

ID	Cooperative	Q1: Satisfaction rating	D3: Comments or suggestions on how to improve service
20194269	Socorro Electric Cooperative	1	I think they need a new manager, that is when the light bills went up and the lawyer sued the owners of Socorro. I called and asked them to check the meter, no one was sent out to check the meter.
20194630	Socorro Electric Cooperative	1	Well they can step it up with their customer service and they can stop bickering so much with their board members.
20202257	Socorro Electric Cooperative	1	Get rid of the board members.
20202669	Socorro Electric Cooperative	1	Probably, if they quit bickering. They think they are the bosses, but it's the people that are the bosses. We are members and they act like they are in charge. They had an election and they overrode everything that was done at that meeting. The members voted and the board members overrode those elections.
20202984	Socorro Electric Cooperative	1	They could abolish the current board members and perhaps we could get a true board that responds to the rate payers and members.
20202661	Socorro Electric Cooperative	2	Stop going to meetings because they fight and argue. Fed up, members are tired of bickering.
20203049	Socorro Electric Cooperative	2	I think the co-op board of directors need to pay more attention to its membership.
20193772	Socorro Electric Cooperative	3	I think they need to reevaluate the eba I have a travel trailer and I was charged \$47.95 and I run a low voltage light and it doesn't make sense to me.
20200712	Socorro Electric Cooperative	3	Yes, lower their rates.
20201188	Socorro Electric Cooperative	3	Follow the state mandate, pay attention when people file complaints without repercussion to elderly people.
20202236	Socorro Electric Cooperative	3	Stop the fighting, internally. It seems that there's a lot of lawsuits and they are paying lawyer fees that could be going back to the members and lower their rates. It seems for the past few years, there's been nothing but fighting. I guess, they do need to be transparent, it's gotten out of control.
20202606	Socorro Electric Cooperative	3	Yes I'm very disappointed with the board. I don't like the members of the board. I think they're acting like a bunch of children suing their own members.
20203050	Socorro Electric Cooperative	3	They don't listen to what the members have to say. The board has their own agenda.

20203172	Socorro Electric Cooperative	3	Yes, I would like to see something done to help people with renewable energy, specifically solar power and windmills. I'd like them to be more honest with customers because I feel they lie to us a lot. The board members take outings once a year. Less board members would be more sufficient and board members should not have health insurance for a lifetime.
20203204	Socorro Electric Cooperative	3	They need to get employees who are not rude to you when you go in to get service. When you get medical papers to not turn your power off you have to go every month, would like that done away with too much hassle (keep that form on record).
20195082	Socorro Electric Cooperative	4	Need communication between members /customers and the coop who runs it.
20202018	Socorro Electric Cooperative	4	They can stop causing us to have to pay for frivolous things, such as lawsuits because of them not doing what they're supposed to. The governing body shouldn't be getting raises while everybody else is struggling to pay their bills and when someone receives their late notice they should put it on their door not on the fence or the end of the driveway where someone may not see it, its called a door hanger, that's why it's there for a reason. They're charging \$25 to bring a notice that you will get disconnected soon, but they don't make sure that the notice gets to you. I'm disabled and my driveway is a least more than 100 feet away.
20202605	Socorro Electric Cooperative	4	Yeah these district guys that they got they need to fire them all and put all that extra money into their resources and increasing grid capacity. The power is always going out crashing everything, I've had equipment burn up, power surges and they don't maintain it right away. You got all these district guys, board members, they don't do a damn thing. Personally I think they should be reading meters, instead of stating that they read the meter in the office. I think it is a rip off to charge \$15.00 per meter, so if you have more than one meter you are charged \$15.00 per meter.
20202635	Socorro Electric Cooperative	4	

