

TOUCHSTONE ENERGY 2012 SURVEY RESULTS

(The full report available for download at the bottom of the page)

KEY ATTRIBUTE PERFORMANCE

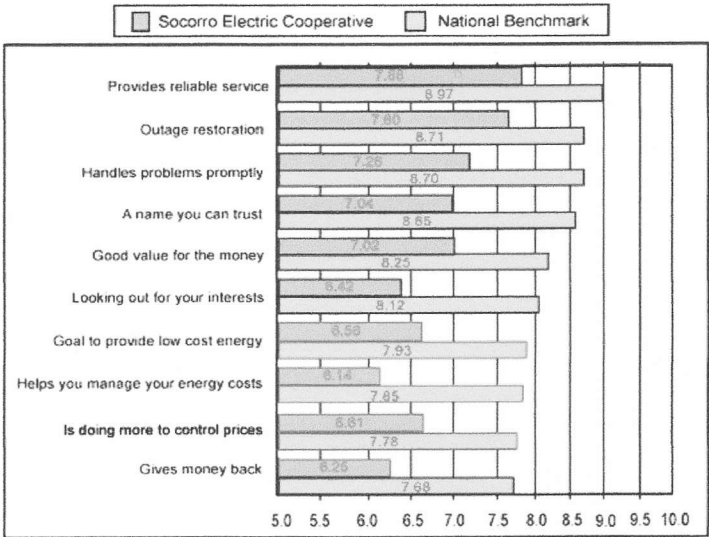
Cooperatives receive high marks in core operational areas such as reliability, outage restoration and handling problems. However, ratings on service and image attributes unique to electric cooperatives show significant opportunity for improvement.

While satisfaction scores provided by the ACSI give us a robust measure of our overall position among service industries, it is also important we understand how our members perceive our performance across a range of service and image related attributes specific to the electric cooperative industry. This deeper exploration allows us to determine the unique elements of our service which most influence member engagement with the cooperative and provides a road map to improved ACSI scores.

Members were asked whether they agree their cooperative delivers on core competencies as well as elements related to our image and reputation. Agreement ratings for these attributes are shown on a ten point scale. A rating of ten indicates members 'agree strongly' with the statement. A rating of one indicates members 'disagree strongly.'

(Download the full report at the bottom of the page)

Do You Agree Your Cooperative...



Download Key Attribute Performance

Both Touchstone Energy and the national samples have consistently out-paced the utility average by a significant margin and have compared favorably to the top rated investor-owned utility in the nation.

The utility industry average has shown improvement from the low 70's in 2005 to the mid 70's in 2012. According to the American Customer Satisfaction Index (ACSI), this improvement in the investor-owned utility sector is being driven primarily by utilities providing natural gas service, either exclusively or in combination with electricity. The historically low cost of natural gas has most likely fueled this trend.

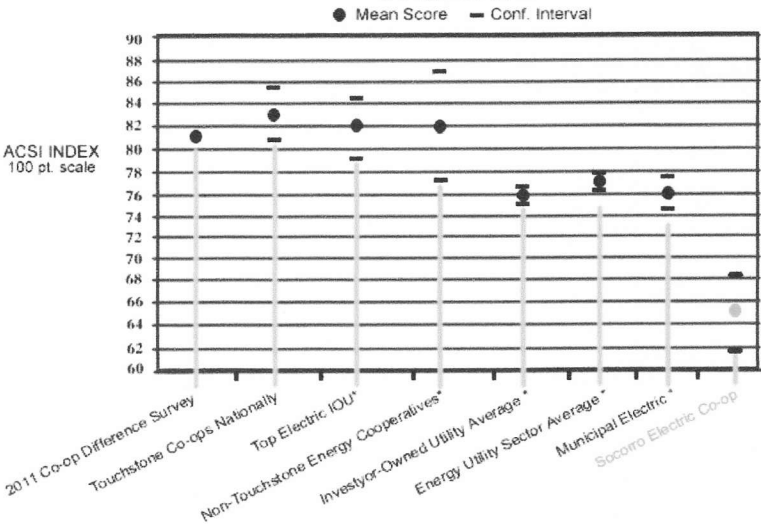
Six out of the top ten energy utilities monitored by the ACSI in the 3'd Quarter 2012 provided natural gas service. Atmos Energy, a gas-only investor-owned utility serving customers across 12 southeastern states, took the top spot with an ACSI score of 86.

