



# POWER-GRAM

July  
2022

**Cludcroft**  
575-682-2521  
**Alto**  
575-336-4550  
**Carrizozo**  
575-648-2352

[www.occec-inc.com](http://www.occec-inc.com)

**LOBBY HOURS**  
8 AM - 4 PM  
Monday - Friday

**TO REPORT AN  
OUTAGE, CALL**  
1-800-548-4660

**FOR BALANCE  
INFORMATION  
OR TO PAY YOUR  
BILL, CALL**  
1-844-846-2695



A Monthly Newsletter for Members of

**OTERO COUNTY ELECTRIC  
COOPERATIVE, INC.**

Left: Photo by Adam Raulerson



2022

## ANNUAL MEETING



**SATURDAY, AUGUST 6TH**

CLOUDCROFT HIGH SCHOOL GYM



**REGISTRATION - 8:30 AM  
BUSINESS MEETING - 10:00 AM**

BARBEQUE LUNCH WILL BE  
SERVED AFTER THE MEETING



## ENERGY EFFICIENCY TIP

Did you know the combined use of large appliances like dishwashers, clothes dryers and washing machines account for the largest percentage of electricity use in the average US home? Take small steps to save energy when using these appliances. Only run full loads in the dishwasher, and thoroughly scrape food from dishes before loading. Dry towels and heavier cottons separate from lighter-weight clothing, and clean the lint screen after every use. Wash clothing in cold water to save energy used to heat water.

*Source: energystar.gov*

## Vegetation Management Update

Crews working to trim trees and vegetation in rights-of-way are currently in the following areas and are expected to remain there for the next few weeks

- Twin Forks
- Timberon
- Tularosa Canyon
- Eagle Creek
- White Mountain Road

OCEC reminds members that you may see vehicles, ATVs and crew members from Rogers Tree Service cutting trees near existing power lines. Vehicles will be marked with their company name and an OCEC contractor placard.

## What to Expect When an Outage Occurs

OCEC line crews work hard to ensure that power lines and other electric equipment are in good working order and will not be the cause of an unexpected outage. Line patrols to identify faulty equipment are performed frequently. Vegetation crews work year-round to keep rights-of-ways clear of hazard trees and limbs from making contact with conductor. Poles are tested every 10 years to determine if they are still sound or need to be replaced, and crews perform visual inspections anytime they are working in an area to identify hazards. Despite our best efforts, though, outages caused by weather, animals or wildlife, and accidents still occur.

And when they do, our crews respond and immediately go to work to identify the cause so repairs and restoration can occur. They want to get your power back on as much as you want to have it. Here's a few things to keep in mind the next time you find yourself without electricity.

- The best avenue for reporting outages is to call **1-800-548-4660**. This number is answered 24/7 by in-house employees or our after-hours dispatch center outside of normal operating hours and holidays. You can also report outages using your SmartHub app or online account. Outages should never be reported through our Facebook (FB) page as it is not monitored all the time, and you could end up being without service longer than necessary if your message goes undetected.
- When reporting your outage, it is good to have your account number, name and physical address ready to give the dispatcher. This is especially important if you have multiple accounts since they may not all be affected by an outage at the same time.
- Reporting your outage is important. It helps to determine how big an area is affected and where crews should begin to look first for the cause of the outage.
- Crews are dispatched to an outage as soon as calls begin to come in, but it could take some time for crews to arrive in the vicinity of an outage. OCEC's service territory covers a large land area, and crews may be in the middle of a task that must be completed before they leave to head to an outage location, or they could be 50+ miles away. Drive time alone could be over an hour before they arrive on scene. Also keep in mind that crews may be responding to multiple different outages in your area, which will also affect the amount of time you are without power.
- Unless an outage is scheduled or crews are known to be working in an area where they have to take an outage to finish their work, it is typically not immediately known what the cause of an outage may be. Please be patient and allow time for crews in the field to arrive, find the cause, determine repair time and report back to office personnel before becoming irritated with dispatchers who may not know the cause or how long you will be without electricity yet.
- When a pole is broken or line is down on the ground, the cause is easily identifiable. However, sometimes the problem is not that easy to spot. This is especially true when lines are underground. While electric infrastructure being underground is aesthetically more eye appealing, finding an outage on buried lines can take significantly longer than on overhead equipment.
- When outages affect a large number of people (50 or more) or when service is going to be off for more than 2-3 hours, we will post updates to our FB page and/or send messages through the outage management system letting you know the status of the outage. Our online outage map on our website will also give you a good idea of how many current outages there are, the areas affected and any pertinent details as to an estimated time of restoral (ETR).



**1-800-548-4660**