



# NEWS

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Contact: Peggy Gillman  
Public Affairs Specialist  
mecpa@mohaveelectric.com

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## **MEC is monitoring events and implementing measures as needed**

**BULLHEAD CITY, Ariz.** – Mohave Electric Cooperative’s Board of Directors and management continue to monitor the evolving situation with the COVID-19 virus.

Tyler Carlson, MEC chief executive officer said, “MEC will implement our preparedness plans, as necessary, to ensure safe and reliable operations. We know our members count on us to provide reliable service and to keep members informed during this difficult time.”

Continuity is MEC’s top priority, and our offices and business operations will continue to be staffed and open as long as we are not required to close if mandated by state or federal regulators,” Carlson explained.

“Health experts continue to stress the importance of limiting personal contact,” said Rick Campos, chief operating officer at MEC. “As a precaution for our members and employees, we are asking members to use our alternate options for making payments instead of coming to our office in person.”

Payments can be made electronically by using MEC’s SmartHub or by phone by calling (877) 371-7357 to access the automated voice system. Other services such as connects, disconnects, billing questions, and payment arrangements can also be conducted by calling the Member Services Office at (928) 763-1100.

To help ease the financial burden this situation will cause some members, MEC is temporarily suspending disconnects and late fees until April 10, 2020. Members are encouraged to contact MEC’s member services office at (928) 763-1100 if they are having difficulty paying, and to pay what they can so as not to contribute to a larger problem in the future.

“For our field crews, we have instructed them to minimize member contact according to the CDC recommended social distancing practices,” said Campos. “No shaking hands, and to stay home if feeling ill. And with field crews just like with our Member Services staff, we are providing hand sanitizer for their use on the job. When possible we are postponing in-person meetings with members for new services and upgrades and request that communication be done by phone and email.

“We appreciate the social distance practices our members are also taking when doing business with MEC.”

MEC participated in a special meeting of the Arizona Corporation Commission on March 16 and has provided the ACC with responses to several questions. The information is available on the MEC website [www.mohaveelectric.com](http://www.mohaveelectric.com).

Members should continue to monitor the MEC website and Facebook page for updated information.

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