20202716	Socorro Electric Cooperative	4	The advisory board needs to go jump off a.....But the ground crew is good. The board is a bunch of crooks.
20202975	Socorro Electric Cooperative	4	Improve customer relations.
20203025	Socorro Electric Cooperative	4	First, the company does not run like a cooperative. In the past they have tried to prevent people from having a say in attending the meetings and have called the police about the members attending the meeting. They had the police there because the Socorro Electric Cooperative did not want the people to have a say.
20191833	Socorro Electric Cooperative	5	Well I think they should settle all their lawsuits. Accept the reformers issues and if they accept the reformers issues this will speak for the vast majority of the co-op members.
20193942	Socorro Electric Cooperative	5	They could answer their e-mails; I have been trying to get on auto pay for 3 years and gave up because they did not answer my e-mail, so I have to pay online every month; also, they keep sending me a paper bill each month even though I do online billing every month.
20194588	Socorro Electric Cooperative	5	Better communication disclosure of policies and basic ways they spend money from consumers. It took me 3 years to get an energy audit after I dealt with very high bills for a long time they made a contract to use less during peak hours for a lower rate and then they changed rates for peak hours and did not give sufficient notice or communicate they were doing it.
20195097	Socorro Electric Cooperative	5	Take care of the business.
20201943	Socorro Electric Cooperative	5	I would say that if I had a way to get solar power I would definitely look into that.
20201957	Socorro Electric Cooperative	5	Get a better line out where we are. They don't seem concerned for us. I asked for a transferred station, voted for a better representation, board of trustees don't care about customers, only themselves.
20202058	Socorro Electric Cooperative	5	Change the management.
20202239	Socorro Electric Cooperative	5	Socorro is not fair on who gets shut off for not paying their bill on time. Some people in this town can go a month before being cut off, and, for others, Socorro will cut off their service after being only one or two days late.

20202585	Socorro Electric Cooperative	5	Well I think that they need to have better communication within their own company. Things just didn't get done when I had a problem. This problem went on for several months. I didn't think they gave a hoot.
20202587	Socorro Electric Cooperative	5	Bickering and the fighting in the meetings.
20202601	Socorro Electric Cooperative	5	It is the board of directors, that is the whole problem.
20202648	Socorro Electric Cooperative	5	They can read the meter and be fair. Our electricity blinks on and off every time we get a bit of a storm.
20202666	Socorro Electric Cooperative	5	Need more efficiency in the answering service/customer service.
20202674	Socorro Electric Cooperative	5	My biggest complaint is the cost. They are like 4 cents more than other companies. Power should not go out during storms. Price should be closer to other companies in comparison. They do work with people on being late.
20202690	Socorro Electric Cooperative	5	I rated them low because they are running up all of the legal bills.
20202699	Socorro Electric Cooperative	5	By making the board listen to us and do what we want them to do. We are supposed to be the owners.
20203007	Socorro Electric Cooperative	5	I wish they could be a little lower.
20203036	Socorro Electric Cooperative	5	They put in a brand new power line and they didn't tell us why they did things and I think we should be informed.
20203054	Socorro Electric Cooperative	5	Number of outages needs to be cut down on.
20203207	Socorro Electric Cooperative	5	They shouldn't treat one that's been a customer for four or five years as a new customer.
20203236	Socorro Electric Cooperative	5	Be more clear about how to get a new service in another home when you move.
20191835	Socorro Electric Cooperative	6	Stop power outages.
20193801	Socorro Electric Cooperative	6	As far as I know, I think upgrading the utility lines and poles that come up through Catron County.
20194006	Socorro Electric Cooperative	6	Go down on the price.
20194622	Socorro Electric Cooperative	6	Lower prices and less outage.

