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MEDIA PRESS RELEASE

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FOR IMMEDIATE RELEASE

COVID-19 and our NEC Community

As a member owned electric cooperative in our various tight knit communities, we believe it is absolutely necessary to inform our members about actions we are taking to ensure the safety and well-being of our members, staff and public as it relates to the COVID-19 situation. The COVID-19 pandemic is something that we are facing that most of us have never seen in our lifetimes. NEC would like to assure our members that management is continuously monitoring the ever changing COVID-19 situation in order to continue to respond in an appropriate and timely manner.

While most of the answers will come from the public health experts, NEC management would like to remove one piece of uncertainty; for those residential members having difficulty paying your electric bill, NEC will, effective today, suspend disconnection of residential services for non-payment and waive late payment fees until further notice and work with those member to make payment arrangements. In addition, NEC will work with the members of commercial services to make payment arrangements to ease some of their financial burden during this time.

In order to help with social distancing guidelines, effective at 5:30 p.m. on Tuesday, March 24, 2020, all NEC office lobbies will be closed to the public.

NEC would like to remind its members of the options to service your account from the comfort of your home.

- SmartHub application: to pay your bill and review your account from your smartphone.
- NEC website: payments from the "Manage Your Account" link at www.navopache.org.
- Toll free phone: (877) 760-7428 payment line.
- We will also have Member Care Specialists available by phone to assist you with your needs; you may contact us at 928-368-5118 or toll free at 1-800-543-6324.

Our night drop boxes are also available if one of these options is not convenient.

You may also email your questions to us at Membercare@Navopache.org. For new construction information you can reach out to our Quality Assurance team at QualityAssurance@Navopache.org.

If you need other services, many forms can be sent to members by email.

We do expect call volumes to be high, and we will do our best to respond to your calls in a timely manner

Our team would also like to reassure you that we do not expect this situation to cause any disruption in providing you electrical service. We are following the guidelines provided by the Centers for Disease Control and Prevention and World Health Organization to help keep our employees, members, and communities healthy.

We want to remind NEC members to be on the lookout for suspicious emails, phone calls, or persons impersonating NEC employees. Unfortunately, scammers take advantage of opportunities such as this when households are otherwise preoccupied. If you get a call from someone claiming to represent NEC and they make threats or demand immediate payment, hang up and call NEC at 928-368-5118 or toll free at 1-800-543-6324.

The current situation is rapidly changing. The NEC management team is continually monitoring the situation and will be making changes to our operations as needed. Updates will be posted on our website and on our Facebook page.