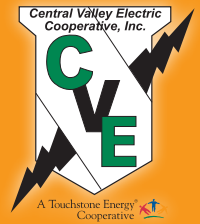


May
2020



Beyond the Wire

Central Valley Electric Cooperative, Inc.



One Thing is Certain in Uncertain Times – **Our Commitment to You!**

Central Valley Electric Cooperative has continued to be there for you during the COVID-19 pandemic, but our operations and how we do business had to be adjusted in order to keep our members and our employees safe and healthy. We appreciate your understanding during this time, and want you to know the one thing that is certain in uncertain times is our commitment to you and the communities we serve.

We have taken several measures to help keep our employees and our members safe and healthy:

- Our office is closed to the public, but you can still conveniently pay your bill through our drive-thru window, or put your payment in our night drop box, pay online at www.CVECOOP.org, or mail in your payment.
- We cancelled our Annual Meeting on March 14 (a special meeting will be scheduled as soon as allowed by law)
- We are rotating office personnel to comply with social distancing
- We are rotating construction crews
- Our employees are sanitizing their work spaces regularly and our building is also being sanitized



- Customer service representatives are wearing latex gloves when they handle items that come through the drive-thru window
- Employees are washing their hands regularly and hand sanitizer is readily available for use
- The mail and all packages are sanitized before being distributed
- We are minimizing work-related travel
- We are utilizing video conferencing and teleconferencing when we can

If you need to report a power outage or emergency, or if you just need general information please give us a call at 575-746-3571. For the latest update on CVE, follow us on Facebook.

Please stay safe and know that CVE will continue to operate and provide the highest-quality service possible for you.



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

COVID-19 and Higher Energy Bills

With higher temperatures arriving, and families spending more time at home because of the COVID-19 pandemic, energy bills might also be higher. Although Central Valley Electric Cooperative suspended disconnections for nonpayment during the coronavirus pandemic, you will still be billed for energy used during that time. CVE will work with members on a case-by-case basis to help them get their accounts current.

You can use CVE's account management tool (SmartHub) and view your electric use monthly, daily or even hourly. You can graph and compare current and past usage, as well as, pay your bill online and much more. To get started with SmartHub go to www.CVECOOP.org and click on "Pay My Bill."



Here are a few tips to help keep your energy costs down any time of the year:

- Turn off lights when they are not in use
- Limit the amount of hot water used
- Use a ceiling fan to help keep you cool (turn off fan when you're not in the room)
- Cook outside on the grill — limiting oven use will keep your home cooler and grilling doesn't require electricity
- Limit the amount of time on electronic devices (like gaming systems)
- Have heating and air conditioning units serviced to keep them running efficiently

Trimming Trees near Power Lines

There are serious safety issues that can arise when trees are too close to power lines. The weight of trees or the foliage can become too much for the power lines to handle. When there are high winds, storms, snow or ice accumulation, the trees or foliage can fall on the power lines causing outages or even take down the power line. This poses an immense hazard to anyone in the area which is why trimming trees near power lines is a necessity to keep everyone safe.

If you have trees at your home or business that have grown near or within the power lines, **DO NOT try to trim them yourself.** Call a tree trimming professional or call Central Valley Electric Cooperative. It is important to be responsible when planting trees and trimming trees, especially when they may interfere with high voltage power lines.

If you have any questions, please call us at 575-746-3571.



Central Valley Electric Cooperative, Inc.

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