As we have found in prior research efforts, satisfaction levels vary significantly by the age of the respondent. In the chart below, we show the overall ACSI index for five age groups from the national sample. (Note: the horizontal bars above and below the mean score show statistical precision at a 95% confidence level. )

2012 Member Satisfaction and ACSI Survey

American Customer Satisfaction Index

3rd Quarter 2012



Download 2013 Survey chart above

CONCLUSIONS

Touchstone Energy cooperatives provide superior service to their membership.

Collectively, cooperatives significantly outperform the utility industry average and compare favorably to the best investor-owned utilities in the country as measured by the American Customer Satisfaction Index (ACSI).

Economic realities continue to affect member perceptions.

Concerns about electric costs and their impact on family budgets have raised the importance members place on cost containment and the value of electricity. Future advances in ACSI scores will be influenced by how well the cooperative communicates our goal to provide electricity at the lowest possible costs and by actions taken to mitigate future cost increases.

Cooperatives excel on core competencies such as reliability, restoration and resolution.

Co-op performance has raised the bar and members have grown to expect nothing less than excellence from their electric supplier. Maintaining exemplary performance with core services while establishing a dialogue with members on energy costs and value opens the door to higher levels of trust and engagement with the membership.

Building trust and the value of membership continues to pay dividends.

Respondents indicating their relationship with the cooperative is more than "just a customer" provide significantly higher performance ratings on a myriad of key satisfaction drivers.

Members express a desire to gain better control over their consumption of energy.

Although members share the responsibility for managing their behaviors, cooperatives performance is far from ideal in influencing members to higher levels of energy efficiency and inspiring them to take action.

RECOMMENDATIONS

The rapid pace of change in the electric utility industry requires cooperatives to think differently. New technologies allow cooperatives to provide greater reliability and system control than ever before. At the same time, members are becoming more demanding in their quest for accountability, integrity and information.

Times of change are opportunities for cooperatives to shine. Rural electric cooperatives should leverage the trust members have in them to help navigate the maze of rising energy costs, grid modernization, climate change, renewable energy and legislative concerns.

From the member's perspective, the "Cooperative Difference" has never been more critical.

The following recommendations support key outcomes from this year's study:

Develop and actively promote proactive energy efficiency initiatives such as TogetherWeSave.com and the Touchstone Energy Home program. Continue to highlight simple solutions for saving energy with special emphasis on no cost/low cost efficiency initiatives

Communicate with the membership ahead of retail rate adjustments and stress your goal to provide low cost electricity and what you are doing to mitigate rate impacts

Enhance member value in difficult economic times by implementing and expanding programs such as the Co-op Connections Card to maximize member savings.

Continue the dialogue with members concerning the issues and challenges that lie ahead for electric cooperatives and the electric industry. A member who feels they have been included in the dialog will be more receptive to change.

Employ the resources of Our Energy, Our Future to maximize grassroots efforts, especially for our senior members.

Communicate efforts at cost containment by speaking specifically to actions your cooperative has taken to minimize rising energy costs and reiterate our goal to provide energy at the lowest possible cost.

Build awareness of on-line communications resources through the cooperative's website. Enhance local on-line presence with valuable content such as TogetherWeSave.com, on-line bill payment, and usage history information.

~~Integrate~~ strategic communication efforts with national and regional efforts to fully leverage the cumulative impact of a coordinated and consistent campaign.

2012 SEC Survey Downloads

- 2012-Survey-Pgs-1-thu-8.pdf
- 2012-Survey-Pgs-9-thru-18.pdf
- 2012-Survey-Pgs-19-thru-26.pdf
- 2012-Survey-Pgs-27-thru-32.pdf
- 2012-Survey-Satisfaction-Rating-Owner-Comments.pdf
- 2012 - Survey - Cross Tabulations & Frequencies Part 1
- 2012 - Survey - Cross Tabulations & Frequencies Part 2
- Clips from the Survey
- Survey Data Ratings Recommendations, Etc.
- SEC Ratings and Comments

