



Rio Grande Electric Cooperative, Inc.

# UP DATE



August, 2004



## A Message From The General Manager/CEO

By Daniel G. Laws

### *We Are Committed To Doing "The Right Thing".*

I guess I shouldn't be surprised. It's happened before and it, no doubt, will happen again. I wake up one day thinking we have done a good job in some area, only to find that others feel we are lacking. I realize, of course, that we can't make everyone happy. There will always be those who question your intellect, your skills, your commitment, your...well, you name it. Anything and everything about you will be questioned at some point.

Armed with only a very small picture of the issue, a smattering of the available facts, someone will call everything into question. They will challenge your humanity and core beliefs, and question whether you are a part of the solution -- or part of the problem. And yet, we must not, in any way, allow such challenges, however well intentioned, to diminish our commitment to doing "the right thing"; even when "the right thing" is more illusive than we would like.

A recent complaint to the Public Utility Commission of Texas (PUC) exemplifies what I am talking about. The complaint came from a consumer who was behind in paying their bill. The Cooperative was requiring them to pay, or electric service would be discontinued until the arrears amount was paid. A member paying their bill is a very important issue. When a member does not pay for their own usage, their friends and neighbors end up doing so on their behalf.

As directors and employees, we are thrust into a difficult position. On the one hand, we understand that people have trouble sometimes, on the other, we have a responsibility to protect members who pay their bills and yet are forced to bear the increased expense caused by those who do not.

Electric cooperatives are no longer regulated by the Public Utility Commission of Texas, when it comes to matters such as this. But, it is important for you to note that the policy the Board of Directors has approved is identical to the one that is employed by the PUC for delinquent accounts. When we came out from under the PUC, we purposely kept our disconnect policy the same as it had been when we were regulated.

To those who view situations like the one I have discussed here, it appears the Cooperative is unconcerned about people and that our only concern is money. The truth of the matter is our concern for people is what drives us to collect arrears amounts. We are concerned for those who are exposed to increased expenses through no fault of their own. Rio Grande is a member-owned cooperative; there is no other source of income other than the membership. When expenses increase, it is the membership who pays.

Rest assured we are committed to doing "the right thing", in every circumstance, situation and condition. If you hear from someone who suggests that we are not, I encourage you to remember that you may not have heard the full story. In my opinion, doing "the right thing" is a big part of "Your Home Team Advantage".

# What Weather Does To Your Electric Service



*Above: RGEC pole on Elephant Mountain, Brewster County, which was struck by lightning in late June.*

*Right: What is left of the replacement for pole in the photo above. It was struck by lightning about two weeks later.*



*From run-of-the-mill thunderstorms, to hail, tornadoes, ice, and even dust storms -- they all can and do affect your electric service in one way or another.*

Thunderstorms may not seem like a big deal, but when lightning strikes, it can present a very real set of problems. Take a look at the pictures shown below. The first was taken by Scott Lerich, of the Texas Parks & Wildlife Department's Elephant Mountain Wildlife Management area in Brewster County. The photo shows a Rio Grande pole which had been struck by lightning the latter part of June. The pole was replaced, and about two weeks later, the replacement was struck by lightning. All that remained of it was the top portion, which crews brought back to Marfa to be photographed. Who said lightning never strikes the same place twice?!

If you have ever been caught in a hail storm, you know that even small pea-sized hail can really pack a punch. Now, imagine that it is golf ball-sized or even baseball-sized hail pummeling the ceramic insulators on the unprotected top of a utility pole. It's no wonder that insulators become cracked or broken. Damaged insulators are often the cause of larger problems. Because cracked or broken insulators may not be easy to spot and are often in very remote areas, the trouble they cause can sometimes be hard to diagnose. A few months ago, recurring problems in one area had crews baffled. They checked one thing after another, until one day, a passerby reported seeing the unmistakable blue sparks, called arcing, on lines. An insulator in a remote canyon had been broken by a hail storm, and all was fine until the wind gusts through the canyon caused the lines to come in contact with each other.

Tornadoes break wires, down poles, and cause a multitude of problems. Again, these weather events

often occur in areas which are difficult to reach and miles away from the nearest Co-op office. When tornadoes strike, their damage is usually not limited to one or two poles in a particular area. Often, they zig-zag through an area, causing damage in multiple areas.

