

NOTICE TO MSMEC MEMBERS/CUSTOMERS

To better serve our member owners, we have made technological improvements within our Member Services department.

We recently upgraded our payment processing system and the process to enroll in recurring credit card payments.

We upgraded our phone system to better accommodate the needs of our members. When you contact our office, you will hear an automated greeting with the following options:

If you know your parties extension, you may dial it at any time.

Press:

- 1 - Customer Service
- 2 – Outages
- 3 – Operations
- 5 – General Manager
- 6 – Finance Department
- 7 – Metering Department

0 – for the Operator

For a dial by name directory, please press 9.

The main phone numbers have also changed: 575-383-4270 (Mora) - 575-383-4220 (Pecos). For uninterrupted service, MSMEC has routed calls from current phone numbers to the new numbers.

What's NEXT: (in upcoming months)

To expand our service to you, we will offer an automated payment system. This will allow you to enter your electric utility account number, payment amount, and payment method (using a debit or credit card).

By the fall of 2020, we plan to accept by e-checks as a payment method.

As always our Member Service Representatives are here to answer any billing questions.

Thank you for opportunity to serve you.