

COVID-19 Update:

March 23, 2020

Mountain Electric Cooperative has decided to take the precautionary measure to close all MEC's lobbies to the public beginning Monday, March 23 at 5:00pm until further notice.

While our lobbies may be closed, we are still here to serve you. We encourage our customers to conduct necessary business over the phone, online or via email. If necessary, please call your local MEC to inquire about other business matters.

We encourage our customers to use our payment drop box locations. If you must make your payment via cash or check, our drive-thrus are open Monday-Friday from 8:00am-5:00pm. (Roan Mountain Office 8:00am-4:30pm)

As a reminder, MEC has several free payment options available to our customers including automatic bank draft, drive-thru drop boxes, e-check, phone and by mail. Phone and online options include credit/debit card and e-checks. To encourage phone and online payments, e-check fees have been waived and credit/debit card fees have been waived for payment amounts less than \$750.00.

COVID-19 Statement:

March 17, 2020

Mountain Electric Cooperative is committed to maintaining reliable service, while also doing our part to limit the spread of the Coronavirus.

Our employees' and member-owners' safety and health is our top priority. We want to take all available precautions to ensure our employees stay healthy so that we can continue providing reliable service to our customers.

Proactive actions are being taken by MEC to both prevent the spread of the illness and protect the safety and health of our employees. MEC operations will continue as normal during this time. As a customer, you can be assured that our comprehensive plans and procedures will ensure a continuation of operations and service.

We recognize the risk of hardships and financial difficulty that may result for some of our members from the ever-evolving coronavirus pandemic. In addition to the obvious health related issues associated with Coronavirus (COVID-19), it has the potential to have a tremendously negative effect on the economy; specifically, a loss of income for many members of our community. MEC members who become infected with the disease (COVID-19) or have

suffered a loss of income due to the government mandated closure of their employer should contact their local MEC office for guidance/assistance with bill payment.

We encourage our customers to conduct necessary business with MEC over the phone or online at www.mountainelectric.com. MEC has several free payment options available to our customers including automatic bank draft, drive-thru drop boxes, and by mail. Other online and phone payment options via credit or debit card and e-check are also available. To encourage phone and online payments, CREDIT/DEBIT CARD AND E-CHECK FEES HAVE BEEN WAIVED for payment amounts less than \$750.00.

If you must make your payment via cash, check, or money order at the MEC office, our drive thru will be open for those circumstances.

Our crews will remain on-call 24/7 to respond to any power outages or emergencies and make necessary system repairs. You can report an outage as normal by calling your local MEC office.

We will continue to evaluate contingency plans as the situation develops. As always, please call your local MEC office to learn more about payment options or to inquire about other programs that could be beneficial.

MEC is committed to doing what we can to help our member-owners, our employees, and the community we serve navigate this uncertain time.

Thank you for allowing us to serve you.