

COLUMBUS[®] CURRENTS

CEC Partners with Cooperative Response Center, Inc.

Columbus Electric is committed to providing around-the-clock customer service. A cost effective way for us to do this after hours is to use a contact center. Recently, Columbus Electric partnered with Cooperative Response Center, Inc. (CRC), a nationwide, cooperatively owned and operated, 24/7 contact center, to assist with its customer service needs. CRC specializes in call handling and dispatching line crews, providing service excellence by focusing on the human side of technology.

CRC provides services primarily to rural electric utilities, including after-hours dispatch and around-the-clock customer care. When you call our outage response line, your call is immediately routed to the call center where knowledgeable staff members can address your concerns regarding electrical outages and emergencies. It will dispatch crew members and follow up with you, if requested, to assure your power has been restored. It is helpful that you provide important key information to avoid delays in getting help to you as quickly as possible, including your account number, physical address and, most importantly, your meter number. All of this information can be found on your billing statement. Keeping your contact information updated is crucial. If you are calling from a phone number Columbus Electric has on file, your call will automatically sync with your account information, considerably shortening the response time and the amount of information that you will have to provide.

CRC will begin providing outage response dispatch service to our members at the end of August. ***This service is available to you 24 hours a day, seven days a week, 365 days a year by dialing 1-800-228-0579 during regular business hours as well as after hours, weekends, and holidays.*** Partnering with CRC provides additional phone lines allowing us to handle a larger volume of calls from our members thereby minimizing log jams during an outage and reducing the chances of you receiving a busy signal or recorded message when it's most critical. With CRC our members will also be able to make bill payments over the phone after hours. This is just another way of paying your bill during our non-working hours. For more bill payment options please be sure to visit our website at www.columbusco-op.org.

As a member of Touchstone Energy, Columbus Electric has found the values of CRC mirror its own as a member-driven company, putting service excellence in the forefront.



39th Annual Great American Duck Race
Under the Sea ~ Racing the Tide
Deming, New Mexico



Columbus Electric Cooperative and Tristate Generation & Transmission Association have joined together in sponsorship of the 39th Annual Great American Duck Race to be held on August 23th-26th, 2017 at the McKinley Duck Downs, Courthouse Park in Deming.

Come out and see us!

7 a.m. on August 25-26.

Hot Air Balloon Ascension- Deming Soccer Fields

10 a.m. on August 25.

Columbus Electric Cooperative Tournament of Ducks Parade

Full Event schedule to be found at Demingduckrace.com



Cyber Security Tip

Set strong passwords. Always change default passwords, and use a different password for every account. Setting strong passwords that are long, unique, and hard to guess is one of the most important things you can do to protect your online accounts.

LIHEAP Protection Notice

Protection from winter shut-off begins November 15, 2018. To avoid potential disconnection of services please, contact the human services department at 1-800-283-4465, 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, 2018, through March 15, 2019, 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, 2018. 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 español llame 1-800-950-2667.

Emergency Response Number
1-800-228-0579

Toll - free Office Number
1-800-950-COOP (2667)