Other related survey downloads and links

- The results of the survey have been hidden away, never to be discussed. Two notable quotes from Trustee Wolberg when the results were announced to the board might explain why: "None of this is terribly astonishing" and "None of this is terribly surprising"
- 2009 Electric providers sales revenues Includes size, ownership, retail price, income
- 2009 NM Providers, sales and revenues
- List of NM Co-ops, Membership and Number of board members
- America's Cooperative Electric Utilities he Nation's Consumer-Owned Electric Utility Network
- April 2012 and Historical ACSI Benchmarks
- Link: http://www.theacsi.org/acsi-results/acsi-benchmarks-april
- 2010- CooperativeDifferenceReportTouchstoneEnergyNationalResult.pdf
- 2012-NRECA-NM-MemberList.pdf
- 2012-April-Historical ACSI Benchmarks - American Customer Satisfaction Index-1.pdf
- New Mexico PRC

**number nine**  
MEDIA, INC.

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1837 Camino del Llano Blvd. • PO Box 25 • Belen, NM 87002 • Phone: (505) 864-4472 • Fax: (505) 864-3549

12/4/12

Socorro Electric Co-op Trustees  
Joe Herrera, General Manager & CEO

Re: El Defensor Chieftain Copy Fees

It has come to my attention that SEC has instituted a rate change on fees for copies from .25/page to \$1.00/page during last October's meeting. Also, I have received current and back invoices for requests made under my editor, Elva Osterreich, and former editor, Terry Last. Invoice #907 is being charged \$1/page yet this was months prior to the recent increase at the October meeting... that invoice should be at the old 25 cents/page rate. The purpose of this letter is to point out why .25/page is not reasonable and that \$1/page is exorbitant.

First, let me point out that since Terry Last departed last summer, we have yet to be given a packet for subsequent meetings under my new editor, Elva Osterreich. Obviously, this is unacceptable... we have to be able to inspect records and get agendas/packets in advance at the same time trustees get them so we can disseminate information that the public/member owners need. Your member owners voted overwhelmingly that this body adhere to the Open Meetings Act (OMA) and the Inspection of Public Records Act (IPRA) almost three years ago.

Some background: other Co-ops in the state do not charge for copies. I publish Mountain View Telegraph in Moriarty... Estancia Valley Co-op emails everything to my editor. Kit Carson allows the Taos News to scan documents for free. Jemez and Northern Rio Arriba do similar and on and on. Would you consider any of these options?

Being new to this transparency thing, I will attempt to explain what "reasonable" cost is for copies. With today's technology, most records are in a digital format. All of my newspapers obtain records via email or transfer the files onto a flash drive or CD-ROM at no charge. Here's the good news... it does not burden the records custodian! Other options can be to photograph the documents with a digital camera, using a portable scanner or photocopier. In some cases, we bring a notepad and look at them for free by not getting copies, but this is rare and more cumbersome on the records custodian.

What concerns me most is that the public and member owners will be overcharged for access to their information. As a newspaper, we often do the public's business on their behalf through records requests... it's our watchdog function. The First Amendment freedoms are at the core of what we do. Our founding fathers felt it important enough to make it the FIRST one!

If you still see the need to charge, let me break down the actual cost for copies:

Paper: Box of 10 reams (500 sheets per ream), at \$35.99 = 0.7 cents per page.

Machine: Xerox WorkCentre 5225 costs \$4,299 and produces 75,000 copies a month. Assuming two year life, that's 0.2 cents per page.

Toner: \$172.00 for 30,000 pages, or 0.6 cents per page.

Electricity: Negligible.

Total cost per copy: 1.5 cents. That's reasonable.

If a commercial copy business charges 10 cents a page and makes a profit, then a reasonable cost for SEC should be that or less. I urge you to waive copy fees or at least bring them into a reasonable charge. I would be willing to meet further to discuss this (or any other) matter.

Sincerely,

David B. Puddu, VP/COO  
Number Nine Media, Inc.

CC: Elva Osterreich, Gwyneth Doland, Dave Wade c/o SEC, Paul Bustamante, Prescilla Mauldin, Donalds Wolberg, Luis Aguilar, Milton Ulibarri, Leroy Anaya, Charlie Wagner, Anne Dorough and Joseph Herrera.

## NEW MEXICO PUBLIC REGULATION COMMISSION



May 27, 2009

Mr. Charles A. Wagner  
PO Box 252  
Magdalena, NM 87825

Dear Mr. Wagner:

Socorro Electric Cooperative recently held its Annual Membership Meeting. A number of members attempted to bring forward concerns with the operation and governance of the Cooperative at that time. The meeting was adjourned before any business was conducted due to the lack of a quorum. Consequently, those concerns were not addressed.

