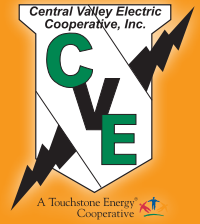




Beyond the Wire

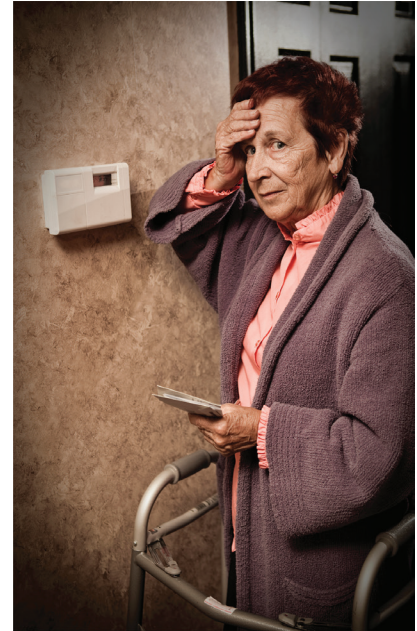
Central Valley Electric Cooperative, Inc.



Paying Your Electric Bill Is **IMPORTANT**

On October 21, 2020, the New Mexico Public Regulation Commission (NMPRC) extended an Emergency Order prohibiting electric, gas and water utilities from disconnecting residential customers for non-payment during the period of time the governor issued Executive Order 2020-004 declaring a public health emergency. That Executive Order referenced was issued on March 11, 2020 and remains in effect today with multiple revisions since. We are still prohibited from disconnecting any residential customer for non-payment since that date.

Keep in mind, however, that your electric bill is not forgotten and not forgiven. The Emergency Order ensures that customers will not be disconnected during the COVID-19 Executive Order, but it does not eliminate the electricity that customers have used this year and throughout the order. For each month that your electric bill goes unpaid, is another month that continues to tally to the next month, and the next month. We are trying to work with each customer for bill paying options and we are happy to do so, but there are some situations where no efforts have been made to submit regular payments. We encourage all customers to utilize your resources for assistance and continue to make payments towards your bill every month. The pandemic will one day subside, and the governor's order will be lifted. At that point, any accumulation of unpaid electricity will



be collected. Collection efforts will provide options for payments, but your electric bill does not go away, and your debt will not be eliminated.

If you need assistance, contact the Human Services Department at 800-283-4465 for eligibility information for the Low-Income Home Energy Assistance Program (LIHEAP). You can also call CVE to discuss options and make a plan to set up payments and work to eliminate any arrears on your account.

We are working to help you, our members, and we appreciate your cooperation too.

Merry Christmas



We will be closed
Thursday, Dec. 24 & Friday, Dec. 25
to celebrate Christmas with our families.

Central Valley Electric Cooperative, Inc.

PO Box 230 • 1403 N. 13th St. • Artesia, NM 88211
(575) 746-3571 • (575) 752-3366 Hagerman
(575) 746-4219 fax • www.CVECOOP.org

Es Importante Pagar su Factura de Electricidad

El 21 de octubre de 2020, la Comisión de Regulación Pública de Nuevo México (NMPRC), extendió una orden de emergencia, prohibiéndonos a desconectar los servicios públicos de electricidad, gas y agua, a los clientes residenciales por falta de pago, durante el periodo en que la gobernación emitió la Orden Ejecutiva 2020-004 declarando una emergencia de salud pública. La orden ejecutiva referida, se emitió el 11 de marzo del 2020 y sigue vigente con revisiones múltiples. Desde esa fecha, todavía tenemos prohibido desconectar cualquier cliente residencial.

Sin embargo, tenga presente que su factura de electricidad no está olvidada ni perdonada. La orden de emergencia asegura que los clientes no serán desconectados durante la orden ejecutiva del COVID-19, pero no elimina el cargo de electricidad que el cliente a usado este año y entre la orden emitida. Por cada mes que no paga su factura de electricidad, es otro mes acumulado a la próxima factura, y la siguiente. Estamos trabajando con cada cliente y dando opciones para pagar su factura, y lo hacemos con gusto, pero hay situaciones en que los clientes no han hecho ningún esfuerzo por pagar regularmente. Estamos alentando a todos los clientes de utilizar nuestras opciones de asistencia y continúen haciendo pagos a su factura cada mes. La pandemia acabará un día y la orden de la gobernación será levantada. En ese momento,



cualquier acumulación de facturas no pagadas serán colectadas. En el esfuerzo para colectar, se ofrecerán opciones de pago, y aun así, las facturas de electricidad no desaparecerán y su deuda no será eliminada.

Si usted necesita asistencia, contacte a la oficina del Departamento de Servicios Humanos al 1-800-283-4465 para información de elegibilidad para el Programa de Asistencia de Energía Doméstica de Bajos Ingresos (LIHEAP). También puede llamar a nuestra oficina de CVE para obtener opciones de pagos y hacer un plan para colaborar y eliminar atrasos de pago en su cuenta. Estamos trabajando para ayudar a ustedes, nuestros miembros, y apreciamos también su colaboración.

It's Back! Call to Sign-Up for a FREE Home Energy Audit

Central Valley Electric Cooperative will once again be offering FREE HOME ENERGY AUDITS to members.

We have contracted with **Green Medal Energy** to perform a thorough energy audit of your home. They will perform various tests on your home to help determine where you are losing energy and money. Green Medal Energy will then make minor repairs to help correct problem areas identified in the home energy audit.

Green Medal Energy is experienced, licensed and insured, and they're ready to help you save energy and money.

For more information or to sign-up, please give a CVE member service representative a call today at 575-746-3571.



GREEN MEDAL ENERGY

Central Valley Electric Cooperative, Inc.

OFFICE HOURS:
8:00 a.m. to 5:00 p.m.
Monday - Friday