



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

*SEC linemen - Layne Bugayong, Mathew Dempsey, Glenn Calvert, Jason Otero, Mike Reiff and Colby Kerr, are replacing a 3-phase pole in Datil Canyon under energized conditions providing uninterrupted power for our Members.*

### **SEC's Main Office Lobby is OPEN!**

Effective April 1st, we are excited to be able to open our lobby again to our Members. However, for everyone's safety, we do have some restrictions we ask you to follow:

**--Face masks are required by all --No public restrooms --No more than 3 people in lobby at a time**

### **Disconnect Moratorium to End May 5, 2021**

Please note, effective May 5, 2021, SEC accounts with outstanding past due balances can be disconnected, per New Mexico Public Regulation Order.

Please contact our office to make payment arrangements for past due balances. You can reach our office Monday - Friday, 8:00 a.m. to 5:00 p.m., at 575-835-0560 or 1-800-351-7575, extension 0 (zero).

Listed below are local assistance programs that may be able to help with your past due balances:

**Income Support HSD (LIHEAP) 1-800-283-4465**

**Midwest Community Action Program 575-835-0899**

### **NM Emergency Rental Assistance Program Will Also Assist with Utility Bills**

Beginning Monday, April 5th, New Mexicans can apply for rent and utility assistance under the Emergency Rental Assistance Program being administered by the state Department of Finance and Administration.

Utility assistance is defined as assistance to renters to pay past-due bills for electricity, gas, water and sewer, trash removal, fuel oil, wood, and pellets.

Utility assistance is capped at 15 months which is dependent on the individual's situation and rental past-due amounts. Utility assistance is only available to renters, not homeowners. Payments will be made directly to the utility provider.

Photocopies or digital photographs of utility billing statements can be mailed in along with the application, uploaded to the web application portal, or emailed to DFA.

Please contact SEC for copies of any of your electric bills you may need for your application.

Submit the application via email at:  
Info@RentHelpNM.org or mail to DFA: 407 Galisteo,  
Santa Fe, NM 87501, Attention: ERAP.

For additional information or to complete an application, go to [www.renthelpnm.org](http://www.renthelpnm.org) or scan the QR code to the right with your mobile device.



*Your*  
**SOCORRO ELECTRIC  
COOPERATIVE, INC.**

## ***Apparently other utilities are also having issues with "partners" they never knew about!***

Below is an article from the April 4, 2021 edition of the Albuquerque Journal:

### ***"It's spring, and solar sales scams are in the air"***

By Ellen Marks / for the journal      Sunday, April 4th, 2021 at 12:01am

It appears that springtime scammers are starting to ply their trade in the Albuquerque area.

And that means solar installers are hitting the streets, falsely claiming that they're connected to Public Service Co. of New Mexico. They are asking to see people's electric bills and trying to sell them solar panels or other equipment.

"It is our understanding that these are likely solar sales lead generators that are obtaining customer information and selling it to solar contractors," PNM spokeswoman Shannon Jackson said.

The utility does not sell anything related to solar, and does not do any kind of door-to-door sales, Jackson says.

Instead, it works "with a lot of reputable solar companies that customers select on their own in order to interconnect their new solar system to the grid," she says.

Those who are targeted with this kind of scam should report it to the state Attorney General's Office at [www.nmag.gov/file-a-complaint.aspx](http://www.nmag.gov/file-a-complaint.aspx). Also report it to PNM at [www.pnm.com/scam-calls](http://www.pnm.com/scam-calls).

## **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**

575-835-0560

### **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)

### ***March 2021 Board Report - the Board met virtually...***

- received Staff departmental reports & Board Committee recommendations.
- received the final 2020 IRS Form 990-PF for the SEC Education Foundation.
- set the next Board Meeting for April 10, 2021 immediately following the conclusion of the 2021 Annual Meeting.

## ***Imposter Utility Scams on the Rise***

As the COVID-19 pandemic continues, scammers are taking advantage of people's heightened economic anxiety.

The barrage of imposters posing as representatives from utilities is likely to hit new highs across the state as the New Mexico Public Regulation Commission has given co-ops, including SEC, the authority to disconnect accounts for nonpayment, effective May 5, 2021.

Already, SEC members have reported receiving phone calls by scammers, threatening disconnection if immediate payment is not made.

"If someone claiming to be with SEC calls you, thank the caller for the information, firmly tell the person you will contact us directly and hang up," SEC's Member Services Supervisor, Marilyn Madrid, advises.

Scammers try to obtain personal information (Social Security numbers, date of birth) and financial information (bank account, debit/credit card information). Sometimes, they ask you to buy a prepaid card and provide the card number for payment.

Scamming has become so sophisticated the number on caller ID looks like it's coming from SEC. A pre-recorded message will ask you to press 1 to make a payment or press 2 to speak to a company representative.

"We will never call demanding money for anything over the phone. Don't be fooled if the number appears to be from us," Madrid continues.

If someone calls, appears or emails asking you to pay your bill immediately to avoid disconnection, tell the person that you would like to contact us directly to verify the legitimacy. Doing so will either force the scammer to discourage you from hanging up or will scare off the caller.

Document what the scammer told you, the date and time of the call or visit and any information, such as phone number, that shows up on your caller ID.

Report the scam attempt to SEC, so we can alert the rest of our membership through social media and our website. Also, advise local law enforcement agencies and file an incident report. SEC wants to ensure that you avoid all types of scams.