			Since we started using Socorro they are less but there are still quite a few of them. We also have power surges, they sent people to check the meter and we did not know they were coming and they did not knock on our door, we suggest they start giving us some notification in advance. We are not happy with them, we were renting, our bills were very high and they told us they were estimating our bill and that really bothers us.
20195098	Socorro Electric Cooperative	6	
20201955	Socorro Electric Cooperative	6	Resolve their legal issues.
20202005	Socorro Electric Cooperative	6	Decrease rates.
			Well like I said earlier on one of those questions. I think there is a coop and a board and I think the board is the problem. In the past the board votes themselves raises and per diems just for meetings and they go on these little junkets for coop business although that's questionable. As of late it seems there is a little clique. They had a meeting a while back where they had recalled this guy and all the board was on his side and were persuading people to vote for him and he was doing questionable things. There were discrepancies in the revenue and came up with a bylaw where nobody could look at the books. We've only had one rebate check in the 20 years we've had service. The present board is not too good. I've gone to a couple of meetings and it seems that the majority of the board thinks one way and they don't let anyone else have an opinion. It's hard to get rid of them when they know a lot of people.
20202235	Socorro Electric Cooperative	6	
20202989	Socorro Electric Cooperative	6	Bring in more outside people to work.
			I would appreciate returned phone calls whether its during power outages, business hours, etc.
20203024	Socorro Electric Cooperative	6	
			That their board needs to spend less money on the conferences and think about what they are doing at the conferences. Sometimes they are not taking care of the people that elected them and they don't do as good of a job as they should. They only care about what they could get out it.
20203228	Socorro Electric Cooperative	6	
20194018	Socorro Electric Cooperative	7	Lower the prices.
			Board needs to be focused on the members instead of themselves.
20194431	Socorro Electric Cooperative	7	
20194876	Socorro Electric Cooperative	7	We're spending a lot of money for attorneys.

20194961	Socorro Electric Cooperative	7	Again in the area of communications with all clients all members and all customers too much negative communication in the local paper at the moment.
20195070	Socorro Electric Cooperative	7	They can be more specific about the disconnection notices for when they are going to shut off the power.
20195081	Socorro Electric Cooperative	7	No they are doing the best they can.
20195104	Socorro Electric Cooperative	7	Probably less power outages and make it more affordable.
20195137	Socorro Electric Cooperative	7	They can remove some of the barrier that they put up to keep customers from using renewable energy.
20202003	Socorro Electric Cooperative	7	More responses to members ideas.
20202004	Socorro Electric Cooperative	7	Try to get the billing better and the legal suits, where is the money coming from to pay for it, get qualified to handle litigations.
20202524	Socorro Electric Cooperative	7	To stop surges and power outages in our area. Rates are high and we never receive money back.
20202525	Socorro Electric Cooperative	7	Quit fighting with each other.
20202590	Socorro Electric Cooperative	7	Listen to the people.
20202634	Socorro Electric Cooperative	7	Do not like automated system. They should have asked first about making changes.
20203168	Socorro Electric Cooperative	7	Hmmm, lower prices.
20194468	Socorro Electric Cooperative	8	They might listen to the people and stop suing us, they have been on the board so long they think it is theirs. When is the election for this area?
20194934	Socorro Electric Cooperative	8	The electricity is always going out, even during a wind storm or rain storm.
20194985	Socorro Electric Cooperative	8	Lower the prices. Socorro employers need to focus on the needs of their customers rather than focusing on their own needs of taking expensive vacations, when monies can be recycled back to the company.
20195064	Socorro Electric Cooperative	8	What they need to do: a lot of the questions on this survey should cover the operations of Socorro, but there should also be questions, on a 1-to-10 scale, on what the people think about the board's conduct (not the employees' conduct) because the board's conduct affects the overall operation, both good and bad.
20195114	Socorro Electric Cooperative	8	I wish my service wasn't so high.

