



POWER-GRAM

**October
2022**

Cloudcroft
575-682-2521
Alto
575-336-4550
Carrizozo
575-648-2352

www.ocec-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 Mark Martin

Customer Satisfaction Survey Participation Requested

Keeping track of member satisfaction is important to ensure that Otero County Electric Cooperative (OCEC) is meeting the needs and expectations of our members. Surveys are a proven and meaningful measure to determine the extent to which members are (or aren't) satisfied. That's why we have chosen to participate in a program to obtain an AC-SI® score to gauge the level of satisfaction among our members.

The American Customer Satisfaction Index (ACSI) is a nationally recognized indicator of consumer satisfaction. The results received by participating in this program will give us a better feel for how our members perceive the co-op. The results will allow us to set organi-

zational and performance goals for the future, and because it is a national program, it will also give us a benchmark to compare our results with other electric providers in our state, region, and across the US.

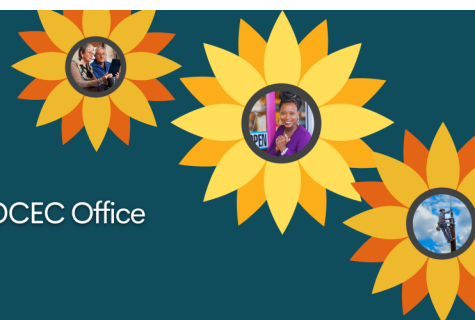
During the week of October 17, some members may receive an email requesting you to participate in a short online survey. Participating will only take a few minutes of your time, and we ask that you please participate and submit your honest answers. The data received will be a valuable tool in helping management and the Board evaluate where there may be opportunities for improvement and where we may be already excelling.

FALL INTO ENERGY SAVINGS

- For additional warmth, open curtains or blinds on any south-facing windows.
- Seal air leaks found around outer walls, windows, and doors.
- Make sure your heating system is ready for winter weather.



October is
National Co-op Month
Proud to be your trusted energy partner.



Help us celebrate by stopping by your local OCEC Office
Tuesday, October 11
for cookies, coffee, and giveaways!

ENERGY EFFICIENCY TIP

With winter weather on the way, now is the time to seal drafty windows. If you can see daylight around a window frame or if you can rattle a window (movement means possible leaks), the window likely needs to be sealed. Most window leaks can be sealed with caulk or weatherstripping, which come in a variety of compounds and materials.

Source: energy.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.

- High Rolls & Cox Canyon
- Glencoe & Lincoln

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.

2022 Member Appreciation Cookout

OCEC was able to bring back the Member Appreciation Cookout this year, and oh what a great event it was! Over 400 members came out to enjoy the beautiful mountain weather and eat a delicious hamburger or hot dog prepared by OCEC employees.

As a cooperative, we were created to serve our members, and this event was a perfect way to show our appreciation for each and every one of you! We hope to see you at our next co-op sponsored event.



Folks line up to grab their lunch at the 2022 Member Appreciation Cookout.



OCEC employees, Willie Ortega, Randy Worley & Cheryl Gililland cooking up some tasty burgers and dogs.



Many members enjoyed the fellowship with neighbors and a wonderful lunch at the OCEC Headquarters on September 23.

October Employment Anniversary

Andrew Carrell—Dir. of Safety & Compliance—24 years
Matt Chavez—Crew Chief—11 years
Jake Chesney—Apprentice Lineman—3 years
Janscen Davis—Equipment Operator—7 years
Kathy Davis—Part-time Oper. & Billing Asst.—25 years
Tanner Dean—Journeyman Lineman—3 years
Isaiah Dominguez—Apprentice Lineman—3 years
Garrett Hacker—Journeyman Lineman—3 years
John Martin—Meter Reader—24 years
Sam Sanchez—Apprentice Lineman—5 years

For account balance or to pay by phone, call toll free,
1-844-846-2695