



POWERGRAM

A monthly newsletter for OCEC Members

let's get all fired up

MEMBER APPRECIATION COOKOUT

Friday, September 19, 2025

11 AM - 2 PM

Cloudfcroft Headquarters ~ 404 Burro Avenue

Serving Hamburgers & Hot Dogs

Giveaways

Visit with OCEC employees & managers



SEPTEMBER CALENDAR PHOTO
submitted by Wayne Cooper

**SEPTEMBER
2025**

CLOUDCROFT
575-682-2521

ALTO
575-336-4550

CARRIZOZO
575-648-2352

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**
1-855-940-3957

WWW.OCEC-INC.COM

ENHANCED SECURITY MEASURES TO PROTECT YOUR ELECTRIC ACCOUNT

You're busy. You've got a lot on your plate. The last thing you need to worry about is the security of your electric account.

However, with the rising threat of phishing attacks targeting customers of America's electric utilities and telecoms, your personal information could be at risk.

Phishing attacks are a sneaky way for cybercriminals to trick you into revealing sensitive information, like your login credentials or financial details. These are not system breaches or applications being hacked but social engineering attempts. They might send fraudulent emails or texts that look legitimate, hoping you'll click on a malicious link or give them the information they want, such as login credentials.

That's where OCEC comes in. To combat the threat of phishing attacks, we're introducing an extra layer of protection for your SmartHub account: Two-Factor Authentication (2FA).

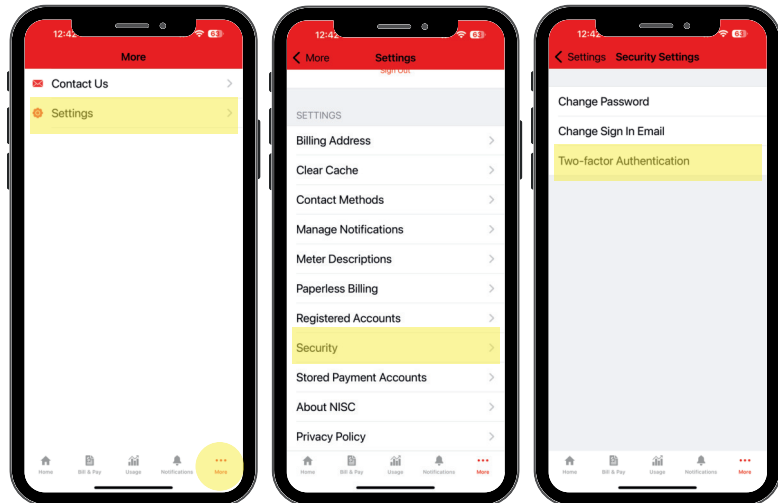
(2FA) will allow us to satisfy our commitment to protecting your account while giving you the trusted confidence of secure transactions.

With 2FA, you'll know your account is much safer from unauthorized access. It's simple: you'll enter a unique code sent to your phone or email in addition to your usual login details. This makes it way harder for cybercriminals to get into your account, even if they somehow manage to get your password.

Take control of your account security and enroll in 2FA today! Visit otero.smarthub.coop to get started.

We are asking you to stay vigilant! Don't click on links or give out personal information in response to emails or texts you weren't expecting. If you have any questions or concerns about phishing or 2FA, our customer support team is always here to help.

HOW TO SET UP TWO-FACTOR AUTHENTICATION



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.

- o Alto area - South Fork burn scar - Lakeshore Drive
- o Nogal Canyon - Nogal
- o Alto - Old Bridge Road
- o Cloudcroft - Cloud Country
- o Timberson

We kindly ask for your cooperation when you see crews working to keep these areas clear. This task plays a vital role in reducing fire hazards and ensuring consistent delivery of power to members.

Please be aware that vegetation crews do not chip or remove dead limbs and brush after it is cut. They will make sure that it is not in a driveway, pathway, or creating any additional hazard. OCEC's main concern in vegetation management is powerline reliability and safety.

4 SAFETY TIPS

TEEN DRIVERS NEED TO KNOW



1 THAT TEXT CAN WAIT

When texting while driving, the shortest amount of time a person takes his or her eyes off the road is five seconds. At 55 mph, that is like driving the length of a football field with your eyes closed.

2 DON'T GET OUT

If you are in a car accident involving a power line or padmount transformer ("green box"), stay inside the vehicle and call 9-1-1. Unless the car is on fire or giving off smoke, do not get out. If there is a fire, make a solid jump from the vehicle without touching it and hop with your feet together as far away as you can.

3 RESPECT WORK ZONES

One work zone crash occurs every 5.4 minutes. Remind teen drivers to consider anyone doing their job in or near the road as someone they know and love. Encourage them to move over and slow down for workers.

4 DON'T DRIVE DISTRACTED

Texting is not the only form of distracted driving. Driving and doing anything else is multitasking. Eight deaths occur EVERY DAY due to drivers who drive distracted.