Nearly two hundred Cooperative members forwarded a petition to the New Mexico Public Regulation Commission asking us to conduct a hearing to hear allegations of waste and malfeasance by the Cooperative Board. The NMPRC has not yet considered the issues of holding a hearing on neither these concerns nor the jurisdictional questions. However, due to the significant number of calls that I have received and the receipt of the petition request, I will be holding a Public Information Meeting regarding the Socorro Electric Cooperative in order to listen to the concerns on all sides of these issues.

I invite you to participate in the meeting to be held on Monday, June 8<sup>th</sup>, 1PM at the Socorro City Council Chambers.

If you have any questions, please do not hesitate to call my office at 505-827-8020.

Sincerely,

A handwritten signature in dark ink, appearing to read "Sandy Jones", is written over the printed name.

Sandy Jones  
Chairman  
Commissioner, District 5

April 3, 2009

The Honorable Sandy Jones, Chairman  
State Of New Mexico Public Regulation Commission  
1120 Paseo De Peralta, P.O. Box 1269  
Santa Fe, New Mexico 87504-1269

Dear Sir:

We, the undersigned, are members in good standing of Socorro Electric Cooperative, Inc. (SEC). We are of the informed opinion that the Board of Trustees of SEC has for several years, failed to act in good faith regarding Article V Section 8 of the SEC's bylaws. The bylaw states "For the purpose of assuring equitable representation on the board, etc....shall appoint a District Survey Committee...for the purpose of surveying, considering and weighing a method of justification for the creation of or changing of Districts." The board has specific duties requiring action. We feel that the board has willfully failed to obey this and other provisions of the bylaws, The New Mexico Electric Cooperative Act and the Cooperative Principles of Section 501 (C) (12) of the Internal Revenue Code.

This breach of their fiduciary responsibility constitutes a breach of contract with the members and perhaps, civil conspiracy.

We are appealing to the PRC to intercede, through hearing the specific details of actions by the board and its agents against the interest of the cooperative, possible malfeasance and waste of co-op assets.

It is our intention to reach a non-adversarial solution to avoid a law suit, the cost of which would only waste more of the Cooperatives assets.

**I have read and understand this complaint.**

Print the date, your name, address and sign (signature).

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The New Mexico Foundation for Open Government let the Socorro Electric Cooperative board of trustees know how it feels about the board's reluctance to accept transparency requirements imposed on it by member-owners.

In a letter addressed to SEC President Paul Bustamante, and copied to the nine other members of the board and the co-op attorney, NMFOG Executive Director Sarah Welsh urged the board to go along with what the member-owners want.

"Your members have made their wishes clear — they seek a guarantee of free access to information about how their corporation is being managed," she wrote in the letter dated June 15. "Transparency promotes good governance, in both the public and private sectors. Secrecy promotes the concentration of power and control in the hands of a few, in direct contravention of democratic cooperative principles."

The board voted at its May meeting to challenge the validity of three new bylaws overwhelmingly passed by member-owners at the April 17 annual meeting.

All three bylaws the board voted to contest by asking for a declaratory judgment requesting injunctive relief promote transparency of governance by:

- Requiring the co-op to follow the Open Meetings Act and the Inspection of Public Records Act
- Permitting members and the press to attend board meetings and that time be set aside for audience members to address the board
- Allowing members to inspect co-op records, books, audits and other information, except information that would violate the Privacy Act

Welsh noted in her letter that member-owners already have the right to inspect records.

"Furthermore, regardless of what the Cooperative's bylaws say now or in the future, an individual member's right to inspect the books of his rural electric cooperative is already guaranteed by state corporate law," she wrote.

Welsh cited the 1997 New Mexico Supreme Court case of *Schein v. Northern Rio Arriba Electric Cooperative*, which affirmed the public's right to inspect records of a rural electric cooperative. She quoted a portion of the court's ruling, which read in part: "Schein has a legal right to be informed as to the management of the cooperative property by the Board in charge of that property. Such information would indicate whether the legal and financial choices being made by NORA were sound; also, such decisions would directly impact the capital accounts of NORA. Shareholders generally are entitled to monitor the activities of their agents."

