



Big Things Happen When You **ROUND UP**



**Sign
Up
Today!**



NEC Co-op Energy members volunteer to "round up" their electric bills to the next dollar through our **Operation-Round Up program**. Funds are collected and donated to Nueces Electric Charities, Inc. who awards grants to various charities. Charities we grant funds to include HALO-Flight, Metro Ministries, CASA, & more! Sign up to donate to worthy causes like these by scanning the QR code.



Helping Others Doesn't Cost Much

Member-to-Member Assistance

When you donate \$1 per electricity bill to our **Member-to-Member Assistance Program**, 100% of your contributions help other members pay their electricity bill. All it takes is just \$12 per year to help a fellow member in need. Give us a call and sign up today!

Call us at 1.855.632.7348



Love.



Local.



Power.



Visit your power
line provider
(TDU's) website
to initiate Critical
Care Status!

Critical Care Status on an Electric Account

NEC Co-op Energy cares!

NEC Co-op Energy is your top trusted retail electric provider who buys and sells power to members. We are not a transmission and distribution service provider, (TDU) that maintains power lines and restores outages.

Texas electricity consumers who have a member of their household on life support equipment or who have a chronic condition for whom an interruption of power could result in a life-threatening condition may contact their power line provider to apply for chronic condition or critical care status. This status provides extra notification considerations, when possible, ahead of storms or expected power interruptions.

Critical care status does not guarantee an uninterrupted power supply. If electricity is a necessity, you must make other arrangements for on-site back-up capabilities or other alternatives in the event of loss of electric service.

To sign up for Critical Care Status or for questions about the Critical Care process, contact your power line provider during normal business hours at the phone number or email address below:

AEP North & AEP Texas
WWW.AEP.COM

1-800-632-9288 billing-dereg_texas@aep.com

Oncor
WWW.ONCOR.COM

1-888-313-4747 contactcenter@oncor.com

Centerpoint
WWW.CENTERPOINTENERGY.COM

1-800-332-7143 criticalcare-res@centerpointenergy.com

Texas-New Mexico Power (TNMP)
WWW.TNMP.COM

1-888-866-7456 criticalcare@tnmp.com

Sign Up For Recurring Payments Today

No more late fees | No postal delays or lost payments in the mail | set-it-and-forget-it

It is voluntary. Members can sign up for recurring payments 3 easy ways:

1) Our Phone Payment System @ 1-855-632-7348 2) Through Your Customer Portal 3) Speaking With Member Care @ 1-855-632-7348 Ext 4