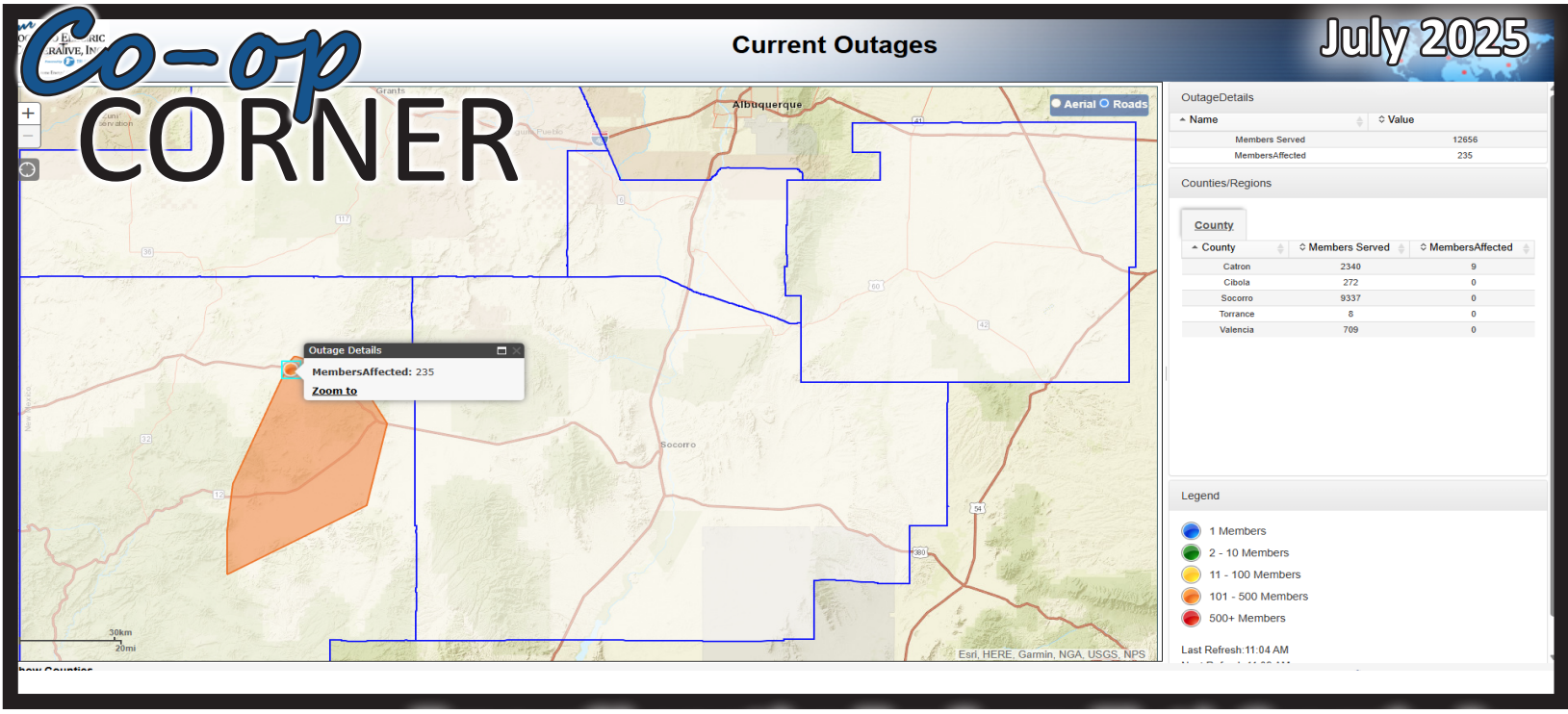
Co-op CORNER

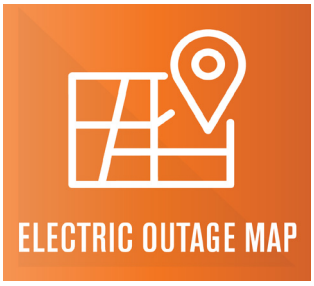


Your monthly report from Your Socorro Electric Cooperative, Inc.

Online Outage Map Provides Important Information for Members

SEC's Automated Metering Infrastructure (AMI) technology provides more benefits to both SEC and our Members than just your monthly meter reading. The AMI System provides near real time data to our Outage Management System (OMS) that displays outages on a map like the one above.

The Outage Map shows our Members the portion of our service area that is currently experiencing power outages. The color coded legend reflects the total number of outages in any one location or area. The same data helps SEC to "pinpoint" the possible cause of the outage as well as the extent of Members affected. This can assist in reducing the time to restore your power as the line crews now have a more specific area to concentrate their efforts on.



This Outage Map is readily available by selecting the red bar at the top of the Home Page on our website www.socorroelectric.com or on our mobile app.

