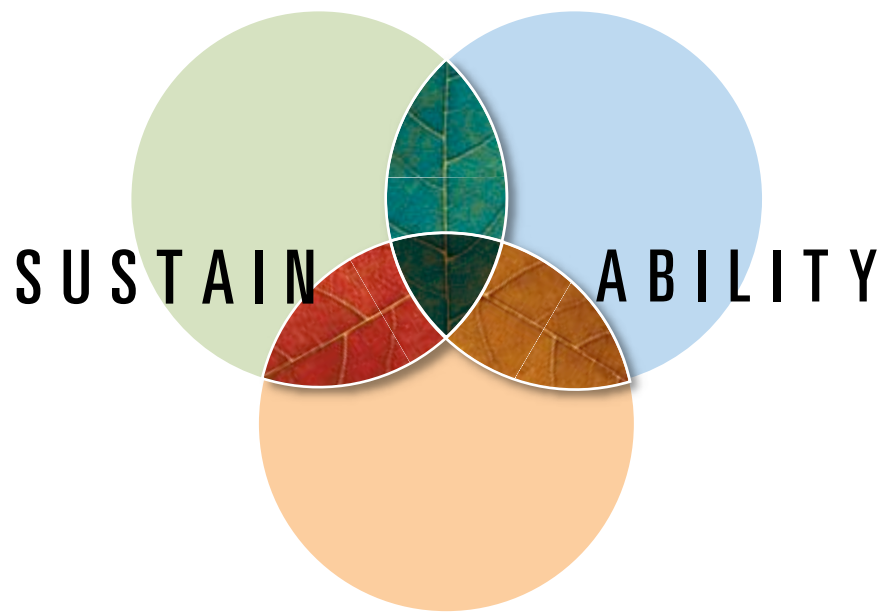


CREATING A SUSTAINABLE ENERGY FUTURE





“ Even before we moved from Nevada two years ago, we had planned on installing a solar PV array on our home. When we arrived in New Mexico we learned that PNM was offering a new program that would pay us 13 cents per kilowatt hour for Renewable Energy Certificates (RECs) generated from the PV solar system installed at our home. PNM’s program made it more affordable for us to own a solar PV system.

The payments offered by the PNM program were nice, but money wasn’t the only reason we chose to go solar—it was a lifestyle choice. As a family we wanted to make sure the electricity we consumed in our home reduced air pollution. We also liked the idea of being self reliant and generating our own power. In addition to the PV system, we have installed a solar system for domestic hot water and a gray water system to conserve freshwater in our home.

I’ve been impressed with the performance of our new solar electric system. The system is performing better than expected, and I receive a better return on my PV investment because PNM pays me for the RECs I generate each month. I also like the fact that the production meter on our solar array is a constant reminder of how much power we have generated and not had to buy from the utility company.

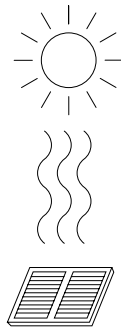
What have we learned? First, even though I am an electrical engineer, you do not have to be an engineer to enjoy the benefits of solar energy. With the help of PNM engineers and local PV system vendors, we had all the help we needed to install solar PV on our own home. Second, installing a PV system doesn’t require you to build a special house. Our home looks like any other on our street, but with one big difference. Our home enables us to live sustainably and reduce the environmental impact of our home energy use.

