



SMARTHUB IS COMING SOON



Victoria Electric Cooperative is excited to introduce SmartHub—our new and improved payment system designed to enhance your overall member experience. With SmartHub, members will have convenient, 24/7 access to their account, making it easier than ever to pay bills, set up automatic payments, monitor your energy usage, and receive important alerts and service updates—all from your phone or computer.

As VEC transition to this new system, the current payment platform will be temporarily unavailable from May 25 through May 31. During this time, debit and credit card payments will not be accepted. However, members may still make payments using cash or check at our office, night drop box, or at the following locations:

Victoria: First Convenience Bank (inside Super Walmart – 9002 N. Navarro)

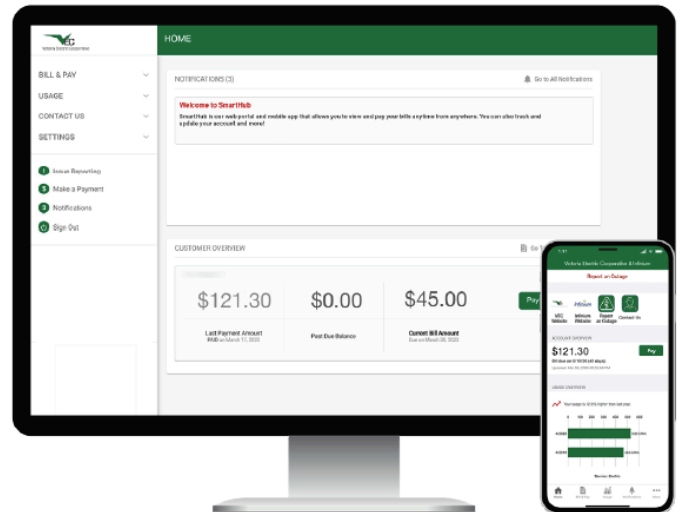
Port Lavaca: HEB (101 Calhoun Plaza)

Port O'Connor: 15552 State Highway 185 E

Members currently enrolled in Auto Pay or Bank Draft should note that beginning June 1, they will need to re-enroll in SmartHub to continue using those features.

VEC appreciates your patience and understanding during this transition. Additional details and step-by-step instructions will be shared soon and posted on our website. If you have any questions, please don't hesitate to contact our Member Service Representatives at (361) 573-2428.

We're excited to bring you this new and improved way to stay connected and in control of your account!



WEB AND MOBILE INSTRUCTIONS

After launch day on June 1st, instructions for registering your account and re-activate your Auto Pay will be available on our SmartHub support page at victoriaelectric.coop



NEED SOME ASSISTANCE?

After launch day on June 1st, if you have any questions or issues with the registration process, you may contact member services at (361) 573-2428. VEC will also offer extended hours to further assist members.

Extended hours:

June 1–5 (M-F): 7:00 AM – 6:00 PM
June 6 (S): 9:00 AM – 4:00 PM



victoriaelectric.coop



(361) 573-2428