Welsh ended her letter by urging the board to work toward transparency, because honesty is the best policy.

"Given this strong presumption of shareholder rights, we urge the Board of Trustees to work with its member-owners to guarantee and provide access to corporate information. This is the practice of private companies the world over, and we submit that it is the best way to ensure honesty, quality service and value to your shareholders," she wrote.

Welsh was in Socorro last month for the New Mexico Attorney General's Office Road Show, a series of seminars designed to inform the public and public officials about OMA and IPRA.

May 21, 2010

5400 Lomas NE  
Albuquerque, NM 87110

Paul Bustamante President and  
The Board of Trustees of  
The Socorro Electric Cooperative, Inc.  
PO Box H  
Socorro, NM 87801

RE: By-Law Amendments Adopted by the Membership  
at the Annual Meeting April 17, 2010.

Dear President Bustamante and Trustees:

At the last Board meeting, I was asked to determine which, if any, By-Law amendments adopted April 17, 2010 might be tested in court to determine if those amendments or any of them are:

1. Unworkable – provides a hardship on the Corporation
2. Are illegal or are abuse of the membership's rights -- harmful to the Corporation
3. Unreasonable – interferes with the Corporation's operations and capacity to function properly.

My approach is to consider filing for a Declaratory Judgment requesting Injunctive Relief. This would allow a court to determine the validity of the following amendments and suppress those which are unworkable:

- A. Open Meetings Act and Inspection of Public Records Act.
- B. The Guarantee of Transparency of actions with open access to SEC books, records, and audits to members for a proper, non-commercial purpose with the exception of those records which would violate the Privacy Act.
- C. Board Meetings being open to member/owners and representatives of the press with timely notice of the meeting advertised in monthly bill mailings and local newspapers. A section of the meeting agenda shall be reserved for member participation during which member/owners may address the Board without prior approval of the Board.

If you have questions or comments, call me at your convenience.

Very truly yours,



DENNIS R. FRANCISH  
Attorney at Law

DRF/djg

CC: Leopoldo Pineda, Jr., General Manager, SEC





# 2011 Update to NM Sunshine Law

*Furnished by the NM Attorney General's Office*

## SUMMARY OF IPRA CHANGES

During the regular 2011 session, the New Mexico Legislature passed important changes to the Inspection of Public Records Act ("IPRA"), NMSA 1978, §§ 14-2-1 to -12 (as amended through 2011), many of which go into effect on June 17, 2011. Some amendments will go into effect on July 1, 2011 as noted below. Public entities subject to IPRA should be aware of these changes to ensure their compliance. The Office of Attorney General Gary King has summarized the major changes to the IPRA to help public bodies and the public at large become familiar with the new law. The summary below deals with the significant changes to the IPRA that will affect most public entities. Guidance on the entire IPRA can be found in the Attorney General's *Inspection of Public Records Act Compliance Guide*, available on the Attorney General's web site.

### **How Public Bodies Respond to IPRA Requests**

Records custodians must now respond to a public records request in the same medium—electronic or paper—in which they received the request. Custodians can also choose to respond in any other medium they deem appropriate but still must respond via the same medium in which the request was received. Section 14-2-7(B).

### **Duty to Provide Electronic Copies when Requested**

If a public record is available in electronic format and a requester specifically requests an electronic copy, the public body must provide the record in electronic format. The public body does not have to change or convert the "file format" of the record (for example, from paper to digital or from WordPerfect to Word). The public body need only provide the record in the file format in which the record exists. Section 14-2-9(B). "File format" is defined as "the internal structure of an electronic file that defines the way it is stored and used." Section 14-2-6(B).

When producing documents in electronic format, public bodies may charge a requester the actual costs associated with downloading copies of public records to a storage device and the actual cost of the storage device. The actual cost of transmitting the public records may also be charged. Section 14-2-9(C)(3), (4).

### **Removing Metadata from Electronic Information**

When providing records in electronic format, public bodies must continue to separate exempt information from non-exempt information and produce the non-exempt

information. Additionally, all metadata associated with the exempt information must be removed from the electronic document by “utilizing methods or redaction tools that prevent the recovery of exempt information from a redacted electronic document.” Section 14-2-9(A).

