

PNM warns about potential safety hazards during storms

(Peralta, NM) – Monsoon season is upon us in New Mexico, and storms in our state can present certain electrical safety hazards, and may cause power outages. Proper planning and keeping some simple tips in mind during extreme weather can help keep customers and PNM employees safe.

- Do not touch downed or sagging power lines, and consider them, and anything touching them, energized and dangerous. Stay as far away as possible and immediately contact PNM at 888-DIAL-PNM (888-342-5766).
- Prepare an outage kit with water, non-perishable food, flashlights, a first aid kit, a small radio, important documents, cash, and batteries. Be sure that all members of your household, including anyone who may need medication or medical devices, children, and/or pets are provided for when preparing your outage kit.
- Storms may blow tree branches or other objects into powerlines. Never attempt to remove anything from the lines. Stay away and call us at 888-DIAL-PNM.
- For additional safety tips, visit [PNM.com/safety](https://www.pnm.com/safety)

Understanding how power is restored

During an outage and/or storm, our crews' first priority is to make sure the scene is safe, assess the damage, and then start the restoration efforts. In the case of a major, widespread storm, this assessment may take a while. The information they gather helps us plan our work.

In an outage, addressing hazardous situations such as downed wires is the first priority. We also prioritize repairs that restore service to critical facilities such as hospitals, water pumping stations, and police and fire departments.

As we work to restore power to all customers, you may see your neighbor's lights on, while your location remains in the dark. Different parts of a neighborhood may be on different circuits, and not all circuits are restored at one time. Sometimes, a problem only affects service to your home. Power outages can be reported by calling 888-DIAL-PNM or online at [PNM.com/outage](https://www.pnm.com/outage).

About PNM

With headquarters in Albuquerque, PNM is the largest electricity provider in New Mexico, serving 525,000 customers in dozens of communities across the state. PNM is a subsidiary of PNM Resources, an energy holding company also headquartered in Albuquerque. For more information, visit www.PNM.com.