



Subject: <b>AWARDS AND RECOGNITION</b>			Policy No.: 501
Original Issue:	Last Revision: 11/30/05	Last Reviewed: 11/30/05	Page 1 of 3

BOARD OF TRUSTEES

## **POLICY STATEMENT**

### ***AWARDS***

- Community Service Award

A Community Service Award will be given in recognition of outstanding service and/or courage in the handling of a hazardous situation involving life or property.

There will be two categories:

- The Bronze Award
- The Silver Award

The Silver Award is the highest award bestowed by the Cooperative.

- Tenure Award

The Tenure Award will be given in recognition of years of service. Recognition will be made for service of two, five, ten, fifteen, twenty, twenty-five and thirty years of service.

- Safe Driving Award

The Safe Driving Award will be made annually to those employees responsible for equipment handling and maintenance who qualify for an award under the provisions of the National Safety Program.

- Operations Award

The Operations Award will be given in recognition of suggestions, if adopted, will:

- Improve efficiency
- Reduce cost of operations
- Improve public relations



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There will be four categories:

- Restricted or modified
- Acceptable but limited in applications
- Fully applicable, resulting in a major improvement
- Public relations
- Sustained Performance Award

The Sustained Performance Award will be granted those employees who consistently render sustained superior performance willingly and cheerfully, thereby setting an example for other employees to emulate.

- Exemplary Service Award

***FORM OF RECOGNITION***

- Community Service Award
  - Silver Award                      Certificate and \$250.00
  - Bronze Award                      Certificate and \$100.00
- Tenure Award
  - 2 Year Tenure                      Wallet and Certificate
  - 5 Year Tenure                      Pen and Pencil Set and Certificate
  - 10 Year Tenure                      \$100 and Certificate
  - 15 Year Tenure                      \$250 and Certificate
  - 20 Year Tenure                      \$300 and Certificate
  - 25 Year Tenure                      \$17.00 per Year of Service & Certificate
  - 30 Year Tenure                      \$20.00 per Year of Service & Certificate
  - 35 Year Tenure                      \$25.00 per Year of Service & Certificate
  - 40 Years and                      \$1,000.00 and Certificate  
    every 5 Years thereafter
- Driving Award                      National Safety Council Award
- Operations Award



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- Restricted \$50.00
- Acceptable but limited \$50.00
- Fully Applicable \$50.00
- Public Relations \$50.00
  
- Sustained Superior Performance \$50.00 and Certificate

The Manager and department supervisors will be responsible for effectively implementing the Employee Award Program.



Subject: <b>ANNUAL DISTRICT MEETING / DOOR PRIZE FORMULA AND CONDITIONS</b>			Policy No.: 502
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BOARD OF TRUSTEES

## **POLICY STATEMENT**

In recognition of the importance of having a quorum of members present at the annual district meetings of the members, and because of the varying conditions existing in the different districts, the Board of Trustees hereby establishes the following "Annual District Meeting Door Prize Formula and Conditions".

### ***FORMULA (FACTORS)***

- Number of members in the district 60 days prior to the meeting.
- Percentage of the members of the district attending the previous annual district meeting.
- Ease of attendance factor as follows:

District I	2
District II	2
District III	2
District IV	2.5
District V	2.5

- Dollar Amount: \$3.00

A minimum of \$500 will be awarded in those districts where the dollar amount based on the formula and attendance factor for the previous district meeting is less than \$500.

### ***Example***

Number of members in the district 60 days prior to the meeting, times the percentage attending previous meeting, times case of attendance factor, times \$3.00 = dollar value of door prizes for the meetings.

$$210 \times 30\% \times 2 \times \$3.00 = \$378.00$$



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- This policy pertains to regularly scheduled District Meetings where elections are held, in addition to the Annual Membership Meeting.



Subject: <b>USE OF FACILITIES &amp; EQUIPMENT BY PUBLIC ORGANIZATIONS</b>			Policy No.: 503
Original Issue:	Last Revision: 03/24/98	Last Reviewed: 03/16/98	Page 1 of 1

BOARD OF TRUSTEES

## **POLICY STATEMENT**

Certain facilities of the Cooperative may be made available to churches, schools, civic and charitable organizations, at the discretion of the Manager.

In such instances, the following conditions will be adhered to:

- There must be no interference with normal operations of the Cooperative.
- The organization making use of such facilities must be responsible for any damage other than normal wear.



Subject: <b>USE OF FACILITIES &amp; EQUIPMENT BY INDIVIDUALS</b>			Policy No.: 504
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BOARD OF TRUSTEES

## **POLICY STATEMENT**

No individual shall have access to the facilities or equipment of the Cooperative for personal use or private gain.

Such facilities are to be used only for the purpose of supplying electric energy to members.



Subject: <b>INTRODUCTION OF SUBJECTS BY MEMEBERS FOR BOARD OF TRUSTEE CONSIDERATION</b>			Policy No.: 505
Original Issue:	Last Revision: 03/25/69	Last Reviewed:	Page 1 of 1

## BOARD OF TRUSTEES

### **POLICY STATEMENT**

In order to give due consideration and to expedite handling, the Board of Trustees hereby adopts the following procedure for the "Introduction of Subjects by Members for Consideration and Action by the Board of Trustees".

1. The member or members will present the request in writing addressed to the President of the Board of Trustees.
2. The Board of Trustees will, at the time they review and adopt an agenda for their regular meeting give consideration to the request.
3. Should the request be received subsequent to the approval of the agenda by the Board of Trustees, the President will determine what action will be taken in regards to the request.
4. The member will be notified, in writing, by the Secretary of the Board of Trustees stating the action taken in regards to the request.

