



**Rio Grande
Electric
Cooperative**

UP  DATE
Brackettville, Texas February 2000

Thoughts from the General Manager/CEO

The year 2000 is well underway and with it comes the excitement of promise and possibility. At the beginning of each new year, as Christmas decorations and family traditions are packed away for another year, our minds turn to the freshness of new beginnings. You may wish to turn your attention to those unwanted pounds that have accumulated over the years. Some will perhaps want to commit to improving family relationships. Still others will decide to exchange bitterness and strife for peace of mind.

Regardless of what you resolve to do that is new this year, you will need commitment to bring it to fruition. Halfway measures will not work, almost is not enough, and the word close must be removed from your vocabulary, if you are to be successful. Without commitment, you will find yourself standing on the ruins of a good start. Unfortunately, rewards are not given to those that start well, only to those who finish.

It happens that commitment and "stick-to-it-iveness" are things we know a little about here at Rio Grande ECL. With 8,700 miles of line to maintain and troubleshoot



Daniel G. Laws

(enough to extend to New York City 4.8 times), scattered over 27,000 square miles (one-tenth of Texas' land mass) you can rest assured that commitment is a way of life for our employees. When the power is off, we do not go home until it is restored...period. When lines need to be built we are Johnny-on-the-spot. Moreover, when you need answers to your questions, we have them or we will get them.

This past New Year's Eve our employees canceled celebrations with family and friends and came back to work on December 31, 1999 to man critical substations and telephones just in case the Y2K bug bit! Not a single employee complained to my knowledge. They placed your interest above their own and were ready

to serve. They did so because they are committed to what they do on your behalf. The next time you see one of our linemen you might take a moment to say thanks.

You will see some new beginnings here at the cooperative this year. We will make the transition to satellite radios for our trucks, effectively eliminating communication gaps that now exist. This step will allow us to serve you better and will aid us greatly during outages as we troubleshoot the lines. In addition, you will see us developing a new rate structure that serves your needs more efficiently. You will see reduced energy cost on your individual bills as negotiations end with El Paso Electric Company. Finally, you will see service rules improve as the Board of Directors begins to regulate the cooperative without the oversight of the Public Utility Commission.

You can rest assured whatever needs to be done, will be done. For us, commitment is just another way of saying, "We are your **Home Team Advantage**".