



Life Support? Make Plans in Case of an Outage

For people who rely on life-support equipment at home, a power outage could be a matter of life or death. Nueces Electric Cooperative maintains a Residential Critical Care List that includes consumers who have a member of the household on life-sustaining equipment and for whom a power interruption may be dangerous and life-threatening. For those who qualify, when possible and reasonable, NEC makes an effort to notify these individuals in advance of a planned outage or known pending emergency situation. **You can call our office or go to our website to download the forms.** Take these forms to your doctor and they will fax the appropriate documents to us.

If you or someone in your home depends on an electrically operated health aid, take these steps to prepare for power outages:

- Plug electronic devices into surge suppressors and consider using uninterruptible power supplies on important devices. A UPS acts as a temporary battery backup to some devices.
 - Consider investing in a portable generator that can power vital equipment in the event of an extended outage.
 - Make arrangements to move in temporarily with friends or family during a power failure if a generator is impractical.
 - Keep an adequate supply of prescription drugs and medical equipment on hand.
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Sign-Up TODAY!

Visit our website: <https://nueceselectric.org/content/critical-care-renewal-letter> to download the critical care renewal form.



Have you recently had an update to your name, mailing address, phone number, e-mail address, etc.?

Nueces Electric Cooperative makes every effort to serve you in the most efficient way possible. One of the ways we do this is with our ongoing improvements in technology. Having correct account information is a vital component that ensures these improvements are effective. This is especially important during a crisis, such as a hurricane. One of the ways we will communicate with you is through text messaging and email blasts. Having your correct account information helps NEC serve you better. We offer two convenient ways for you to update your account information:

Phone Call

Change your account information over the phone by calling (361) 387-2581, and a friendly Member Services Representative will gladly assist you.

In-person

Changes to your account can be made at the same time you pay your bill. Just let the Member Services Representative know that you need to update your account information. Please take a few moments to verify that the information we have on file is correct.

Thank you for helping NEC serve
YOU BETTER!