REMOVED FROM POLICY –ADDRESSED IN BYLAWS – 07/27/11





Subject: <b>ENGINEERS – INSURANCE</b>			Policy No.: 506
Original Issue:	Last Revision:	Last Reviewed:	Page 1 of 1

BOARD OF TRUSTEES

## **POLICY STATEMENT**

The Cooperative shall require engineers performing work under engineering contracts to maintain, throughout the term of the contract, workman's compensation insurance, in statutory limit, covering all the employees who perform any of the obligations assumed by the engineer under the contract.

If any employee is not subject to workman's compensation laws of the State of New Mexico, the insurance shall extend voluntary coverage to such employee to the same extent as if the employee were subject to such laws.



Subject: <b>RELATIONS WITH OTHER ORGANIZATIONS</b>			Policy No.: 507
Original Issue:	Last Revision: 03/24/98	Last Reviewed: 03/16/98	Page 1 of 1

BOARD OF TRUSTEES

**POLICY STATEMENT**

The Board of Trustees may deem it necessary to authorize participation with other organizations for the purpose of mutual assistance, the consideration of common problems and the furtherance of rural electrification.



Subject: <b>ACCESS TO RECORDS OF THE COOPERATIVE</b>			Policy No.: 508
Original Issue:	Last Revision: 03/24/98	Last Reviewed: 03/16/98	Page 1 of 1

BOARD OF TRUSTEES

## **POLICY STATEMENT**

As the Board of Trustees is entrusted with the obligation of protecting the affairs of the Cooperative, and as the unbiased and factual presentation of information concerning Cooperative affairs is vital to the best interests of the members, the following procedure must be followed in seeking data contained in the records of the Cooperative:

- The request must be in writing and must be directed to the President of the Board of Trustees.
- The request must state the specific reason for access to the desired information and must state its intended use.
- The Board of Trustees will evaluate the request to ascertain effects on the Cooperative.
- Information protected by law will not be released.

**REMOVED FROM POLICY – ADDRESSED IN BYLAWS – 07/27/11**



Subject: <b>MEMBERSHIP RECORDS</b>			Policy No.: 509
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BOARD OF TRUSTEES

**POLICY STATEMENT**

The Cooperative will maintain a current and accurate listing of the members of the Cooperative and a file on all transactions, records and correspondence with the members.



Subject: <b>SAFETY</b>			Policy No.: 510
Original Issue:	Last Revision: 09/22/10	Last Reviewed: 09/22/10	Page 1 of 1

BOARD OF TRUSTEES

## **POLICY STATEMENT**

In recognition of the responsibility for the promotion of safety among its employees and the general public, the Board of Trustees directs and charges the Manager with full responsibility to provide job safety and training programs for the employees and to maintain safeguards to protect the public life and property; to develop safety procedures as per the most current APPA Safety Manual; to enforce the regulations and procedures and to join with local, state and national safety groups in the coordination of accident preventions, life saving procedures and the improvement of safe work habits.



Subject: <b>CREDIT INFORMATION ON MEMBERS</b>			Policy No.: 511
Original Issue:	Last Revision:	Last Reviewed: 12/31/85	Page 1 of 1

BOARD OF TRUSTEES

**POLICY STATEMENT**

The Cooperative shall refrain from issuing credit information and mailing address information concerning any of its members unless authorized by the member concerned to divulge the requested data.



Subject: <b>SUMMER STUDENT EMPLOYMENT</b>			Policy No.: 512
Original Issue:	Last Revision: 11/30/05	Last Reviewed: 11/30/05	Page 1 of 1

BOARD OF TRUSTEES

## **POLICY STATEMENT**

The Board of Trustees recognizes the importance of providing employment opportunities for young people residing within the service area of the Cooperative and hereby authorizes the employment of eight (8) young people who meet the following criteria:

- Are 16 years of age or older
- Are to be seniors in the Fall of the year following the employment period
- Are recommended by the high school principal or his/her designated representative
- Relatives of the Board of Trustees or Employees cannot be employed

Four (4) student employees shall be from the Socorro Consolidated School District; one (1) from the Magdalena School District; one (1) from the Quemado School District; one (1) from the District I area; and one (1) from the Alamo Navajo School District.

A consent/release from the parent/guardian is required before a minor student may work for the Cooperative.



Subject: <b>BOY'S STATE AND GIRL'S STATE</b>			Policy No.: 513
Original Issue:	Last Revision: 11/30/05	Last Reviewed: 11/30/05	Page 1 of 1

BOARD OF TRUSTEES

## **POLICY STATEMENT**

The Socorro Electric Cooperative, Inc., will annually sponsor (and pay the fee assessed by the American Legion) twelve (12) students residing in the service area of the Cooperative to attend either the Boy's or Girl's State Program.

Normally two (2) students (one [1] for Boy's State and one [1] for Girl's State) will be sponsored from the Socorro Consolidated School District and two (2) from each of the other four schools districts: Belen, Hot Springs, Magdalena, Quemado and Alamo Navajo School District. If, however, no student is selected in one of the authorized districts, an additional participant may be sponsored in one of the other districts.





Subject: <b>REWARD FOR INFORMATION LEADING TO ARREST AND CONVICTION OF PERSONS WHO INTENTIONALLY DAMAGE COOPERATIVE PROPERTY</b>			Policy No.: 514
Original Issue:	Last Revision: 03/24/98	Last Reviewed: 03/16/98	Page 1 of 1

BOARD OF TRUSTEES

### **POLICY STATEMENT**

The Board of Trustees of The Socorro Electric Cooperative, Inc., being concerned with the serious consequences which can take place when electric service is interrupted and in recognition of its trust to protect the property of its members, hereby warns all persons not to destroy, deface, disturb, change or interfere with property of the Cooperative under penalty of the law and establishes a reward of \$2,000.00 for information leading to the arrest and conviction of any person or persons deliberately performing any of the above actions.