Nothing is potentially more devastating to the overall health of an electric distribution system than ice. During an ice storm, lines become overloaded by the additional weight. Though you may not think this would amount to much additional weight, an informal test conducted by RGEC's linemen revealed that each square inch of ice weighs approximately 2 ounces. Multiplied by an average line span of 300 feet, an accumulation of just three inches of ice would add an additional 135 pounds of weight per line span. When lines become overweighted, lines sag and can sometimes reach the ground. When this happens, it is not unusual for lines and poles to snap under the additional stress. Repairs made while ice still exists will have to be conducted again when temperatures return to normal. This is because the segment of line replaced during the ice storm will sag when ice stress on the rest of the line is alleviated. Thawing and falling ice on trees and buildings can also fall on lines and equipment, causing additional problems. Rio Grande's lines are built to National Electrical Safety Code regional specifications, except in areas with a history of more severe conditions. Some of RGEC's territory in higher elevations experiences weather conditions more like Colorado than the majority of Texas. It is for this reason that RGEC now utilizes steel poles and heavy-grade conductor in these areas.

Rain -- whether too much, or not enough, can cause headaches for Co-op crews. Of course, most of us realize that flooding can damage equipment and make it hard for crews to reach locations to conduct repairs. But, you may not realize that the lack of rain can cause problems, too.

**Right: RGEC digger truck stuck in axel-deep mud. A caterpillar tractor attempted to pull the truck out, but was unsuccessful, and became stuck, too. It took four service vehicles with winches to pull out the tractor, which then extracted the digger truck.**



**Above: A dust storm near Van Horn, Texas.**

Dust can coat equipment, causing insulators to lose their ability to insulate. Then, even trace amounts of moisture, such as a light dew, can allow arcing of the lines. Anything that coats the insulators can be a problem. In areas where forest fires send ashes great distances, they settle out on electric equipment, causing the same effect. Coastal areas must deal with salt crystalizing on electric equipment, which acts in the same manner as dust.

If you live in an area which is particularly prone to severe weather, and need special medical equipment which requires electricity, consider purchasing an emergency generator. There are numerous models and price ranges to choose from, depending on your individual power needs. Especially those considered "Critical Care Members", or those who care for these members, should make sure they have a current Life Support Registry Form on file with the Co-op.

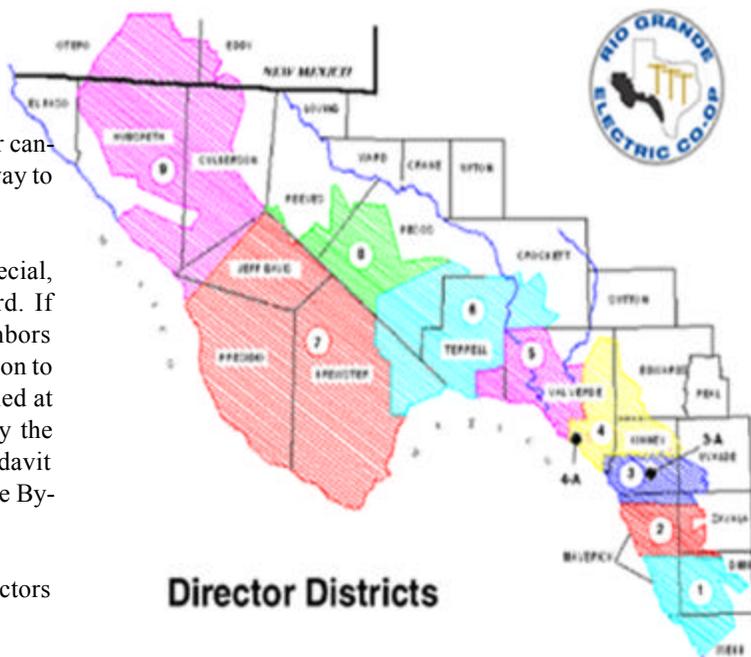
RGEC crews are dedicated to providing you with the best service possible. They take their jobs very seriously, and when your power goes out, they don't rest until it is restored. When the weather causes outages in your area, you may occasionally meet a crew member that you do not recognize as a local person. That's because we routinely send in reinforcements from other RGEC areas to expedite the repair process and reduce the duration of power outages.

