






## FAQ'S

### **Q: How does this benefit the cooperative and its members?**

**A:** The change helps control costs, improves employee focus and morale, and allows us to better utilize technology and streamline operations — all of which help us serve members more efficiently.

### **Q: How can I pay my bill if you are closed on Friday?**

**A:**   You can still make payments anytime through:

- Our **website**  <https://www.socorroelectric.com/>
- By **calling our office**  (575)-835-0560, (800)-351-7575, or (855)-881-8159,
- Or through our **automated payment system** 
- Or through one of our Payment Kiosks located at:
  - the Village of Magdalena Office, 108 North Main Street, Magdalena, New Mexico 87825
  - the Alamo Chapter House, #10, Alamo, New Mexico 87825
- Or through our app.
  - Search “Socorro EC” in the Apple Store or Google Play to download the app for free.

### **Q: What if I have an outage or emergency on a Friday?**

**A:** Outage response and emergency services will continue **24/7**. Our on-call crew will continue to be available as they are today. Socorro Electric Cooperative will maintain two standby crews, and all calls will be managed by the Cooperative Response Center (CRC). This is the same company that has been handling outage and trouble calls during weekends, after hours, and on holidays.

### **Q: How can I get reconnected if I am disconnected for non-payment if the office is closed?**

**A:** Socorro Electric Cooperative has implemented technology that allows for meters that were disconnected for non-payment to be reconnected after the full past due balance has been paid, either online, over the phone, or through our automated system.

### **Q: Is this schedule permanent?**

**A:** We are implementing this schedule with the intention of reviewing its effectiveness. We will assess its impact on member service and operations and make adjustments as needed.

### **Q: Will this impact the quality of service I receive?**

**A:** No. Our team remains fully committed to delivering reliable service and support. Office hours will be extended Monday–Thursday (7:00 AM to 4:30 PM) to accommodate members' needs. Additionally, with a large service territory, our crews will have more time in the field to complete their work.