

NORA News



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GM Addresses Ongoing Struggles with Aging Infrastructure



NORA's Executive Vice President and General Manager, Anthony Mercure would publicly like to inform all members that they are continuing to seek solutions to frustrating outages that have occurred over the last few months. As exasperating as outages are to experience for members, the frustration is magnified tenfold for NORA, line crew, administration and office staff.

The age and deteriorating condition of the transmission line and underlying infrastructure in certain areas has played a direct role in affecting the area power system. This has been the root cause of most recent outages.

Northern Rio Arriba Electric Cooperative was incorporated in 1948 and energized in 1949. Many of the transmission poles are at least seventy five years old and in need of replacement and other upgrades. NORA has been very fortunate to have never suffered a catastrophic issue on the system, but time has caught up with the aging infrastructure.

Prior to the COVID-19 pandemic, NORA had started a major project to rebuild and replace new transmission line, aging poles and other necessary structures. However, due to the many closures, supply chain shortages and other limitations that the world encountered with the pandemic, the project has been delayed.

As the opportunity to continue with the project has slowly opened up, NORA has chosen to rebuild the 10.5 miles from Canjilon State Road 115 to the Spills Ranch as soon as possible. This stretch was chosen because of the long spans between lines, and it was determined to be of the highest priority.

The new transmission line was previously scheduled to be transitioned over the beginning part of December 2021 which would have taken approximately ten hours. To complete this, the service area would need to experience a planned outage for the allotted ten hours. Taking into consideration the harsh winter conditions and any potential hardship this outage may have caused on our consumers, this transition was postponed until spring.

The outages that the service area experienced in December and January originated in the rebuild area due to the unusually high winds and heavy snows. These conditions cause the lines to slap together, resulting in an outage. Unfortunately, these acts of nature are beyond our control. Please note that this is not due to management, past or present.

General Manager Mercure would like to assure all members that NORA is doing everything possible to see that the necessary upgrades are made and to minimize any future outages. "I plan to continue to work on the infrastructure; to replace and upgrade in stages to provide reliable service to all the NORA consumers. We are a Cooperative; we are member-owned and our revenue, and the ability to update our system is based off our consumers."

Mercure would also like to ask members to please be patient when calling in during outages. The NORA staff is answering your calls, working quickly, diligently, and safely to dispatch to the appropriate location and restore power as soon as possible, regardless of weather conditions. The on-call lineman takes the initial call, and there is one line for all who are calling in. The calls are then transferred to the office where office staff answers up to five incoming phone lines. Please know that due to volume, phones may not be answered immediately, but the phones are working. We will continue to work on social media blasts to get information out and improve communication to all we serve.



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.



NORA Congratulates the 2022 Scholarship Recipients

Northern Rio Arriba Electric Cooperative is very pleased to announce the Class of 2022 scholarship award recipients. Every year NORA looks forward to giving back to the youth of the community by issuing scholarships to its member graduating seniors.

This year marks another increase in both the dollar amount and number of the awards offered. Last year, there were four scholarships offered by NORA for \$1,000.00 each. However, this year, the dollar amount of each award has increased to \$1500.00, and the total number of awards increased from four to five for the competing recipients.



In addition to the five NORA Scholarships, students were also competing for the NORA Golf Scholarship for \$1,000 and one award from Tri-State for \$1,000.00. Altogether, \$9,500.00 was awarded to five exceptional students from Escalante High School.

The class of 2022 deserving recipients are:



NORA SCHOLARSHIP - \$1,500

- ◆ Jose Torrez Jr.
- ◆ Hailey Jordon Marquez
- ◆ Joel Edward Martinez
- ◆ Gilbert Leroy Martinez
- ◆ Ruben John Martinez

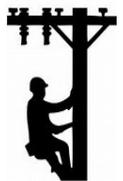


The NORA office will be closed Monday May 30, 2022, in observance of Memorial Day.



Touchstone EnergySM

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



TRI-STATE SCHOLARSHIP - \$1,000

- ◆ Ruben John Martinez

NORA GOLF - \$1,000

- ◆ Gilbert Leroy Martinez



The student recipients can expect scholarship disbursement to be awarded in two installments. The first half will be issued once NORA receives proof of each student's full time status (12 credit hours or more). This can be in the form of a letter from the registrar's office or a letter of enrollment verification from the student's college of choice. The second half will be awarded in the spring semester.

From the entire staff at NORA Electric Cooperative, we would like to express best wishes and congratulations to all the graduating seniors from the class of 2022!



Billing Schedule May 2022

Bill Due Date	26-May
Usage From	31-Mar
Usage To	30-Apr
SEDC Pickup @11:59pm	1-May
Bill Sent	1-May
Late Notice Sent	27-May
Disconnects/Cut Off	14-Jun
Contact/Follow Up	6-Jun

