

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

*Evening thunderstorms bring rain, winds, lightning and unfortunately power outages.*

*Photo credits: Rauni Montoya*

### **"Perfect Storm" of events brings frustration to SEC and our Members**

A "perfect storm" has been defined as "a rare combination of events or circumstances creating an unusually bad situation". During the month of July, SEC and our Members, primarily in the Western portion of our service area experienced a "perfect storm". The continuing monsoons brought much needed moisture to our region but they also contained high winds and severe lightning. These elements contributed to several outages for our Members, especially in the Pie Town, Quemado, and Fence Lake areas.

On Saturday, July 17th, the West Area crew was already working on an outage in the Beaverhead Area when outage calls starting coming in from the Quemado area. At 4:00 p.m. a direct lightning strike hit equipment at our Quemado Substation resulting in no power for about 600 Members in the EBA, Fence Lake, Wildhorse and Ponderosa areas. The line crew, still working the outage at Beaverhead, returned to Quemado to begin investigating the cause of the outage. As the equipment damage was unrepairable at that time, the crews began implementing our redundancy system to feed the entire western portion of our service area from our Magdalena Substation. The alternate source switchover was completed at 5:20 a.m. on Sunday the 18th.

This solution was working fine until 8:20 a.m. on Monday the 19th, when the Magdalena Circuit that was temporarily feeding all areas typically fed from the Quemado Substation, in addition to its normal feed to areas west and south of Magdalena, tripped off affecting about 2,866 Members. This outage, caused by a broken crossarm, was restored at 1:30 p.m. on Monday, the 19th. No matter the situation, Team SEC works as quickly and as safely as we can to get your power back on!

### **New Phone Upgrades Scheduled for Same Weekend**

Over three months ago, SEC ordered additional lines from Century Link for our phone system to increase our capacity from 20 lines to 36 lines. This increase of phone lines will allow more Members to report their outages simultaneously, especially in after-hours situations. This upgrade was completed on Friday, July 16th. However, the changes Century Link processed did not work and the error could not be fixed until Monday, July 19th. This reduced the available phone lines during the large outage and gave many callers an error message.

In addition to our expanded phone capacity, we recently implemented our new "AutoCue" system which allows you to make a payment, get your account balance and report an outage all from the convenience of your phone. When reporting an outage with the "AutoCue" system it will recognize the phone number you are calling from and link it to your SEC account to verify your physical location. Just a reminder, keep your phone number updated on your account to take advantage of this amazing new feature!

We are constantly trying to upgrade our technology and improve our service so Members can stay connected, especially during outages. Thank you for your patience and understanding.



## Spotlight on TEAM SEC - Meet our Staff, Your Neighbor

Alejandro Maldonado, 1st Year Apprentice Lineman, joined SEC in June 2020. As a graduate of the Northwest Lineman College in Oroville, California, he was able to start immediately in SEC's Apprenticeship Program.

His first job was as a Honda mechanic for four years when he decided he wanted to work outside more, so he enrolled at Northwest. Upon graduation, his first job offer was in the telecommunications industry where he worked for Verizon in Spokane, Washington for four years, utilizing his pole climbing skills and the CDL license he earned at Northwest.

Seeing the job posting on the Industry Bulletin Board at his alma mater, he applied with SEC so he could continue to "work his career path" towards his goal of becoming a Journeyman Lineman for an electric utility.

Alejandro and his wife both grew up in Los Angeles County so they enjoy the more relaxed atmosphere of a smaller town like Socorro. Alejandro enjoys the challenges of the electric industry and specifically enjoys working outdoors. We are glad to have Alejandro, his wife and 2 small sons, as a part of SEC and our community.



**Alejandro Maldonado**  
Apprentice Lineman

### CONTACT US

#### WEBSITE

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

#### PHONE

800-351-7575 or 575-835-0560

#### PAYING YOUR BILL

You can make your payment over the phone by check or major credit card, 24 hrs. a day, 7 days a week with our IVR phone system at no charge.

#### OFFICE HOURS

Monday through Friday  
8:00 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 SERVICE/BILLING

Marilyn Madrid - Member Service Supervisor  
575-835-0560 Ext 1504

#### ACCOUNTING

Rauni Montoya- Accounting Supervisor  
575-835-0560 Ext 2501

#### LINE EXTENSIONS

Bill Harris - Staking Technician  
575-835-0560 Ext 2503

#### MARKETING & PUBLIC AFFAIRS

Jimmy Capps - Director of Communications & Public Affairs - 575-838-9724  
[jcapps@socorroelectric.com](mailto:jcapps@socorroelectric.com)

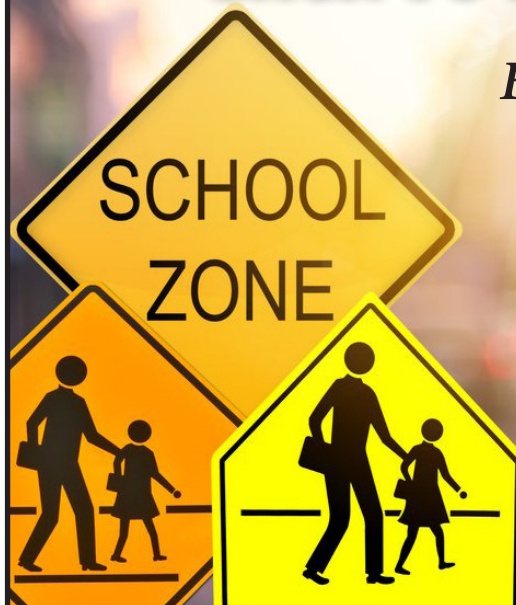
### July 2021 Board Report - the board met virtually

- approved the 2019 Bad Debt Write-off of \$70,254.07.
- report that Bullock Street and WSMR projects are nearing completion.
- received departmental reports from Staff and Board Committees recommendations.
- set the next Board Meeting for August 18, 2021 at 2:00 p.m.

## BACK TO SCHOOL SAFETY

*Every child should have  
a safe walk to school!*

**PLEASE  
SLOW DOWN  
AND DRIVE  
SAFELY!**



## Join us at the upcoming County Fairs

*Catron County August 25 - 28*

*Socorro County September 1 - 4*

*Socorro County Fair Parade  
Sept. 4th, 10:00 a.m.*

