



RELIABILITY REQUIRES INVESTMENT

As your local power provider, NorVal Electric's mission has always been simple: keep the lights on and support the communities we serve, but behind every switch, warm home and business that opens its doors is a complex system that requires constant care. Reliable electricity doesn't happen by accident it requires ongoing investment in our local system—through system repairs, maintenance, upgrades and the integration of new technologies that help us operate smarter and more efficiently.

Much of the energy system we rely on today was built decades ago. While it continues to serve us well, age alone means that components must be repaired or replaced to maintain performance and safety. From poles and wires to transformers and substations, every part of our system has a lifespan. Routine maintenance helps extend that lifespan, but eventually equipment must be updated to meet modern standards. These proactive investments reduce the likelihood of outages, shorten restoration times when disruptions do occur and create a stronger backbone for our growing community.

The demands on the electric grid are also evolving. Homes and businesses today use more electricity than ever, and that trend will only continue.

Electric vehicles, advanced HVAC systems, smart appliances and new commercial facilities add load to the local distribution system. As these technologies take hold, our system must be able to support increased demand while maintaining the reliability our members expect.

Strategic upgrades are essential to ensuring we can meet these needs both today and in the decades ahead.

At the same time, new technologies are reshaping how we operate. Tools such as smart meters allow us to detect problems faster and respond more effectively. These technologies can isolate problems and provide real-time data that help us plan and maintain equipment more efficiently.

Implementing innovative technologies into our system is not just a convenience—it is a necessity for ensuring reliability in an increasingly complex energy landscape.

While these improvements require thoughtful planning and financial investment, the return is significant. A stronger system supports economic

growth, improves service quality and enhances safety for our crews and community. Most importantly, it ensures that the essential power you rely on is available whenever you need it. Our commitment to reliability runs deeper than infrastructure alone. It reflects our responsibility to the people and communities we serve. Every upgrade, every repair, and every technology we deploy is an investment in your daily life. By planning ahead and responding proactively, we work to minimize outages and keep power flowing when it matters most. This dedication ensures our system remains dependable, efficient, and ready to support our community's future. We know that powering our community means preparing for the future, not just maintaining the present. By investing in our distribution system today, we are building the foundation for a brighter, more resilient tomorrow. These improvements help ensure reliable service, enhance safety, and support the growing needs of our members. Together, we are taking proactive steps to strengthen our system for generations to come.



Working Through the Storm: A Winter Weather Update



A powerful blizzard on December 18th significantly impacted NorVal Electric Cooperative's service territory, affecting all five counties we serve. Data collected shows Valley County experienced the greatest impact, accounting for approximately 82% of outage calls and reported damage. Daniels County represented about 10% of the outages, while fewer than 8% occurred across Phillips and Roosevelt Counties.

The storm caused widespread damage, including broken poles, cross arms and downed wires in multiple areas of our system. Neighboring utilities also reported storm-related damage. Despite brutal weather conditions, NorVal crews worked long hours to safely and efficiently restore power to our members. We are currently coordinating with county, state and federal agencies to determine whether emergency funding may be available to help offset outage-related repair costs.

In early January, heavy frost created additional challenges across our service territory. Several instances of broken poles, downed wires and damaged cross arms were reported as a result. While our crews have worked diligently to restore service as quickly as possible, we ask members to notify us if they notice any remaining or unresolved issues—especially at properties or services that are used infrequently or are harder to access during winter conditions.

We appreciate our members' patience and understanding as we continue to respond to extreme winter weather and work to maintain a safe, reliable electric system.



ENERGY EFFICIENCY TIP OF THE MONTH

Mid-winter is a great time to ensure you're making the most of your home heating system. Replace or clean filters to keep your furnace or heat pump running efficiently. Listen for strange noises and check for uneven heating—these signs indicate that the system may need servicing. Ensure vents and radiators aren't blocked by furniture or rugs as proper airflow helps your system work less and saves energy. A little maintenance along the way can prevent costly repairs and keep your home cozy through winter.



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