



## IN A HURRY?

**Try our New Member Resource Center located inside our Member Service Office.**

Making a payment is easier than ever when you visit our Member Service Office at 928 Hancock Road. There's no need to stand in line, simply follow the signs in the lobby to the Member Resource Center, or ask a Member Service representative to direct you. With secured access, it's quick and easy to make a payment using your debit or credit card. First time users will need their Mohave Electric account number to set up their new online account.

Not computer savvy? Pay by phone using our Interactive Voice Response System (IVR), also available in the Member Resource Center. You will need your account number to access your account, but if you don't know what it is, the receptionist will look it up for you.

Also, enjoy the convenience of paying from any computer or phone. By phone, call 928-758-0582 and follow the prompts or pay online at [www.mohaveelectric.com](http://www.mohaveelectric.com).

*As an added bonus... Mohave Electric does not charge additional fees for payments made using your debit or credit card online or through the Interactive Voice Response System.*

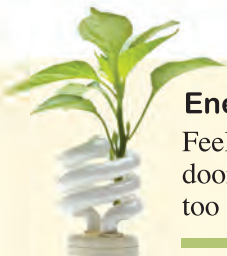
All Mohave members have secure account access to view their personal account and to pay their bill online!  
**24 hours per day, 7 days a week**  
[www.mohaveelectric.com](http://www.mohaveelectric.com)

### Co-op Connections® Card



## Start the New Year With Savings!

See enclosed insert for an update on the Co-op Connections Card Program.



### Energy Efficiency - Tip of the Month

Feel around doors and windows for air flow. Adding weather stripping or caulking around a leaky door or window can save energy dollars by keeping your heating and cooling system from working too hard to compensate for air leaking from your home.

## Do you know what to do during a power outage?

Winter storms are right around the corner and can bring conditions that damage power lines. Take some time and prepare now so that you'll be ready with what you need until the power is restored.

### *If you experience an outage:*

- Have 2 or 3 flashlights on hand with fresh spare batteries.
- Have a list of important phone numbers such as family, doctor, and friends.
- Check the fuse box or breaker box to see if there is a blown fuse or a tripped breaker. If you find a problem, contact a qualified electrician for assistance. If fuses or breakers are OK, call Mohave Electric Cooperative.
- Check with neighbors to see if others are without power. Even if your neighbors' lights are on, don't hesitate to call MEC.
- To report a power outage call: (928) 763-1100, or in Peach Springs, Wikieup and other outlying areas, call 1-800-685-4251. Remember to keep the phone lines open for other members, but if you are still without power after two hours, call again.
- Turn off all electrical appliances that were on, especially air conditioners, or electric heat. You will want to leave a light on so you will know when your power has been restored.
- Keep your refrigerator door closed as much as possible. Food will keep much longer if the doors are left closed.



## IF A POWER LINE IS DOWN

- Avoid it. Always assume that it is carrying electricity, even if there are no sparks. Do not even get close to anything that is touching the line. Electricity can spread out through the ground in a circle from the downed line.
- If you are in a car when a power line falls on it, **STAY IN THE CAR** and wait for rescue and utility workers. If people come near the car to help you, warn them to stay away. Ask them to phone for help.
- If you **MUST** leave the car because of fire or other danger, **JUMP**--don't step--as far as you can with both feet hitting the ground at the same time. If you step out while touching any part of the car, you will become a path for electricity. After you jump, keep both feet together and shuffle away. Be sure that you never touch the car and the ground at the same time.

