

Midwest Energy, Inc.

Current Comments

March 2025

Making energy work for YOU

Accurate Contact Info is Critical During Outages

Make sure Midwest has your current cell phone number

Midwest Energy is committed to keeping customers informed. In the event of a planned outage or an energy emergency, we reach out to impacted customers using your phone number we have on file. Having the correct contact information ensures we can reach you about urgent account and outage information.

Your phone number is also the link to our outage system - when you call in, the system recognizes your phone number and allows us to accurately map

**Call us
today and
update your
contact
information!**

Our phone number is
1-800-222-3121



outages. We also send notices about your service using text messages. Texting is never used for promotional purposes - we only use our text platform for planned outages and energy emergencies - and messages will only be sent from the official Midwest Energy Text Number, (785) 625-3437.

Be aware of scam texts and do not click links in texts from any number claiming to be Midwest Energy. If you receive a suspicious message, or one asking for money, please

report it to our customer service team.

Please call 1-800-222-3121 to update your number.

Beware of Scams; Use These Methods to Pay Your Bill

There are several convenient ways you can pay your Midwest Energy bill. How you pay your bill is your choice and there is no fee for use of any method except credit, debit and ATM cards. Using Midwest Energy's payment methods, instead of third-party processors, ensures your payment reaches us quickly, in a secure manner.

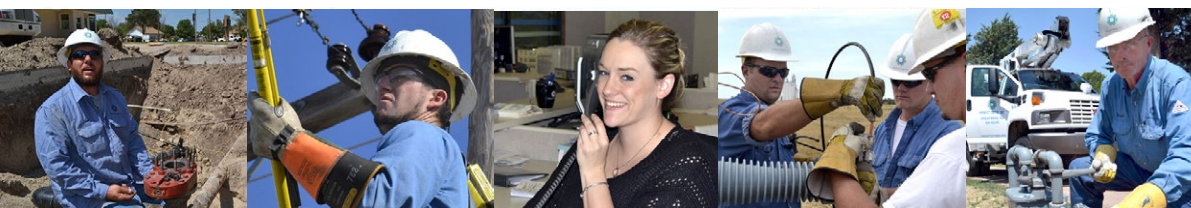
- Beware Third-Party Sites. Many Midwest Energy customers have been scammed out of money when they enter "Pay Midwest Energy Bill" into Google, and 'Sponsored' ads pop up for sites with 888- or 844- phone numbers. Customers calling these numbers are pressed for payment information, and lose their money

to scammers. The ONLY number you should ever call to reach Midwest Energy is 1-800-222-3121.

- E-billing: When you sign up for e-billing, you receive an email on your billing date with a link to your bill. Click the link, review the bill and select your payment option. You can select the day your account will be debited up to your due date. You can opt out of receiving paper bills. Enroll by calling 1-800-222-3121.

- Automatic Bank Draft: Your bill is automatically deducted from the bank account you specify on your due date. Enroll by visiting one of our offices, or by calling 1-800-222-3121.

Continued



MIDWEST
ENERGY, INC.

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Avoid Scams When Paying Your Bill (Continued)

- Online Bill Payment: Log-in to your account at www.mwenergy.com. You can see your current bill and pay it from here using the bank account you specify. Multiple bank accounts can be saved in your profile for quicker payment processing.

- U.S. Mail: If you pay by mail, enclose your bill payment stub and a check or money order in the pre-addressed envelope provided with your bill. Please allow 3-5 days for Postal Service delivery.

- Walk-in Offices: You may pay in person at any of our local offices, or drop your payment (bill payment stub and check or money order) in the drop box at these locations. A list of our locations is at www.mwenergy.com/locations.

- Credit, Debit and ATM Cards:

Residential customers may use credit, debit and ATM cards at any customer service office, or online at www.mwenergy.com by clicking on "Account Login" and using the "Make a OneTime Payment" feature. A fee of \$3.95 is charged by the card processing agent for each transaction.

All other payment options not listed above are considered "unauthorized pay agents." Midwest Energy provides no assurance to the timeliness or accuracy of payments made via unauthorized agents. Unauthorized Pay Agents may be able to



process a payment to Midwest Energy on your behalf and can provide a convenient service to customers; however, they have no contractual requirement to operate under rules approved by the Kansas Corporation Commission.

Payments made to any bank or financial institution for deposit in, or transfer to, a Midwest Energy account are included in this category. Midwest Energy reserves the right to refuse payments from unauthorized agents if sufficient account identification is not included with the payment. Any additional fees or surcharges assessed by unauthorized agents are the responsibility of the customer.

Do You Qualify for "Health Alert"?

Do you or a member of your household use essential medical equipment that runs on electricity or gas, such as oxygen generators, CPAP machines or ventilators? If so, you might qualify for designation as a Midwest Energy "Health Alert" customer.



Oxygen generators and CPAP machines are widely-used devices. Please let Midwest Energy know if someone uses one in your home so we can flag your account with a health alert.

if you meet the requirements your meter and account are tagged, alerting our employees that you have special medical needs.

The critical customer designation is especially helpful to us during planned outages but does not change priority of service restoration during an unplanned outage, such as after storms.

Call us at 1-800-222-3121 to learn more about Health Alert.

If you have special medical needs, visit your local Midwest Energy office, or give us a call and ask if you qualify as a "Health Alert" customer.

After completing a short form,

Atwood, KS • Colby, KS • Great Bend, KS • Hays, KS

Phillipsburg, KS • Scott City, KS • WaKeeney, KS

1-800-222-3121
www.mwenergy.com



ENERGY EFFICIENCY TIP OF THE MONTH

March is an ideal time to service your home cooling system, ensuring it runs efficiently when the heat of summer arrives. Routine maintenance, like cleaning or replacing filters, checking refrigerant levels and inspecting parts, can improve your system's energy efficiency and lower your energy bills. By addressing potential issues early, you can avoid costly emergency repairs and extend the lifespan of your unit. Scheduling service in the spring helps you beat the peak-season rush, giving you faster access to qualified technicians. A well-maintained cooling system can save energy and keep your home comfortable all summer long.



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@midwestenergyinc



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