

17:24:14 From Marianna Hatten to Everyone:

please answer fully what is happening to cause the continued 2+ hour loss of power in the Highway 14 area. There have been 7 outages since 7/21. I called PNM and escalated it on 7/31 to a emergency outage representative, Wendy. She has never called me back. I was told by Wendy it was not related to the pole project. Other have been told that PNM has no control over the contractor, Titan, and gave her their number to call. Another community member talked to a lineman who said Yes, we have to disconnect power to make the new connections and when we do we have to wait for a "green Light" before it can be restored. Which is it? And whatever it is we can not live like this. Without power many of us have no running water, no AC, no internet or cell service, etc. etc. What are you going to do about this?

17:25:17 From Maureen to Everyone:

This is Maureen Murphy a partner in Beer Creek Brewing Company. Please have someone reach out to me.

Maureen@beercreekbrew.com

17:27:53 From Mark Nelson to Everyone:

I'm with Synergia Ranch Conference Center – these outages are adversely affecting our business! We are hosting workshops, movie filming and other businesses and people who live here – and losing power, wifi, water, cooling etc is disastrous!

17:28:48 From jezebel to Everyone:

I am with Jezebel Gallery. I would like to see solutions. Like a back up generator or doing the work during not peak hours. Or doing this work in Jan or Feb

17:28:54 From Maggie Macaulay (she/her) to Everyone:

Replying to "I'm with Synergia Ra..."

I understand. Will you please phrase what you would like to know as a question to be asked of the PNM representatives.

17:29:30 From zaniah to Everyone:

5 outages in 2 weeks—we need an explanation

17:30:54 From Phyllis Turner to Everyone:

Reacted to "5 outages in 2 weeks..." with 👍

17:31:54 From Mark Nelson to Everyone:

Replying to "I'm with Synergia Ra..."

When can we expect these power outages to end and we can count on normal supply of electricity?

17:32:03 From shawn to Everyone:

Out 2 times today, only one notification

17:32:23 From Phyllis Turner to Everyone:

Reacted to "Out 2 times today, o..." with 👍

17:33:52 From Kiera Quinn (and The Johnsons) to Everyone:

What is the purpose of the new infrastructure? I heard a rumor of a large new housing development.

17:34:15 From shawn to Everyone:

Not seeing

17:37:09 From shawn to Everyone:

Do not see PowerPoint

17:38:08 From Kiera Quinn (and The Johnsons) to Everyone:

Why did we not have this sort of community outreach before the project began?

17:38:12 From Ruben Cedeno to Everyone:

Hasta cuándo este proyecto vas a commencer? Cuando termina?

17:38:17 From Shea Allen Schleman to Everyone:

Has a root cause analysis been conducted for the continued power outages? If yes, is the cause for each outage the same or similar? If no, why has this not been addressed?

17:39:34 From Marianna Hatten to Everyone:

overhead lines are NOT reliable! Cars and trucks hit them. Fires burn them up. They rot. They fall down and start fires. A recent fire was started when a raptor dropped a fish which hit the lines and started a forest fire. What is the benefit to overhead vs buried.

17:41:47 From Leslie to Everyone:

I need to leave early, will this be available for community members to view after tonight? I have two questions regarding the Bonanza Creek side of this – when will poles and lines west of 14 on Bonanza creek/CR45 be replaced? Will homeowners be notified when their property will be impacted, and how can we have input into how our trees are trimmed/cut back?

17:41:49 From Nancy Duncan to Everyone:

Our businesses absolutely cannot afford another YEAR of unplanned outages, let alone PHASE 2!

17:42:14 From sjknu to Everyone:

Reacted to "Our businesses absol..." with 👍

17:42:22 From shawn to Everyone:

Reacted to Our businesses absol... with "👍"

17:42:23 From Maggie Macaulay (she/her) to The San Marcos Association(direct message):

Did you want to record this?

17:42:57 From sjknu to Everyone:

Why was no one notified in general that this project was going to happen?

17:43:06 From jezebel to Everyone:

Will phase 2 electric be available? It has not been in the past

17:43:27 From jezebel to Everyone:

Why are you not using a back up generator?

17:45:01 From sjknu to Everyone:

The concept is good but the number of outages now and apparently occurring for the next multiple years makes the whole thing useless for us.

17:45:04 From Amy Boeckholt to Everyone:

Reacted to "Our businesses absol..." with 👍

17:45:07 From jezebel to Everyone:

Do you have a specific solution so that we do not lose power at all during this project?

