

NORA News



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President Steve Rendon Addresses NORA's 70th Annual Meeting



On the early fall afternoon of September 27th, Northern Rio Arriba Electric Cooperative hosted its Seventieth Annual Member Meeting at the Chama Community Center. Although the crowd was a bit smaller than usual, a quorum was reached with eighty members in attendance. NORA was thrilled to recommence the yearly gathering after having to cancel last year due to the COVID pandemic.

The underlying topic that Board of Trustees President Steven Rendon had for the audience that day was a series of positives happening within the Co-op despite the ongoing negative challenges it has faced, particularly in the past year and a half. He began by introducing the entire staff and recognizing the service and invaluable contribution of each individual. "This staff is the backbone of this organization," commented Rendon. "They are competent and very professional in their daily roles."

In late 2019, Anthony Mercure was selected by the Board of Trustees to fill the vacant, yet challenging, role of Executive Vice President and General Manager. Mercure is currently in the process of expanding his executive training through a management internship program in Madison, Wisconsin with ninety other managers. Through this program, he will have the opportunity to network with other professionals, share ideas and gain knowledge to better assist with his role as the head of NORA Electric Co-op.

Other positives that Mr. Rendon mentioned in regard to operations was the ability of the staff to adapt to the COVID 19 restrictions imposed by the state and ensure that the electricity stayed on for all consumers during the "no disconnect" mandate period. He also pointed out that the Board of Trustees has a fiduciary obligation to the cooperative and addresses this through their due diligence.

In regard to the financial health of the co-op, Mr. Rendon was pleased to address the fact that the net operating margins in 2020 were higher than the net margins in 2019. Board Treasurer Dr. Leroy Martinez was able to expand on this fact during his report. In addition, NORA members have not experienced a rate increase since 2018. In fact, Tri-State announced a 2% decrease in



rates in March 2021. A second decrease is expected in 2022 as well.

Any successful business needs to make capital expenditures in order to function efficiently. This past year, NORA was able to make several new purchases and upgrades to allow the field crew to safely and efficiently respond to the needs of the co-op and its members.

The NORA staff introduced themselves to members at the 70th Annual Meeting

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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 Office Hours effective November 15, 2021: Open 7:00am to 3:30pm Monday through Friday.

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There are also a number of upcoming capital projects and upgrades in the works that will further enable NORA to offer more reliable and modern services and technology to the surrounding area. Those projects include the installation of underground fiber optics that will connect the NORA office with each of the substations, the upgrade of the transmission line from the Spill Ranch to the Cebolla substation, and the possible installation of an electric vehicle charging station at or near the NORA office.

Another positive that was pointed out was the impact of renewable energy as a viable source of electricity vs. that of fossil fuels. There has been much discussion around this topic, and anyone interested in obtaining accurate information on how renewables have had an impact on NORA can contact the staff.

Finally, through a collaborative effort between the Board and NORA staff, there was the completion of the reviewing and revision of the following documents:

- Employment policy manual
- Job description of the Executive Vice President and General Manager
- Restated bylaws of NORA Electric Cooperative Incorporated

The restated bylaws were made available to members for review prior to the Annual Meeting and were voted on toward the end of the meeting.

In conclusion, President Steve Rendon reinforced the fact that although NORA has experienced many challenges and negatives over the past two years, it is imperative to focus on the positives. He closed with the following statement, "I am truly proud to be part of these communities that make up our valley and part of Northern Rio Arriba Electric Cooperative."



⚠ Energy Safety Tip ⚠
When working on any electric receptacle in your home, such as installing a light fixture, always turn off the main circuit breaker. Place a sign on the panel to prevent others from turning the switch back on.

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



The NORA office will be closed Thursday, November 11, 2021, in observance of Veteran's Day and Thursday and Friday, November 25th and 26th for Thanksgiving.



Billing Schedule November

Bill Due Date	23-Nov
Usage From	30-Sep
Usage To	31-Oct
SEDC Pickup @11:59pm	2-Nov
Bill Sent	2-Nov
Late Notice Sent	24-Nov
Disconnects/Cut Off	15-Dec
Contact/Follow Up	12-Dec

Annual Meeting Door Prize Winners

One of the favorite moments of NORA's Annual Meeting for members is the door prize giveaway at the conclusion of the day. This year, over 80 prizes were won by attending members. In addition, members were also given a bracelet to exchange for a folding lawn chair.



There were two grand prize electric lawn mowers provided by Tri-State and a first and second prize credit toward a member's electric bill provided by NORA.

- 2nd Prize \$100 toward electric bill: Francie Jaramillo
- 1st Prize \$200 toward electric bill: Joe Archuleta
- Co-Grand Prize 16" electric lawn mower: Maria Abeyta
- Grand Prize 21" electric mower: Marcelo Ulibarri

Next month, we will feature the report from Executive Vice President & General Manager Anthony Mercure

