



Beyond the Wire

Central Valley Electric Cooperative, Inc.



Health, Strength, Agility Traits for every Lineman.

Electric linemen risk their lives every day to bring you safe, reliable, affordable electricity, but the job isn't for everyone. Do you think you have what it takes to be a lineman? Here are some important traits that every lineman must have.

- 1. Mental and Physical Strength:** Linemen have to have incredible physical and mental strength. They haul gear, pull heavy wire, climb power poles, and much more, all while working long hours day or night. Every day is different, each job and jobsite has challenges, and they work in all types of weather. Not to mention working around high-voltage electricity leaves no room for errors. Mistakes from fatigue can be life-threatening.
- 2. No Fear of Heights:** Power lines are high in the air and the only way to get to them is by using a bucket truck or by climbing the power pole. Either way, you can't be afraid of heights if you're a lineman.
- 3. Like to Live Life on the Edge:** An electric lineworker is one of the top 10 most dangerous jobs in the U.S., and they are often the first ones called if there is a natural disaster or severe weather. Safety training is a top priority, and the everyday risks they take should be respected.
- 4. Committed to the Career:** Being a lineman is not just a career, it's a lifestyle. Linemen take pride in their work to ensure every job is done right. Linemen's families also have to be committed to the career choice, because linemen can work long hours. When there is severe weather or an emergency, linemen are called out and they don't come home until the job is finished.
- 5. Hands-On Learner:** You don't have to have a degree to be lineman, but it doesn't happen overnight. An entry level apprentice at Central Valley Electric Cooperative goes through a four-year Merchants Program. The Merchant Program is the world's most comprehensive training program for power line personnel. It combines technical instruction and on-the-job training.

It takes hard work and dedication to be an electric lineman, and CVE is proud to have some of the best. Thank you for safely keeping the lights on.



Medical Devices and Power Outages

Please call Central Valley Electric Cooperative, if you or someone living with you has a medical condition that requires the use of oxygen or other electrical medical device. There is a "Medical Necessity" form that we need to have on file so we can flag your account of the medical necessity in case of an unexpected power outage. Help us help you, by keeping the medical necessity, and your contact information updated.



If you do experience a power outage, please give us a call at 575-746-3571, or report the outage on SmartHub. If the phone is busy or no one answers right away, please call back. After 5 p.m. on weekdays and on the weekends, we have one dispatcher working and they might be on another line. Please **DO NOT** report any power outages on Facebook, or through the "Contact Us" link on our website, as these are not monitored 24/7. If you have any questions or concerns, please give us a call at 575-746-3571.

Report an Outage




Power outages happen from time to time. Here are the best ways to report an outage to CVE:

- **CALL US AT 575-746-3571 Artesia/Dexter/Roswell, or 575-752-3366 Hagerman.** We have employees that answer the phone 7 days a week from 8:00 a.m. to 1:00 a.m., and after that we have an automated system that will direct you to the proper service crew.
- **SMARTHUB APP:** Login to your SmartHub account and click on "Report an Issue/ Inquiry" at the top, then click "Power Outage," complete the section and click "Continue."



DO NOT REPORT AN OUTAGE

- **ON FACEBOOK:** Never report an outage on our Facebook page, or on Facebook Messenger. It's not monitored 24/7.
- **CVE WEBSITE:** Never report an outage using the "Contact Us" tab on our website. It is not monitored 24/7.



REMEMBER!

Even if you never touch your thermostat settings, your bill will be higher when the temperatures outside are very hot.

This is because the bigger the difference between the outside temperature and your thermostat setting, the harder your system has to work to keep your house comfortable.

The harder your system works, the more energy it uses.

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PO Box 230 • 1403 N. 13th St. • Artesia, NM 88211
(575) 746-3571 • (575) 752-3366 Hagerman
(575) 746-4219 fax • www.CVECOOP.org

Office Hours: 8:00 a.m. to 5:00 p.m. (Monday - Friday)