

OutageDetails

Name: Value

Members Served: 12430

MembersAffected: 1

Counties/Regions

County	Members Served	MembersAffected
Catron	2248	0
Cibola	282	0
Socorro	9222	0
Torrance	9	0
Valencia	692	0

ShowPastOutage

Legend

- 1 Member
- 2 - 10 Members
- 11 - 100 Members
- 101 - 500 Members
- 500+ Members

Last Refresh: 03:16 PM
Next Refresh: 03:21 PM

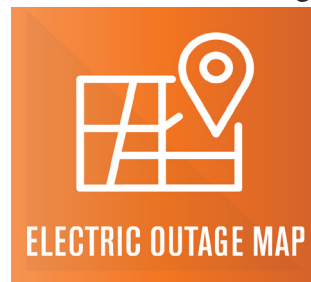
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Your monthly report from Your Socorro Electric Cooperative, Inc.

Online Outage Map Provides Real Time Information to Members

The recently installed Automated Metering Infrastructure (AMI) provides more benefits to both SEC and our Members than just your monthly meter reading. The AMI System provides 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.

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.



Past Due Residential Accounts Update

Is your SEC Residential Account past due? The New Mexico Public Regulation Commission moratorium on disconnecting Residential Services, due to nonpayment of the monthly utility bills, ended May 5, 2021.

If you are currently in arrears and do not want to be subject to disconnection of service for nonpayment, you must either pay your outstanding bill in full or enter into an installment payment plan with the cooperative.

Alternatively, you may provide the cooperative with documentation that you have applied for funds through the Emergency Rental Assistance Program or submitted an application to other state, federal or private programs for assistance in paying your utility bill.

Your service will not be disconnected if you remain current and in good standing on the installment plan or during the period when your application for assistance is being processed.

To discuss your options, please contact us at 575-835-0560 or 800-351-7575 as soon as possible.



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 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

June 2021 Board Report - the Board met virtually...

- approved the SEC 2021-2032 Long Range Plan as presented.
- renewed the liability, vehicle, and the D/O insurance policies.
- received departmental reports from Staff and Board Committee recommendations
- set the next Board Meeting for July 28, 2021 at 2:00 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 mean purchasing a back-up power supply such as a generator, or going to a healthcare facility with back-up power.

It's also important to remember to turn off and unplug all appliances—even those on surge protectors—to avoid damage from surges when power lines are re-energized. 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 troubleshoot 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. The toll-free telephone number is 800-351-7575 or you can call 855-881-8159 to report an outage.

