



Alena Brandenberger
General Manager/CEO

Summer is here and with sunshine and warm weather comes green grass, shade trees and the fragrance of flowers in bloom. The sunshine also brings out the solar marketers. The marketing of solar panels in our service area is nothing new. We have had members install solar on their homes and businesses for many years. What is different is the tactics and claims made to our members.

In recent months, individuals claiming to be with a solar company, have been canvassing the CNMEC service area. Unfortunately, their marketing efforts suggested that CNMEC was in fact a partner with the company and falsely claimed they were promoting a program offered by CNMEC. This resulted in several phone calls from concerned members.

While CNMEC is supportive of any member's decision to add solar or wind generation, we have never "partnered" with any renewable energy company in a way that could be construed as promoting one supplier over another.

This is not the first company to use less than forthcoming or misleading sales tactics. In many cases, homeowners are led to believe the salesman works for their electric company. The salesman might tell the consumer he needs to look at their meter or inspect the roof or review energy bills.

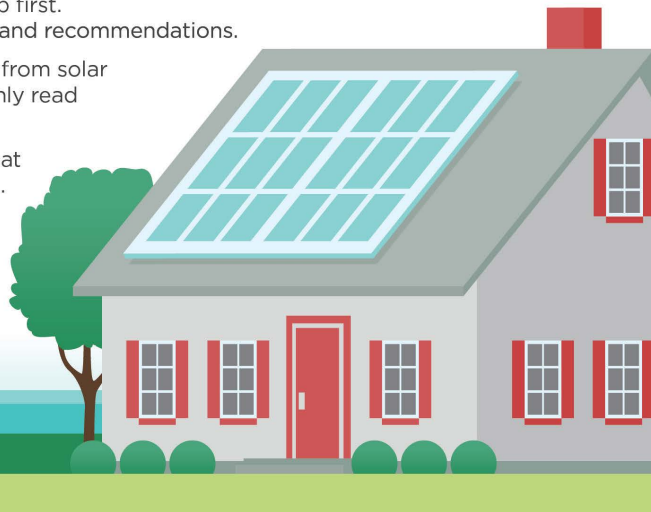
He might make the case that solar energy will lower the home-owner's energy bills to the point that the solar panels will make them money. In this case members were even led to believe that they could take advantage of the power being generated by neighbors. Tactics like these could be part of a solar power scam.

All around the country, unsuspecting consumers have become victims of solar power-related rip-offs. Don't let it happen to you.

TIPS FOR AVOIDING SOLAR SCAMS

As the popularity of rooftop solar panels increases, so do solar scams. Here are a few tips to consider before you install a solar PV system for your home.

- Talk to your electric co-op first.
They can offer guidance and recommendations.
- Get at least three quotes from solar companies, and thoroughly read their reviews.
- Avoid solar companies that use high-pressure tactics.
- Don't believe unrealistic promises.
- Only sign clear, easy-to-understand contracts.



CNMEC

Power Outage Update



In the past month or so, we have experienced several widespread outages. Part of them have been due to failed equipment, in particular east of Moriarty in the Clines Corners, Milagro, and Pintada Canyon areas. Some of the equipment issues were due to two failed oil circuit reclosers; it took us a bit to find the faults. Shortly after, we experienced strong thunderstorms that created more issues. We also had a large outage in the Edgewood area; due to moisture, we found a cracked insulator that arched to the pole. This event ultimately burned the pole and the conductor.

With monsoon season upon us, here are few things to remember during a power outage:

- Keep freezers and refrigerators closed.
- Do not use a generator unless your home is equipped with a safety disconnect, power can back-feed through power-lines and injure lineworkers restoring power.
- Do not use a gas stove or oven to heat your home.
- Disconnect appliances and electronics to avoid damage from electrical surges.
- Have alternate plans for refrigerating medicines or using power-dependent medical devices.

If your power does go out, you can report an outage 3 different ways:

1. Through our SmartHub app
2. Using our automated phone system (option 1 on the phone tree)
3. Speaking directly to a dispatcher (option 2 after hours, option 3 regular hours)

We also have an outage map on our website and the SmartHub app. If you are part of a known outage, SmartHub will display it in red letters across the top of the screen.

Give Us your Feedback



enchantment Magazine Survey

CNMEC is helping our statewide electric cooperative association conduct a digital opinion survey about *enchantment*, the official magazine of electric cooperatives in New Mexico.

Our goal is to make sure the *enchantment* is a valuable source of information for our cooperative members across our great state.

Please visit

<http://surveys.greatblueresearch.com/s3/NMRECA-Readership-Survey-2023>, or scan the QR code on this page, to access the survey and tell us what you think about *enchantment* magazine's content and format.

Questions or assistance? Call 1-888-969-7956 or send email to info@nmelectric.coop.



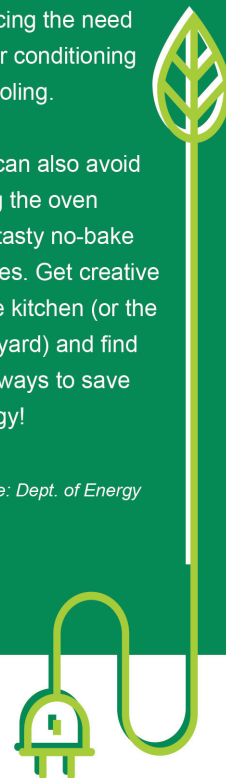
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enchantment

Energy Efficiency Tip of the Month

Summer is a prime opportunity to enjoy the great outdoors. To reduce home energy use, avoid using your oven and use a grill instead. Not only will cooking outdoors eliminate the electricity used to power the stove, but it will also avoid raising the temperature inside your home, reducing the need for air conditioning or cooling.

You can also avoid using the oven with tasty no-bake recipes. Get creative in the kitchen (or the backyard) and find new ways to save energy!

Source: Dept. of Energy



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