

To: Vicky Deaguero  
From: Santos Aragon  
Subject: Issues & Concerns regarding Socorro Electric Cooperative  
Date: July 18, 2014

Let me start off by thanking you for your time and your professionalism speaking to me on the phone. As I discussed with you on the phone my concerns regarding the Socorro Electric Cooperative, you will find a list below stating my concerns and issues. I believe the SEC is very inconsistent and in compliance with the policies, procedures and by laws.

- **Estimation of meter readings:**

According to regulation 410/C more than two consecutive billing periods without prior notification to the commission, nor for an initial or final bill for service, unless otherwise agreed to by the residential customer and the utility. Regulation 410/F If a utility underestimates a residential customer's usage and subsequently seeks to correct the bill, the residential customer **shall** be given an opportunity to participate in an installment agreement with regard to the underestimated amount. Furthermore effective by rule no. 24, operation of law sec. 62-8-7 and G. O. No. 2, sec. 20 dated 5/30/1985 states that (D) when an estimate is required due to lack of reading on a particular location, the estimate **will be based on the average of the actual usage history available for the past three (3) actual readings.**

On multiple occasion I feel SEC did not follow these laws put in place by the SEC. The most recent violation that this occurred was the billing cycle from 6/04/2014 to 7/15/2014. This bill was estimated based on usage from July 2013. This is not in compliance with rule no. 24, sec. 62-8-7 and G. O. No. 2, sec. 20 dated 5/30/1985. In 2009 I experienced a similar situation where SEC underestimated my usage for four months. I received the corrected bill for over \$800 and was told it had to be paid before the next billing cycle. Again SEC violated regulation 410 by not giving me the opportunity to participate in an installment agreement with regard to the underestimated amount. I also feel it is unethical to be threatened by Frances Herron, Melissa Amaro and Joseph Herrera, on a Friday afternoon that my meter would be pulled if balance was not paid in full by Monday. In February 2013 I received a combined bill for \$1174.41. With 4 small children and in the heart of winter I could not be without electricity to heat our home. My average use was running 1373 KWH or \$171.68 per month in prior to these two months. This was a shock to our monthly budget. The SEC offered no assistance or alternative other than pulling my meter on Monday if the balance was not paid in full.

- **Defamation of character:**

In February 2013 I phoned the SEC concerning my usage. On a conference call with Frances Herron, Melissa Amaro and I, after discussing my concerns the call seemed to be over. Melissa and Frances did not realize the conference call was not hung up and proceeded to defame my character. "Maybe he should pay his bill and stop his stupid complaining". I waited for a few moments before I spoke up. I asked Frances who she was saying this to and she replied "it was some customer". This is extremely unprofessional to be discussing my bill with customers. I immediately

contacted Joseph Herrera the GM and Leo Cordova, board member and district representative concerning this issue. Joseph said he would address the issue. I heard no further response or follow up for this issue.

- **Violation of Scholarship Policy:**

In accordance to scholarship policy, students must meet the following criteria:  
Senior in High School  
Parents or legal guardian must be an SEC member  
Grade Point Average

I spoke with Donna Wilkins on July 17, 2014 at 4:43 p.m. to confirm the criteria. In 2013 at least 3 candidates applied for the scholarship. The two recipients were related to the board member of the district. If the SEC would have followed the policy the third applicant should have received the scholarship based on GPA. When I approached the board member he said he did not even know a third applicant, who is my son, had even applied. This shows that the recipients were predetermined even before applications were reviewed. Also, it was said by another board member that there have been donations made to other organizations using the scholarship monies. To my understanding of the scholarship fund, this money should only be used for furthering education of students within the SEC.

- **Additional comments:**

I spoke with Joseph Herrera, Marilyn Madrid and David Montoya on 7/16/2014 concerning my estimated bill for last billing cycle. I find it very disturbing that Mr. Montoya being the supervisor of the meter department would tell me I should read my own meter. He said he reads his own meter because he does not trust the readings.

I have attended meetings in the past and have voiced my concerns, which seem to fall on deaf ears. Unfortunately the monthly meetings have changed from 5:30 pm to 2:00 pm which makes it very difficult for members that work to attend these meetings.

I want to again thank you for your time in addressing my issues and concerns regarding the Socorro Electric Cooperative.

Best Regards,

Santos Aragon



7/18/14