

NorVal Electric's Office Manager Prepares for the Future

NorVal Electric's Office Manager, Marie Donaldson, has completed an intensive program in electric utility management with the University of Wisconsin, - Madison.

The Robert I. Kabat Management Internship Program (MIP) is a series of workshops offered by the National Rural Electric Cooperative Association (NRECA) in conjunction with the University of Wisconsin. The program guides participants through all facets of the electric utility industry, including the many changes occurring around the nation.

Marie was one of only a few electric utility management staff that graduated from the Management Internship Program this past year.

MIP participants go through three 10-day sessions designed to challenge and educate in new, innovative

management techniques. Participants leave with a better understanding of what consumers want and how to ensure they get it.

By also covering the unique principles that govern the operations of electric cooperatives, the program helps the co-op analyze other business ventures it may want to enter as well as enhancing the core organization.

Only rural electric cooperative CEOs and top-level management participate in the program. This allows greater emphasis of study on management and leadership challenges and the aspects of consumer-ownership that cooperatives enjoy. Participants focus on member values as part of day-to-day decision making.

Marie has completed one of the most exclusive management development programs in the nation for



Marie Donaldson pictured with Gary Pfann, Director, Executive and Staff Education with NRECA

electric cooperatives. NorVal is proud of her hard work and dedication in taking on this challenging opportunity and her commitment to professional development.

Marie stated: "This program has provided numerous benefits for me, including professional growth, an enhanced understanding of the multiple areas within an electric cooperative, a strong understanding of the key roles and responsibilities associated with executive level leadership, invaluable mentorship, a broader network of cooperative associates and many more. I am honored to have been given the opportunity to partake in this executive level program and look forward to using the knowledge and tools I have learned to help strengthen our cooperative."

2024 Statistics

Construction Update as of
December 31,2024:

Miles of Line Installed:

- Single Phase Overhead: 2.44
- Single Phase Underground: 7.89
- Three Phase Underground: 1.28

Miles of Retired Line:

- Single Phase Overhead: 4.95
- Single Phase Underground: .12

Number of New Services: 45

Number of Service Upgrades: 11

Number of Retired Services: 31



In Observance of



PRESIDENTS

DAY

Our Office will be Closed:

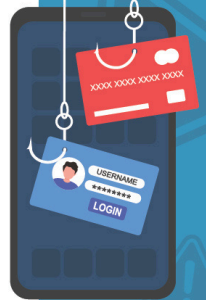
February 17, 2025

TIPS TO AVOID ENERGY SCAMS



Scammers will try anything to deceive utility customers, including a tactic that claims customers have overpaid their bill. If you receive a call, text or email from someone claiming you overpaid a utility bill and need to provide your banking or credit card information to receive a credit, it's likely a scam. In most cases, your utility will apply a credit to your account to cover future charges or refund an overpayment with a mailed check.

Source: Utilities United Against Scams



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**NorVal Electric
Cooperative, Inc.**

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