17:45:15 From Shea Allen Schleman to Everyone:

Reacted to "The concept is good ..." with 👍

17:45:19 From shawn to Everyone:

Reacted to The concept is good ... with "👍"

17:45:27 From Aline Fourier to Everyone:

Are we going to be experiencing outages all through phase one and is there a way to have backup generators keep our power on during phase one? Can we be told ahead of time when we will lose power?

17:46:33 From shawn to Everyone:

Losing power in winter as well?

17:46:43 From sjknu to Everyone:

why does this not show on the workinmyarea map? I tried to find this project today and I all could see was substation upgrades near 599.

17:48:41 From Sullivan Creative to Everyone:

Thank you so much for all the facts about the risks and the needs that is understandable. What about the business needs, isn't there a way that any outages could happen after business hours: planned and scheduled?

17:48:45 From Marianna Hatten to Everyone:

tell me how you can caculate the cost/benefit of overhead vs. underground? Maintenance costs on overhead must be 10X as much as underground I'm guessing. What are your numbers? (your corporate speak SSollien completely lost me)e

17:49:53 From Shea Allen Schleman to Everyone:

How much to replace a recloser?

17:50:15 From shawn to Everyone:

Business needs are not more important than residential mam

17:50:24 From Bill Hill III to Everyone:

Hard to believe some of these "facts".

17:50:31 From Kiera Quinn (and The Johnsons) to Everyone:

Reacted to Business needs are n... with "👍"

17:51:49 From Ruben Cedeno to Everyone:

Replying to "Hard to believe some..."

Which ones you are questioning?

17:52:33 From Marianna Hatten to Everyone:

So per Shelby Magee, PNM, this has been in the workss since 2022. Why is it we are just now getting this information? Did you think we wouldn't notice??????????

17:52:41 From Kiera Quinn (and The Johnsons) to Everyone:

How many trees are you planning on removing?

17:52:59 From sjknu to Everyone:

Reacted to "So per Shelby Magee,..." with 👍

17:53:12 From Kiera Quinn (and The Johnsons) to Everyone:

PNM got permission from everyone but the community

17:53:38 From Ruben Cedeno to Everyone:

Reacted to "PNM got permission f..." with 🙄

17:53:38 From Aline Fourier to Everyone:

This planning did not include public meetings about this project. Why not?

17:53:53 From jezebel to Everyone:

Reacted to "This planning did ..." with 👍

17:53:55 From Amy Boeckholt to Everyone:

Reacted to "PNM got permission f..." with 👍

17:54:00 From Amy Boeckholt to Everyone:

Reacted to "This planning did no..." with 👍

17:54:05 From Bill Hill III to Everyone:

Replying to "Hard to believe some..."

Costs per mile of the different options. Maintenance costs on the two. Weather impacts on underground vs above.

17:54:16 From Kim Eubank to Everyone:

Reacted to "This planning did ..." with 👍

17:54:29 From jezebel to Everyone:

What about a back up measure for the HUMANS that are affected

17:54:30 From Kim Eubank to Everyone:

Reacted to "Thank you so much ..." with 👍

17:54:43 From Ruben Cedeno to Everyone:

Replying to "Hard to believe some..."

Got it, my concern as well.

17:54:51 From Alejandro A to Everyone:

Reacted to This planning did no... with "👍"

17:55:23 From Alejandro A to Everyone:

Reacted to So per Shelby Magee,... with "👍"

17:55:35 From Nicholas Petrovic to Everyone:

We're experiencing two serious issues in our household due to the repeated blackouts during this work, and we'd like to understand how PNM plans to address them:

Elderly parents and extreme heat – Our parents are elderly and rely on air conditioning during these dangerously hot days. The ongoing outages are putting their health at risk. What solutions or support can PNM provide to ensure their safety?

Home business operations – We run a home-based business that depends on reliable electricity and internet to operate our computers. The outages have disrupted our ability to work. What will PNM do to mitigate this impact or support customers like us during these interruptions?

17:55:36 From Alejandro A to Everyone:

Reacted to PNM got permission f... with "👍"

17:55:41 From Moonbow to Everyone:

We are losing wages due to the power outages. Is there any plan to help us recover them?

17:55:50 From Nanette S to Everyone:

Please speak louder

17:56:17 From Alejandro A to Everyone:

Reacted to We're experiencing t... with "👏"

17:56:26 From Moonbow to Everyone:  
Reacted to "We're experiencing t..." with "👏"

17:57:18 From Camilla Bustamante to Everyone:  
Reacted to "So per Shelby Magee,..." with "👍"

17:57:52 From Marianna Hatten to Everyone:  
SPEAK UP PLEASE!