Information & Details for Reporting Outages

As mosoon season has arrived, which can bring above average outage activity, we wanted to share some important information and provide details for reporting outages. SEC has two linemen crews on standby available 24/7 to respond to outages across our service area. (These linemen have an Ipad loaded with our system map data on it showing our power lines and associated equipment for the circuits with the reported outage which improves the response time for the crews.)

REPORTING OUTAGES - SEC provides three phone numbers for Members to call to report their outage: 575-835-0560 or 800-351-7575 or 855-881-8159. During business hours - 8:00 a.m.-4:50 p.m. M-F, these calls will be answered by our Member Services Team who will dispatch our linemen. Outside of regular business hours/Weekends/Holidays, these calls will be answered by another cooperative that SEC contracts with, Cooperative Response Center (CRC), who will dispatch our linemen to the outage.

SEC WEBSITE - Members can visit our website to report an outage at the top of the Home Page by clicking on the "Report An Outage" button.

FACEBOOK - SEC utilizes Facebook to post information about outages including updates about restoration time, the cause of outage, etc. but please note, our Facebook page is not monitored 24 hours a day and line crews are not dispatched from postings on Facebook, Facebook Messenger, or from text messages to SEC employees. To ensure prompt attention to your outage please call one of the phone numbers provided above. *(continued on Back Page....)*

Your Socorro Electric Cooperative, Inc.
Powered by TRI-STATE
Your Touchstone Energy® Cooperative

(continued from Front Page.....)

Reporting Outages Easier with SEC Mobile App

SEC Members can now report outages using our Mobile App. The mobile app contains all of your account information so when you select "Report An Outage" under the "Services" tab, the IVR System will create an Outage Report that is sent to the OMS for the location associated with the phone number you enter.

This greatly reduces the time spent repeating your location, phone number, etc. to an SEC employee or to our after-hours outage dispatch center. For this to work efficiently for our Members, SEC needs to have the correct primary phone number associated with your account. Please call us to confirm, or update your phone number information for each account you have with SEC.

To download our App, go to the Google Play Store for Android devices or to the App Store for Apple devices and search for "Socorro Electric Cooperative". Our official app is titled "Socorro EC". You must have a SEC Customer Portal online account setup prior to using this App.

---------- Sign up for Alerts and Reminders ----------

As a reminder, we do have an automated method of sending our Members "Alerts & Reminders" that include Outages and Outage Restorations.You can receive these notifications via email or text messages on your cell phone.

Call us at 575-835-0560 or 800-351-7575 to have us set this up for your account.

Contact Us

WEBSITE
www.socorroelectric.com

PHONE
800-351-7575 or 575-835-0560

PAYING YOUR BILL
Check out the SEC App!

Android **Apple**

OFFICE HOURS
Monday through Friday
8 a.m. to 4:30 p.m.

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 **575-835-0560, 800-351-7575 or 855-881-8159.**

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 the problem.

MEMBER SERVICES
Marilyn Madrid - Member Service Supervisor
575-835-0560, Ext 1504

ACCOUNTING
Rauni Montoya, Chief Financial Officer
575-835-0560, Ext 2502

LINE EXTENSIONS
Eng Dept 575-835-0560, Ext 2501 or 2503

MARKETING & PUBLIC AFFAIRS
Jimmy Capps - Director of Communications & Public Affairs - 575-835-0560, Ext 1503
jcapps@socorroelectric.com

June 2025 Board Report - the Board ....

- approved several Capital Credit Estate retirements.
- received reports from Staff and Board Committees.
- set the next Board Meeting for July 23, 2025 at 1:00 p.m.

Weathering Seasonal Monsoon Storms and Power Outages

Be prepared for monsoon moisture and lightning related outages. You'll be safer and less inconvenienced if you have emergency supplies on hand.

Items should include flashlights with fresh batteries, candles, matches or lighters, non-perishable food, a battery-operated transistor radio and bottled water.

People who depend on electrical equipment to treat medical issues should also have a plan. In some cases, this may require the purchase of a back-up power supply such as a generator, or going to a healthcare facility that has a generator or other back-up power.

It's also important to remember to turn off and unplug all appliances—even those on surge protectors — to avoid damage when power lines are re-energized. You might leave one light on to show you when power is restored.

If you use a generator, make sure it has a manual or automatic switch that disconnects it from the main power lines. If not, use the main switch on your service panel to cut power. A generator that remains connected to main lines can backfeed into them and shock unsuspecting line workers.

SEC crews try their best to respond in the timeliest manner to trouble-shoot an outage. But sometimes, it's not as easy as reconnecting a fallen line. Sometimes a pole breaks or a transformer blows, and more resources are needed.

At SEC, we do our best to keep our members informed of outage situations, and dispatchers place follow-up calls to ensure power is restored.

Remember, after-hours and holiday calls to SEC and other co-ops are automatically routed to SEC's 24-hour dispatch center.

The dispatch center will relay outage reports to SEC's on-call crews who respond to repair and re-energize troubled lines.

To report an outage, please call the toll-free telephone number of 800-351-7575 or you can also call 855-881-8159.