



# *enchantment*

The Voice of New Mexico's Rural Electric Cooperatives

## YOUTH TOUR

A ONCE-IN-A-LIFETIME OPPORTUNITY



Continental Divide Electric Cooperative • August 2017



# Weathering Seasonal Monsoon Storms and Power Outages

This is the time of year CDEC's service territory receives monsoon moisture and lightning-related outages can occur. Be prepared for them in advance.

When outages last into or happen during the night, you'll be safer and less inconvenienced if you have emergency supplies on hand. Items should include flashlights with fresh batteries, candles, matches or lighters, non-perishable food, a radio with batteries, a wind-up clock, and bottled water.

"People who depend on electrical equipment to treat a health problem should have a plan, in advance of a power outage," CDEC Customer Service Manager Donna Venable said.

"In some cases, this may mean purchasing a back-up power supply such as a generator, or going to a health care facility that has back-up power," Venable said.

It's also important to remember to turn off and unplug all appliances—even those on surge protectors—when your electricity goes out to avoid damage from power surges when power lines are re-energized. Leave one light on to show you when power resumes.

If you use a generator, make sure it has a manual or automatic switch that disconnects it from main power lines. If not, use the main switch on your service panel to cut power. A generator that remains connected to main lines can backfeed power into them and shock unsuspecting workers.

CDEC crews try their best to respond in the timeliest manner and troubleshoot an outage. But sometimes, it's not as easy as reconnecting a fallen line. Sometimes a pole breaks and an auger truck has to be called upon, which adds even more travel and restore time. Your patience in these instances is always appreciated.

"We do our best to keep consumers informed of outage situations and dispatchers place follow-up calls to ensure your power has been restored," Venable said.

## Keep Food Safe Before, During and After a Power Outage

Unfortunately, power outages do occur from time to time. It's important to know how to keep your food safe during an outage. Use these tips from USDA to help minimize food loss and reduce your risk of illness.

### Before power outage



Keep refrigerator at **40° or below**. Freeze items like fresh meat and poultry that you won't use immediately. Keep freezer set to **0° or below**. Group frozen foods to help items stay colder longer.



If you anticipate an extended power outage, buy dry or block ice to keep the fridge and/or freezer cold.

### During power outage

**Keep the refrigerator and freezer doors closed!**

If the doors stay closed during the length of the outage:



A full freezer will hold its temperature for **48 hours**.



A refrigerator will keep food safe for **four hours**.

### After power outage

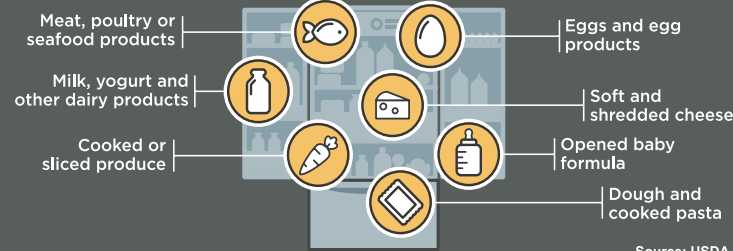


Check the temperature inside your refrigerator and/or freezer.



If the temperatures are safe, the food should be safe to eat.

### Foods that should be thrown out after an extended power outage:



Source: USDA

Remember, after-hours calls to CDEC are automatically routed to Central New Mexico Electric Cooperative, a 24-hour dispatch center that handles after-hour and holiday calls for CDEC and other co-ops.

The center's dispatchers relay outage reports to CDEC's on-call crews who respond to repair and re-energize troubled lines. **The toll-free telephone number is 877-775-5211.**

Please have available your name, service address, telephone number, and length of the outage.

## Important Consumer Notice

Protection from winter shut-off begins November 15, 2017.

To avoid potential disconnection of services, please contact the Human Services Department for eligibility information for the Low Income Heating Energy Assistance Program (LIHEAP) at 800-283-4465.

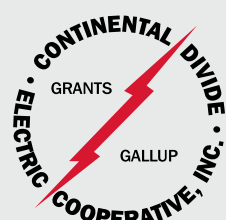
Your service will not be disconnected from November 15, 2017 through March 15, 2018, if you meet the qualifications of LIHEAP, and have no past due amounts or you remain current on any settlement or installment agreement for amounts due as of November 15, 2017.

Members of New Mexico tribes or pueblos who need help with translation or with other matters may contact the New Mexico Public Regulation Commission's consumer relations division at 888-427-5772, which will contact the appropriate tribal or pueblo official for assistance.

Para informacion en español, llámé 505-285-6656.



**PLEASE  
MOVE OVER  
FOR  
EMERGENCY  
AND UTILITY CREWS**



**CONTINENTAL DIVIDE  
ELECTRIC COOPERATIVE, INC.**

A Touchstone Energy® Cooperative

**Robert E. Castillo, P.E.**  
Chief Executive Officer and General Manager



**Grants Office**  
200 E. High St.  
PO Box 1087  
Grants, NM 87020  
**505-285-6656**  
**505-287-2234, fax**

**Gallup Office**  
2500 NM Highway 602  
PO Box 786  
Gallup, NM 87305  
**505-863-3641**  
**505-863-2175, fax**

**Satellite  
Payment Offices**  
Villa de Cubero  
Zuni Tribal Utility Dept.

**Office Hours**  
8:30 a.m. – 4:30 p.m.  
(M-F)  
**After Hours**  
1-877-775-5211

August 2017

www.CDEC.coop

