



## A Message From The General Manager/CEO

By Daniel G. Laws

This is the time of year when we report the results of the previous year's activities. Each department manager has provided their individual take on the activities that were most pressing for their respective departments. You will notice that the award of the Fort Bliss privatization contract occupied a place of prominence on everyone's plate.

Measuring progress is sometimes a daunting task. What is good in one year may appear counterproductive in the next. It reminds me of a story I once heard about a fella who had a series of events take place in his life.

As the story goes, there came a day when his only son was to be drafted into the military during the Vietnam War. All his neighbors said, "Oh, that is so bad for you. You'll have no one to help you on the farm." The old fella said, "Well, I don't know if it's good or bad; we'll have to wait and see." In an effort to help his father get ahead on chores before he was called to war, the son took on the task of breaking the only horse the old fella owned. As fate would have it, the son was thrown from the horse and broke a leg and an arm. All the old fella's neighbors said, "That's good, now your son won't have to go to war." The farmer said, "Well, I don't know if it's good or bad; we'll have to wait and see."

Shortly after being injured in his attempt to break his father's horse, the son contracted a serious infection and was soon hospitalized at the point of death. The old fella's neighbors said, "This is a tragedy. Your son was spared going to war, but may now die as the result of this infection." The old fella simply said, "Well, I don't know if it's good or bad; we'll have to wait and see." Due to the attentive care of an attractive young nurse, the son was soon on his way to a speedy recovery and engaged to be married to the nurse! When the neighbors saw the old fella, they said, "This is good; you must be very happy!" The old fella once again said, "Well, I don't know if it's good or bad; we'll have to wait and see."

I'm sure you can imagine the rest. But this simple truth remains; every event in life has the potential of being good or bad, and only time will demonstrate which way the wind will blow. Each and every day, we must make the best decisions possible, based on the facts we are faced with -- without seeing the end from the beginning. In every decision, we must plan to be fluid and be prepared to make mid-course adjustments, as circumstances change.

The thing I am most proud of is the fact that every decision made at Rio Grande is made with your best interest in mind. We exist for no other purpose than to bring you the best possible service at the lowest possible cost. In the pages that follow, you will learn something of the personalities involved, and you will come to understand what some of the challenges were. And hopefully, tucked between the lines, you will catch a glimpse of the commitment of our key staff and their desire to make Rio Grande the very best electric cooperative it can be. Perhaps you can agree with me that Rio Grande is your "**Home Team Advantage**".