



Member Checklist

Sign Up for SmartHub

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Easily manage your account, track usage, pay bills, and report outages online or in the app.

Enroll in Outage Text Alerts

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Text **TVECOUTAGE** to 972-932-2214 to enroll in outage texting services.

Follow TVEC on Social Media

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Stay informed about safety tips, events, outage updates, and community news.

Explore Payment Options

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Choose what works best for you—Auto Pay, PrePay, paperless billing, or traditional methods.

Update Your Contact Info

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Make sure we have your correct phone number and email for urgent alerts and service updates.

Know How to Report an Outage

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Use SmartHub, call 1-800-967-9324, or text **OUT** to 972-932-2214—never report on social media.

Understand Your Bill

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Learn what each part of your bill means, including energy charges, fees, and taxes.

Learn about Operation Round Up

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Round up your bill to the nearest dollar to help fund local nonprofits and community projects.

Brush Up on Electrical Safety

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Take advantage of TVEC's safety programs and tips to keep your home and family protected.

Attend the Annual Meeting in October

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Make your voice heard, learn how your co-op is doing, and enjoy giveaways, food, and community fun, just for being a TVEC member!