

We are here for you! CEO's Corner

By Ryan Hentges

Member service available 24/7 at www.mvec.net

MVEC recently launched a newly designed website. A key part of having a well-designed website is providing a variety of capabilities for service options 24/7.

We understand our members are on the go and convenience is important. Members may be using mobile devices, iPads, or at their desktop computers.

It doesn't matter which technology you're using you can easily navigate our website and find what you're looking for.

The homepage prioritizes content quickly

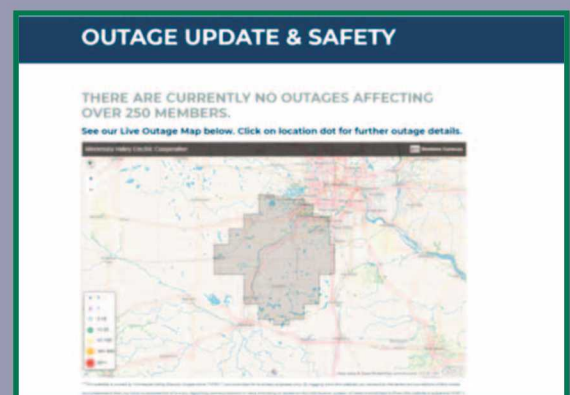
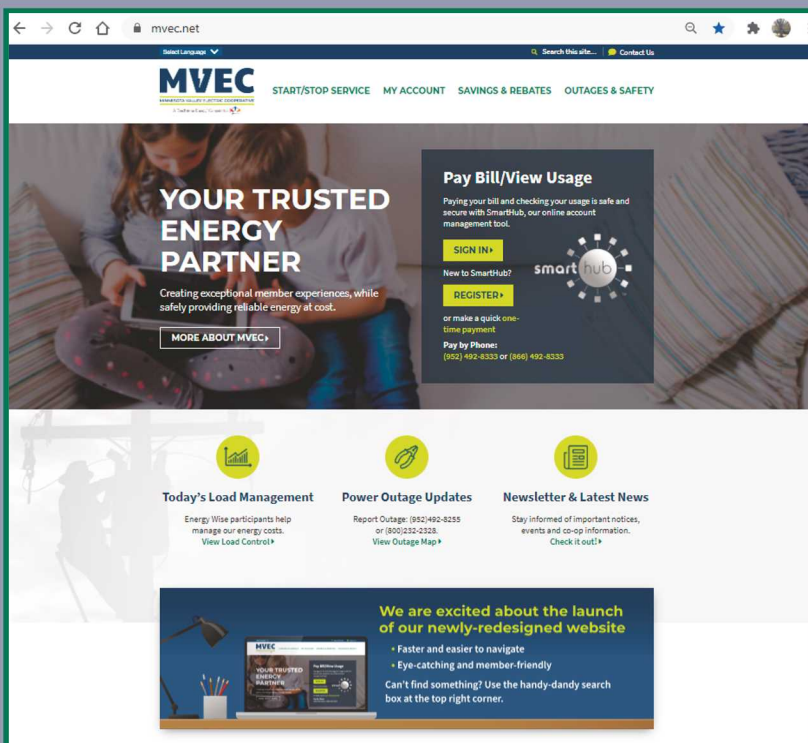
and easily. Many topics identified are questions we get asked often. The site also offers a great search tool feature and a variety of language translations.

Did you know you can easily manage account information 24/7 with secure online service applications, sign up for money-saving programs, make payments, look at personal energy usage on a daily basis, or complete rebate applications?

And lastly, we have a great online resource center for outage information. The link is

right on the home page "Power Outage Updates" and members can see a live outage map, outage updates, and much more.

I encourage you to check out www.mvec.net and thanks for being a member-owner of MVEC. We appreciate partnering with you on all your energy needs!



Additional resources and board meeting highlights available 24/7 at www.mvec.net



Safety Tip for Dorm Rooms:

Kids off to college? Remind them when using space heaters, toasters, stoves, TVs, or any heat-producing appliances, to keep combustibles such as paper, drapes, or furniture clear of the appliance.

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Smart ways to pay - for free!

Sign up for the options of your choice at www.mvec.net



Online with SmartHub



Total account access to make secure online payments and view usage anytime, anywhere.



Auto Bill Pay



Have funds automatically deducted from your checking or savings account each month.



Recurring Credit Card



Set up monthly recurring payments, using your credit or debit card.



Pay as you Go



Prepay for electricity – as you use it. Pay when you want, the amount you want.



Pay Now



Make a quick, single transaction without having to register for a SmartHub account.



Pay by Phone



On the go? Call the automated phone system Touch-n-Go at 952.492.8333 or 1.866.492.8333.

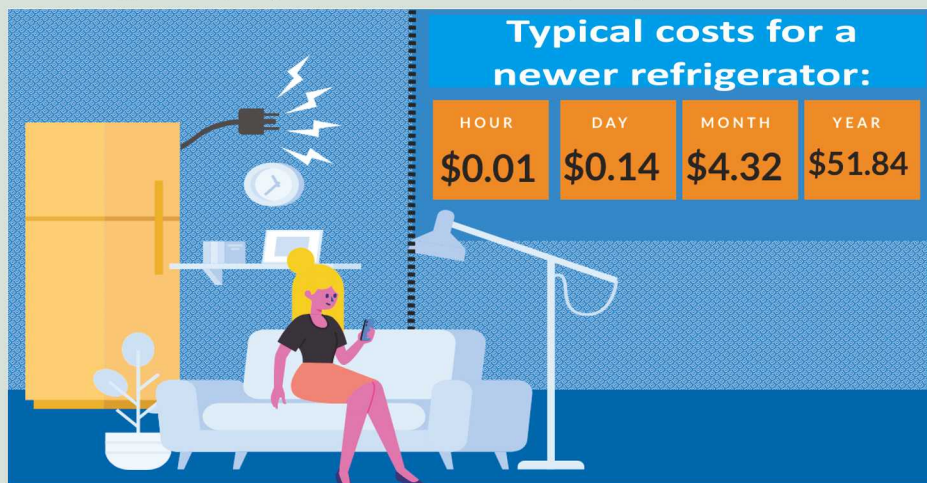


Our office will be closed
Monday, September 6
in observance of

Labor Day Weekend

Value of Electricity

A fridge keeps your food cool for just pennies a day!



Outage texting *soon* available with free SmartHub account

Coming Soon!



Members with a SmartHub account can soon report an outage and receive restoration updates by text. All you need to do is use the phone number connected to your SmartHub account and enable receiving notifications. SmartHub is the co-op's free and secure account management tool.

Don't have a SmartHub Account? Go to www.mvec.net/smarthub and sign up for your free account. Access by computer or download a smartphone app. PDF and video directions are available to help you through the process.

Once you've signed in be sure to enable text notifications. Then soon you will be able to text **OUT or STATUS to 855-963-3830** for outage communications.

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MVEC is an equal opportunity provider and employer

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952.492.8255 or 800.232.2328

Contact Member Service:
952.492.2313 or 800.282.6832
Pay By Phone: 952.492.8333 or 1.866.492.8333

MVEC

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