

NORA News



December 2022

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GM Reiterates Strategic Goals at NORA's 71st Annual Meeting



The previous year since the last annual meeting has been quite eventful for both the staff and members alike at NORA Electric Cooperative. One of the more pressing issues was the unusually excessive winds combined with the aging infrastructure of the service area. This caused multiple challenges and service outages that the line crew spent countless hours working to restore.

As Board of Trustees President, Steve Rendon discussed in his report, in order to respond to unforeseen events and any corresponding member inquiries, NORA is committed to completing a series of strategic planning goals. Executive Vice President and General Manager, Anthony Mercure reiterated and expanded upon these goals and the four year work plan as well.

2019-2023 Strategic Planning Goals

- ◆ NORA will conduct a cost of service study for 2023
- ◆ NORA will develop and implement a plan to install Electric Vehicle (EV) charging stations
- ◆ NORA will review & upgrade administrative policies
- ◆ NORA will conduct a comprehensive system maintenance review to decrease outages and line loss
- ◆ NORA will develop and implement a marketing plan to promote the cooperative to new and existing members and the communities served
- ◆ NORA will review and replace aging infrastructure and facilities to improve operational efficiency and reduce costs
- ◆ NORA will look at distributing capital credits to member owners consistent with sound financial management
- ◆ NORA will implement a new metering system
- ◆ NORA will have access to Fiber Optic for the headquarters and the Chama. Tierra Amarilla, Spills, Cebolla, and Ghost Ranch substations – Complete
- ◆ NORA will review and update the by-law policies and employee policies – Complete

Four Year Work Plan

Ongoing

- Provide Reliable & Efficient Service
- Treasury Rate Loan \$7,625,073
- Maintain Distribution Facilities
- Maintain Transmission Facilities

Completed

- Cebolla Substation 2020
- 69 kVA Line – 10.5 Miles from Spills to Canjilon
- Fiber to Substations – 2022
- Fiber to Headquarters – 2022

Completed Purchased

- 2 Utility Vehicles in 2021
- 1 Utility Bucket Truck in 2021
- 1 Chipper in 2021
- Utility trailer in 2021
- Skit Steer in 2022



If you are currently experiencing financial difficulty, or if you are in a low income status and are continuing to have difficulty paying your utility bills, please contact the NORA office for options on setting up payment arrangements. You can also request financial assistance through LiHEAP by calling 800-283-4465.

NEW Winter Office Hours: Open 7:00am to 3:30pm Monday through Friday.

Great and Simple Energy Saving Tips for the Holiday Season

Increased expenses can be overwhelming. Here are a few simple tips to minimize your electric bill during the holiday season.

- 1. Decorate with LED Christmas Lights** LED Christmas light strings are inexpensive and use 90% less electricity than older traditional Christmas lights.
- 2. Decorate with Fiber Optics** Fiber optic trees and decorations are the ultimate in energy efficiency often using a single light bulb located in the base of the unit to light the entire decoration.
- 3. Limit the Time Holiday Lights are On** Wait until dark to turn on your Christmas lights. Then, turn them off before you go to bed, or set a timer to control when not at home.
- 4. Turn Off Room Lights When the Tree is Lit** Light from your Christmas tree should provide more than enough illumination to navigate around the room.
- 5. Decorate with Candles** Set up luminarias along your walkway and lit candles in safe non-flammable locations throughout your home to achieve a beautiful holiday glow.
- 6. Cover those windows at night.** Windows are a great source for natural light and harvesting warmth during the day, but once night falls, the lack of insulation can allow 25% of heat to escape. Have your curtains insulate windows by closing them at night.



The NORA office will be closed December 23rd & 26th, in observance of Christmas Day.



Touchstone EnergySM

Our linemen are on call 24 hrs/day, 7 days a week. Please call 575-756-2181 to report power outages.



Trustees Maintain Their Positions on NORA Board

This year, the following trustees were up for election at the 71st Annual Meeting:

- ◇ District 1 Lumberton: Michael Gomez
- ◇ District 3 Tierra Amarilla: Debbie Manzanares
- ◇ District 4 Canjilon: David Martinez

All three candidates ran unopposed, and a motion was made to accept them all for a new term by acclamation.

Upgrade or Replace Your Large Appliances with NORA's Appliance Center

Whether you replace one or all of your large appliances:

- ◆ Our appliances are comparable to large appliance stores.
- ◆ We offer financing to our consumers who have had an active electric account for a minimum one year.
- ◆ We carry all basic models in stock at all times.
- ◆ We carry energy star rated front load washers and matching dryers.

If you would like additional information please contact Victoria Gonzales, at victoria@noraelectric.org or contact our office.



Billing Schedule December

Bill Due Date	21-Dec
Usage From	31-Oct
Usage To	30-Nov
SEDC Pickup @11:59pm	1-Dec
Bill Sent	1-Dec
Late Notice Sent	22-Dec
Disconnects/Cut Off	10-Jan
Contact/Follow Up	4-Jan

