

# CNMEC

## Newsletter

A Touchstone Energy® Cooperative



### When the Lights Go Out

February, 2023



In my last message to the members, I shared the importance of customer service concepts. As a segway from that message to this one, I also wanted to convey that while customer service is important to CNMEC, we at times encounter outages. I understand that when you are the one without power, it is an urgency for us to get power restored quickly.

While CNMEC cannot control many of the events that take the power out, we do strive to restore outages safely and as quickly as possible. Depending on type and location of the outage—our distribution system serves close to 20,000 members, spread over 11 counties with a little over 4,500 miles of line with many other parts and pieces in-between that can impact the safety and power quality. The linemen at times find the issues, fix them but must use much caution in verifying other possibilities prior to energizing the system to keep the power flow at adequate levels.

**Alena Brandenberger**  
*General Manager/CEO*

I also want to share that our automated metering/substation systems send automatic information to our outage system simultaneously that our Dispatch and Linemen use so we usually know you have an outage on your meter before you ever even alert us that you are without power in most cases. You may visit our outage map on our website to see if your area is affected. If not, please log your outage through our website or our phone service. It would be quicker to utilize the website option. If you are not set up, please call our office should you need assistance in doing so during normal business hours.

In a recent outage, some were anxious in that we couldn't give an estimated time for power to be restored. There are many times when an outage occurs, that the longest part of the outage is occupied as the linemen patrol the system troubleshooting until they identify the problem. At times it can be multiple issues too. Until the problem is found, it is very difficult to estimate time of restoration.

We did also receive feedback recently that members would like more frequent updates, regardless of restoration progress, so they would be privy of status. While we try to provide updates as often as we can, these updates come from our line crews out in the field, and they are focused and busy on restoring the power. Dispatch will give updates when possible, however during an outage, the high volume of calls and tending to the radio, can create delays in sending such correspondence out but we are striving to make improvements in this area.

During an outage we currently send out pre-recorded messages to our affected members. However, we are finding that many have outdated phone contacts so some of these attempts have been unsuccessful. We will be working more diligently with our membership to obtain accurate contact information. You may also contact us to ensure that your information is updated. If you prefer a quicker approach, CNMEC recommends that you use our SmartHub portal on our website to make such changes as well. While on subject—our SmartHub will have a new look for those currently using as there will be a new rollout coming soon.

If you prefer to speak with a Dispatcher during an outage rather than using one of our automated options, please be mindful that our Dispatch are juggling radios, phones, the outage itself and updates therein.

On a final note, if you take anything at all away from this newsletter—please remember this—when our linemen are out working, we ask that you do not disturb them or get near the work area. What they do is dangerous—especially during extreme temperatures or weather conditions. They are out there to help you in restoring your power. Please be patient and give them the space needed

While we are here to serve you, the next time you lose power (hopefully few and far between) please try and use our quick outage reporting options such as the website or automated phone system to report your outage. This will assist greatly in reducing phone system congestion and longer wait times. More importantly, this will also allow our Dispatchers to focus on the outage. To further assist, CNMEC will also be updating our outage information more frequently on our Facebook page and on our website at [www.cnmec.org](http://www.cnmec.org)

We can always find ways to improve our customer service and in this case we're asking for your help in utilizing quicker, more readily available options when the lights go out.



**NOTICE**  
**ANNUAL MEETING OF THE MEMBERS and**  
**ELECTION OF TRUSTEES**

In Accordance with Article II, Section 2.03 of the Bylaws, notice is hereby given that Central New Mexico Electric Cooperative, Inc. will hold the Annual Meeting of its Members and Election of Trustees on Saturday, April 22, 2023, at the Estancia High School Gymnasium in Estancia, New Mexico.

Registration and voting are from 8:00 a.m. to 10:45 a.m. Business Meeting begins at 11:00 a.m.

Trustee positions to be filled with locations of districts are as follows:

**District No. 1:** Northeast Moriarty area

*North Boundary:* Old Hwy 66 to Hwy 41 then North along Hwy 41 to Coop boundary

*East Boundary:* From Coop boundary line on North, South along Hwy 285 to Township line between T7N and T8N

*South Boundary:* Township line between T7N and T8N

*West Boundary:* Coop boundary line. (Clements Rd.)

**District No. 3:** Vaughn – Encino area

*North Boundary:* Coop boundary

*East Boundary:* Coop boundary

*South Boundary:* Township line between T3N and T4N (6 miles South of Vaughn)

*West Boundary:* Hwy 3 from Township line T3N and T4N to Encino Hwy 285 North from Encino

**District No. 2** (Board Vacancy)

The current term of this position will expire in 2024 and the individual elected to fill this position will need to run for re-election upon the expiration of the current term.

**District No. 2:** Township line between T7N and T8N

*East Boundary:* Hwy 285

*South Boundary:* Township line between T5N and T6N

*West Boundary:* Coop boundary line (Estancia area)

Candidates must live in the district for which they are running. Anyone wishing to file for candidacy must do so in the Mountainair Office on Thursday, March 23, 2023, before 4:00 p.m. Candidates must attend an informational orientation workshop to be qualified to have their name placed on the ballot. The date for the workshop will be scheduled after the filing for candidacy date.

If you have any questions concerning this notice, please contact Suzy Edmonds at 505-847-1012.

**Bylaw Change Notice**

Notice to Central New Mexico Electric Cooperative, Inc. Members  
Notice is hereby given of the following proposed bylaw change pertaining to elections of the Annual Meeting for CNMEC:

At the April 13, 2019 annual meeting for CNMEC, a proposal was brought forth to the members allowing a declaration of candidacy to include both Mountainair and Moriarty offices. The original bylaw language only included Mountainair. The new amendment will read as follows:

**ARTICLE III**  
**BOARD OF TRUSTEES**  
**SECTION 3.04.2**

**A candidate for the Board of Trustees shall execute a Declaration of Candidacy and file it in the Cooperative's office in either Mountainair, New Mexico or Moriarty, New Mexico before 4:00 PM on the last business day which is thirty (30) days before the annual meeting of the members.**

This amendment will be brought to the annual meeting scheduled on April 22, 2023 for vote. A quorum must be present to transact any business. As stated in the bylaws each member shall be entitled to only one vote upon each matter submitted for a vote to the members and voting shall be in person, and no member shall be entitled to vote by proxy or power of attorney.

All questions shall be decided by a vote of a majority of the members voting thereon.

Shall the proposed bylaw change pass, it will be implemented immediately following the date of the vote and added as an amendment to the current bylaws.

Central New Mexico Electric Cooperative  
Phone (505) 832-4483  
Out of Area 1-800-339-2521  
[www.cnmec.org](http://www.cnmec.org)