20201958	Socorro Electric Cooperative	8	Just help with the power surges I know it might be hard but surges are what really hurt I blew a well one time and I had a surge and it messed my well up. of course this was years ago but I think they have gotten better.
20202006	Socorro Electric Cooperative	8	Streamline its board. Cut down on the number of members it has and be not quite so top heavy on administration.
20202224	Socorro Electric Cooperative	8	Find a way to keep lightning from hitting their transformers.
20202291	Socorro Electric Cooperative	8	The only problem that we have is that since we live in another state we have a problem going on to their web page.
20202586	Socorro Electric Cooperative	8	Whenever I've had a problem they took care of it right away and I'm in a rural area.
20202610	Socorro Electric Cooperative	8	Check lines more often.
20202637	Socorro Electric Cooperative	8	I think the problem we have now is that some of the board members have their personal agendas and are not looking out for the members.
20202641	Socorro Electric Cooperative	8	Politics could do a little less on.
20202643	Socorro Electric Cooperative	8	Yes, get their boards or their crew down to about 3 people instead of 12; they can make as many mistakes as 12 can.
20202823	Socorro Electric Cooperative	8	Our electricity flickers on and off a lot.
20202845	Socorro Electric Cooperative	8	They need to quit fighting with each other and concentrate on the service.
20202983	Socorro Electric Cooperative	8	Not to be charging people \$25 for a door-hanger.
20203013	Socorro Electric Cooperative	8	They can put the wires underground and then they could have fewer outages.
20203193	Socorro Electric Cooperative	8	Lower there prices.
20194633	Socorro Electric Cooperative	9	Uhhh we're interested in setting up solar systems we want to know if Socorro can help us with that.
20194888	Socorro Electric Cooperative	9	Notification when subcontractors come out.
20195121	Socorro Electric Cooperative	9	The service is great and people who work there are great, in the past some board of trustees have had some disagreements and if they can get their act together it will be great.
20202571	Socorro Electric Cooperative	9	I would like the option where part of my electricity would be generated from wind combines. I'd like more options for environmentally friendly energy options.
20202655	Socorro Electric Cooperative	9	The landlord shouldn't be able to put the other utilities on the tenant's bill without discussing it with the tenant.

20203034	Socorro Electric Cooperative	9	I think they should get their board of trustees straightened out. They have been out for themselves and not for the members.
20193758	Socorro Electric Cooperative	10	There are some problems with the board members and I think that they should not listen to the board members and that they (board members) should listen to the members rather than acting on personal interests.
20194639	Socorro Electric Cooperative	10	To find people that they won't be complaining about. I saw this in the paper.
20194906	Socorro Electric Cooperative	10	Just that power is restored back as soon as it goes out.
20194910	Socorro Electric Cooperative	10	Free bill.
20201954	Socorro Electric Cooperative	10	They could lower the cost of electricity that goes to my house.
20202568	Socorro Electric Cooperative	10	I like their automatic reading...
20202575	Socorro Electric Cooperative	10	When we are shut down from service due to a power outage I would like for them to be a little faster.
20202598	Socorro Electric Cooperative	10	Hire new honest people to be on the board.
20202658	Socorro Electric Cooperative	10	I wish they would hire more people - it seems they need help - too many customers to take care of.
20202683	Socorro Electric Cooperative	10	Lower my bill.
20202851	Socorro Electric Cooperative	10	To make electricity more readily available because most ranchers can not afford to have the lines on their property.
20202985	Socorro Electric Cooperative	10	Offer alternative power options.
20202994	Socorro Electric Cooperative	10	Add more alternative energy resources, not nuclear. Add more wind power, solar power and hydro electric.
20203002	Socorro Electric Cooperative	10	When they come on the ranch to cut trees they need to get the mess up. They also need to ask for permission to enter the pastures.
20203032	Socorro Electric Cooperative	10	Give us some ideas on how to put in solar panels so we can save money.
20203048	Socorro Electric Cooperative	10	Instead of sending a \$10 or \$13 refund check do a banquet, a community event would be a big help.
20203198	Socorro Electric Cooperative	10	Lower the rates.
20202622	Socorro Electric Cooperative	11	Listen to its owner and members when doing its business.
20203171	Socorro Electric Cooperative	11	Our problem is with the board we're fine with the cooperative.

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