

March 26, 2014

Hello Anne,

Here is the list of questions submitted at the information meeting held in Quemado on Monday March 24 at 1:00 in the Quemado Senior Center. They have been retyped in the exact wording and are being sent to you via email. I have sorted them by topic so the questions are grouped together. We realize you may need assistance with some of the questions. Please site who helped you and where the information was found.

Please respond no later than April 15th in a "reply all" to the email so all the "CCed" members can receive the same message and view your answers.

Thank you,

Debbie

Topic: Billing/Meter Reading

Question 1 Why is the Veterans bill go from 35.00 to 160.00 for one mo. when there is only one small space heater in a 5'x7' bathroom?

Question 2 What about the bills from the coldest days ? I know what you are talking about. My first bill was \$425.00, the next month it is 388.00, this past month is 288.00. I only used 2 8 denjsur stoves and 1 small palomos stove, that is suppose to lower my electric . It is a hardship for me because I only have my social security check each month.

Question 4 What happened in November 2013 when the reading system of Socorro Electric co-op failed ? How long was the system down ? How could the Electric Company (quote) "guess" the usage for that period of time ? 12/15/2013 to 01/03/2014

Question 5B Why do they need to estimate bill so often.

Question 7 Recently my monthly electric bills have gone from \$160. To \$95.00 to \$954.00 to about \$338.00 to about \$237.00 to \$173.00----need an explanation.

Question 8 Why did the Catron NM Vet Centers monthly electrical bill triple over the winter month. We only use the building once or twice a month.

Question 10 When we asked to check our meter we also asked to make a appointment with us to be able to witness ! Did not happen ! No prouve of anybody just the answer "the bill would have been even higher"

Question 11 Why is the "reading of the meter" not consistent and run on the same day or at least over the same time period- for ex- every 30 days- or from the 1st to the end of the month- or from the 15th -) 15th ???

Question 15A What is the \$15.00 monthly system charge for ? I understand that we are charged this fee so you do not read our meters any more.

Question 20 I would like all bills to be approximately the same number of days. Since "computer" supposedly does the work, why doesn't it always read the remote data on the same day or date.

Question 23 Was gone Dec & Feb Amount due 69 508.65, 06 110.38, 51 17.56 Closed Dec-Mar. When closed for 3 months my bill was lower when the well ran 24-7 spring 2012

Question 25B When we have an ^ in our bill as we did on Dec bill. How can be dispute that claim against us. My bill had been under \$40 and increase to \$167.00 that billing Dec-Jan.

Question 27C Why don't we have equal day reading periods?

Question 28B Isn't it required to notify customers when their bill is an estimate & why it isn't an actual reading ?

Question 28C Is the remote meter reading system required by law to be checked for accuracy on an annual basis ?

Question 28D Will the PRC follow up on why the billing cycle varies from month to month?

Topic: Direct to Anne

Question 3A Why did you run as a reform candidate and then go over to the non-reform or establishment side ?

Question 12 What does it take to get Ann Dorough to come to Quemado to address the people & their concerns?

Question 14 Is there a way to change Ann's attitude ? Can we take a vote to let her know that numbers of us don't agree with her ?

Question 25A Anne Dorough, What are YOUR goals for our Co-op ?

Question 27D What does it take to get Ann to come to a meeting in Quemado ?

Topic: Reference to City of Socorro

Question 3 What happens if Co-op no longer can function without Socorro ?

Question 28A What increase in charges can we expect if the town of Socorro dissolves its involvement with Socorro Electric.

Topic: Other topics

Question 5A Why does Soc Elec not have a customer advocate?

Question 21 How can membership obtain information concerning salaries of SEC employees ?

Question 27A How do we go about forming our own co-op?

Question 27B How does district 5 proceed with a recall ?

Topic: Response to Inquiries

Question 6 If an individual rate payer (member), or a group of same, has a question regarding the operations or financial matters of the SEC, what is the specific process for getting a direct answer from the SEC Board in an expeditious manner.

Topic: Capital Credit

Question 9 How does a rate-payer (member) arrange for and achieve payment/reimbursement of capital credits paid in when the member terminates the account with SEC ? How is the above accomplished without delay and without legal action ?

Question 18 How can we be sure that the 19 million \$ are in Capital Credit ?

Question 19 How do we verify the 19 million is on hand for Capital Credits that are owed to Rate Payers !

Question 24A The co-op refuses to pay out capital credits to Colette Foard. Is there any money in the capital credit account or is it merely a line item balance ? Is this why SEC won't pay ?

Question 27F How do we verify that there is 19,000. In capital credits?

Question 28E How can we verify that there is \$19 million in our Capital Credits account ?

Topic: General Trustee Concerns

Question 13 If certification is required why has Dave Wade served for 30 years and never been certified ?

Question 15B Do the Board members still have credit cards issued to them by the Socorro Electric co-op. If so Why ?

Question 24B Why is it SO hard for the co-op to do the will of its members – SEC isn't a gestapo

Question 24C Bottom Line- DO YOUR JOB & REPRESENT THE MEMBERS !!!

Question 26 In website section 'about SEC' "Elected representatives (director/trustees) are elected from among the membership and are accountable to the membership." While representing the district – please remember this when doing business.

Topic: Meetings

Question 16 Why does a meeting cost \$10,000 to have in district 5

Question 22 How can a meeting cost \$10,000.00 ?

Question 27E How can a meeting cost \$10,000

Question 29 Why does a District V meeting cost \$10,000 or why did the 3 Dist.V mtgs cost a total of \$30,000 as stated by Jim D.?

Topic: By-Laws

Question 17 What is the process necessary for a By-Laws amendment to place an ABSOLUTE CAP on annual LEGAL expenses of the co-op ?