#### **Public Notice of IPRA Rights and Procedures Must Be on Web Site**

Public bodies covered by IPRA have always been required to post, in a conspicuous location at their administrative offices, a notice informing the public of the right to inspect records and the procedures for copying and inspecting records. Now, that notice must also appear on the publicly accessible web site of the public body and must contain contact information for the public records custodian. Section 14-2-7(E).

#### **Redaction of “Protected Personal Identifier Information”**

Effective July 1, 2011, exceptions 7, 9, 10 and 11 in Section 14-2-1(A) of the IPRA will be deleted and moved to different statutes. Also effective July 1, IPRA will include a new section on “protected personal identifier information.” Section 14-2-1(B). The new law makes it clear that public bodies may redact “protected personal identifier information” before providing a public record. “Protected personal identifier information” is defined as: (1) a social security number; (2) all but the year of a person’s birth date; and (3) all but the last four digits of a taxpayer identification number, financial account number or driver license number. Section 14-2-6(E). (Depending on how the 2011 amendments are compiled or codified into law, the definition of “protected personal identifier information” may be set out only in the annotations to the compiled statutes because other legislation that amended the same section of the IPRA was signed by the Governor on a later date.) A document containing protected personal identifier information shall not be placed on a publicly accessible web site without being redacted. As with any exempt information in a public record, the presence of protected personal identifier information in a document does not exempt the remainder of the document from inspection.



**Subject:** RE: Request to Inspect Records  
**From:** Joseph Herrera <jherrera@socorroelectric.com>  
**Date:** 2/25/2014 6:16 PM  
**To:** James Cherry <jcherry@gilanet.com>  
**CC:** Anne Dorough <district5@socorroelectric.com>

Sure any time is fine as long as the invoice is paid.

Joseph Herrera  
General Manager  
Socorro Electric Cooperative, Inc.  
575-835-0228 Office  
575-835-8145 Cell  
575-835-4449 Fax

**From:** James Cherry [mailto:jcherry@gilanet.com]  
**Sent:** Tuesday, February 25, 2014 6:07 PM  
**To:** Joseph Herrera  
**Subject:** Re: Request to Inspect Records

Sounds good - if it is OK I'll assume we can take possession say before the by-law committee meeting or before the board meeting... that time frame when convenient.

James

On 2/25/2014 5:59 PM, Joseph Herrera wrote:

Mr. Cherry,

Your invoice for the requested documents is attached and fees are in accordance with the board approved Notice of right to IPR posted on SEC website and headquarter building.

<http://www.socorroelectric.com/content/notice-right-inspect-public-records>

Joseph Herrera  
General Manager  
Socorro Electric Cooperative, Inc.  
575-835-0228 Office  
575-835-8145 Cell  
575-835-4449 Fax

**From:** James Cherry [mailto:jcherry@gilanet.com]  
**Sent:** Sunday, February 23, 2014 9:20 AM  
**To:** Joseph Herrera  
**Subject:** Re: Request to Inspect Records

Thanks - will pickup before or after the board meeting.

James

On 2/21/2014 10:45 AM, Joseph Herrera wrote:

Mr. Cherry,

I want to inform you that we are still working on your request and need additional time to complete your request. We will need until February 26, 2014 to

complete your request. We are also over three hundred pages at this point and like I mentioned we are still working on gather the documents. On the 26<sup>th</sup> we will have an invoice for the final page count at a cost of a dollar/page which, will have to be paid prior to receiving the documents.

Thank you,

Joseph Herrera  
General Manager  
Socorro Electric Cooperative, Inc.  
575-835-0226 Office  
575-835-8145 Cell  
575-835-4449 Fax

**From:** James Cherry [mailto:jcherry@gilanet.com]  
**Sent:** Monday, January 27, 2014 4:17 PM  
**To:** Joseph Herrera  
**Subject:** Re: Request to Inspect Records

Thank your for your reply.  
James

On 1/27/2014 4:09 PM, Joseph Herrera wrote:

Mr. James Cherry,

On January 23, 2014, I received your request for electronic copies of professional services invoices and service agreements from a list of law firms the Socorro Electric Cooperative (SEC) has hired for services.

I believe that your request is excessively burdensome as all the requested invoice have been sent to the SEC as hard copy and I need additional time to respond, unit February 21, 2013.