## So You Want To Be A Board Member. . .

If the Nominating Committee didn't select you as a director candidate, and you feel you have what it takes, there is still a way to get your name on the ballot!

Because democratic control is what makes cooperatives special, we want you to have every opportunity to serve on the board. If you and as few as fifteen of your co-op friends and neighbors believe you're the person to get the job done, you can petition to have your name placed on the ballot. Petitions must be filed at the Cooperative's headquarters in Brackettville, Texas, by the end of August. Petitioners will also be asked to sign an affidavit of eligibility, which will be reviewed for compliance with the By-laws.

Positions on the board for the upcoming election are for directors representing Districts 1, 3, 4, 4A, 7, and 9.



# KEEP YOUR COOL THIS SUMMER

**Whether you have an older air conditioner, or a new model, making it perform as efficiently as possible requires a little effort on your part. Follow these suggestions to help keep your cool during the hot summer weather.**

**Regular Maintenance.** Neglecting regular maintenance can increase your energy costs and decrease your comfort level. The most important routine maintenance task is cleaning or replacing filters. Common filter locations are in walls, ceilings, furnaces, or in the air conditioner itself. Usually, cleaning or replacing the filter every month or two during the cooling season is enough, but if you use your air conditioner constantly in dusty conditions, or if you have indoor pets, you may need to clean or replace them more often.



you have inside pets, you may find that more frequent cleaning is needed, in order to remove pet hair from the filtration system. The coils are both found behind a removable louvered cover on the room side of the unit. Remove this cover and the foam filter, and wash both in the kitchen sink with soap and water. With the filter removed, you will see the indoor coil and its aluminum fins. Clean this with an old hairbrush to remove surface dirt and lint. Brush in the same direction as the fins, being careful to avoid bending them. Dirt trapped deeper in the coil can be removed by spraying a strong household cleanser into the coil, waiting a few minutes, and rinsing with water. The excess water will run out the drain to the outdoors. The condenser coil is accessible from the outdoor side of your room air conditioner. It's similar to the indoor coil, though more difficult to clean. Inspect the coil from outdoors through the louvered openings in its housing. If dirt is noticeable inside the unit, it's time to clean it. You'll have to remove the air conditioner from the window and perform this job outdoors. Once you have the unit out, remove the exterior housing by removing its screws. Use your brush and water again, and reach to the inside of the coil where the most dirt is usually found. Taping your brush to a small stick or dowel may help. Let your unit dry in the sun before replacing the housing and re-installing it. Your air conditioner's efficiency will benefit from this simple cleaning.

**Appropriate Voltage.** Generally speaking, small room air conditioners, using less than 7.5 amps of electricity, can be plugged into any 15-30 amp, 110-volt household circuit that is not shared with any other major appliances. Larger room air conditioners need their own dedicated 110-volt circuit. The largest models need a dedicated 220 circuit. Never use extension cords.

**Cleaning Room Air Conditioners.** Cleaning your room air conditioner's filter and coils will help it perform better while using less electricity. It contains a filter that protects its cooling coils from dust and other foreign materials. If

**Central Air Conditioners.** There are two kinds of central air conditioning systems - the split system and the packaged system. In a split-system, an outdoor metal cabinet contains the condenser and compressor, and the evaporator is located indoors. In a packaged-system, all components are located in a single cabinet, which is usually on a concrete slab next to the house. One of the major factors in failure of central air conditioning systems in our part of the country is foreign objects such as leaves or ants getting into the circuitry of the air conditioner. Minimize dirt and debris near the condenser unit. Your dryer vent, falling leaves, and lawn mower are other potential sources of dirt and debris. Clean the area around the coil, removing foreign materials, and trim foliage back about 2 feet to allow for air flow around the condenser. You may also want to periodically dust or spray the area with insecticide to discourage pests.

**Refrigerant.** If your air conditioner is low on refrigerant, either it was undercharged at installation, or it leaks. If it leaks, simply adding refrigerant is not a solution. You need to call a trained technician to fix the leak, test it, and then charge the system with the correct type and amount of refrigerant. This applies to both room air conditioners, and central air conditioning systems.

