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Scammers Target PNM Program

Customers are warned to be aware of imposters claiming to be PNM

(ALBUQUERQUE, NM) — PNM is warning customers to be on the alert after several reports of scams relating to the PNM Home Energy Checkup Program. Criminals are apparently trying several different approaches, including a person posing as a PNM employee showing up on a doorstep unannounced.

“PNM prides itself in making safety a top priority for our customers. Our employees do not show up unannounced to perform a Home Energy Checkup. We want to help customers save energy and when our field personnel arrive they wear PNM clothing, carry badges and drive vehicles with the PNM logo,” said Emma van Moorsel, PNM Energy Efficiency Program Manager. “Protect yourself, ask for company identification and do not allow an unidentified person in your home.”

PNM will not show up at your doorstep to complete a PNM Home Energy Checkup without a prescheduled appointment. There is at least one report of a non-PNM related person showing up unexpectedly at a customer’s residence in an orange vest claiming to be there to complete an energy audit.

Other customers have reported receiving a call from someone claiming to be with PNM and offering a checkup while also trying to gain personal data. While PNM may contact customers who showed interest in the PNM Home Energy Checkup, PNM will not request personal information like credit score. **If you are unsure you are speaking with PNM, hang up and call the PNM Home Energy Checkup Program at 1-855-775-6491.**

PNM field personnel wear clothing with the PNM logo, carry PNM badges and drive vehicles with the PNM logo on them. If you do not have a PNM Home Energy Checkup scheduled, do not allow an unidentified person in your home and call 911 immediately.

Don't

- Do not provide your PNM account information or other personal data to someone who has contacted you.
- Do not allow an unknown person into your home without a prescheduled PNM Home Energy Checkup.
- Don't listen to someone who says things like, “you must act now” or tries a hard sell approach.
- Don't purchase an energy audit through a local company claiming to be working on behalf of PNM.

Do

- Call the police if someone attempts to gain access to your home without your permission.
- Tell an unsolicited caller you will call him or her back, then hang up and call the PNM Home Energy Checkup program at 1-855-775-6491. We can tell you if a PNM representative contacted you. We will use the information you provide about the scam call to alert other customers.
- Look for a PNM logo on the assessor’s shirt, car and ask for an identification badge.
- Contact the PNM Home Energy Checkup directly if you have concerns about the identity of an assessor.

Utility customers across the country have been targeted by phone scammers in recent years, including hundreds of PNM customers in Albuquerque and other communities.

With headquarters in Albuquerque, PNM is the largest electricity provider in New Mexico, serving 500,000 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 PNM.com.