



Rio Grande Electric Cooperative

UPDATE

Brackettville, Texas September 2000

Thoughts From The General Manager/CEO

Recently we held a town hall meeting in Uvalde for the purpose of bringing those in attendance up to speed on all the latest, both at the cooperative and on the state regulatory front. Twenty-one brave souls were in attendance for the express purpose of receiving the information I brought them.

- This is our third year to conduct town hall meeting at various locations around our service area. Six are held each year usually in areas and for members who ordinarily have too far to travel in order to attend the annual meeting. Holding the meetings is our attempt at fulfilling the third tenant of the Electric Energy Consumer Bill of Rights, a document developed by the nation's electric cooperatives.

The third provision of the Electric Energy Consumer Bill of Rights deals with your right to own and control your electric utility. An obvious requirement of owning and controlling is being informed. It would be difficult for you to participate in elections or vote on matters that are reserved for the membership to decide if you are not



Daniel G. Laws

informed. Accordingly, we hold the town hall meetings.

I take the time to explain this simply because I am amazed at how many of you really do not understand that you own the business and that you have rights. Rio Grande Electric cooperative exists to fulfill your need for electric energy and any other services you may ask for in the future. There is no other reason...period. We are not here to make a profit; build an empire; or become famous, just meet your needs.

It should give you a warm feeling knowing that there is someone who is watching out for one aspect of your life interested only in protecting your interest. Some may be thinking well; I needed something from the cooperative and they did not deliver. Its true that we can't always meet everyone's needs 100% of the time. There are policies, regulations, and tariffs that we must follow, but where we can, we will meet your needs and have every reason and desire to do so. We call it business as usual — you can call it "Your Home Team Advantage". ♦

CPL's "Ringtale"

Incorrect information furnished by WTU and CPL caused Rio Grande ECI (RGEC) employees to provide incorrect information to some of our members on Friday, August 4, 2000.

From present information, indications are that about 3:15 a.m. CPL lost part of the supply to their Comstock Substation. CPL employees discovered that a ring-railed cat had caused a short circuit, blowing a 969,000 volt fuse. CPL decided that in order to make repairs, the WTU bulk energy transmission line coming into the substation would have to be de-energized. The WTU transmission line also provides power to Rio Grande ECI's Comstock and Del Rio Substations.

At 7:30 a.m., WTU dispatch, in Abilene, informed Cooperative personnel that they needed to de-energize the transmission line. The dispatcher stated that the outage was imminent and CPL had told them it would only take about 15 minutes to make the repairs. A Cooperative crew was dispatched to our Comstock Substation and the Brackettville Area Office Clerk was instructed to come to work a little early. Other employees were drafted as phone operators to be available to talk to members.

Time passed and the outage did not take place. The WTU dispatcher stated that a CPL crew was going to take a short outage at the Del Rio Substation to switch the feed so the entire outage would not affect the Del Rio Substation.

At 9:09 a.m., the WTU transmission line was finally de-energized and immediately our phones started ringing. RGEC employees informed Cooperative members from the Del Rio source that they would be without electricity for about five minutes, and they informed the Cooperative members from the Comstock source that they would be without electricity for about fifteen minutes. The Del Rio Substation was back on in five minutes, but the clock kept ticking on the Comstock Substation. The transmission line was re-energized at 9:59 a.m.

Rio Grande ECI management and employees apologize for the inconvenience and for providing misinformation concerning the length of the outage. ♦

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