**Buying An Air Conditioner.** There are models on the market today that use 30%-50% less energy to produce the same amount of cooling as air conditioners made in the mid 1970's. Each air conditioner has an energy-efficiency rating that lists its Energy Efficiency Ratio, EER, for room air conditioners, or its Seasonal Energy Efficiency Ratio, SEER, for central systems. This information is found on the Energy Guide Label, which is on all new air conditioners. Products labeled with the EnergyStar labeling program mean that they have high EER and SEER ratings. These appliances may carry a higher price tag, but the higher purchase price of an energy-efficient model will save you 2-3 times the amount during the life span of the appliance.

## ENERGY AUDIT CAN SAVE YOU \$

At your request, RGEN's specially trained staff will conduct a free inspection of your home or business.

We'll pinpoint the areas where energy is wasted, and suggest ways to help you reduce both your energy usage, and your electric bill.

Call your area office for details, or to schedule your free energy audit.



Sources: U.S. Department of Energy, and Energy Efficiency Briefs, John Krigger, Saturn Research Management



**A “fried” owl caused a massive power outage and equipment damage at the Brackettville substation in May. (Notice the ashes and melted metal.)**

**Keeping The ‘Coons Away.** On a Saturday night in late March, downtown Sioux Falls was bustling. Then suddenly it all went dark. Five thousand Xcel Energy customers lost power for nearly three hours; thousands more attending concerts, eating out at local restaurants, meeting friends at the neighborhood nightclubs, even staying at hotels in the affected area quickly saw their evening out on the town end, too. The largest city in the state came to a grinding halt. The cause? A raccoon got into a substation. It is an all-too-common occurrence.

**Frying squirrel blamed for Sunday power outage.** A squirrel that got into a substation on West Columbia Street in Roosevelt Park, Michigan was being blamed for the outage that lasted from 12:08 p.m. until 5:39 p.m.

**Squirrel attack cuts power, cancels classes.** *The Crimson White, University of Alabama* - When a squirrel clashes with a transformer, the results are never pretty. University administrators canceled afternoon classes and closed 21 buildings after a squirrel wreaked havoc on a Campus Drive power substation Tuesday morning. The animal reduced the power output to buildings in the north-central part of campus, overheating motors and filling several buildings with smoke, Tuscaloosa Fire Capt. Ken Horst said.

**Officials Blame Rodent For Power Outage.** *Cathedral City, CA* —A wayward rodent left hundreds of Cathedral City residents without power in triple-digit heat on Sunday. Officials at the utility Southern California Edison said crews would work into the night to restore power to people at the Desert Sands mobile home park in Cathedral City. The outage began at 10:28 a.m. and lasted well into the evening leaving residents to beat the desert heat without the aid of electricity, Edison reported.

**Seagulls cause power outage.** *Carpinteria, CA* — Southern California Edison said 3,263 households in Carpinteria lost electrical power probably due to three seagulls fighting over food. “Birds land on a wire and become part of the circuit,” said Tom Lapp, systems supervisor in the SCE operations department. “Its not a problem unless their wings touch the pole or another wire. That causes a short. One wire was burned down and it hit two other wires on other circuits on the way down which is why it caused so many houses to go out,” he said. Three dead seagulls and one fish were found at the bottom of the pole.

**Another Bird. . .Another Outage..** *CNN.com* -- Deja vu, another bird, another power outage at L.A. International Airport. For the second time in less than two weeks, a bird on a power line causes a power outage, this time no flight delays as backup power took over. On Monday, a malfunctioning transformer darkened some airport buildings.

## Outrageous Animal Outages

We thought you would like to know that RGEC members are not the only ones affected by animal-caused outages. Electric systems throughout the country and the world are all plagued, at one time or another, by animal-caused outages. Even substations in metropolitan areas suffer to some degree. However, urban systems are probably not affected to the same extent as our rural equipment, simply because there are not as many animals. Here are a few excerpts from around the country:

**Snake Kills Power, Power Kills Snake.** Twenty-six thousand homes in two counties went without power Saturday, June 28, because of a snake. A 4-foot chicken snake entered the north Auburn substation around 2 p.m. Saturday, causing a widespread power outage in Auburn and Opelika and in Tallapoosa County, said Jan Ellis of the Alabama Power Company.

