



NorVal News

July 2022

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NorVal Electric Cooperative Directors

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District 4 **Chris Christensen** 364-2367
District 5
District 6 **Ron Reddig** **President** 392-5257
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Your Touchstone Energy® Cooperative 
This institution is an equal opportunity provider and employer.



NorVal Electric is seeking applicants for **District 5**. Applicant should be willing to commit to the Statement of Qualifications for Electric Cooperative Trustees, as well as commit the time to prepare and attend the monthly meeting of the Board of Directors, training opportunities, and State Association meetings. Applicant must be a bona fide resident within the boundaries of the district they are applying for and he or she must be an active member in good standing. Please submit your name for consideration by mail at P.O. Box 951, Glasgow, MT 59230, by phone (406)228-9351, or by email at norval@norval.coop. Should you have any further questions, please reach out to the office by calling (406)228-9351. 

Know the Signs of a Scam

It's no secret that consumers with a water, gas or electricity connection have long been targets for utility scams, but fraudsters have changed their tactics since the Covid-19 pandemic. As consumers became more reliant on technology for work, school and commerce, scammers noted these shifts and adapted their tactics to this changed environment.

Imposter scams are the number one type of fraud reported to the Federal Trade Commission. While scam artists may come to your door posing as a utility worker who works for the "power company," in today's more connected world, attempts are more likely to come through an electronic device, via email, phone or text.

Common Types of Scams

A scammer may claim you are overdue on your electric bill and threaten to disconnect your service if you don't pay immediately. Whether this is done in-person, by phone, text or email, the scammers want to scare you into immediate payment so you don't have time think clearly.

If this happens over the phone, simply hang up. If you're concerned about your bill, call us at (406) 228-9351. Our phone number can also be found on your monthly bill and on our website, www.norval.coop. If the scam is by email or text, delete it before taking any action. If you're unsure, you can always contact us, or use Smart Hub to check the status of your account. Remember, NorVal Electric will never attempt to demand immediate payment after just one notice.


Some scammers may falsely claim you have been overcharged on your bill and say they want to give a refund. It sounds easy. All you have to do is click or press a button to initiate the process. If you proceed, you will be prompted to provide banking or other personal information. Instead of money going into your bank account, the scammers can drain your account and use personal information such as a social security number for identity theft.

If this "refund" scam happens over the phone, just hang up and block the phone number to prevent future robocalls. If this scam attempt occurs via email (known as a "phishing" attempt) or by text ("smishing"), do not click any links. Instead, delete it, and if possible, block the sender. If you do overpay on your energy bill, we will automatically apply the credit to your next billing cycle. When in doubt, contact us.

Defend Yourself Against Scams

Be wary of call or texts from unknown numbers. Be suspicious of an unknown person claiming to be a utility worker who requests banking or other personal information.

Never let anyone into your home that you don't know unless you have a scheduled appointment or reported a problem. NorVal employees wear T-shirts or sweatshirts with NorVal's logo and their name embroidered. When we perform work on our members' property or come to their door, our employees are professionals and will always identify themselves.

We want to help protect our community against utility scams, and you can help create the first line of defense. Please report any potential scams to us so we can spread the word to prevent others in the community from falling victim. 



NorVal Electric's Annual Meeting will be held Thursday, October 27, 2022 at the Glasgow Civic Center.

Registration will begin at 4:30pm with dinner
and a business meeting to follow.

Manager's Update

Craig Herbert

The pandemic is still having rippling affects on NorVal. We had a meeting with our material suppliers and it was not a rose picture being painted. They informed us that pad mount transformers are now 167 weeks out for delivery and overhead transformers are 46 weeks out. Wire, both underground and overhead, is 40 weeks out. This means a lot of construction projects will be delayed because of lack of materials. We have also been informed that manufacturers are suggesting putting limits on what each customer can purchase during any period of time.

We are also seeing large increases in material costs due both to raw material prices and freight costs. The price increases range from 3 times to 5 times the normal price and a final increase when the material ships.

This economic slowdown is very strange. In the past, when the economy slowed down, inventories increased; that is not the case because there is no inventory. With China being shut down because of a Covid surge, we will now see impacts for several months.

Now, to talk about power supply, our wholesale power supplier is

going through a formal rate increase. This increase will go into effect January 1, 2023. The reason for the increase is the cost of materials and the drought that is hitting this area. When in drought, the supplier has to go to the open market to purchase power for us. At times, the cost of this power is very expensive. We will continue to monitor the formal process to see how it will affect NorVal. 🌱



Energy Efficiency Tip of the Month

Did you know the combined use of large appliances like dishwashers, clothes dryers and washing machines account for the largest percentage of electricity use in the average U.S. home? Take small steps to save energy when using these appliances.

Only run full loads in the dishwasher, and thoroughly scrape food from dishes before loading. Dry towels and heavier cottons separate from lighter-weight clothing, and clean the lint screen after every use.

Wash clothing in cold water to save energy used to heat water.

Source: EIA and DOE

Nick's Notes

By Nick Dulaney,
Line Superintendent

I hope you all had a safe and happy Fourth of July! It has been a busy start to the construction season here at NorVal.

The Crew has been north of Wolf Point working on water projects and helping them with locates in that area.

In the next coming weeks we will be moving some of the transmission poles from the 4 pole piles we currently have to our Cherry Creek yard on the cut across road.

As the summer goes on and new projects arise, please keep in mind a lot of our material will not be available for up to two years (see Manager's update to the left for more information). We are doing all we can to put in new services, but we are going through it fast with new projects popping up this year. That being said, we are sending out letters for possible retirements. If you receive a notice for a certified letter, please pick it up at your earliest convenience. There are services that have been retired in the field, but not on the computer side of things, or vice versa. Some of these retired services will give us the material needed for new projects that are being brought to us almost daily. Should you have any questions regarding the letter you have gotten in the mail, feel free to stop in or call Christina, our Operations Coordinator. She is more than happy to sit down and look at a map with you to figure out where those services are located and discuss the options you have going forward. 🌱

