

NORA News



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Romaine Ashley Rendon Director of Consumer Services



For over fifteen years, Romaine Ashley Rendon has served NORA Electric Cooperative well. In January 2009, she started her career at NORA as a Consumer Services Representative. Later, she became the accounting clerk, and then in June 2020, she was promoted to her current position as Director of Consumer Services.

Some of the day-to-day responsibilities that Ashley manages are the oversight of the consumer services department and meter reading crew. She helps to ensure that the information collected from the meter readings is accurately recorded and communicated with the billing department. In the event of any discrepancies or issues with paperwork, she will help to resolve any outstanding concerns.

There are many facets to her role in overseeing the metering department. Rendon maintains an overview of all meters in the field, communicating with the crew making sure that all work orders for new service or repair are completed. One of their current long term projects is the mapping of all existing meters and the preparation for the replacement of the PLX meters. Once the mapping of the meters is complete, this will be followed by the mapping of all poles and transformers across the service area.

Another essential role that Rendon is responsible for is the supervision of NORA's time of use (TOU) program and the sale and maintenance of electric thermal storage (ETS) heating units. The TOU program lets members take advantage of using "off peak" hours when demand is lower, and less expensive, to consume the majority of their electricity and therefore save money. ETS units offer members a clean, safe, and affordable way to heat their homes efficiently.

Ashley is originally from Canjilon and a 2007 graduate of Escalante High School. In her free time, she enjoys spending time with her family and attending local football and basketball games. She is especially grateful for her mom, Audra Romero, who helps take care of her two daughters, Madison and Aubrey, ages ten and six, particularly when she is called to work after hours during outages.



Romaine Ashley Rendon
Director of Consumer Services



Contact NORA:

Northern Rio Arriba Electric Cooperative, Inc.

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Chama, NM 87520

Mailing Address:

PO Box 217

Chama, NM 87520

Email: billing@noraelectric.org

Follow us on Facebook



575-756-2181

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.

Spring/Summer Office Hours: Open 7:00am-4:30pm Monday-Thursday Closed Friday

Fina's Diner Does It Again



On Saturday, August 24th, the 24th Annual Chama Valley Open Golf Tournament was held at the Pagosa Springs Golf Club. Twenty seven teams of four came together for an opportunity to become tournament champions, but at the end of the day, it was Fina's Diner that, once again, found themselves at the top of the leader board.

For several years, Fina's Diner has been one of the tournament's top contenders, either finishing first place or within the top three. Team members, Vince Robison, Billy Elbrock, Mike Murrey and Kory Simmons were each awarded \$100 to be spent in the Pro Shop at the golf course for earning first place. Billy Elbrock donated his portion back to the scholarship fund.

Individual achievements included:

Men's Longest Drive: Carlos Casados

Women's Longest Drive: Martina Mercure

Men's Closest to the Pin: Steve Cordova

Women's Closest to the Pin: Mona Martinez

Straightest Drive: Gabriel Mercure

Raffle winner for a set of women's golf clubs: Ryan Kruthaupt

NORA Electric Cooperative would like to thank all that were involved in the 24th Annual Chama Valley Open Golf Tournament including all the teams, volunteers, and all of our generous sponsors listed below.



Fina's Diner Team Members: Vince Robison, Billy Elbrock, Mike Murrey and Kory Simmons

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



Thank You 2024 Golf Tournament Sponsors!

NORA Electric Cooperative would like to thank each of our Golf Tournament sponsors for their generosity and support

- Anixter/Zane Major
- Arriba Concrete & Construction
- Bodes
- Chama & Rio Arriba Title
- Cornerstone Shops
- Cumbres & Toltec Scenic RR
- ECHO IT Consulting LLC
- Eddie's Chevron
- Elevate Chama
- Fishtail Ranch/Les Weiss
- Frosty Mountain Storage & Ice
- Henry's True Value
- JJ Automotive
- La Clinica del Pueblo
- Metes & Bounds Surveying & Engineering
- Pagosa Springs Golf Club
- Reaves Electric/Mike Reaves
- Rio Chama Reporter Advertisers
- Rio Grange Northern II, LLC/
Rich & Kim Casford
- Running Elk Corporation
- T & D Services
- Tacos Y Mas
- Tire Boss/Albert Romero
- Tri-State
- Unser Alpaca Ranch/Susan
Unser
- Western United
Electric Supply/
Pat Valdez
Representative



Billing Schedule October 2024

Bill Due Date	21-Oct
Usage From	31-Aug
Usage To	30-Sep
SEDC Pickup @11:59pm	1-Oct
Bill Sent	1-Oct
Late Notice Sent	22-Oct
Contact/Follow Up	6-Nov
<i>Disconnects/Cut Off</i>	12-Nov



Think you have what it takes to join our line crew? Apply now for our Journeyman Lineman position or Meter Reader opening. We're seeking a skilled individual to join our team. Inquire at 575-756-2181 or stop by our office today to apply.

