

Your monthly report from Your Socorro Electric Cooperative, Inc.

Looking West from San Acacia Photo Credit Donna Wilkins

When Lightning Strikes, the Community Comes Together

Many of us take advantage of living in a small community where everyone knows everyone and is famous in their own right. No matter your feelings toward with your neighbor, most of us in small towns wouldn't hesitate to help one of our neighbors in their time of need. That's exactly what the communities did during the Magdalena Substation outage from August 7, 2023, through August 9, 2023. The sense of community was felt from Socorro to Magdalena to Alamo. When lightning struck the main transformer at the Magdalena Substation, SEC thought the lightning deterrents needed to be changed out and the outage would only last about an hour at most. We were absolutely wrong. We didn't know that the lightning deterrents did their job but the lightning was so intense and powerful, it rendered our main transformer completely inoperable. When SEC found out that the transformer would no longer be able to be used, we went to work trying to find a replacement. When SEC figured out that our timeline to restore power might be close to three days, if not longer, SEC ordered water and ice for the people affected by the outage. The communities of Magdalena and Alamo came together and helped distribute the water and ice provided by Tri-State, Techline, and SEC. The community also came together to help feed people who didn't have power to cook and who had lost food after the fact. SEC would like to thank everyone who helped distribute water and ice the day after the outage and those who helped distribute food in Alamo a week after the outage. We are proud to be a part of such amazing communities. For that, we would like to say,

Thank you

Solar Buyer Beware

On August 14, 2023, NM Solar Group abruptly closed its doors and laid off its entire workforce. This abrupt closure left many of its customers hanging with future installations. Solar company closures aren't happening often; however, solar scams are. The best way to protect yourself from a solar scam or finding yourself in the middle of a solar fiasco, like customers with NM Solar Group, is to do extensive research first. Below is a list of things to look for when choosing solar:

- **How long has the company been in business?**
 - Many reputable solar companies have been in business for a while and have an extensive portfolio of clients.
- **Shop around.**
 - Find a solar company that works for your best interest rather than just to get your money.
- **Does it sound too good to be true?**
 - If a deal sounds too good to be true, it usually is. If they promise you the world, they'll leave you with nothing.
- **Do you have to buy out the lease or contract if you sell your home?**
 - Most solar companies make you sign a lease or a 30-year loan for the system. Some customers have been left holding loan notes for long after they've sold their homes. Make sure the lease or loan can be transferred upon selling your home.



Winter Moratorium Protection

Protection from winter shut-off begins November 15, 2023.

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 from November 15, 2023, through March 15, 2024, 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, 2023. 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.

Protección de La Moratoria del Invierno

La protección contra el cierre de invierno comienza el 15 de Noviembre de 2023.

Para evitar una posible desconexión de los servicios, comuníquese con El Departamento de Servicios Humanos al 1-800-283-4465 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 2023 hasta el 15 de Marzo de 2024, 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 2023. 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.

CONTACT US

WEBSITE

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 hours a day, 7 days a week with our IVR phone system at no charge.

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 SERVICE/BILLING

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

ACCOUNTING

Jimmy Capps, Chief Financial Officer
575-835-0560, Ext 1503

LINE EXTENSIONS

Todd Unruh, 575-835-0560, Ext 2503

MARKETING & PUBLIC AFFAIRS

Jerrid Williams - Director of Communications & Public Affairs - 575-835-0560, Ext 2502
jwilliams@socorroelectric.com

SEC Foundation Supports Local 4-H Programs with \$6,500 in Donations!

This year's fair experiences didn't dissappoint. We are always happy to support the youth in the 4-H programs in the communities we serve.
(Not pictured is Valencia County 4-H who received \$1,500)



Catron County 4-H receives their \$2,500 donation.

Socorro County 4-H receives their \$2,500 donation.



August 2023 Board Report, the board...

- received departmental reports from Staff.
- received recommendations from board committees.
- board approves purchase of temporary 5 MVA transformer - Mag Sub.
- board approves purchase Magdalena Sub replacement transformer.
- board approves broadband engineering project service agreement.
- board appoints new board trustee District 3 - Stephen Rosas to finish out former Trustee Wolberg's term ending April, 2024.