

SMARTHUB IS HERE!

On June 1, 2026, Victoria Electric Cooperative will be transitioning to a new operating system. This upgrade will impact both electric and internet services and is part of our ongoing commitment to improving reliability, service, and the overall member experience.

As part of this transition, all members will receive new account numbers for both electric and internet services.

If you are currently enrolled in recurring payment systems, you will need to re-enroll in the new system. Your current bill (4/17/26 – 5/17/26) will still need to be paid manually.

We are also launching SmartHub, a convenient mobile and online platform that allows members to:

- Pay bills quickly and securely
- Monitor electric usage
- Report outages with the touch of a button
- Receive important cooperative updates

Because our legacy system is being retired, all members will need to create a new SmartHub account. Please note that previous login credentials will no longer work. While enrollment is optional, SmartHub provides valuable features including autopay enrollment, outage reporting, and real-time usage monitoring.

To assist members during this transition, we will offer extended customer service hours:

- June 1–5 (Monday–Friday): 7:00 AM – 6:00 PM
- June 6 (Saturday): 9:00 AM – 4:00 PM

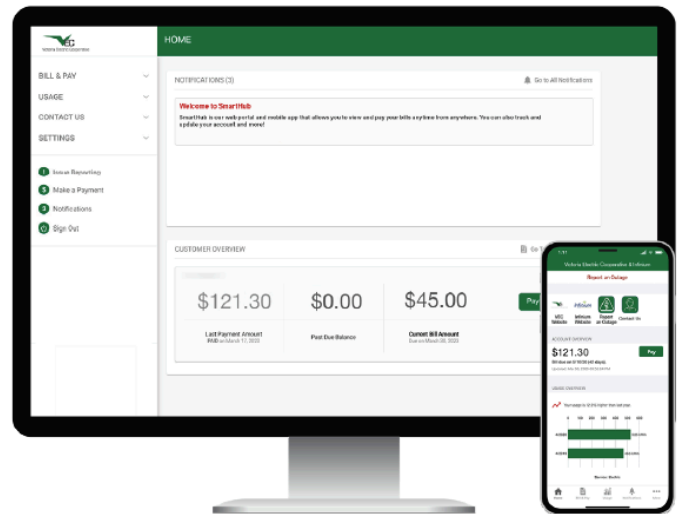
If you have any questions, please visit www.victoriaelectric.coop or call 361-573-2428 to speak with a Member Services Representative. Please note that call volumes may be higher than usual during this transition, and wait times may be longer than normal. We appreciate your patience and understanding.



Victoria Electric Cooperative

Your Touchstone Energy® Cooperative 


Powered by Victoria Electric Cooperative

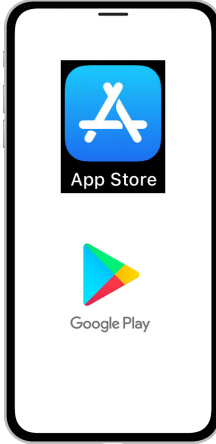


WEB AND MOBILE INSTRUCTIONS

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

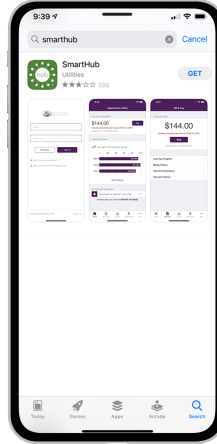
Thank you for your cooperation as we complete this important system upgrade.

STEP
1



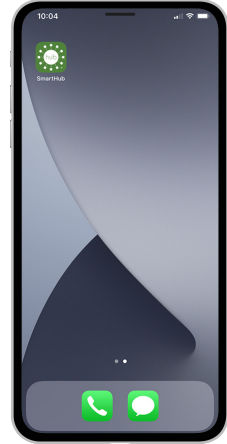
On your mobile device, open your app store.

STEP
2



Search for SmartHub and look for the SmartHub icon. Follow the instructions to install the app on your device.

STEP
3



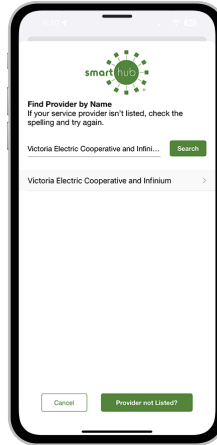
Once the app installs, tap the **SmartHub icon** on your device to open the app.

STEP
4



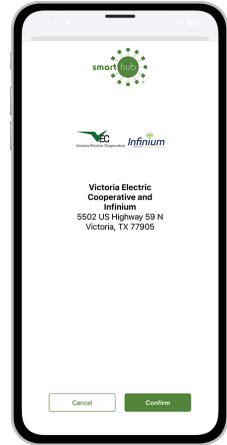
After SmartHub opens to the initial launch screen, tap the appropriate button to search by **Name**.