17:58:01 From sjknu to Everyone:  
Perhaps a PNM person needs to sit at the box by the school to reset things so we don't have to wait 2 hours every time the lines get tripped.

17:59:01 From Marianna Hatten to Everyone:  
MIKE MOYER, your explanation does not jive with the explanation given by the tonctrctor, ti

17:59:16 From Nancy Duncan to Everyone:  
The qualified team needs to be onsite DAILY to get our power back on as quickly as possible.

17:59:21 From shawn to Everyone:  
Pnm stated none of these outages issues were related to this project

17:59:54 From jezebel to Everyone:  
None of this is presenting a solution. Please present a solution.

18:00:03 From sjknu to Everyone:  
Reacted to "None of this is pres..." with "👍"

18:00:21 From sjknu to Everyone:  
Reacted to "The qualified team n..." with "👍"

18:00:46 From sjknu to Everyone:  
Why has this taken 6 outages to take it seriously?

18:00:59 From lundybutler to Everyone:  
Reacted to "Why has this taken 6..." with "❤️"

18:01:20 From Marianna Hatten to Everyone:  
Titan does not seem to know what they are doing and stated that there WILL be outages when they do the disconnect/connect. That they have to wait for a "green light" before reconnecting. Who is accountable here and who should be believed?

18:01:50 From Nancy Duncan to Everyone:  
Reacted to "None of this is pres..." with "👍"

18:01:59 From Kim Eubank to Everyone:  
Yes, what you are telling us is we have to keep living with this until the project is finished? The lady I talked to at PNM stated the outages were directly from the utility pole work- and that she said the contractor was responsible- not PNM. She also said she had no idea how long this project will take.

18:02:08 From sjknu to Everyone:  
The problem, or a problem?

18:02:15 From Terrell to Everyone:  
How will shops/businesses be compensated for financial losses?

We've been without power/credit card machine access and internet access for hours at a time at least 6 times. This is peak tourist season for Turquoise Trail. When we are without power customers leave and go to Santa Fe to shop causes thousands of dollars in losses.

18:02:19 From zaniah to Everyone:

I think it's time to get the PRC involved!

18:02:28 From Marianna Hatten to Everyone:

Jeremy Tabet, your corporate speak is unclear. Who can explain it in plain English or Spanish?

18:02:38 From lundybutler to Everyone:

You need to relate this information to your call center. Your call center seems oblivious to the issues we are having.

18:02:52 From Aline Fourier to Everyone:

Why does PNM not say that these outages are a result of this construction. People cannot conduct business with these outages and if they occur during the winter it could be serious.

18:03:15 From Nancy Duncan to Everyone:

Solutions to the outages, please.

18:03:44 From Alejandro A to Everyone:

Reacted to Why has this taken 6... with "❤️"

18:03:45 From Amy Boeckholt to Everyone:

Reacted to "You need to relate t..." with 👍

18:03:52 From Kiera Quinn (and The Johnsons) to Everyone:

A lot more people are affected than 150 feet away

18:03:58 From sjknu to Everyone:

Very few of the people impacted live within 150 feet of the project.

18:04:13 From Amy Boeckholt to Everyone:

Reacted to "How will shops/busin..." with 👍

18:04:25 From shawn to Everyone:

2,000+ affected

18:04:27 From jezebel to Everyone:

Today it was out for 1,845 people

18:04:36 From jezebel to Everyone:

Homes/properties

18:04:38 From Amy Boeckholt to Everyone:

Reacted to "Why has this taken 6..." with ❤️

18:04:40 From sjknu to Everyone:

The call center knows nothing about what is happening.

18:04:41 From jezebel to Everyone:

yes

18:04:42 From Amy Boeckholt to Everyone:

Reacted to "None of this is pres..." with 👍

18:04:42 From Marianna Hatten to Everyone:

ssolien when power is out many of us has no email, no internet, no cell phone. All we might have is a land line. We need better service so we don't even have to call. What can be done to stop the outages?

18:04:50 From Nanette S to Everyone:  
The businesses here especially cannot afford these mistakes.