Subject: <b>FOUNDATION AWARDS</b>		Policy No.: 515	
Original Issue: 6/23/70	Last Revised: 12/28/16	Last Reviewed: 12/28/16	Page: 1 of 6

BOARD OF TRUSTEES

**POLICY STATEMENT**

***PURPOSE***

It is the hope of the Board of Trustees that this program will motivate young students whose parents or guardians are members of and reside in the service area of The Socorro Electric Cooperative, Inc., to continue their education.

**SCHOLARSHIPS**

The Cooperative Foundation Scholarships, will be awarded per semester in an amount to be determined by the board of the SEC Foundation to high school graduates who enroll and are accepted as freshman in an institution of higher learning in the Fall after their senior year. Relatives of SEC employees are eligible to apply for a scholarship. The immediate family (son/daughter) of trustees and the CEO will not be eligible to participate in the scholarship program.

**QUALIFICATIONS (to be ascertained and verified by the concerned high school officials)**

A recipient must:

- Have parent(s) and/or legal guardian(s) who have been members of The Socorro Electric Cooperative for a minimum of three years; currently reside in the service area and are members in good standing. Members in good standing that do not have any outstanding balance on either active or inactive accounts by the submittal deadline.
- Account must be a residential electric account. Business or yard light only accounts will not qualify.
- Have been accepted for enrollment in an institution of higher learning; being a college, university, vocational or technical school accredited by the State or other qualified agency.
- Should have a grade point average equivalent to a "C" or better.

**STIPULATIONS**

- There will be no discrimination due to race, color, creed or in any form in the selection of the recipient.
- Interested high school seniors must apply through the school administration for consideration as a recipient.
- Home schooled students must coordinate with the senior faculty in the school district in which they reside.
- The high school counselor will certify that the recipient has fulfilled the requirements and is eligible for the award.



Subject: <b>FOUNDATION AWARDS</b>		Policy No.: 515	
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- The high school counselors must submit all successful applications by the deadline of the first Monday of April for verification purposes.
- All applications must be numbered in the order that the senior faculty selects them.
- High school counselors will be notified of the selected winners by no later than the end of the third week of April
- The Board of Trustees reserves the right to ratify all awards.
- This award will be presented by the President of the Board of Trustees or his/her designated representatives.

### **FUNDING PROCEDURES**

- Funds will at all times be controlled by the Cooperative.
- The recipient will provide a copy of registration of their official class schedule as a full time student for each semester from the higher education institution they will be attending for the full amount of the scholarship to be paid in two semesters. All required registration information must be submitted by the recipient to the Cooperative by the end of the third week in August and January. If not turned in on time, the recipient forfeits that semester's amount.
- Actual payment will be divided into two components and paid to the higher education institution by the second week in September and February. The first half being paid to the institution upon receipt of all required registration information submitted by the recipient to the Cooperative for the first semester. The second half will be paid upon receipt of the evidence of successful completion of the first semester and all required registration information submitted by the recipient. A recipient may provide a letter of enrollment by scholarship funding deadline if class schedule as a full time student for each semester is not available on said deadlines.
- Scholarship funds may be used for tuition, board, room, books, school fees or other enrollment requirements.
- A recipient must carry a normal load being a sufficient number of hours to qualify as a college freshman.
- If a recipient drops out of college the remaining balance of the scholarship funds will be deemed void.
- If a recipient will be attending a religious mission, funds will be held for only one (Fall) semester following graduation. Proof must be submitted to the Cooperative by the end of the third week in June showing that they will be attending a mission. Recipient must be enrolled in a higher education institution by the spring semester following the year of graduation to avoid forfeit full amount of scholarship.



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**DISTRIBUTION**

Starting in 1972 and continuing thereafter until the Board of Trustees of The Socorro Electric Cooperative deems it in the best interest of the Cooperative to modify or discontinue the program, the Scholarship Awards will be distributed as follows:

- Socorro Consolidated School District (3)
- Magdalena School District (1)
- Quemado School District (1)
- Belen School District (2)
- Alamo Navajo School District (1)
- Hot Springs School District (1)
- Valedictorian from each high school (5) (6, when applicable)

If an award is not used in any year by the high school participating in this program, it will be void and cannot be carried over or accrued.



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\_\_\_\_\_ High School

**Sample Application  
Socorro Electric Cooperative  
Foundation Scholarship Award**

**Socorro Electric Foundation** Scholarship Award (s) will be made available to students attending \_\_\_\_\_ High School by The Socorro Electric Cooperative, Inc.

**Application Deadline: MUST be returned to the High School Counselor by the First Monday in April. Only your High School Counselor will be allowed to turn in your application on your behalf to the Socorro Electric Cooperative Foundation**

**QUALIFICATIONS**

A recipient must:

- Have parents and/or legal guardian/s who are members of the Socorro Electric Cooperative, Inc., have resided in the service area for a minimum of three (3) years and are members in good standing by the submittal deadline.
- Have a grade point average equivalent to a "C" or better.
- Have been accepted for enrollment in an institution of higher learning being a college, university, vocational or technical school accredited by the State or other qualified agency.

-----  
I, \_\_\_\_\_ hereby apply for a Scholarship Award of The Socorro Electric Cooperative, Inc., and certify that I meet the above requirements.

I plan to attend \_\_\_\_\_ and to pursue a training program in \_\_\_\_\_ (field of study).

\_\_\_\_\_  
Student Signature

\_\_\_\_\_  
Date

-----  
I hereby approve this application and agree to make every reasonable effort to help my son and/or daughter attend the school of his/her choice.

