



Love.



Local.



Power.



NECCOOPENERGY.COM

### \*\*\*Important Billing Information\*\*\*

Missing Return Payment Envelope? Due to supply chain issues, some bills may not have one. Please feel free to sign up for PAPERLESS E-BILLING or RECURRING PAYMENTS at [www.neccoopenergy.com](http://www.neccoopenergy.com) or pay by our AUTOMATED PHONE PAYMENT at 855-632-7348 option 1. Thank you for your understanding.

## Are you a member of the **HALO-FLIGHT GUARDIAN PROGRAM** ?



HALO-Flight, a nonprofit air ambulance service, has partnered with NEC- Co-op Energy to provide additional financial assistance to our members who join the HALO-Flight Guardian Membership Program. Most people are unaware that an average air ambulance helicopter transport can exceed \$20,000. Not only is that quite an expense, but the average insurance payout is around 30-50% leaving the patient with the remaining balance. Enrollment in the Guardian Membership plan decreases out of pocket expenses on HALO-Flight patient bills. As an NEC member you can enjoy the cost of Membership at the significantly reduced price of \$1 per month, which will appear on your NEC electric bill. Visit our website for full details. For any questions regarding the Guardian Membership Plan, please contact HALO-Flight Membership Services at: [membership@haloflight.org](mailto:membership@haloflight.org) or at 361.265.0509.

### LET'S BE SOCIAL

Follow us on Facebook for the latest news on outages, energy efficiency tips and how we're supporting local! We want to stay connected with you.

PHOTO COURTESY OF NEC CO-OP ENERGY



**NEC Co-op Energy**

@neccoopenergy · ★ 4.1 47 reviews · Electric Utility Provider

Sign Up

[necretail.com](http://necretail.com)



**Love.**



**Local.**



**Power.**



**NECCOOPENERGY.COM**

## **NEC Co-op Energy doesn't maintain power lines, but we still want to help when your power is out!**

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.

As hurricane season is upon us, we want our members to receive the best outage information possible. Please contact your power line provider (TDU) to report an outage.



### **If you have a life-threatening and/or dangerous situation, you should call 911 first!**

<b>If you are located in this company's delivery area</b>	<b>Call this number to report your power outage</b>	<b>Report an outage online</b>
AEP Delivery Areas – AEP North & AEP Texas	1-866-223-8508	<a href="http://aeptexas.com">aeptexas.com</a>
Oncor Delivery Area	1-888-313-4747	<a href="http://stormcenter.oucor.com">stormcenter.oucor.com</a>
CenterPoint Delivery Area	1-800-332-7143	<a href="http://centerpointenergy.com">centerpointenergy.com</a>
Texas-New Mexico Power (TNMP) Delivery Area	1-888-TNMP456 (1-888-866-7456)	<a href="http://tnmp.com">tnmp.com</a>

### **When you contact your wires/delivery company to report your outage please be prepared to provide the following information:**

- Your ESI ID number as it appears on your electric bill
- Whether or not your neighbors' have power
- Any visible damage to the electric system around your home or business (e.g. downed line, pole fire, tree in line, etc.)
- Call back numbers for your delivery company to use if they need to reach you.

### **The Steps to Restoring Power**