### What RGEC Is Doing

While lightning is still the number one enemy of electrical distribution systems, kamikaze birds and other animal saboteurs come in a close second. From January through May, large birds accounted for almost half of all animal-caused power interruptions system-wide. RGEC’s Brackettville substation was “fowled up” by an owl this spring, causing a major outage and substantial damage to substation equipment.

“The Co-op uses ‘bird guards’ on all substation reclosers, and in recent years, has begun using insulated ‘jumpers’ on transformer connections,” said Director of Operations Clinton Brown. These ‘jumpers’ help prevent injuries to the birds and protect RGEC’s equipment. Brown said the Co-op, in association with the USDA Rural Utilities Service, is in the process of developing a raptor protection program, in an attempt to further safeguard our fine-feathered friends.

Snake deterrent systems have been installed in all of Rio Grande Electric Cooperative’s twenty-five substations. However, Brown says no deterrent system is 100% effective. As the temperatures climb higher this summer, every creature will be looking for shade, and RGEC’s substations appear to be very inviting.

*Make Plans Now To Attend:*

# Rio Grande Electric Cooperative's 59th Annual Meeting

**Saturday, October 9, 2004  
Brackettville Civic Center  
Brackettville, TX**

**Free Breakfast & Lunch**

**Door Prizes**

**Entertainment**

**Business Meeting**

**Director Election  
Results**

**Q & A**

**Kids' Activities**

**& Much, Much More!**

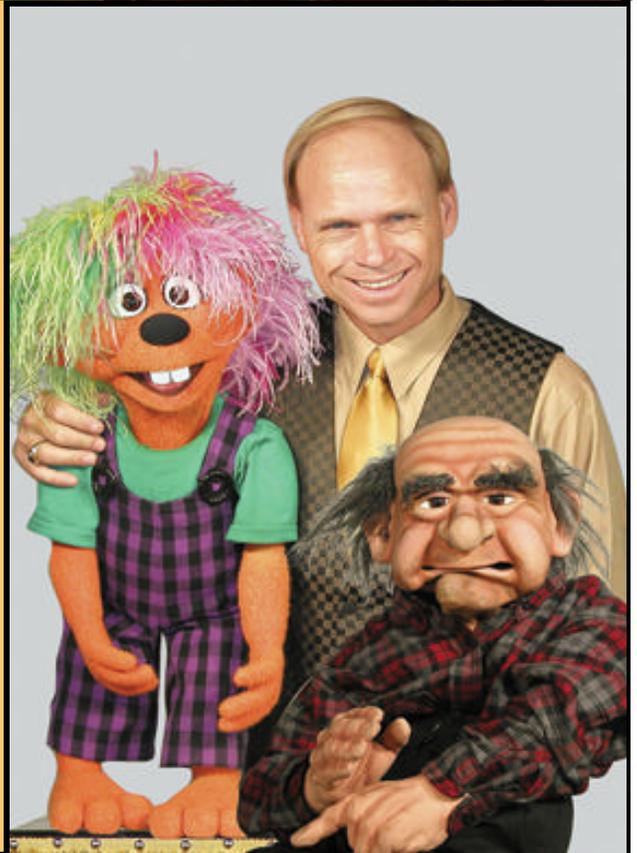
*Encore Performance:  
Ventriloquist Greg Claassen*

***He had audiences rolling in the aisles last year at the Annual Meeting in Fort Stockton!*** Greg Claassen can make just about anything talk...and that's exactly what he's been doing with his ventriloquist act over the last 28 years. Greg has established a reputation for unfailing audience rapport. It's non-stop laughs when Greg's "friends" are unleashed on stage.

Greg is known for his unusual aptitude for spontaneous humor. In fact, last year, his prime target was Rio Grande's GM/CEO Dan Laws. His intent is always to bring the audience together by taking them away from their cares for a little while. That's just what he accomplished last year in Fort Stockton, and is sure to do this year in Brackettville. "Ventriloquism" means, literally: "speaking from the belly," and that's where you'll be laughing from when Greg Claassen is on stage.