18:05:05 From sjknu to Everyone:  
Reacted to "The businesses here ..." with 👍

18:05:09 From Kim Eubank to Everyone:  
All of Madrid, with multiple residences and business, I am in my busy season and need power to work

18:05:11 From lundybutler to Everyone:  
Reacted to "ssolien when power i..." with 👍

18:05:34 From jezebel to Everyone:  
If there was a hospital nearby, you would have a solution to keep the disruptions from happening. You would have a backup generator or something.

18:05:51 From Terrell to Everyone:  
Reacted to How will shops/busin... with "👍"

18:05:52 From Terrell to Everyone:  
Removed a 👍 reaction from "How will shops/busin..."

18:06:00 From Alejandro A to Everyone:  
Reacted to If there was a hopit... with "👏"

18:06:01 From lundybutler to Everyone:  
Reacted to "The call center know..." with 👍

18:06:05 From Kim Eubank to Everyone:  
Reacted to "If there was a hop..." with 👍

18:06:06 From jezebel to Everyone:  
NO notification. Please jsut solutions

18:06:25 From sjknu to Everyone:  
Within 150 feet???? I don't live that close but have had 6 outages of 2 hours.

18:06:30 From Shea Allen Schleman to Everyone:  
Please provide the phone number to the PNM claims department for damages caused by these outages.

18:06:39 From sjknu to Everyone:  
I cannot find this information on the customer outreach site.

18:06:44 From shawn to Everyone:  
Can't contact you when have no electricity

18:06:51 From Alejandro A to Everyone:  
Reacted to Can't contact you wh... with "👍"

18:06:55 From Samsung SM-S908U to Everyone:  
Reacted to Can't contact you wh... with "👍"

18:07:04 From jezebel to Everyone:  
Reacted to "Can't contact you ..." with 👍

18:07:58 From Kim Eubank to Everyone:  
Reacted to "The businesses her..." with 👍

18:08:15 From sjknu to Everyone:  
Will the Wildfire Town Hall be available for replay? I can't make August 20th.



18:08:43 From Marianna Hatten to Everyone:

Carlos Lucero: If you put the lines underground you would not be worried about high winds, fire danger, etc. etc. Tell me again why you are risking lives to save some money ???

18:08:49 From Moonbow to Everyone:

You all do realize that our cell service and internet also depends on you. We are screwed in case of emergencies, the heat is an issue for our vulnerable and elderly people.

August 20 ? Where will this be held so we can attend?

18:08:52 From lundybutler to Everyone:

I think what PNM is missing here with these outages in our area, is that we can not get a hold of you as most of us rely upon WiFi calling. No electricity, no cell phone.

18:09:21 From The San Marcos Association to Douglas Speer(direct message):

Hi - Is there a way to record the Q&A?

18:09:33 From Kiera Quinn (and The Johnsons) to Everyone:

There isn't much info about the aug 20th meeting on that page

18:09:48 From Douglas Speer to The San Marcos Association(direct message):

Dennis, I can record it

18:10:04 From The San Marcos Association to Douglas Speer(direct message):

Please do

18:10:07 From sjknu to Everyone:

The Wildfire Town Hall should be held multiple times. How will people not on this call know about it?

18:10:25 From Kiera Quinn (and The Johnsons) to Everyone:

Repeat the location for the meeting please. It says tbd online

18:10:36 From moondog to Everyone:

What's the company name?

18:11:12 From Matt to Everyone:

Reacted to "Our businesses abs..." with 👍

18:11:17 From Marianna Hatten to Everyone:

Carlos Lucero, i do not think we need to be schooled on AES. Will you please move on?

18:11:21 From Maggie Macaulay (she/her) to Everyone:

The location of the Wildfire Town Hall is the Santa Fe Farmer's Market Pavilion on Paseo de Peralta.

18:11:37 From Shea Allen Schleman to Everyone:

Reacted to "Carlos Lucero, i do ..." with 👍

18:11:48 From Moonbow to Everyone:

Replying to "Repeat the location ..."

Farmers market pavilion at the railyard 5 PM

18:12:04 From Nanette S to Everyone:

This is tone deaf to the community's current needs.

18:12:21 From Amy Boeckholt to Everyone:

Reacted to "This is tone deaf to..." with 👍



18:12:45 From Amy Boeckholt to Everyone:

Reacted to "I think what PNM is ..." with 👍

18:12:55 From Kiera Quinn (and The Johnsons) to Everyone:

Reacted to This is tone deaf to... with "👍"

18:12:59 From Amy Boeckholt to Everyone:

Reacted to "You all do realize t..." with 👍

18:13:17 From sjknu to Everyone:

Issues and concerns... keep the power on!

