



Changes to MEC's Disconnection for Nonpayment policy



Effective April 1st, 2022

Due to safety and liability concerns, MEC employees will no longer accept payments on customer premises. This policy applies to both normal business and after-hours collections. If disconnection for nonpayment occurs, the member must make a payment in person (if during business hours), online at www.mountainelectric.com or by MEC's IVR phone system. Once payment is received, you will need to provide a confirmation number to the after-hours service if your electricity is not automatically restored. If a payment is received after 9 PM, electricity will be restored on the following business day.