




Jemez Mountains Electric
Cooperative, Inc.

Your Touchstone Energy® Cooperative 

La Luz

JMEC Special Newsletter
April 2020

A Message From The Board

Dear Consumers,

The Board of Trustees wants to assure you and our community that your Co-op understands the severity of the COVID-19 'Coronavirus' pandemic and its daily impact on the lives of all New Mexicans and citizens around the world.

We shall remain vigilant in adhering to the orders of the State of New Mexico and guidelines of the Center for Disease Control (CDC).

The Board Members and JMEC Management have taken immediate actions and have implemented proactive measures to assure the safety and welfare of our consumers and employees.

During this time of uncertainty, we want to assure our consumers that the Co-op is committed to delivery of services and fulfilling our obligation to provide reliable and affordable power. For your convenience, you are receiving this special edition newsletter with information on how we are addressing the pandemic. At this time, disconnections to residential units shall cease until further notice.

We shall remain vigilant in our response to the COVID-19 pandemic. We ask for your patience during this time and thank you for your considerations. Stay safe and healthy.

On behalf of the Board of Trustees and General Manager.

Sincerely,

Leo Marquez, President
JMEC Board of Trustees



JMEC Cashiers, Angel Trujillo (left) and Candace Alire (right), pictured here at the Española office meeting the needs of our consumers and assuring safe practices of 'social distancing' in accordance with the Governor's Executive Order and CDC guidelines.

Stay Informed With The Latest COVID-19 Updates & Services

New Mexico Information & Updates

Check the Web at: [cv.nmhealth.org](https://www.nmhealth.org)

Coronavirus Hotline: 1-855-600-3453

Non-Health Related Covid-19 Questions: 1-833-551-0518

Senior Food Hotline: 1-800-432-2080

CDC Information & Updates

Website: www.cdc.gov/coronavirus/2019-ncov/index.html

REPORT An Outage 24 HOURS A DAY! Automated OMS (Outage Management System) will track everyone that is out to make sure everyone has power restored. You can report and track the outage three ways:

1. Call the outage hotline at - 1-877-753-0095
2. Online Customer Portal - <https://billing.jemezcoop.org/oscp/>
3. JMEC Mobile App.


Contact Us

Española Office, Jemez Springs Office, and Cuba Office
Toll Free: 1-888-755-2105





Jemez Mountains Electric
Cooperative, Inc.

Your Touchstone Energy® Cooperative 

Board of Directors

Leo R. Marquez II - District No. 6, President
Harold C. Trujillo - District No. 5, Vice-President
Nick R. Naranjo - District No. 5, Secretary
Johnny Jaramillo - District No. 3, Treasurer
John Tapia - Trustee-At-Large, Asst.
Secretary-Treasurer

Lucas Cordova, Jr. - District No. 4
John Ramon Vigil - District No. 4
Bruce Duran - District No. 6
Dennis Trujillo - District No. 1
Stanley Crawford - District 5
Dolores G. McCoy - District 2

Ernesto A. Gonzales, General Manager

JMEC's Response To The COVID-19 'Coronavirus' Pandemic

The health, safety and wellbeing of our employees and consumers is top priority. We want to assure our consumers that JMEC is taking all the necessary steps and precautionary measures in response to the COVID-19 'Coronavirus' pandemic in order to meet the needs of our consumers and assure that services are not interrupted.

Immediate action was taken by JMEC to suspend *disconnection of services* to residential units and was initiated prior to the New Mexico PRC's mandate. NO residential units will be disconnected during this time and until further notice. Traditional hand-to-door delivery of notices to homes will temporarily suspend. These notices will be delivered via mail for your information and records only - NO Residential Disconnections Until Further Notice.

JMEC strives to make every effort to do our part in battling this disease and keeping our community safe. For your convenience, please note the following measures that we have taken at this time.

Safety And Care For Our Customers

Effective Immediately New Lobby Hours At All JMEC Offices in Española, Cuba and Jemez Springs

- Monday - Friday
- 10:00 AM to 2:00 PM
- Three (3) Customers Only at One Time in the Lobby

Alternative Payments And Electronic Transactions Encouraged

- Non-cash payments are still available and accepted at all drop boxes located in front of our JMEC locations.
- We have waived credit card transaction fees for online payments. The Co-op will absorb these fees for the convenience and safety of our consumers.
- A payment option has been set up with our partners at Century Bank for consumers to be able to pay their electric bill at the bank. This courtesy service is only available at the Española branch.
- We also encourage the traditional method of mailing in your payment!

Safety And Care For Our Employees

- Management has identified "essential" personnel and are managing the day-to-day operations.
- Linemen, Meter Readers, Mechanics, Engineer Support Aids, IT, Cashiers, and Billing personnel are operating on rotating schedules.
- Personnel on rotating schedules are on Administrative Leave *with pay* and remain on-call when not active in the rotation.

JMEC Personnel Ready To Respond And Serve

- We are still servicing our current and future consumers.
- Routine connections and voluntary disconnections are still available. *But, no "disconnections" to residential units until further notice.*
- Co-op vehicles are routinely maintained and fueled daily to assure a quick response time during non-business hours.
- Line materials inventory is solid with a two (2) month supply on-hand. Furthermore, we have made arrangements with our Suppliers to assure a two (2) month backup supply, if needed.



JMEC's April Spelling Bee Is
CANCELLED