18:13:23 From shawn to Everyone:

Reacted to This is tone deaf to... with "👍"

18:13:30 From Peggy P to Everyone:

Reacted to "I think what PNM is ..." with 👍

18:14:29 From deborah@synergeticpress.com to Everyone:

how do we get on the planned outage notifications contact list?

18:14:31 From C Price to Everyone:

The current work that is being done up to mile marker 37 has not resulted in a lot of tree loss – it sounds like this is not what the end result will be like. Please clarify when or what we can expect with trees and vegetation plans along the highway. Also, it is very important that the community gets clear notice about the plans with all levels of this project including outages. Would you provide us with a plan for that notice whether it is PNM or NMDOT. This would be very helpful. Thank You

18:16:27 From sjknu to Everyone:

Are you going to resweep the entire line again now that you found this problem to see if you find more problems?

18:16:31 From moondog to Everyone:

Replying to "The current work tha..."

In 2022 PNM was sued for a tree falling on one of their lines, resulting in the McBride Fire– which is why they are having the upcoming wildfire meeting. I would expect them to clear every tree within falling distance.

18:16:37 From Jill to Everyone:

Glad PNM is upgrading & fixing the line, but the company missed an opportunity to build good relations by waiting to engage until the public became very frustrated. I hope this will be a learning experience for y'all. Do better next time!

18:16:52 From lundybutler to Everyone:

Reacted to "Glad PNM is upgradin..." with 👍

18:16:55 From ijah to Everyone:

Regarding current outages, it would be ideal to know beforehand when they will occur (at least day before). Are there any assurances that outages won't happen during weekends or evenings?

18:19:38 From Marianna Hatten to Everyone:

jeremy tabet, your contractor, Titan, said the process they are using is going to cause outages. Please who is the one who knows?

18:20:00 From sjknu to Everyone:

Why did Titan not know about this checkup being done, nor does PNM customer support? This would have been useful to all of us customers.

18:20:52 From sjknu to Everyone:

Why do the outages come at 9:30 and noon if this is a random issue related to this one pole.

18:21:20 From Samsung SM-S908U to Everyone:

Reacted to Why do the outages c... with "👍"

18:21:31 From Nicholas Petrovic to Everyone:

Reacted to "Why do the outages c..." with 👍

18:21:32 From shawn to Everyone:

Reacted to Why do the outages c... with "👍"

18:21:34 From jezebel to Everyone:

Reacted to "Why do the outages..." with 👍

18:21:39 From Marianna Hatten to Everyone:

My neighbor on Gold Mine Road said a contractor stopped at her house today to tell her of the GMR portion of the project. She asked if she would lose power during the project on GMR (as has happened SEVEN times since 7/21 by my count) and he said "we hope not."

18:21:52 From Marianna Hatten to Everyone:

Reacted to "Why do the outages..." with 👍

18:22:00 From Aline Fourier to Everyone:

Could we please have the contact info ( phone, email )for this project

18:22:05 From Kiera Quinn (and The Johnsons) to Everyone:

The reason there are no trees between Santa Fe and Lone Butte is because they were cleared by the Spaniards hundreds of years ago. It takes a long time to recover from tree clearing. What are we looking at as far as tree removal?

18:22:08 From Marianna Hatten to Everyone:

Reacted to "Why did Titan not ..." with 👍

18:22:41 From Marianna Hatten to Everyone:

Reacted to "Are you going to r..." with 👍

18:23:03 From sjknu to Everyone:

The arborist did not do a very friendly job at HW14 and CR 45. A hack job.

18:23:07 From lundybutler to Everyone:

When will the pole replacement happen on Gold Mine Rd? Will the customers be told before hand? Will these poles be set further back away from the Gold Mine Rd?

18:23:15 From jezebel to Everyone:

are they going to do this work on weekends?

18:23:27 From shawn to Everyone:

Our community mailbox is by pole. What happens to that?

18:25:15 From jezebel to Everyone:

How is the community being notified? I never received anything.

18:25:36 From Kiera Quinn (and The Johnsons) to Everyone:  
Reacted to How is the community... with "👍"

18:25:47 From Marianna Hatten to Everyone:  
Reacted to "The arborist did n..." with 🤔

18:26:24 From Matt to Everyone:  
As a restaurant, how should we be planning? With unexpected outages, we experience a huge amount of food loss, labor, and sales loss.

18:26:51 From Bill Hill III to Everyone:  
Good question Maggie!