SEC Member Account Number: \_\_\_\_\_

\_\_\_\_\_  
Parent/Guardian Signature

\_\_\_\_\_  
Date

\*If any information is missing, application will not be processed\*



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### **GOVERNMENT IN ACTION YOUTH TOUR**

#### **PURPOSE**

The goal of the Board of Trustees is to give young people an opportunity to discover American history, gain a better understanding of the U.S. political process and learn the important role electric cooperatives play in local communities.

One student will be selected from each high school served by the Cooperative:

- Alamo Navajo School District
- Belen School District
- Magdalena School District
- Quemado School District
- Socorro School District

If a high school district fails to participate in the Youth Tour in any given year, the number of successful students chosen will be selected from other participating school districts to keep the total number of Youth Tour recipients to five.

Relatives of SEC employees are eligible to apply. The immediate family (son/daughter) of the general manager and trustees will not be eligible to participate.

#### **QUALIFICATIONS**

- Students must reside in a school district in the Cooperative service area
- Students must be a high school sophomore or junior.
- Students must attend a high school in the Cooperative's service area.
- Students that are home-schooled will be eligible to participate, if qualification criteria is met.
- Parents or legal guardians must be members of the Cooperative and must be members in good standing not having an outstanding balance on either an active or inactive account.
- Students must submit the application and essays to the high school guidance counselor.
- Home school students must submit their application and essays to the nearest high school in their service area.

There will be no participation restriction for students related to employees of the Cooperative.

#### **ANNOUNCEMENT PROCEDURE**

- Announcement of the Youth Tour will be made by the 1<sup>st</sup> Monday in October.
- Promotional material, and rules of the contest will be sent via certified mail or by hand delivery to each high school counselor in SEC's service area.
- The SEC will promote the contest through the Enchantment and distributed to all editors of papers in the SEC service area.
- Application packages can also be obtained at the SEC office in Socorro but must be submitted to the applicable high school counselor.

#### **APPLICATION PROCEDURE**

- High school guidance counselors will administer the notification and application process for their respective schools.



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- Students must submit a 500 word essay relating to the topic or topics specified by the Cooperative.
- Students must include the completed and signed application form with the essay.
- The application form must be signed by both the student applicant and the parent or legal guardian of the applicant and, if either of such signatures is not on the application, the application will be considered incomplete and will not be considered in the application process.
- By submitting the application package and the attachments relating to the application, the applicant and his/her parent or legal guardian signing the application are certifying that the information submitted is true and correct.
- Essays and applications not submitted by applicable deadlines will not be considered and will disqualify the student.
- The application packages and essays must be submitted to the SEC by the 2nd Friday in November by each high school counselor.

#### SELECTION PROCEDURE

- The high school guidance counselor will gather all completed applications and essays.
- The high school guidance counselor from each high school will submit the essays to the SEC, in blind form, for final selection by the officers of the SEC Foundation.
- The officers of the SEC Foundation will review the blind essays and select one essay and alternate from each high school participating each year.
- Verification of member status will be done by the SEC.
- The successful candidates and the respective high school counselor will be notified and will be submitted to the NMRECA.
- Essays must fulfil the NRECA Government In Action Youth Tour essay requirements as provide in the Youth Tour guideline information packet.

#### OTHER EDUCATIONAL SPONSORSHIPS

The SEC Foundation will assist with sponsorship, awards, etc. for other educational activities such as 4H/FFA competitions, junior livestock auctions, spelling bees, NMRECA Coloring Contest, Science Olympiad, science fairs, and other educational opportunities allowed by the SEC Foundation IRS Trustee Agreement.

- The student must submit an application to the SEC for assistance or sponsorship.
- Parents or legal guardians must be members of the Cooperative and must be in good standing, not having an outstanding balance on either active or inactive accounts.



Subject: <b>ENVIRONMENTAL CONSIDERATIONS</b>			Policy No.: 516
Original Issue:	Last Revision: 06/23/70	Last Reviewed:	Page 1 of 2

BOARD OF TRUSTEES

## **POLICY STATEMENT**

### ***OBJECTIVE***

To establish the policy concerning Environmental Consideration in connection with the furnishing of an adequate and reliable supply of electric power and energy to its members.

### ***POLICY CONTENT***

- Place environmental improper perspective with other vital issues such as safety, reliability and cost.
- Explore alternative action to avoid adverse environmental effects.
- Carefully assess the potential impact of its actions on physical, natural and aesthetic resources in order to avoid adverse environmental effects and to restore or enhance environmental quality to the greatest extent practicable.
- Endeavor to avoid actions which might contribute to pollution of the air, water or land; threaten health and public welfare; damage ecological systems of flora or fauna; curtail the range of beneficial uses of the environmental goals.
- Endeavor to avoid actions which might be detrimental to or diminish public enjoyment of existing or planned recreation resources, or resources of historic or scenic value.
- Endeavor to avoid actions which might conflict with existing or contemplated land-use planning policies or appropriate governmental bodies, or with other public services.
- Fulfill its utility responsibilities in an environmentally aware and environmentally responsible manner, and to take affirmative action to actively cooperate with groups interested in environmental criteria and guidelines issued by agencies of the Federal Government under the National Environmental Policy Act and, where appropriate, by environmental guidelines and criteria which might be issued by state and local governments in areas in which it operates.





Subject: <b>ENVIRONMENTAL CONSIDERATIONS</b>			Policy No.: 516
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***RESPONSIBILITIES***

The Board of Trustees is responsible for any change or revision of this policy.

The General Manager is responsible for the administration of this policy.