Claassen was a national winner in the Bob Hope Search For The Top comedy competition. He has performed at Silver Dollar City, Branson, Missouri, and at both Caesar's Palace and the MGM Grand in Las Vegas, Nevada. In this day of "off-color" comedy acts, Claassen is a breath of fresh air. His style is good, clean, family fun -- enjoyed by young and old alike!

***Don't miss Greg Claassen and "friends" at RGECE's 59th Annual Meeting, Saturday, October 9, Brackettville Civic Center in Brackettville, Texas!***





## French Guiana Launch To Provide Satellite For Rural Residents

Rural residents have their hopes pinned on a satellite which, by the time you read this, more than likely will have launched from, of all places, French Guiana. The launch of the Ariana 5, from Guiana Space Center - Europe's Spaceport, will have put into orbit the WildBlue satellite, enabling even those in the most remote areas to receive affordable satellite broadband internet. Long disconnected from the information age, rural people will finally be able to receive the service they have longed for, thanks to the efforts of Rio Grande Electric Cooperative. The Co-op is one of only about 237 nationwide which purchased rights to provide this service in order to make it available at a price that would not be cost-prohibitive to those who need it most. After thorough testing, the satellite service should be available to the public by January.

Mary Forbes lives on a ranch in the vicinity of Marathon, and is ecstatic at the prospect of soon being able to receive satellite broadband for her home office. In fact, she is already on the waiting list for service. Mary transcribes medical reports, and says, "There's nothing worse than being in the middle of transmitting a lengthy report and the internet goes down." She believes satellite broadband will save her family money and drastically improve their service. Forbes says she is currently paying exorbitant rates for dial-up internet, that only works about half the time.

Jerry Firebaugh of the Del Rio area says, "We are stuck out here at the lake (Lake Amistad), and were without access to any internet for a long time. So, the first time I saw the announcement about this satellite broadband, I called and got on the waiting list. I offered to sign up for a year's subscription that very same day." Firebaugh says that there's a world of knowledge out there if you have the means to find it, and affordable satellite broadband is the first step in that direction. "It's a big part of our retirement, and how we communicate with our children. It extends to us the advantages of living in town, without having to live in town," he said. "Rio Grande is responding to a very real need. They are able and capable of doing this and it's the only way we will get services like this out here," he concluded.

Out in Marfa, Mr. Dee Crabtree echoes the sentiment expressed by others. He says that he depends on the Internet for researching medications and ranching. "It's almost like having a library in your own home," he said. And, since there is not mail delivery to his remote location 35 miles south of Marfa, Crabtree utilizes the internet to pay bills and keep in touch with family and friends.

WildBlue is an innovative new form of satellite internet utilizing the Ka-Band, and geostationary (GEO) earth orbit satellites (satellites that are stationed in a fixed position over the earth). This will allow high-speed Internet access nationwide with just one satellite in place. These satellites provide "bandwidth on demand" for WildBlue customers. To deliver high-speed Internet access no matter where you live or work, WildBlue will utilize a large number of small "spot beams" instead of a single continental U.S. (CONUS) beam. No telephone lines are necessary for satellite broadband, and the whole house or business can be connected with just one 26" dish receiver and modem. A family could have a computer in every room of the house, with no additional lines or charges, if they wished to do so. Businesses and those who work from home offices should find WildBlue extremely valuable. It will provide a connection that is 'always on', with no wait times or dial-up hassles. WildBlue's typical speed is more than 25 times faster than dial-up 56K. With speeds of up to 1.5 Megabits per second (or 1,500Kbps) and 2-way streaming via satellite, speed is maximized both ways. Downloading a picture on a Web site that might take 17 seconds on a dial-up service will take only 0.6 seconds with WildBlue Internet access. And a large text file that might take 5 minutes to download on a 56K connection will take only 12 seconds with WildBlue.

Those wanting to get on the waiting list for WildBlue satellite broadband availability can call the Co-op at 1-800-749-1509.



