

Letter to the Editor December 24, 2015

## OLD CO-OP WORKED BETTER

Power outages are a fact of life, especially when you are the second to the last on a service line. We are just north of the Alamo and on the county line. When we have an outage the guys from the SEC are as dedicated as anyone I have ever run into. The problem is with the office. I have mentioned this problem to a board member and some of the office staff, I am writing this letter to try and get some ones attention. The SEC has a “ phone tree”, press one for this, press two for service and so on. The problem is, if there is no power the only phones that will work are the old style rotary dials. I have to call my Sister in Luis Lopez and have her call the Co-Op. They then ask her a bunch of questions since who ever answers the phone has no idea about Socorro County.

I know it is old fashioned but the old system where the Socorro dispatch answered the call and relayed a message to the Co-Op is not as “cool”, but is sure worked better for us. At least get a system that lets someone call in and leave a message.

**Jim Nance, Field Ranch**