

COLUMBUS CURRENTS

CEC Working For You During COVID-19

We would like our members to know that we care about their health and safety as well as that of our employees, especially now during the Coronavirus (COVID-19) pandemic.

We miss seeing you in our office, and although our office lobby is currently closed, we want you to know that we are still working to keep your lights on. All of our staff is still available to assist members during regular business hours by phone, online, and by email.

Our management, staff, and Board of Trustees are in regular communication to plan accordingly as things change day by day. Here are some of the steps we have taken in response to the current pandemic.

Disconnections of utility service for residential customers for non-payment are currently suspended until further notice. Regular billing will continue for all members.

We have temporarily suspended our water heater program. All water heater inspections are also suspended until further notice. We have implemented new procedures for contractors as well as delivery services to minimize interactions with employees.

Employees are coming into the office each day to be available to our members. As such, we have implemented social distancing practices. Employees work in their individual offices and avoid congregating in common areas. Staff meetings are being held remotely using teleconferencing applications. Monthly board meetings are also being held remotely.

As mentioned above, we have closed our lobby to prevent potential exposure. We are encouraging members to utilize our various no-contact payment options.

**CEC LOBBY TEMPORARILY CLOSED UNTIL
FURTHER NOTICE TO HELP PREVENT THE
SPREAD OF COVID-19 CORONA VIRUS.**

WAYS TO PAY YOUR ELECTRIC BILL

- Mail your payment to PO Box 631 Deming, NM 88031
Please send the return stub portion of your billing back with your check or money order when you pay by mail for proper crediting to your account.
- Online at www.columbusco-op.org, or by using the SmartHub app on your mobile device.
- By phone anytime using our Interactive Voice Recognition (IVR) system at (855) 874-5352.
- You can call our main office at (575) 546-8838 or toll free at (800) 950-2667 and speak to a member service representative during normal business hours or at (800) 228-0579 after hours.
- A payment drop box is also available at our office located at 900 N. Gold. For members whose only means of payment is cash, we have made arrangements with Peppers Supermarket in Deming to provide money orders at no cost to members paying their Columbus Electric bill. Simply present your bill to a customer service associate at Peppers Supermarket when purchasing your money order.

We understand these temporary changes can be frustrating. We are all adjusting to the changes as best we can and look forward to seeing everyone's familiar face as soon as we are able.

**Columbus Electric Contact Information: 575-546-8838 or
Toll Free: 1-800-950-2667**

**24/7 Hour Outage Response and after-hours payment center:
1-800-228-0579**

www.columbusco-op.org

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This institution is an equal opportunity provider and employer.

A Touchstone Energy® Cooperative





Columbus Electric Awards 23 Scholarships

Columbus Electric is pleased to announce the recipients of the annual scholarship awards. Recipients for the 2020-2021 school year are as follows:

<i>Haley Bender</i>	<i>Rayce Wagley</i>	<i>Christopher Clyde</i>
<i>Tiana Gibson</i>	<i>Abigail Cushman</i>	<i>Jaiden Ybarra</i>
<i>Adylene Lopez</i>	<i>Alyssa Magana</i>	<i>Ryan Estrada</i>
<i>Ty Wagley</i>	<i>Sianya Salazar</i>	<i>Amanda Miller</i>
<i>Ryan Shultis</i>	<i>Jose Salazar</i>	<i>Orin Offutt</i>
<i>Mattilyn Wiseman</i>	<i>Annemarie Magana</i>	<i>Jay Richardson</i>
<i>Allen Orozco</i>	<i>Gabrielle Pacheco</i>	<i>Jennifer Acosta</i>
<i>Emilee Ashurst</i>	<i>Kenneth Marble</i>	

Two scholarships are funded by our power supplier, Tri-State Generation & Transmission Association. Scholarships are \$500 per semester per student.

Scholarship applicants must be either an active member or of the immediate family of an active member pursuing higher education at a four-year college or university, community college, or vocational/technical school. Scholarships are available to graduating high school students as well as non-traditional students.

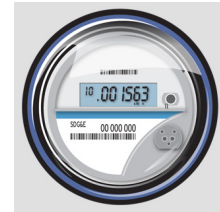
Columbus Electric feels an obligation not only to promote the advancement of education but to add to the benefits of being a co-op member and direct those benefits to our members and their families. For Columbus Electric that's a win-win situation.

Congratulations to the scholarship recipients and to the graduating class of 2020.

SCAM ALERT:

STOP, CALL AND VERIFY

Unfortunately, scammers take advantage of opportunities during times like these and we would like to remind our members to stay alert. Please be aware, these scam artists can be very convincing. Never give your credit card number or other personal information over the phone without verifying the call. If you receive a call that asks you to pay using a third-party system, or at all appears suspicious, please hang up and contact us at 1-800-950-2667 OR 575-546-8838. Do not call the number the caller gives you. By calling us directly, you can talk to a service representative who will confirm your bill and let you know of any problems with your account. Please report all incidents to your local law enforcement agency.



New Meters Installations Continue

Columbus Electric personnel have completed installing new, automated meters on services that are served out of our Camp Cody substation in Deming. This month technicians began installing meters on services in the Village of Columbus and surrounding area, as well as Hermanas, Waterloo, Florida Gap, Franklin and Akela areas. Letters and a map of the area where crews will be working were mailed out to the affected members. A map with the highlighted areas can be found online at www.columbusco-op.org

Emergency Response Number
1-800-228-0579

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