STEP
5



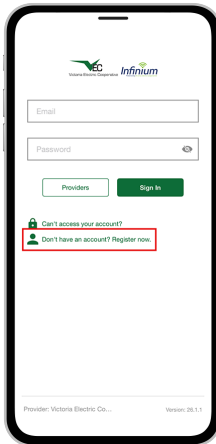
Enter **Victoria Electric Cooperative** in the search bar and tap the Search button. Next, tap on our name in the search results.

STEP
6



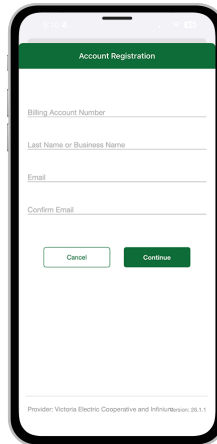
Tap the **Confirm** button to confirm your choice.

STEP
7



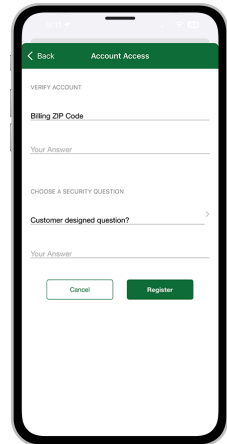
From the SmartHub login screen, tap the link that says **Don't have an account? Register now**.

STEP
8



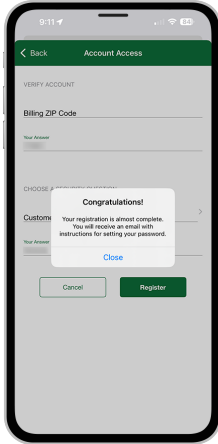
Fill out the registration form completely. Tap the **Continue** button.

STEP
9



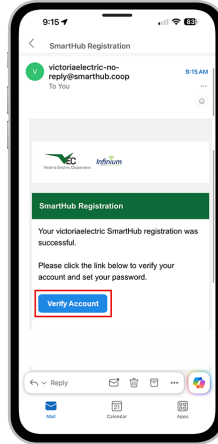
On the security check screen, answer all of the security questions. Tap the **Register** button.

STEP 10



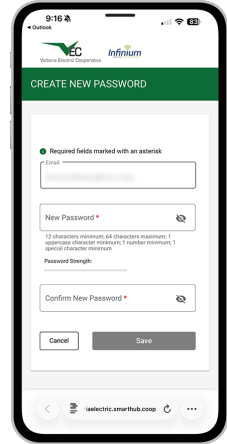
You will receive a notification telling you that a verification email has been sent.

STEP 11



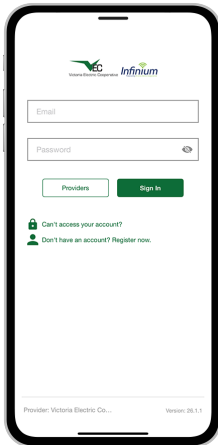
Open the email and tap the **Verify Account** link to continue.

STEP 12



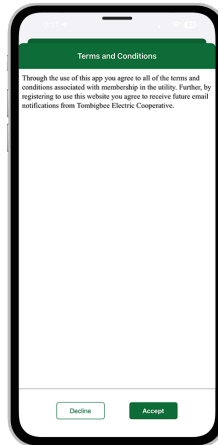
Next you will set your **new password** on your account. Type your new password in twice and tap **Save**.

STEP 13



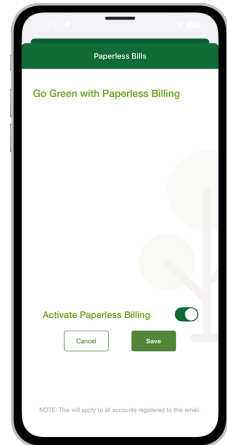
Return to the log in screen on the app and use your email address and new password to log in for the first time.

STEP 14



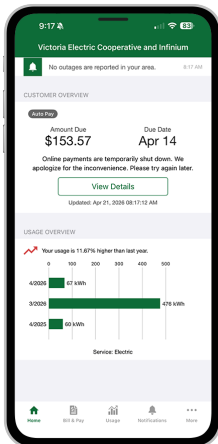
During the first log in, you may be asked to accept our Terms and Conditions. Tap the **Accept** button.

STEP 15



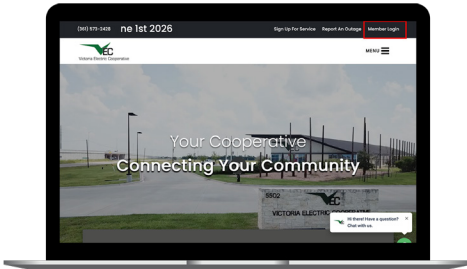
If you would like to activate Paperless Billing move the **Activate Paperless Billing** slider to the right and tap **Save**.

