel free to ask them for identification.

In some instances, authorized contractors may be working in your area on behalf of PNM. If they do not have an official identification card, ask for their name and the reason for their visit, and you may contact PNM to verify the information. Contractors also typically drive around in clearly marked vehicles for the company they are with.

Additionally, if you have other concerns or questions, you can call the toll-free information inquiry line at 833-910-3670 to leave a message and a member of the public engagement team will return your call. You can also email the team at workinyourarea@pnm.com.

- **Why is there a utility worker walking around in my area?**
- Before maintenance work begins in your area PNM employees and contractors routinely conduct inspections of the powerlines in preparation for the work. PNM employees and contractors may return to the area through completion of the maintenance work.
- **Who are the contractors? / What is ____ company doing in the area?**
- In some instances, authorized contractors may be working in your area on behalf of PNM. You can call the toll-free information inquiry line at 833-910-3670 to leave a message and a member of the public engagement team will return your call to provide additional specific information on the contractors working in your area. You can also email the team at workinyourarea@pnm.com.
- **While this work is ongoing, will I experience outages? What can I expect?**
- Part of this work is transferring service from the old equipment to the new equipment. If an outage is necessary, our construction contractor will notify you in advance. Typically, an outage for

something like this would last about 4-6 hours in duration. If you have any questions, feel free to call 833-910-3670 or email workinyourarea@pnm.com.

- **Where can I find information on outage safety and preparedness?**
 - Information is available on [PNM.com/outage safety](https://www.pnm.com/outage-safety).
- **What happens if there are impacts to my property or property damage?**
 - The PNM public engagement team is committed to working with the landowner to resolve and repair any property damage. Please reach out to the public engagement team on the toll-free information inquiry line at 833-910-3670 or email workinyourarea@pnm.com.
- **Who should I contact if I have additional questions about this work?**
 - Call the PNM public engagement team at 833-910-3670 and they will respond to inquiries within 24 hours or the next business day. You can also send an email to workinyourarea@pnm.com.