



A Message From The CEO Roger Andrade

"Let's Connect"

By the time you sit down and read these pages from your Ranch & Rural Living Magazine, the holidays will be but a fond memory. We will all have rung in the New Year 2021, with the excitement and hope that brings a fresh start; often seen as a time to reflect, focus and re-prioritize our goals and objectives. Here at Rio Grande Electric Cooperative, our focus is you, the member. When we say that we live in a "connected" world, most of us think about technology, like our smart phones and other devices and gadgets. But when you're a member of an electric co-op (that's you!), there's so much more to being part of our connected co-op community.

As a member of Rio Grande Electric Cooperative, you help to power good in our local communities through initiatives like Sharing Success, supporting 4-H programs, food banks, and other initiatives that help the most vulnerable in our communities.

We depend on you because you power our success, and when Rio Grande Electric Cooperative does well, our communities thrive because we're all connected.

We greatly value our connection to you, the members we serve. And we'd like to help you maximize the value you can get from Rio Grande Electric Cooperative through a variety of programs, products and services that we offer our members. For example, it is our close connection with you, our members that prompted the board to find ways to assist everyone through this pandemic by way of early retirement of capital credits, payment arrangements, and even reduction of the power cost adjustment. When you download our SmartHub app, you can monitor and manage your home energy use, pay your bill online and access a menu of additional options for potential savings and more.

When you follow Rio Grande Electric Cooperative on social media, you can stay up-to-date on power restoration efforts, tree trimming planning, co-op director elections, giveaways and more. You'll also see photos of our line crews in action and our employees helping with community service projects—and who doesn't enjoy seeing good things happening in our communities!

When you sign up for text alerts/push notifications, you can receive advance notices on outage and restoration information, billing updates, and changes to Rio Grande Electric Cooperative event details.

By connecting with us, you can get real-time updates from your co-op. That's why we want to make sure we have your most current contact information on hand. If we can't connect with you on these platforms or in person, you could miss out on potential savings or important information. Rio Grande Electric Cooperative relies on data for nearly every aspect of our operations, and up-to-date contact information from our members helps ensure that we can provide the highest level of service that you expect and deserve.

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Under Construction, Continued from pg. ___

The Carrizo Springs area will be enhancing the Rosita Creek Substation in the Eagle Pass area. This includes a new power transformer, expanded feeder bays, with the ability to backfeed the power transformer, and to allow for future growth. Additionally, this facility will have expanded transmission interconnection, and will include a variety of new switches and relay controls.



Planned projects for the Dell City area include a major overhaul at the Dell City Substation, to replace insulators and connectors, as well as the replacement of regulators, and the installation of a variety of new switching equipment. Additionally, the Hueco Tanks substation will receive an upgraded breaker and metering equipment. Also in the Dell City Operations area, approximately 30-40 transmission structures are due for maintenance, and will be replaced.



The Conoco Transmission line in the Fort Stockton area is scheduled for the replacement of 20-25 transmission structures. Also in this area, is Phase II of the New Hayter Ranch Substation, which will expand the distribution bays at this site.



Rio Grande continues updating and expanding facilities at Fort Bliss, El Paso, to better serve the needs of the military. While we're not at liberty to divulge exactly which projects and what they involve, suffice it to say that RGEC is powering the growth. Government-funded projects at the base include the North Bliss Substation Transmission, Blood Processing Center, Power Water Storage Tanks for new hospital, and automatic transfer switches for an identified building, as well as sectionalized SCADA switching system.

At Laughlin Air Force Base, a major focus, as identified as a priority by the Air Force, is on enhanced base lighting. Additionally, RGEC is scheduled to convert nearly 3 miles of overhead infrastructure to underground service.

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Updated contact information can even speed up the power restoration process during an outage. That's because when you call to report an outage, our automated system recognizes your phone number and matches it with your account location. Accurate information helps our outage-management system predict the location and the possible cause of an outage, making it easier for Rio Grande Electric Cooperative crews to correct the problem.

We hope you will connect with us whenever and wherever you can—whether that means attending the annual meeting, signing up for advisory committee, providing feedback on a recent visit or call with our employees, or simply downloading our app.

Rio Grande Electric Cooperative exists to serve our members, and when we're better connected to you and our local communities, we're better prepared to answer the call.

To update your contact information or to learn more about co-op products and services that can help you save, visit www.riogrande.coop, call 800-749-1509, or stop any of our area offices.

We look forward to connecting with you!