July 2026

# Electric Eye

Minnesota Valley Electric Cooperative

Apprentice lineworkers from cooperatives across Minnesota recently gathered at MVEC for hot line training, gaining hands-on experience with climbing, rigging, tool handling, and other essential field skills.

## A Summer Day with Energy Wise Programs

**7:00 a.m. – Starting the Day**
Before heading out, open SmartHub to check your energy use and manage your MVEC account. It's a quick way to stay connected and keep an eye on your home's energy habits.

**1:00 p.m. – Keeping Cool**
As the summer heat builds, a Wi-Fi thermostat helps keep your home comfortable. During high-demand periods, the thermostat may make small temperature adjustments that reduce strain on the grid while earning you a bill credit.

**5:30 p.m. – Easing the Evening Rush**
The busiest time on the grid is often between 4:30 and 9:30 p.m. Fire up the grill instead of the oven, keeping extra heat out of the house while reducing electricity use during peak demand.

**10:00 p.m. – Saving While You Sleep**
With the evening rush behind you, start the dishwasher and laundry before bed. Your electric water heater is enrolled in Energy Wise, helping MVEC manage demand while you enjoy reliable hot water and monthly savings.

**10:30 p.m. – Charging for Tomorrow**
Before turning in, you plug in your electric vehicle. Overnight charging uses lower-demand hours, making the most of off-peak energy while ensuring your EV is ready for the morning commute.

**The Energy Wise Difference**
Throughout the day, Energy Wise helps you save money without disrupting your routine. Small shifts, from thermostat adjustments to off-peak EV charging and water heating, can make a big difference for members and the cooperative.

**Interested in learning more? Explore MVEC's Residential Programs for Energy Wise options, rebates, and other ways to save at www.mvec.net.**

## Powering Summer Fun

MVEC Team Members don't just live in the communities we serve, we love them, too. Join us in supporting these summer celebrations:

- **July 22-26:**
  *Scott County Fair*
- **July 24-26:**
  *Montgomery Kolacky Days*
- ***July 29 - August 2:***
  *Sibley County Fair*
- **August 12-16:**
  *Carver County Fair*
- **August 20-23:**
  *Le Sueur County Fair*

## Kid's Coloring Contest

Scan for coloring sheet and instructions

CEO UPDATE

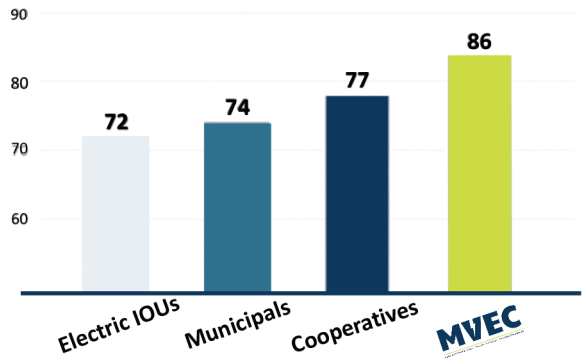
# Strong Member Satisfaction Reflects the Cooperative Difference

At MVEC, everything we do starts and ends with you, our member-owners. Because delivering exceptional service is at the heart of everything we do, I'm happy to share the results of our latest member satisfaction survey.

Our semiannual member satisfaction survey was sent to over 7,000 members and responses were sent to the American Customer Satisfaction Index (ACSI®), a company that measures customer satisfaction across multiple industries throughout the United States. For the first half of 2026, MVEC received an ACSI score of 86, on a 100-point scale.* MVEC's score is higher when compared to investor-owned and municipal utility scores reported in the syndicated 2026 ACSI Energy Utility Study and places MVEC 14 points higher than the average electric investor-owned utility score of 72, and 12 points higher than the municipal utilities score of 74, per the industry ratings.

American Customer Satisfaction Index Score (ACSI®):

**Outpace Utilities By 9-14 Points**




*Compared to publicly measured energy utilities in the ACSI® survey of customers rating their own energy utility. Results based on data provided by Minnesota Valley Electric Cooperative, collected between April 21-28, 2026. ACSI did not regulate the survey administration or sample size. ACSI and its logo are registered trademarks of the American Customer Satisfaction Index LLC. For more about the ACSI, visit www.theacsi.org.

It's always great to hear member feedback. It helps guide our decisions, priorities, and where we invest to keep getting better. You've made it clear that reliability and affordability matter most, and those will continue to drive everything we do.

On behalf of the entire MVEC team, thank you for your trust, your engagement, and the opportunity to serve you. It is not something we take for granted.

Cooperatively yours,

Marvin

## Down Doesn't Mean Out of Power

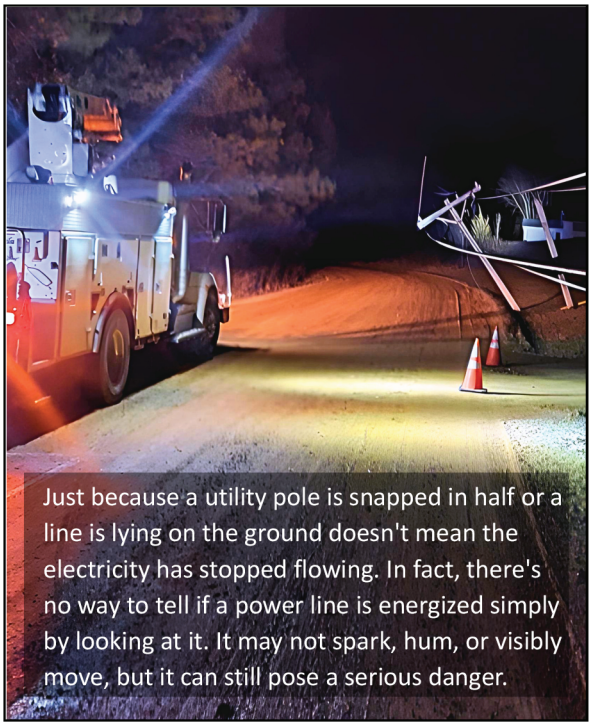
Did you know a broken power pole or downed power line can still be energized?

If you encounter a downed power line:

- Stay at least 30 feet away.
- Assume the line is energized.
- Call 911 and report the hazard to MVEC.
- Keep children, pets, and others away from the area.

Storms, vehicle accidents, and fallen trees can all bring down power lines, especially during the summer months.

The safest response is simple: stay back and let trained crews handle the situation.



Just because a utility pole is snapped in half or a line is lying on the ground doesn't mean the electricity has stopped flowing. In fact, there's no way to tell if a power line is energized simply by looking at it. It may not spark, hum, or visibly move, but it can still pose a serious danger.

## Keep Your Phone Number Up to Date for Outage Restoration

Did you know your account phone number helps with outage restoration? To prevent restoration delay, make sure your primary phone number is on your account. To check or update your phone number, log in to SmartHub and click on Contact Methods.


MVEC
MINNESOTA VALLEY ELECTRIC COOPERATIVE
A Touchstone Energy® Cooperative

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800-282-6832

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