STEP 16



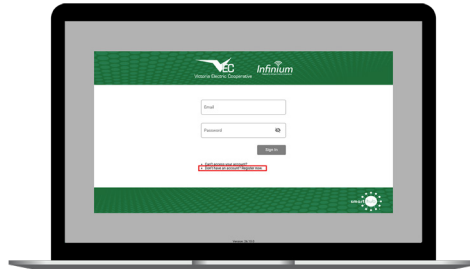
Congratulations!
You have successfully installed the app and registered your account!

STEP 1



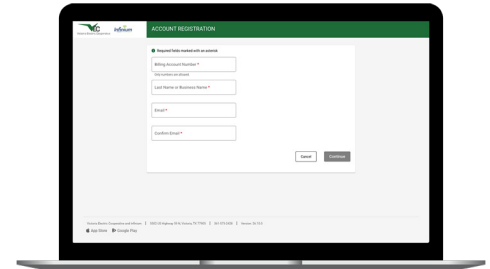
Click **Member Login** on our website.

STEP 2



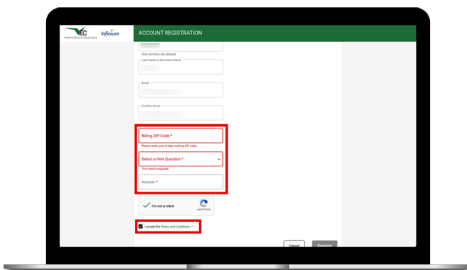
From the login screen, click on **Don't have an account? Register Now** link.

STEP 3



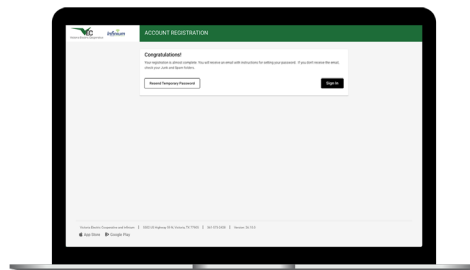
Fill out the registration form completely. Click the **Continue** button.

STEP 4



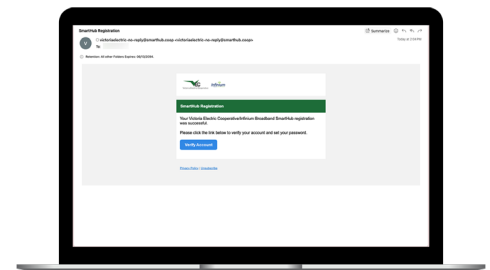
Enter the requested verification information and click the **Register** button. Answers must match account info exactly.

STEP 5



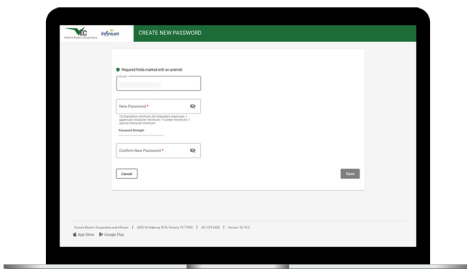
When successful, you'll get a congratulations notification. Instructions on how to continue have been emailed to you.

STEP 6



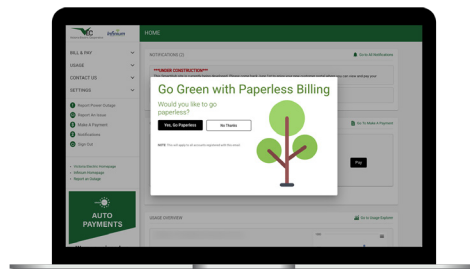
Check your inbox for a verification email. Click the **Verify Account** button to continue.

STEP 7



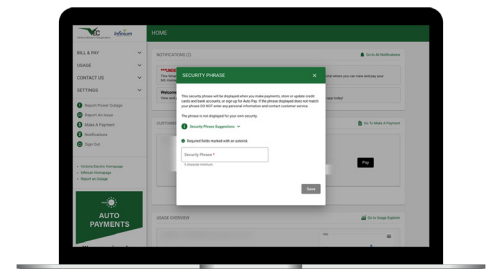
You will then be taken to a screen asking you to set your **new password**. Enter your password twice and click the **Save** button.

STEP 8



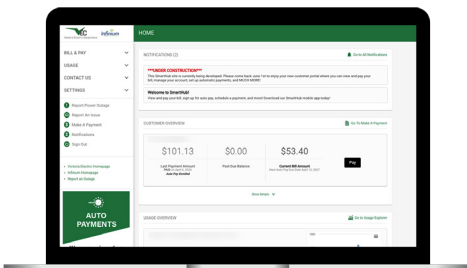
Next you'll be asked if you want to try Paperless Billing. To opt-in click on the **Yes, Go Paperless** button.

STEP 9



Finally, you'll be asked to set a security phrase.

STEP 10



Congratulations! You have successfully registered your account. Browse around and see the ways to save time and money!