

# Co-op CORNER

August 2025

## NEW OFFICE HOURS

**BEGINNING AUGUST 27, 2025**

**SEC OFFICES WILL NOW BE OPEN**

**MONDAY - THURSDAY: 7:00 A.M. - 4:30 P.M.**

**CLOSED FRIDAY - SUNDAY**

*Your monthly report from Your Socorro Electric Cooperative, Inc.*

### SEC Changes Socorro Business Office Hours

Starting August 27, 2025, Socorro Electric Cooperative will be moving to a 4-day work week to better serve our members and employees.

This change allows us to better leverage technology to streamline our operations and maintain the high level of service and support you expect from your cooperative. Rest assured, our commitment to reliability, responsiveness, and member satisfaction remains unchanged.

Staff and management will closely monitor the impact of this transition and make any necessary adjustments to ensure we continue to meet your needs effectively. Thank you for your understanding and ongoing support as we make this transition to serve you better.

**WE WANT TO SERVE YOU!**

### *Our Free Mobile-Friendly "App" can assist with bill payments*

We would like to remind our Members of our mobile application for both Google's Android and Apple's iOS platforms. SEC members can utilize the App to conveniently manage their account from virtually anywhere in the world.

To download the free SEC App and start your new interactive experience with us, go to the Google Play Store for Android devices or to the App Store for Apple devices and search for "Socorro Electric Cooperative."

The official SEC App is titled "Socorro EC" and has our official mobile App logo. Once the SEC App is downloaded and installed on your smartphone or mobile device, you will be able to access your account the same as if you accessed the SEC website online.

***Note: You must have a SEC Customer Portal online account setup prior to using this App. This can be accessed from our website at [www.socorroelectric.com](http://www.socorroelectric.com) under "Pay Online."***

With the app on your device, you have the ability to view your accounts, view your bills, make secure payments directly from your mobile device, view your payment history, modify or maintain your subscriptions for alerts and reminders, and contact us via email or phone.

All of the information on the App is shown in real-time so it is always up to date. This App is very secure as all critical information is encrypted for every transaction run through the App and no personal information is stored on your mobile device.



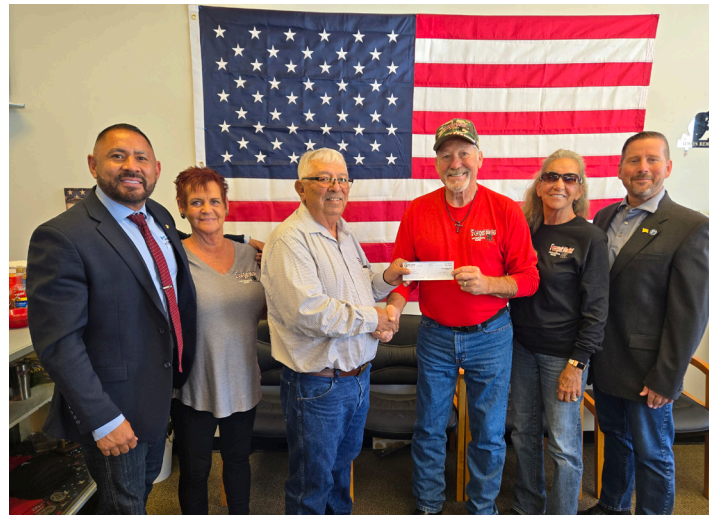
## Tri-State Donates to Local Veterans Group

Tri-State, our valued Generation & Transmission Cooperative, provides more to SEC than access to reliable power. They provide essential resources, including a mobile substation and engineering support, which contribute to cost savings for SEC's members.

Additionally, Tri-State actively gives back to communities that SEC serves with generous contributions, further demonstrating its commitment to our cooperative's success.

SEC Board President, Leroy Anaya who also sits on the Tri-State Board of Directors, facilitated a \$1,000 donation to the local Forget Me Not Veterans Park. Mr. Anaya is seen here presenting the check to Daun Medaris, one of the co-founders of the park.

Also pictured (L-R): Manny Gonzales, SEC CEO; Roxanne Scott, co-founder; Anaya, Medaris, Darlene Medaris, co-founder; and Lonnie Tucker, Tri-State Relationship Manager.



*Thank you Forget Me Not for taking care of our veterans!*

## CONTACT US

### WEBSITE

[www.socorroelectric.com](http://www.socorroelectric.com)

### PHONE

800-351-7575 or 575-835-0560

### PAYING YOUR BILL

Check out the SEC App!



Android



Apple

### NEW OFFICE HOURS

Monday through Thursday  
7 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](mailto:jcapps@socorroelectric.com)

## Winter Moratorium Protection

*Protection from winter shut-off begins November 15, 2025.*

To avoid potential disconnection of services, please contact the Human Services Department at 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 from November 15, 2025, through March 15, 2026, 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, 2025.

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 888-427-5772, who will contact the appropriate tribal or pueblo official for assistance.

## Protección de La Moratoria del Invierno

*La protección contra el cierre de invierno comienza  
el 15 de Noviembre de 2025.*

Para evitar una posible desconexión de los servicios, comuníquese con El Departamento de Servicios Humanos al 800-283-4465 o la entidad tribal o pueblo apropiada para información de elegibilidad para el programa de asistencia de energía de calefacción de bajos ingresos (LIHEAP).

Su servicio no se desconectará del 15 de Noviembre de 2025 hasta el 15 de Marzo de 2026, si cumple con los requisitos de LIHEAP y no tiene montos vencidos o si se mantiene al día en cualquier acuerdo de liquidación o pago a plazos para el 15 de Noviembre de 2025.

Los miembros de las tribus o pueblos de Nuevo México que necesiten ayuda con la traducción o con otros asuntos pueden comunicarse con la división de relaciones del consumidor de la comisión al (888) 427-5772, que se pondrá en contacto con el funcionario tribal o del pueblo correspondiente para obtener ayuda.