**WAYNE PEART**

*Solar program participant  
Rio Rancho, New Mexico*

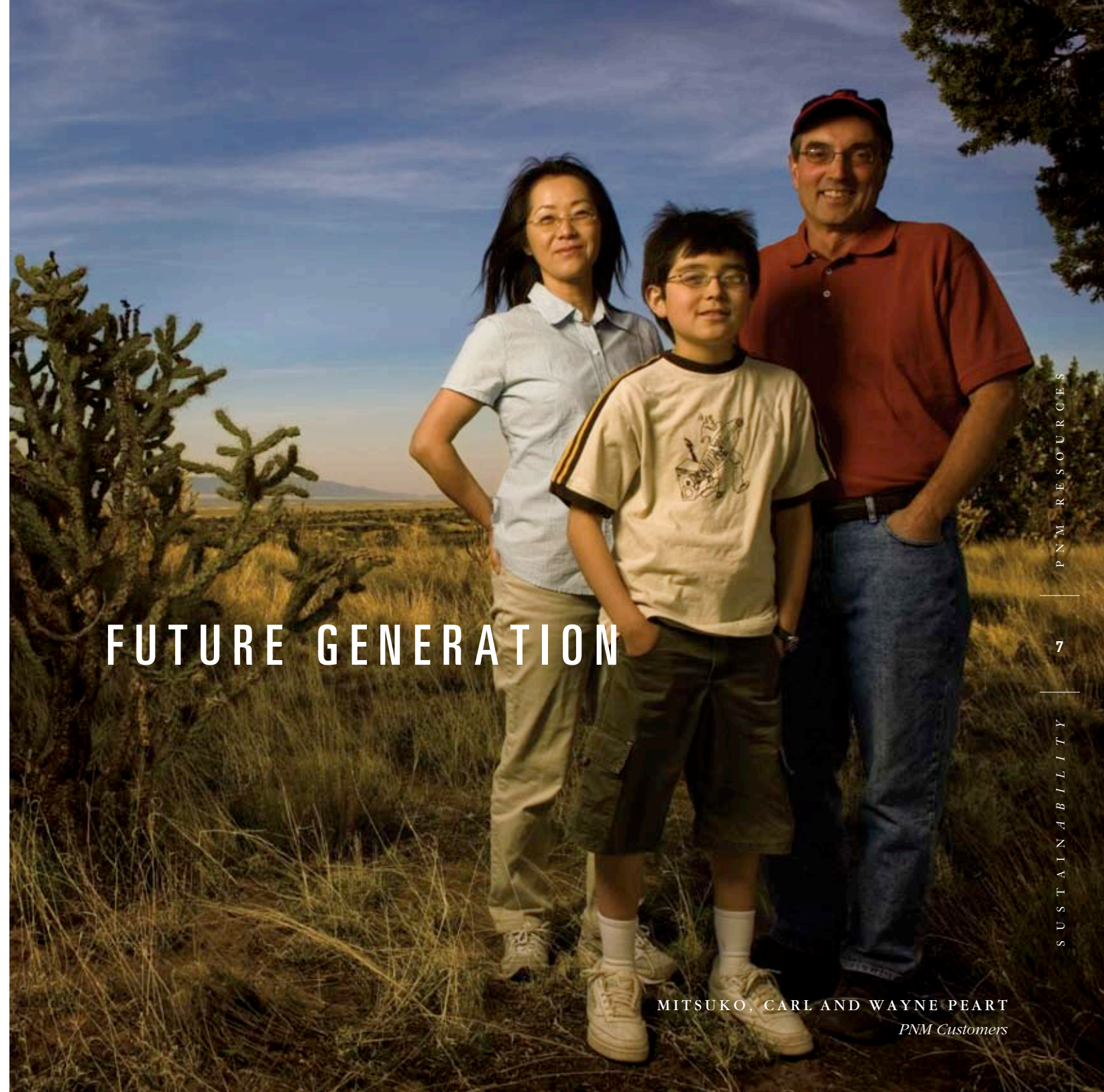


*While solar energy is still more expensive than conventional energy, it meets electrical needs without consuming water or producing emissions, something our customers can be proud of. To learn how you can go solar, visit [pnm.com/solar](http://pnm.com/solar).*



**Go Solar**

*A Renewable Energy Certificate (REC) represents the environmental value of electricity generated by a renewable energy source, such as a home photovoltaic system. In our customer-owned solar PV program, one REC is equal to one kilowatt of electricity generated by a customer-owned PV system.*



# FUTURE GENERATION

MITSUKO, CARL AND WAYNE PEART  
PNM Customers

## Environmental Sustainability and Solar Energy

The PNM customer-owned solar photovoltaic (PV) program pays customers for the environmental benefits of their systems, also known as Renewable Energy Certificates (RECs). The monthly REC payments help offset the cost of the PV system. Combined with net metering and state and federal tax incentives, solar energy systems are becoming more affordable for homeowners. The program provides customers with a cleaner energy choice for their home electricity use.



## SAVING GRACEFULLY

DAVE PERKINS

Association of Community Organizations for Reform Now (ACORN)



### Reaching Out

*In 2006, employee volunteers gave 72 presentations at ACORN offices, reaching 1,100 new homeowners & providing bilingual presentations on energy efficiency tools, tips & programs for lowering energy costs.*

### Social Responsibility and Advocacy Group Partnerships

Energy costs are rising, and for some customers, income is not keeping pace. How do you help these customers meet their energy needs? Through long-term partnerships with low-income advocacy groups, we've found unique ways to reach out to our economically vulnerable customers.

Our New Mexico subsidiary, PNM, has joined with advocacy groups such as ACORN (Association of Community Organizations for Reform Now) that help low-income community members. By focusing on our common interests, we've been able to develop a powerful partnership that benefits those who need it the most.



In the winter of 2001, we felt there were people in our community who were getting their heat shut off who weren't aware that they were eligible for heating assistance from the federal Low Income Heating Assistance Program (LIHEAP). We approached PNM and proposed a partnership where ACORN staff could canvass the neighborhoods to sign up people who needed LIHEAP assistance to help them pay their heating bills, but weren't aware of it or had difficulty applying because they were homebound or had other issues.

We had a good relationship with the local LIHEAP office, and they were in favor of the idea. So with PNM support and funding, and LIHEAP willing to train our staff, our canvassers could go out into the community and take additional applications for LIHEAP assistance. The LIHEAP office would alert us if there were any flaws in the applications, so no one was unnecessarily denied assistance due to errors. That's how the ACORN-PNM outreach partnership began.

It's a model program in that everyone wins. The vast majority of people we take applications from have never gotten LIHEAP benefits before. Maybe about a third of those we sign up for heating assistance are saved from being shut off because they don't have the money to pay their heating bill in the winter. This benefits everyone—PNM gets to continue servicing their customers, ACORN gets the funding they need to get the word out and LIHEAP assistance reaches the individuals and families who need it the most.

The relationship with PNM has grown. People from the PNM Speakers Bureau give talks to potential homeowners taking part in ACORN's affordable mortgage program. It's helpful for them to hear about weatherization and how to save money on their winter heating bills.

The ACORN-PNM partnership has been very successful, but there are still many more families we could be reaching. We are identifying people through our free tax preparation site and working to develop new strategies. We just hope to keep growing our partnership with PNM and making this program better.



DAVE PERKINS,

Association of Community Organizations for Reform Now (ACORN)  
New Mexico chapter



*Our efforts are growing. One positive outcome of the high natural gas prices in the 2005-2006 winter heating season was the collaboration between utility, advocacy and aid organizations that worked together to cast a community-wide safety net of benefits and services for the most economically vulnerable members of our communities. The original collaboration has grown into the Community Summit Working Group, which meets regularly to share information, identify needs and services, and coordinate efforts to reach our communities.*