

NORA News



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Protect Your Home With the Tesco Surge Arrester



NORA Electric Cooperative would like to remind members of a very useful product available for residential and small commercial consumers; the Tesco Watt Hour Meter Base Surge Arrester.

This surge arrester will offer owners protection for numerous electronic devices and appliances in the event that they experience line overvoltage including that from heavy lightning activity. There are some exclusions on the items covered by the device.

The Tesco 120 VAC-240 MSA Surge Arrester is installed at the wattmeter base outside the house or building meter base. Since it is installed at the wattmeter, the device is able to safely and effectively dissipate any AC line high voltage current impulses that would normally flow through to the residence, apartment, or small commercial building. This protection helps prevent damage to many of our everyday electrical equipment such as computers, televisions, VCRs, stereos, copiers, and fax machines. In the event of failure, and a covered electronic appliance is damaged because of a power surge that passes through the system (as indicated by the surge arrester), Tesco will warranty up to \$50,000 on any covered appliance toward repair or replacement of that item.

The Tesco Watt Hour Meter Base Surge Arrester is very competitively priced. If you are interested in purchasing one for your home or small business, or if you would like more specific information on what exactly would be covered and what is not covered, please contact the NORA office during normal business hours at 575-756-2181.

Manage Your Account With the NORA Mobile App

NORA Electric Cooperative is now offering members a convenient way to access their accounts through a Mobile App and Mobile Web App for use on smart phones and other mobile devices. Both Apps are free and can be downloaded from the App Store for your Apple device or in the Android Market for your Android devices by searching NORA Electric.



Contact NORA:

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Mailing Address:

PO Box 217
Chama, NM 87520

Email: billing@noraelectric.org

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A Touchstone Energy® Cooperative

Phone: 575-756-2181 - After hours Option 1
When reporting an outage, please provide the following information:

- Name
- Meter Number
- Service Address
- Telephone Number
- How long your power has been off



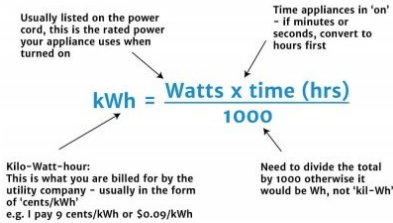
If you are currently experiencing financial difficulty, or if you are in a low income status and are continuing to have difficulty paying your utility bills, please contact the NORA office for options on setting up payment arrangements. You can also request financial assistance through LiHEAP by calling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

We Are Now Observing Winter Office Hours: Open 7:00am to 3:30pm Monday through Friday.

Kilowatt vs. Kilowatt Hour

It's very common to hear about how many kilowatt hours (kWh) are used by an average consumer or how much a kWh costs. However, do you know exactly what a kWh is? First, we need to understand what a kilowatt (kW) is. A kilowatt is metric unit of measurement equal to 1,000 watts. A watt is a unit of power which measures the rate of energy transfer named after James Watt, the Scottish inventor, engineer, and chemist. A kilowatt-hour measures the amount of energy a certain machine needs to run for one hour.

kWh (kilowatts) Explained



For example, if an appliance uses 1,000 watts (which equals one kilowatt) to run, and it's used for one hour, that appliance has consumed one kilowatt-hour (kWh) of energy within that hour.

Having an understanding of how kilowatt-hours are measured can help you make more informed decisions in regard to saving electricity by choosing more energy efficient appliances, such as Energy Star rated, and adjusting current energy consumption habits.

It's estimated that the average home consumes around 11,000 kWh/month. This figure will vary depending on a number of factors including:



- The size of the home
- The age of the home
- How well the home is insulated
- The number of people that live there
- Climate and how the home is heated and cooled



The NORA office will be closed **Monday January 2, 2023** in observance of **New Year's Day**



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



What is Covered by the Surge Arrester

Examples of Covered Items

- Ranges
- Dishwashers
- Freezers
- Washers & Dryers
- Refrigerators
- Portable Electronics
- Home Audio: Stereos/ CD Players
- TV, DVD, VCR & Other Video
- Computers
- Copiers, Fax Machines
- Power Tools
- Small Kitchen Appliances



What is NOT Covered:

- Home Theater Systems
- Electric Vehicles, Electric Vehicle Chargers or Charging Stations
- Electric Drones or Electric Drone Chargers
- Solar Panels or Solar Panel Inverters.



Billing Schedule January 2023

Bill Due Date	25-Jan
Usage From	30-Nov
Usage To	31-Dec
SEDC Pickup @11:59pm	2-Jan
Bill Sent	2-Jan
Late Notice Sent	26-Jan
Disconnects/Cut Off	14-Feb
Contact/Follow Up	8-Feb