Subject: <b>LOAD MANAGEMENT AND ENERGY CONSERVATION</b>			Policy No.: 517
Original Issue:	Last Revision: 03/21/78	Last Reviewed:	Page 1 of 2

BOARD OF TRUSTEES

## **POLICY STATEMENT**

It shall be the policy of this Cooperative to:

- Constantly examine its use of energy. This includes, but is not limited to, plant engineering design and construction, lightning and climate control and use of vehicles.
- Develop and carry out a system-wide program of energy management including energy conservation, adequate home insulation, weatherization, efficient irrigation and other farm business uses and effective and efficient use of energy in the home. Alternate energy sources will be appropriately considered.
- Develop and carry out an information program so that the need for energy management is understood along with understanding of what each consumer can do to meet energy use needs most effectively.
- Develop and carryout information and education programs with major groups involved in housing including the building industry and local government organizations, to assure understanding and coordination in methods of energy management.
- Develop training appropriate for all employees.
- Develop an adequate program to promote the weatherization of members' homes, including the selection and monitoring of contractors and securing adequate financing from the FmHA, local lending institutions, CFC or other sources.



Subject: <b>RESIDENTIAL HOME WEATHERIZATION SURVEY AND LOAN PROGRAM</b>		Policy No.: 516	
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BOARD OF TRUSTEES

## **POLICY STATEMENT**

It is the desire of Board of Trustees of The Socorro Electric Cooperative, Inc.:

- To meeting the needs of its members with an ample supply of electrical energy.
- To assist its members to utilize electrical energy wisely by providing them with a sound Energy Conservation Program and Information Plan.
- To assist them in weatherizing their home by providing them with a Loan Program at a 5% rate of interest, and a Repayment Plan which will not create a hardship on them.
- To comply with the New Mexico Public Regulation Commission and the Rural Utility Service in their efforts as set forth in NMPRC Rule 430 and RUS Bulletin Number 20-23 respectively.

Therefore, it will be the policy of the Cooperative to set up the following described procedure in accomplishing our goals in Energy Conservation:

- An Energy Conservation and Consumer Service Person will be made available to all consumers in our area to conduct home weatherization surveys, furnish information in energy conservation and administer a loan program for the purpose of weatherizing homes.
- Recognizing that our main goal is to conserve energy, our prime interest will be to conduct home surveys and advise the consumer on ways to accomplish our goal. If at that time, the consumer feels that he/she will need financial assistance, the conservation person will advise him/her of the availability and the mechanics of a weatherization loan through the Socorro Electric Cooperative under the RUS Section XII Loan Program.



Subject: <b>RESIDENTIAL HOME WEATHERIZATION SURVEY AND LOAN PROGRAM</b>			Policy No.: 516
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The procedural policy on home weatherization surveys, information and the loan program follows:

- The consumer makes a request for information on weatherization, a survey, loan or both.
- The conservation person will set up an appointment to assess the need for weatherization, conduct a survey of the home, and complete a cost analysis.
- If, after the survey and cost analysis is completed, the consumer desires a loan to complete the weatherization project, an application for a loan will be initiated and a consumer's statement will be completed.
- The loan, which is limited to \$2,000.00 per residence, will be considered, and if approved, the consumer will be asked to sign a note payable to The Socorro Electric Cooperative with a repayment plan, payable monthly, not to exceed 84 months (seven years). The note will be recorded in the Office of the County Clerk. The consumer will proceed with either acquiring a licensed contractor to do the job or he/she will acquire the materials and install them himself.
- If the job is done by a licensed contractor, the full job will be financed to the extent of the maximum limit of the loan; if the consumer performs his own work, only materials will be financed, to the maximum limit of the loan.
- Arrangements will be made with the contractor or materials vendor in the SEC service area for direct payment from the Cooperative. No funds will be advanced to the consumer at any time and payment will be made to the contractor or vendor only after a job is completed.
- A maximum of fifteen (15) working days will be stipulated in the contract for completion of the job. If extenuating circumstances prevent completion within the stipulated time, an extension of time will be considered.
- After a loan is approved, the consumer will be given a five (5) day period in which to decide whether to utilize the loan or not. If he chooses not to utilize it, the loan will be cancelled and any further loan request from that consumer will be treated as a new application in the order that it was received.



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- Our conservation person will conduct a visit to the premises during construction to evaluate progress and a final visit to verify completion.
- Recognizing that we have a limited amount of money for our Weatherization Loan Program, the initial maximum limit per loan may be set by the Board, but from time to time, it may be adjusted.
- These loans will be made on a first come, first serve basis.
- Cooperative personnel will assist consumers in locating a licensed contractor or material vendor, but at no time will he or she assume any liability on behalf of the Cooperative as to the performance of the contractor or the reliability of materials offered by the materials vendor.

**PROGRAM DISCONTINUED IN 2011, POLICY NO LONGER IN EFFECT**



Subject: <b>SAFETY POLICY</b>		Policy No.: 519	
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BOARD OF TRUSTEES

**POLICY STATEMENT**

WHEREAS, Matters of safety are of prime importance to The Socorro Electric Cooperative, Inc., and

WHEREAS, These matters should be addressed in the first instance by a Safety Policy adopted by the Board of Trustees of the Cooperative; and

WHEREAS, The Board of Trustees of the Cooperative desires to adopt the following Safety Policy;

THEREFORE, BE IT RESOLVED, that the following Safety Policy be adopted for the Cooperative:

- The purpose of this Policy is to assist in the protection of human life from injury and death and in the conservation of property belonging to the Cooperative and others from accidental damage or destruction.
- It is hereby established that the Board of Trustees will receive a safety report from the General Manager at least every three months and that the Minutes of the Meeting of the Board of Trustees will reflect that a safety report was made by the General Manager. This report shall include, but not be limited to, the accidents occurring during the period following the last report, activities engaged in by the Cooperative and the activities of the Safety Operating Committee.
- The General Manager shall initiate and administer a safety program with the following minimum requirements:
  - He/she shall appoint a Safety Operating Committee, from the employees, which will involve all facets of the Cooperative’s activities, including systems and design, construction, operations, sales, and management. This Committee will meet quarterly or as needed and Minutes shall be taken and retained for review by the General Manager. This committee’s duties generally will be as follows:



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- To review and investigate all accidents involving personal injury or death to employees or members of the public, damage or destruction of Cooperative property or of the public.
  - To review letters of complaint to the Cooperative concerning accidents.
  - To propose to the General Manager, policy recommendations, procedures and corrective measures in regard to safety on all commonly encountered hazards inherent in the Cooperative's operations.
  - To provide a written summary of all safety related items of interest for the Cooperative's General Manager and Board of Trustees.
- The General Manager shall appoint a Safety Co- Directors to coordinate the Cooperative's Safety Program, and said Co-Directors shall be directly responsible to the General Manager.
  - The General Manager shall monitor-the Cooperative's Safety Program so as to help ensure implementation and compliance with the National Rural Electric Cooperative Association's (NRECA) Safety Accreditation Program.
  - The General Manager shall take such steps as are necessary to help assure compliance by the Cooperative with safety standards defined by the Occupational Safety and Health Act (OSHA), and all other applicable state and nationally recognized safety requirements.
  - The General Manager shall ensure that the engineering function of the Cooperative is recognized as the primary source of safety design criteria whereby safety can be given a prominent priority in system development.
  - The General Manager shall develop a safety information program so that members of the Cooperative and others are notified, as appropriate, of pertinent system hazards and of preventive measures that should or will be taken.
  - The General Manager shall establish procedures to help ensure participation, as appropriate, by the Cooperative's employees in the



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National Safety Council's Safe Driver Award, and other nationally recognized programs which further employee involvement in safety efforts and programs.

- *Employee hours of service will be closely supervised to insure employee safety.*
- *The SEC will adhere to the contents of "Safe, Accountable, Flexible, Efficient Transportation Equity Act". (copy attached)*





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BOARD OF TRUSTEES

## **POLICY STATEMENT**

It shall be the policy of The Socorro Electric Cooperative, Inc., that no person, other than an authorized employee of the Cooperative, will remove meters from burning buildings.

The Socorro Electric Cooperative, Inc., is responsible for the service facilities up to the point of connection, including the meter, to any building or meter pole. Only Cooperative authorized personnel will remove its facilities during a fire.

The Cooperative will not assume liability for any damage or injury to any volunteer or employee of any municipality or community in their pursuit to control the fire on any public or private building(s).



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BOARD OF TRUSTEES

**POLICY STATEMENT**

The General Manager shall advise the Board of Trustees of any consumer complaint at the next Meeting of the Board.



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BOARD OF TRUSTEES

## **POLICY STATEMENT**

It shall be the policy of The Socorro Electric Cooperative, Inc. (SEC), to take all reasonable steps to identify, detect, and prevent the theft of its members personal information – commonly known as “Identity Theft.” In order to carry out that policy, the SEC hereby adopts the following policy for identifying and detecting Red Flags that should raise concerns for the Cooperative that a member’s information is potentially being misused or stolen, for responding to those Red Flags and for preventing and mitigating the theft of it’s members personal information.

## ***DEFINITIONS***

- The term “Red Flag” means a pattern, practice or specific activity that indicates the possible existence of Identity Theft.
- The term “Identity Theft” means a fraud committed or attempted using the identifying information of another person without authority.
- The term “identifying information” means any name or number that may be used, alone or in conjunction with any other information, to identify a specific person, including name, Social Security Number, date of birth, official state or government issued driver’s license or identification number, alien registration number, government passport number, employer or taxpayer identification number or address.

## ***POLICY RATIONALE***

Under federal law and regulation, the SEC is required to adopt and implement an Identity Theft Red Flag Prevention policy. This is required under the Federal Trade Commission (FTC) regulations at 16 C.F.R. § 681.2 *et seq.*

## ***IDENTIFICATION OF ACCOUNTS SUBJECT TO RED FLAG POLICY***

The SEC maintains accounts for its members that allow the members to pay for service after it has been rendered. Bills are sent and payments are due on a monthly basis. These accounts are covered by the Red Flag Policy.



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### ***IDENTIFICATION OF POTENTIAL RED FLAGS***

- **Risk Factors.** In identifying potential Red Flags associated with the accounts that the SEC maintains, the Board of Trustees and Management have considered the following Identity Theft risk factors:
  - Types of Covered Accounts. The SEC is an electric cooperative serving rural New Mexico, providing its members with electric utility service. The SEC serves approximately 9,600 members. The SEC's turnover in members is low, as is the number of address change requests received from members. Payments from members for services rendered are due within twenty (20) days of billing. The SEC does provide credit to its members for Weatherization and Appliance loans and are billed in the same billing system as monthly accounts for utility service. Such service is rendered at a fixed physical location known to the SEC.
  - Methods for Opening Accounts. The SEC requires that prospective members who wish to receive utility service submit a membership application with the following information:
    - (1) Contact and billing information
    - (2) Social Security Number or Tax Identification number
    - (3) And Valid government issued photo identification as proof of identity
  - Methods for Accessing Accounts. The SEC allows members to access information related to their accounts using the following methods, or plans to allow such access in the near future:
    - (1) In person at SEC offices with a picture identification
    - (2) Over the telephone after providing SEC's representative with certain identifying information, such as the caller's service location and meter number and/or mailing address.
    - (3) Over the Internet using a secure password.