Regards,

Joseph Herrera  
General Manager  
Socorro Electric Cooperative, Inc.  
575-835-0226 Office  
575-835-8145 Cell  
575-835-4449 Fax

**From:** James Cherry [mailto:jcherry@gilanet.com]  
**Sent:** Thursday, January 23, 2014 12:01 PM  
**To:** Joseph Herrera  
**Cc:** Anne Dorough  
**Subject:** Request to Inspect Records

### REQUEST TO INSPECT RECORDS

January 22, 2014

TO: Mr. Joseph Herrera, General Manager  
Records Custodian  
Socorro Electric Cooperative, Inc. (SEC)

FROM: James Cherry  
805 Kelly Road  
Magdalena, NM 87825  
575-854-2557

I would like to inspect and copy the following documents:

1.) Professional Services Invoices from 1/1/ 2010 to 1/1/2014 for legal services from the attorneys and law firms listed as follows:  
Dennis R. Fransich, Lawyer;  
Paul Kennedy, Attorney and Kennedy & Han Law Firm;  
Darin Foster, Attorney and Foster & Moss Law Firm;  
Lorna Wiggins, Attorney and Wiggins Williams & Wiggins Law Firm;  
Ira Bolnick, Attorney-Investigator ;  
Ira Bolnick, Attorney- Investigator as sub-contractor to Wiggins Williams & Wiggins Law Firm and Ira Bolnick, Attorney- Investigator as sub contractor for Lorna Wiggins, Attorney.

2.) Copies of the Letters of Engagement, Attorney – Client Contracts, Attorney – Sub Contractor Agreement arrangements, and copies of the minutes of meetings of Socorro Electric Cooperative Board of Trustees appointing, authorizing, re-appointing and/or renewing the agreements, contracts, etc. of the attorneys and law firms listed above.

3.) I request electronic delivery and copies of the items requested if available. Please advise me of the cost involved.

If the SEC does not maintain these records, please let me know who does, and include the proper custodian's name and address.

I understand that I may be asked to pay the fee for copies in advance before you make any copies. As an option, I can bring a flash drive for you to upload copies of the documents and save expenses involved.

Please provide a receipt indicating the copying charges for each document.

Thank you for your prompt attention to this matter.

Sincerely,

**PRIVACY/CONFIDENTIALITY DISCLAIMER**

The information contained in this message may be privileged and confidential and

protected from disclosure. If the reader of this messages is not the intended recipient, or an employee or agent responsible for delivering this message to the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. If you have received this communication in error, please notify us immediately by replying to this message and deleting it from your computer.

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E-mail transmissions may not be secure. If you prefer for communications to be handled by another means, please let us know. By your use of e-mail, we assume you agree to our transmission of information by e-mail, including confidential or privileged information.

022114-Rply records ready feb 24

Mr. Cherry,

I want to inform you that we are still working on your request and need additional time to complete your request. We will need until February 26, 2014 to complete your request. We are also over three hundred pages at this point and like I mentioned we are still working on gather the documents. On the 26<sup>th</sup> we will have an invoice for the final page count at a cost of a dollar/page which, will have to be paid prior to receiving the documents.

Thank you,

Joseph Herrera  
General Manager  
Socorro Electric Cooperative, Inc.  
575-835-0226 Office  
575-835-8145 Cell  
575-835-4449 Fax

# SOCORRO ELECTRIC COOPERATIVE

Invoice

SOCORRO ELECTRIC COOP INC  
POST OFFICE BOX "H"  
215 E MANZANARES AVE  
SOCORRO, NM 87801

DATE	CUSTOMER	INVOICE #
02/25/14	599	I0001257

BILL TO
CHERRY JAMES 805 KELLY RD MAGDALENA NM 87825

SHIP TO

PO NBR	SHIP DATE	SHIP VIA	FOB	DUE DATE
				02/25/14

QUANTITY	DESCRIPTION	UOM	UNIT PRICE	AMOUNT	
344.00	DOCUMENT REQUEST FEE- INSPECTION OF PUBLIC RECORDS REQUEST  PLEASE INCLUDE THE INVOICE NUMBER ON YOUR PAYMENT.	PAGES	1.00	344.00	T
			Sales Tax	24.30	
			Total Invoice Amount	368.30	



Your Touchstone Energy® Cooperative  
The power of human connections®

