



Sulphur Springs Valley Electric Cooperative, Inc.

A Touchstone Energy® Cooperative 

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Special Insert

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ELFRIDA EXPANSION

SSVEC ADDS MORE SPACE FOR CUSTOMER SERVICE,
OUTAGE RESPONSE AND LINEMEN OPERATIONS IN ELFRIDA



Construction of a 1,050-square foot addition at the Sulphur Springs Valley Electric Cooperative office in Elfrida will offer an improvement for area members and provide more space for operations, Purchasing Manager Carlos Cabral said.

The project will increase the SSVEC building footprint at the corner of Thistle Lane and U.S. Highway 191 in Elfrida, adding space for office and lineman operations. The construction yard will be slightly smaller when the project is finished.

“The parking lot will be paved, ADA compliant and the facility will be made more secure,” Cabral said.

Desert Springs Construction of Hereford is the contractor for the job, which began just before the Memorial Day holiday and is scheduled for completion in July.

Cabral said the addition will provide space for linemen inside the building, offering a place where they can meet to review projects, check their computer and perform other job-related tasks. Outside the building the construction yard will offer storage for supplies and vehicles.





Service representatives Cody Merrick, Nadine Saavedra, Betsy Estelle and Richie Ellis will continue to be familiar faces around the office, taking bill payments and responding to member needs.

Like banks and other public office locations, members will use drawers to pass checks or cash, working with a service representative behind a glass enclosure to pay bills. Elfrida is one of five office locations in the SSVEC service area, with similar security-minded remodeling projects planned for Willcox, Benson and Patagonia in the near future.

“These changes aren’t aimed at our members, but it’s important that we reflect the realities of the world we live in now,” said Customer Service Manager Curtiss Peterson. “We’re going to continue interacting with our members, sponsoring community events and providing reliable service, but it’s also important that we design our office space with safety in mind.”

At the same time, Peterson reports



that more and more members are paying their bills online and through their mobile devices.

SmartHub, the free application that allows bill payment and access to account information, offers the convenience of keeping in touch with the Cooperative at any time using an internet or cellular connection. The application is a free download available at mobile device app stores or through the SSVEC website at www.ssvec.org.

“We’re seeing more and more of our members going online to pay their bill and monitor their usage,” Peterson said. “With the convenience of being able to access that information anytime and from almost anywhere, that’s motivating members to move online.”

Members still have the option of talking to a customer service representative directly by stopping by the Elfrida office at 4179 W. Thistle Lane, or calling the office at (520) 642-3475, 24-hours a day.