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- Previous Experience with Identity Theft. The SEC is not aware of any security breach of or unauthorized access to its systems that are used to store members' personal identifying information.

Given the limited amount and types of services and credit provided to its members, the small size of the population it services, and the relatively low rate of change in membership, coupled with the utility's policies for securing members' personal information, the SEC believes the risk of its members being the subject of Identity Theft through the information collected by the SEC to be low.

- **Sources of Red Flags.** In identifying potential Red Flags associated with the accounts that the SEC maintains, the SEC Board of Trustees and Management have considered the following sources of Red Flags for Identity Theft:

- Past Incidents of Identity Theft. The SEC is not aware of any security breach of or unauthorized access to its systems that are used to store member's personal identifying information collected by the utility. In the event of incidents of Identity Theft in the future, such incidents shall be logged and used to identify additional Red Flags and added to this policy.

- Identified Changes in Identity Theft Risk. As provided in Section – "Updating and Administering the Policy" below, the SEC will at least annually review this policy, the utility's operations and the utility's experience with Identity Theft to determine the need for changes in Identity Theft risk.

- Applicable Supervisory Guidance. In addition to considering the guidelines initially published with the FTC's Red Flag regulations, as a part of its annual review, the SEC will review additional regulatory guidance from the FTC and other consumer protection authorities.

- **Categories of Red Flags.** In identifying potential Red Flags associated with the accounts that the SEC maintains, the SEC's Board of Trustees and Management have considered the following categories of Red Flags for Identity Theft:



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- Alerts, Notifications, and Warnings. Alerts, notifications, or other warnings received from consumer reporting agencies or service providers, such as fraud detection services can be Red Flags for Identity Theft. Such alerts, notifications and warnings include:
  - (1) A fraud or active duty alert is included in a consumer report.
  - (2) A consumer reporting agency provides a notice of credit freeze in response to a request for a consumer report.
  - (3) A consumer reporting agency provides a notice of address discrepancy.
  - (4) A consumer report indicates a pattern of activity that is inconsistent with the history and usual pattern of activity of an applicant or member, such as:
    - (a) A recent and significant increase in the volume of inquiries
    - (b) An unusual number of recently established credit relationships
    - (c) A material change in the use of credit, especially with respect to recently established credit relationships; or
    - (d) An account that was closed for cause or identified for abuse of account privileges.

The SEC does not generally apply for or receive consumer reports related to its members. For this reason, the SEC does not anticipate receiving any consumer reports that might alert it to potential Identity Theft related to a member. However, if the SEC does receive such a report, it will be considered to be a Red Flag.

In the event a consumer report indicates an information discrepancy, it shall be the policy of the SEC to report any such information to management for further review and verification of the potential member's information, including verifying identification in person at the utility's offices. It shall further be the policy of the SEC to train its Member Services Representatives to look for unusual activity when reviewing member account for service. Should there be an unusually high number of inquiries on a



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particular member account, a cooperative representative shall report such activity to supervisors for further review and inquiry.

- **Suspicious Documents.** The presentation of suspicious documents can be a Red Flag for Identity Theft. Suspicious documents include:
  - Documents provided for identification that appear to have been altered or forged.
  - The photograph or physical description on the identification is not consistent with the appearance of the applicant or member presenting the identification.
  - Other information on the identification is not consistent with information provided by the person opening a new account or member presenting the identification.
  - Other information on the identification is not consistent with readily accessible information that is on file with the SEC, such as a membership application card.
  - An application appears to have been altered or forged, or gives the appearance of having been destroyed and reassembled.

Member Service Representatives and other personnel of the SEC shall report to Management when it appears that account documents have been altered or forged when compared to other documents in a member's file. It shall also be brought to Management's attention immediately if any member presents an invalid identification, or identification that appears forged for the purpose of obtaining access to account information.

- **Suspicious Person Identifying Information.** The presentation of suspicious personal identifying information, such as a suspicious address change, can be a Red Flag for Identity Theft. Presentation of suspicious information occurs when:
  - Personal identifying information provided is inconsistent when compared against external information sources used by the SEC, for example:



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- (1) The address does not match any address in the consumer report;  
or
- (2) The Social Security Number has not been issued, or is listed on the Social Security Administration's Death Master File.
- Personal identifying information provided by the member is not consistent with other personal identifying information provided by the member. For example, there is a lack of correlation between the Social Security Number range and date of birth.
- Personal identifying information provided is associated with known fraudulent activity as indicated by internal or third-party sources used by the SEC, for example:
  - (1) The address on an application is the same as the address provided on a fraudulent application; or
  - (2) The phone number on an application is the same as the number provided on a fraudulent application.
- Personal identifying information provided is a type commonly associated with fraudulent activity as indicated by internal or third-party sources used by the SEC, for example:
  - (1) The address on an application is fictitious, a mail drop, or a prison;  
or
  - (2) The phone number is invalid, or is associated with a paper or answering service.
- The Social Security Number provided is the same as that submitted by other persons opening an account or other members.
- The address or telephone number provided is the same as or similar to the account number or telephone number submitted by an unusually large number of other persons opening accounts or other members.





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- The person opening the covered account or the member fails to provide all required personal identifying information on an application or in response to notification that the application is incomplete.
- Personal identifying information provided is not consistent with personal identifying information that is on file with the SEC.

The SEC shall provide members access to their account information in person at the utility's offices only after verifying the member's identity through photo identification. Access to member account information via telephone or internet shall require the member to verify his or her identity using information that would only be known to the member as reflected in the member's account. Member Service Representatives shall be trained to make note in a member's file when there is a lack of correlation between information provided by a member and information contained in a file for the purposes of gaining access to account information. The SEC is not to provide account information without first clearing any discrepancies in the information provided.

