

Co-op CORNER

YOUR MONTHLY REPORT FROM SOCORRO ELECTRIC

Together, we made it through the monsoon season!

In early 2022, we faced severe drought and two of the worst wildfires in New Mexico history. Additionally, we experienced potentially historic winds that dried out our state even more, but then monsoon season hit and it seemed as if the rain would never end. After months of flash floods and rainfall, meteorologists say that New Mexico monsoon season is almost over.

New Mexico and other areas across the southwestern United States are affected by monsoon season between June 15th and September 30th. In recent months, many of us experienced a banner rainy season, which our state desperately needed, causing many power outages due to downed trees, arroyos, and lightning strikes, to name a few causes for outages. Fortunately, our crews work 24 hours a day, 7 days a week, to keep our power on. Our linemen cleared many outages, drove approximately 48,000 miles last month, and maintained 13,904 service meters. Our power grid consists of 3,318 miles of line from 6 substations (Socorro Tri-State, Bernardo, Burris, Magdalena, Quemado, and Socorro Local) in 5 counties. Our crews manage roughly 10,000 square miles of service area with both underground and overhead power lines.

Though we all get frustrated with power outages, we appreciate your understanding and support through each difficult moment. 90% of our SEC employees are also SEC members and we understand the issues & frustration associated with power outages. To assist us in lowering the frequency of power outages due to downed trees, please call us for tree trimming and clearing! We conduct FREE tree trimming maintenance along the right-of-way of distribution lines to provide safe and reliable electric service. Keeping the trees trimmed will decrease outages due to interferences from natural growth.

Please do not attempt to cut trees close to power lines yourself. Contact SEC at (575) 835-0560 or 1-800-351-7575 and we will cut trees or other vegetation near or in the power lines.



OCTOBER 2022



Photo by Ellena Tapia



Your Touchstone Energy® Cooperative

Office Phone:	575.835.0560 1.800.351.7575
Option 1:	Payment, Account Balance, Report an Outage
Option 2:	Speak with Service Rep. about an Outage
Option 3:	Payment Arrangements
Option 4:	New Construction
Option 5:	Search Phone Directory
Option 6:	Office Hours/Directions
Option 7:	Spanish Instructions
Option 8:	Member Services

After Hours
Outage Phone: 1.800.351.7575
1.855.881.8159

Office Hours: Mon. - Fri. 8am - 4:30pm

Member
Service/Billing: Marilyn Madrid,
MSR Supervisor - Ext 1504
mmadrid@socorroelectric.com

Accounting: Jimmy Capps,
CFO - Ext 1503
jcapps@socorroelectric.com

Marketing &
Public Affairs: Ellena Tapia,
Director of Comms. &
Public Affairs - Ext 2502
etapia@socorroelectric.com

WWW.SOCORROELECTRIC.COM



SEC Pole Tags/Wraps

Have you ever seen these on power poles? If so, don't touch them. SEC uses a lockout/tagout system that is an important safety practice. It is critical in helping to safeguard our crew around power lines, machinery, and the equipment they operate, service, and maintain. These wraps communicate with other SEC employees about work being done that may be down the line from them. This system helps to prevent incidents, injuries, and fatalities. Let's help protect our line crew and leave these alone.



NOTICE TO SEC MEMBERS

SEC has received several reports of scam calls to our Members stating that their Electric Bill is past due and immediate payment is needed so their power isn't turned off. Please be aware that SEC **NEVER** requests money right then and there on our automated calls. We **ALWAYS** direct you to pay on our automated phone system, on our website, or by using the mobile app. Additionally, we will **NEVER** ask you to pay via PayPal, a Cash App, gift cards, or money orders. If you are unsure, hang up and call SEC directly to check the status of your account.

Winter Moratorium Protection

Protection from winter shut-off begins November 15, 2022.

To avoid potential disconnection of services, please contact the Human Services Department at 1-800-283-4465 or the appropriate tribal or pueblo entity for eligibility information for Low Income Heating Energy Assistance Program (LIHEAP). Your service will not be disconnected between November 15, 2022 and March 15, 2023, if you meet the qualifications of LIHEAP and have no past due amounts or you remain current on any settlement or installment agreement for amounts due as of November 15, 2022. Members of New Mexico tribes or pueblos who need help with translation or with other matters may contact the commission's consumer relations division at 1-888-427-5772, who will contact the appropriate tribal or pueblo official for assistance.

Understanding Electricity

Are you a teacher or counselor in our service area?



Every year SEC goes into elementary schools to provide safety classes and to assist teachers with materials and suggestions to better support the learning process of students on electrical safety. Additionally, we attend college/career fairs to introduce students to alternative post educational paths.

To schedule a safety class or college/career fair, please contact us at 575-835-9737.

PAYING YOUR BILL

You can make a payment over the phone by e-check or a major credit card, 24 hours a day, 7 days a week with our IVR phone system by pressing option #1 at 575.835.0560 at no charge. You can also make a payment on our website or the SEC app.

REPORTING AN OUTAGE

Before reporting a power outage, please check the circuit breakers in your house first. If you still do not have power after checking your breakers, please call the numbers on the front of this newsletter.

If you get a busy signal, it is an indication that someone else is experiencing an outage as well; however please continue to call, this will help us pinpoint & fix the problem.

Additionally, you can report an outage from our "Report an Outage" button on our website or the SEC App.



September 28, 2022 Board Report - the Board

- received departmental reports from Staff and recommendations from Board Committees.
- set the next meeting for October 19, 2022, at 2 p.m. at 310 Abeyta Ave. in Socorro.
- revisions to board policies 115, 129, & 130.
- approved General Retirement of Patronage Capital to Members of SEC for the operating year of 1996, totaling \$550,916.30.

Board Meeting Minutes, Agendas, Videos, and Policies are posted here:

<https://www.socorroelectric.com/board-resources-agendas-minutes-meeting-videos>

Upcoming SEC Holidays:

- Halloween - Oct. 31, open
- Veterans Day - Nov. 11, closed
- Thanksgiving - Nov. 24-25, closed