### Delicious Salad

**5 green onions**  
**4 cups broccoli florets**  
**¼ cup white raisins**  
**2 cups red grapes, sliced in half**  
**2 stalks finely chopped celery**  
**1 lb. bacon, fried crisp & broken in pieces. (Retain 1 T. bacon grease)**  
**½ cup pecans, broken and fried in bacon grease**

**Put in bowl. Mix 2 T. rice or wine vinegar with 1 cup mayonnaise 1/3 cup sugar**

**Add to rest of ingredients and chill.**

*Contributed by: Freida Davenport, Langtry, TX*



# BOARD ACTION

## Summary of Board Meeting Minutes June 16, 2004

A Meeting of Rio Grande Electric Cooperative, Inc.'s Board of Directors was called to order at the headquarters office in Brackettville, Kinney County, Texas at 8:05 a.m., June 16, 2004. The following directors were present for the meeting: Bill Cowden, Art Gonzalez, Larry Jones, Chris Lacy, John Ralston, James Runyan, Jack Skiles, Kenneth Sparks, Howard Wakefield, and Lowell Woodard. Also present for the meeting were General Manager/CEO Daniel G. Laws and Executive Assistant Martha Gerardo.

Approved	May 19, 2004 Board Minutes as Presented
Heard	Financial/ Treasurer's Reports
Approved	Renewal of Board Policy #116 - Safety
Heard	Presentation of Ten-Year Financial Forecast (Manager of Accounting & Finance Shawn Stanley)
Heard	Budget Progress Report (Manager of Accounting & Finance Shawn Stanley)
Heard	Presentation by TEC Board Member Carl Thompson
Heard	Presentation by Insurance Consultant Don Gray of Gray & Associates
	Selected Winners of the National Electrical Safety Month Poster Contest
Approved	Requisition of \$500,000 from the Cooperative's pre- approved loan with CFC to reimburse general funds for expenditures at the new Rosita Creek Substation
Heard	General Manager/CEO Report
Heard	Committee Reports
Approved	April New/Revoked Memberships
Reviewed	Check Register and Arrears Report
Adjourned	3:31 p.m.

## BOARD OF DIRECTORS



**\*Chris Lacy, President** District 7  
P.O. Box 918  
Fort Davis, TX 79734 432-426-3380 (H)

**\*W. H. Cowden, Vice-President** District 7  
P.O. Box 3006  
Kent, TX 79855 432-259-3133 (H)

**\*Lowell Woodward, Secretary** District 8  
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Alpine, TX 79830-3320 432-837-7308 (H)

**\*Hugh Childress, Treasurer** District 6  
P.O. Box 943  
Ozona, TX 76943 325-392-3848 (H)

**\*Art Gonzalez, Director** District 9  
P.O. Box 306  
Dell City, TX 79837 915-964-2814 (H)

**Larry W. Jones, Director** District 2  
8587 Fm 2691  
Carrizo Springs, TX 78834 830-374-9691 (W)

**\*John F. Ralston, Director** District 1  
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Carrizo Springs, TX 78834 830-876-3441 (W)

**\*James S. Runyan, Director** District 4A  
P.O. Box 420962  
Del Rio, TX 78842 830-775-3401 (H)

**\*Jack Skiles, Director** District 5  
P.O. Box 164  
Langtry, TX 78871 432-291-3270 (H)

**\*Kenneth Sparks, Director** District 3  
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Uvalde, TX 78801 830-278-6587 (H)

**\*Howard B. Wakefield, Sr., Director** District 3A  
P.O. Box 1237  
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**Daniel G. Laws, General Manager/CEO**  
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Brackettville, TX 78832 830-563-2444 (W)  
830-563-9717 (H)

\* Certified Credentialed Director

## RGEC Member Services

Facsimilies (fax copies)  
Turtle Meters  
Security Lights  
Pre-Paid Metering  
Free Energy Audits  
In-house Electrician  
E-Billing (Online)

Credit Card Payments  
Budget (Equalized) Billing  
Auto-Draft Payments  
Use of Copy Machines  
RioNet Internet Service  
Co-op Power Credit Card  
Discount at La Quinta Inns



You can always reach us, day or night,  
by calling  
**1-800-749-1509.**

Visit us online at  
[www.riogrande.coop](http://www.riogrande.coop)

**Vicki Drummond**  
Consumer Accounting Specialist