- **Suspicious Activity** The unusual use of, or other suspicious activity related to, a member account is also a Red Flag for potential Identity Theft. Suspicious activities include:
  - Shortly following the notice of a change of address for a member account, the SEC receives a request for the addition of authorized users on the account.
  - Mail sent to the member is returned repeatedly as undeliverable although transactions continue to be conducted in connection with the member's covered account.
  - The SEC is notified that the member is not receiving paper account statements.
  - The SEC is notified of unauthorized charges or transactions in connection with the member's account.
  - A member requests a capital credit check or utility deposit refund check be sent to a new address without requesting a service disconnection or change in service.



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- A member requests that a capital credit check or utility deposit refund check be payable to a person other than a member.
- A member requests that the SEC provide the member with the person's identifying information from the Cooperative's records.

Representatives shall be trained to note unusual of accounts, or suspicious activities related to accounts. It shall further be the policy of the SEC to never provide Social Security numbers or Tax Identification Numbers to members, either verbally or in writing, even where a member is asking for their own information. Representatives shall immediately notify management, who will conduct further reasonable inquiry, when a member requests such information. It shall be the policy of the SEC to train its representatives to look for unusual activity when reviewing member accounts for service. Representatives shall also notify management when there are an unusually high number of inquiries on an account, coupled with a lack of correlation in the information provided by the member.

- **Notices.** Notice from members, victims of identity Theft, law enforcement authorities, or other persons regarding possible Identity Theft in connection with member accounts can also be a Red Flag for Identity Theft.

Upon notice from member, law enforcement authority, or other persons that one of its members may be a victim of identity Theft, the SEC shall contact the member directly in order to determine what steps may be necessary to protect any member information in the possession of the SEC.

Such steps may include, but not be limited to, setting up a new account for the member with additional identifying information that may be identified only by the member, in order to protect the integrity of the member's account or notifying members of an on-going attempt to perpetrate a fraud on the membership.

### ***DETECTING RED FLAGS***

- It shall be the policy of the SEC to obtain identifying information about, and verify the identity of, a person opening an account. The SEC will obtain the member's name and Social Security Number or Tax Identification Number to open a new account. It shall be the policy of the SEC to never provide Social Security Numbers or Tax Identification Numbers to members, either verbally or in writing, even where a member is asking for their own information.



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- It shall be the policy of the SEC to authenticate members and customers, monitor transactions and verify the validity of change of address requests, in the case of existing accounts.

### ***PREVENTING AND MITIGATING IDENTITY THEFT***

- If the SEC discovers that any of its members have become a victim of Identity Theft through personal information used by the utility in opening or maintaining a member's account, Management shall take appropriate steps that it deems necessary to mitigate the impacts of such Identity Theft. These steps may include, but are not limited to:
  - Monitoring an account for evidence of Identity Theft
  - Contacting the member
  - Changing any passwords, security codes, or other security devices that permit access to an account
  - Re-opening an account with a new account number
  - Closing an existing account
  - Not attempting to collect on an account
  - Notifying the member
  - Notifying law enforcement; or
  - Determining that no response is warranted under the particular circumstances.
- The SEC has a business relationship with a third party contractor for billing and financial software services, including bill printing services. Under this business relationship, the third party contractor has access to member information covered under this Policy. The General Manager shall ensure that the third party contractor's work for the utility is consistent with this policy by
  - Amending the contract to incorporate these requirements; or



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- Determining that the third party contractor has reasonable alternative safeguards that provide the same or a greater level of protection for member information as provided by the utility.

### ***UPDATING AND ADMINISTERING THE POLICY***

- The SEC shall assure that its representatives are provided updated information on the detection and identification of Identity Theft and measures to prevent or counteract Identity Theft. The SEC shall consider revisions to this Policy at least annually after determining whether it has experienced any Identity Theft of its members' accounts, whether changes in the methods of Identity Theft require updating to this Policy, or whether changes are necessary to detect, prevent and mitigate Identity Theft. The SEC's management will continue to monitor changes in methods of Identity Theft, and re-evaluate this Policy in light of those changes. Management believes that review of such changes on at least an annual basis is necessary.
- Administration of the Policy shall be as follows:
  - The Board of Trustees has adopted this Policy and will have ultimate oversight of this policy, but the Policy shall be managed by the General Manager of the SEC. The General Manager shall have authority to delegate oversight and compliance to other individuals at the senior level management level. The General Manager shall be responsible for reviewing staff and management reports regarding compliance with the utility's Policy.
  - Potential changes to the Policy shall be reviewed at least annually at a meeting of the utility's management. Material changes to the Policy that may be needed prior to the meeting described herein shall be brought to the General Manager's attention, and reviewed by management and the Board of Trustees if deemed necessary by the General Manager.
  - Reports.
    - (1) Management personnel assigned responsibility under this Policy or by delegation from the General Manager shall prepare a report, at least annually, regarding the implementation and progress of the



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utility's policy for review by the General Manager. These reports shall be maintained by the SEC for a period of not less than five years. The General Manager may, at his or her discretion, bring any issues related to the Policy to the attention of the Board of Trustees for review.

- (2) The above-described report prepared by management personnel designated with supervising the Policy shall include a discussion of the progress of implementing and the effectiveness of the Policy; ongoing risk level of Identity Theft of member information; potential changes to the Policy and other operation practices of the utility to further the goal of protecting member's personal information; and, identification and discussion of instances of Identity Theft of the utility's members.
- (3) The General Manager shall keep records of meetings regarding this Policy showing the dates and topics discussed. The General Manager shall also cause to be maintained a file with copies of the five (5) most recent annual reports prepared under this Policy.