

Make the Call, Report an Outage to OCEC



Do you ever wonder if it's necessary to report your power outage to Otero County Electric Co-op (OCEC)? The answer is a resounding "yes!" Read on for a perfect example why you should call.

You're sitting at home on a Sunday afternoon enjoying some TV time with the family. All of a sudden, your electricity goes out. You decide this is the perfect opportunity to take everyone outside to enjoy an afternoon walk, so out the door you go.

A few hours later, you return home, exhilarated by the sunshine you took in and the extra time with the family without any interruptions from the computer, mobile devices or the television. But, you realize you still don't have power and haven't seen any crews look-

ing for what might be the cause of the outage. You decide maybe you should call Otero County Electric to see when your service will be restored.

Your call is answered quickly and a member service representative explains there have been no previous reports of an outage in your area. Good thing you called! Now, a line crew from OCEC can be dispatched to your location to restore your electric service and get the juice flowing again.

When your residence is out of power, we need to know; you may be the only one experiencing the outage. There can be many reasons you lose power at your home, including animal intrusion, equipment failure, storms, or transmission issues from our power supplier. No matter what the cause, it is imperative that you report your outage to OCEC as soon as you are aware of it.

When OCEC receives an outage call, our intricate network of technology

goes to work checking meters to help pin point the area of the problem. This advanced meter infrastructure allows the co-op to get line crews to a more precise location of the outage, depending on the number of and locations of calls received. This can decrease outage times for members by a considerable amount since crews may not have to spend extra time patrolling, looking for a cause of an outage.

How to Report an Outage

The most used form of reporting an outage is by phone at 800-548-4660. During normal business hours, calls are answered by a member service representative in one of our offices—Cloudcroft, Alto and Carrizozo.

After 5:00 p.m. and on weekends and holidays, calls are answered by an after-hours call center which dispatches line crews as soon as calls are received. Having your name, meter number or

account number, and street address available for the operator will insure crews are sent to the proper location.

But there are other ways to report an outage—by using the mobile app SmartHub or by logging into your OCEC account online. These are great avenues to report your outage if you have access to them. The outage information is routed to dispatchers just as if you had called in, so you can rest assured that a crew will be headed your way.

Calling the local sheriff's or police department is not a good way to report an outage, unless of course there is a real emergency, such as a vehicle hitting a utility pole and emergency medical and/or fire crews are needed.

Providing excellent service to our membership is of the utmost importance to us. We work hard every day to provide the best possible service to members. If you have questions about our services, feel free to contact us.

Otero County Electric Celebrates National Co-op Month

Being part of a cooperative means being part of something special. Otero County Electric Cooperative is celebrating National Cooperative Month in October, along with 40,000 other cooperative businesses serving more than 120 million people nationwide.

"Cooperatives Build" is the theme of this year's National Cooperative Month. "This year's theme is excellent, because there are so many ways that cooperatives help to build a stronger rural America.

Cooperatives Build Trust: Most co-ops strive to adhere to seven key cooperative principles, which combine to help build trust between the co-op, its members and the community. For example, the first principle is Voluntary and Open Membership, which means that we are a voluntary organization open to all people to use our services and willing to accept the responsibility of membership. The second principle, Democratic Member Control, gives members a voice in the cooperative's policies and decisions. Through the fifth principle, Education, Training and Information, we enable members to contribute to the development of our cooperative.

Cooperatives Build Community: The seventh cooperative principle is Concern for Community. Cooperatives work for the sustainable development of their communities through employee involvement in local organizations, through charitable contributions to community efforts and through support for schools.

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Board Meeting

The board of trustees meets the third Friday of the month at 9:00 a.m. at the cooperative.



OTERO COUNTY ELECTRIC COOPERATIVE, INC.

Cloudcroft Office
202 Burro Avenue
PO Box 227
Cloudcroft, NM 88317
575-682-2521

Carrizozo Office
513 12th Avenue
PO Box 669
Carrizozo, NM 88301
575-648-2352

Alto Office
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Alto, NM 88312
575-336-4550

Emergency/Outages
800-548-4660
Fax
575-682-3109
General Manager • Mario Romero

Website Address
www.ocec-inc.com
Office Hours
8:00 a.m.–5:00 p.m. (M-F)