

Will my electric bill cost more?

Nueces Electric Cooperative is unique because we are the only electric cooperative in Texas to voluntarily deregulate. This means that rather than providing distribution services AND selling energy to members at a fixed or variable rate like other co-ops, we opened the NEC territory to competitive power providers in 2005. Since then, members have had the option to choose their retail electric provider from a small list of providers who wish to be considered by NEC members. Nueces Electric Cooperative maintains the distribution lines that serve the homes and businesses within our service territory.

Our rates for these services are based on our tariffs, not on the fluctuating price of electricity on the wholesale market. Your distribution/delivery rates will not go up because of the storm market price spike. However, both rates and usage can cause your bill to be higher. NEC also has components of its rates based on your kilowatt-hour usage and, for some members, their power demand level. Due to the extra electricity used during this event (especially heating systems) you will likely see an increase in your bill due to large increases in usage. NEC's meter data suggest usage for some members has doubled over the previous month.

Depending on your chosen power provider, you may see increases in your power provider's pricing and in turn have a higher electric bill. Power providers have ways to mitigate the impacts of market price spikes and if they manage this well, it does not always mean consumer prices will rise significantly. Please reach out to your retail electric provider for questions regarding your rates and storm impacts on your upcoming electricity bills.

How do I monitor my usage?

We have some simple steps below to help you monitor your usage through SmartHub.

Step 1: Open your SmartHub app, if you do not have the app, visit the NEC website and select "Pay Now" to access SmartHub. (If you have not set this up before, click on the link for new users)

Step 2: Click on "My Usage" tab at the top of the screen. Now select "Usage Explorer".

Step 3: You can now view your usage for a specific date or period of time.

Step 4: Optional - You can also set up power usage alerts by following the instructions here: <https://nueceselectric.org/content/power-usage-alerts>



Questions about your electric bill? **We have answers.**

We understand that our members have questions about their upcoming electric bills. We have put together an electric bill FAQ guide to help answer your important questions.

We value honesty and transparency with our members, and we hope this will answer some of your questions.

We Are Here For You

We want to thank our members once again for working with us through the extreme weather conditions our service territory experienced.

Although the winter type of weather was unfamiliar to our service area and slowed restoration down, our line crews did an outstanding job working quickly and safely to restore power.

We just want to say that we care about our members. We are deeply sorry that you experienced this hardship. No matter what, our members will always be in our best interest. That is one of the benefits of being a member with NEC. We appreciate your patience, support, and understanding as we all endured this historic event together. We were grateful to have been able to work together and serve our members through this. We will get through this together and come out better and stronger.

