



Member Newsletter

August 2020



Sierra Electric Cooperative, Inc.

"Owned by Those We Serve"

General Manager

Denise Barrera

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Office Hours

8:00 a.m.—5:00 p.m.

Board of Trustees

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Vice President

Thomas Stroup, District 2

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Trustee

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Trustee

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The Board of Trustees meets the third Friday of the month at 8:30 a.m. in the Cooperative boardroom.

IMPORTANT NOTICE

Billing and Due dates will be changing!

Sierra Electric Cooperative, Inc. member's bill statements and due dates are changing; we are going to be transitioning all billing cycles towards the same billing and due date: Our goal is to have all billing statements on or near the 1st, Due Date on or near the 21st, Bank Drafted on or near the 21st.

How do you know what billing cycle you are on?

If your statement date is on or near the 15th, Due Date on or near the 8th and Bank Drafted on or near the 5th, you are in **Cycle 1**.

If your statement date is on or near the 20th, Due Date on or near the 13th and Bank Drafted on or near the 10th, you are in **Cycle 2**.

If your statement date is on or near the 31st, Due Date on or near the 21st and Bank Drafted on or near the 18th, you are in **Cycle 3**.

What is changing?

In **August**, Cycle 1 and Cycle 2 will be unchanged. However, Cycle 3 will be billed on August 20th, Due Date will be September 9th and Bank Drafted September 9th. If you are on Auto Pay and need to suspend or cancel the bank draft, you will need to notify us or go online and make changes by Friday, September 4th.

In **September**, Cycles 1, 2 and 3 will be billed on September 15th, Due Date will be October 5th and Bank Drafted October 5th. Again, if you are on Auto Pay and need to suspend or cancel the bank draft, you will need to notify us or go online and make changes by Thursday, October 1st.

In **October**, all members will be on the same billing and due date: Cycles 1, 2 and 3 will be billed on October 1st, Due Date will be October 21st and Bank Drafted October 21st. This means if you are on the Auto Pay program, you will be bank drafted twice in October—on the 5th and the 21st. If you need to suspend or cancel the second bank draft, you will need to notify us or go online and make changes by Monday, October 19th.

If you need more information or assistance in payment scheduling alternatives, please feel free to contact our office. If you do not notify us you need to change your auto pay program by the deadline dates listed, and the auto payment causes insufficient funds and the payment is returned, you may incur an additional \$35 NSF charge on your account.

SIERRA ELECTRIC COOPERATIVE, INC. IS AN EQUAL OPPORTUNITY PROVIDER AND EMPLOYER.

Difficulty Paying Your Bill?

If you are having difficulty paying your bill, contact the New Mexico Human Services Department to see if you may qualify for payment assistance. Additional funding has been made available by the federal CARES Act. Call 1-800-283-4465 or go online to www.hsd.state.nm.us

WINTER MORATORIUM

Protection from winter shut-off begins November 15, 2020. To avoid potential disconnection of services please contact the human services department at 800-283-4465, or the appropriate tribal or pueblo entity for eligibility information for low income heating energy assistance program (LIHEAP).

Your service will not be disconnected from November 15, 2020, through March 15, 2021, if you meet the qualifications of LIHEAP and have no past due amounts or you remain current on any settlement or installment agreement for amounts due as of November 15, 2020. Members of New Mexico tribes or pueblos who need help with translation or with other matters may contact the commission's consumer relations division at (888) 427-5772, who will contact the appropriate tribal or pueblo official for assistance.

Para informacion en espanol llame 575-744-5231.

Reduce the Spread

According to the CDC, everyone should:

- Wash Hands Often—at least 20 seconds
- Avoid Close Contact—put 6 feet of distance between yourself and others
- Cover Your Mouth and Nose with a cloth face cover when around others
- Cover Coughs and Sneezes (throw used tissues in trash and wash hands afterwards)
- Clean and Disinfect (follow proper use and storage guidelines)
- Monitor Your Health Daily—watch for fever, cough, shortness of breath or other symptoms

POP QUIZ

Electric cooperatives serve ___ of the nation's landmass.

- A. 60%
- B. 56%
- C. 59%
- D. 71%

Answer: Electric co-ops serve 56% of the nation's landmass, including 42 million people across 2,500 counties.