18:26:59 From Marianna Hatten to Everyone:  
Reacted to "As a restaurant, h..." with 🙌

18:27:14 From moondog to Everyone:  
Reacted to "As a restaurant, how..." with ❤️

18:27:26 From Maureen to Everyone:  
Reacted to "As a restaurant, how..." with ❤️

18:27:31 From Marianna Hatten to Everyone:  
Reacted to "How is the communi..." with 👍

18:28:17 From Maureen to Everyone:  
It was mentioned earlier that PNM would help with insurance claims for losses due to power outages. How do we get information about that?

18:28:28 From Bill Hill III to Everyone:  
150 feet isn't enough.

18:28:28 From C Price to Everyone:  
Reacted to "Glad PNM is upgradin..." with 👍

18:28:31 From Moonbow to Everyone:  
Reacted to "As a restaurant, how..." with 🙌

18:28:32 From jezebel to Everyone:  
Reacted to "150 feet isn't eno..." with ❤️

18:28:34 From jezebel to Everyone:  
Reacted to "It was mentioned e..." with ❤️

18:28:40 From sjknu to Everyone:  
150 feet of the line is NOT sufficient. I live 2 miles from the line and have had all the power outages.

18:28:45 From jezebel to Everyone:  
150 ft is not reasonable!!

18:29:01 From jezebel to Everyone:  
Where do we make claims for loss of business?

18:29:08 From sjknu to Everyone:  
This is RURAL. What?????

18:29:11 From Moonbow to Everyone:  
Reacted to "150 feet isn't enoug..." with ❤️

18:29:14 From Marianna Hatten to Everyone:  
Reacted to "This is tone deaf ..." with 👍

18:29:27 From Nicholas Petrovic to Everyone:

Still haven't heard a response about the impact on elderly folks during the heat or the disruption to our home business. Can someone please address this?

18:29:30 From jezebel to Everyone:

Our houses are more than 150 ft apart

18:29:37 From Peggy P to Everyone:

The distance of effect is more than 150' even for planned outages.

18:29:45 From Marianna Hatten to Everyone:

Reacted to "Still haven't hea..." with 👍

18:29:50 From Moonbow to Everyone:

Reacted to "Still haven't heard ..." with 👍

18:30:50 From Kiera Quinn (and The Johnsons) to Everyone:

As people that live on the highway we are affected by construction slowdown. We live here because of the beauty of this road. Cutting down trees will affect tourism and our drive permanently, even if we live miles off the main road

18:31:26 From Matt to Everyone:

Is this something that can be conducted during a different time of day? Late evening or very early morning?

18:32:05 From Moonbow to Everyone:

Good question matt

18:32:12 From Moonbow to Everyone:

Reacted to "Is this something th..." with 🙌

18:32:23 From jezebel to Everyone:

Reacted to "Is this something ..." with ❤️

18:32:33 From Kim Eubank to Everyone:

Reacted to "Is this something ..." with 🙌

18:32:57 From Jill to Everyone:

Get a better way to do outreach- Door hangers are completely in appropriate for our community. We have a lot of home based businesses that are on dirt roads. Haven't had a trick or treater at our door in 30 years... Best thing you can do is to let your customer service center know immediately- and learn how to push that information out to all of us who are affected.

18:33:08 From Kiera Quinn (and The Johnsons) to Everyone:

How do we get someone on that list? And how do you plan to contact them if we don't have electricity?

18:33:12 From shawn to Everyone:

Again, can't contact with no electricity...

18:33:16 From sjknu to Everyone:

Reacted to "Get a better way to ..." with 🙌

18:33:19 From lundybutler to Everyone:

Reacted to "Get a better way to ..." with ❤️

18:33:22 From Moonbow to Everyone:

Reacted to "Get a better way to ..." with ❤️

18:33:41 From Marianna Hatten to Everyone:

Appliances such as refridgerators, freezers, home cooling and heating systems are not built to be shut off and shut on repeatedly. They are designed to run continuously. All of us are now suffering that kind of stress/potential damage to our appliances. Are you going to believe me when I say my refridgerator conked out due to your outages?

18:33:55 From ssollien to Everyone:

Outage Safety Information – Outages – pnmprod – pnm.com

18:34:16 From sjknu to Everyone:

The county sends out emergency information, why can't PNM do something like that? You KNOW my phone is attached to my account when I call, why can't you use that to contact us?

18:34:21 From Matt to Everyone:

Reacted to "Appliances such as..." with 👍

18:34:52 From shawn to Everyone:

Reacted to Appliances such as r... with "👍"