

Member Handbook



Your guide to service,
savings, safety and
cooperative membership.



Our Mission

We are committed to our member-owners to deliver safe and reliable electric power at a competitive price, with a strong emphasis on member service, community and sound business practices.

However you choose to connect, we're here to help.



Connect with us by phone, online, chat, text, or in person.

Call Us

Member Services

M-F 7:30 AM – 5:30 PM
1-800-766-9576

Automated Assistance

24-Hour Service
1-800-720-3584

Text Us

Register for Texting Services

- Text **TVECOUTAGE** to:
972-932-2214 to enroll.

After Enrolling:

- Text **OUT** to report outage
- Text **STATUS** for updates

Quick Tip: Verify your phone number in SmartHub or with Member Services to ensure you receive outage alerts and important account notifications.

Go Online

Send an Online Message

Online Chat at tvec.net

Email Member Services

memberrelations@tvec.coop

Get In Touch Using Our Online Form

Visit the **Contact Us** page at tvec.net

Get the App

On the Web

tvec.net/smarthub

Download the App

App Store (iPhone/iPad)
Google Play (Android)

CLICK
HERE!



Let's Stay Connected

Stay connected with TVEC for helpful tips, important updates, community highlights, and the stories that power our cooperative.



Trinity Valley Electric Co-op



@trinityvalleyec



@trinityvalleyelectriccoop4908



@trinityvalleyEC



FOLLOW US

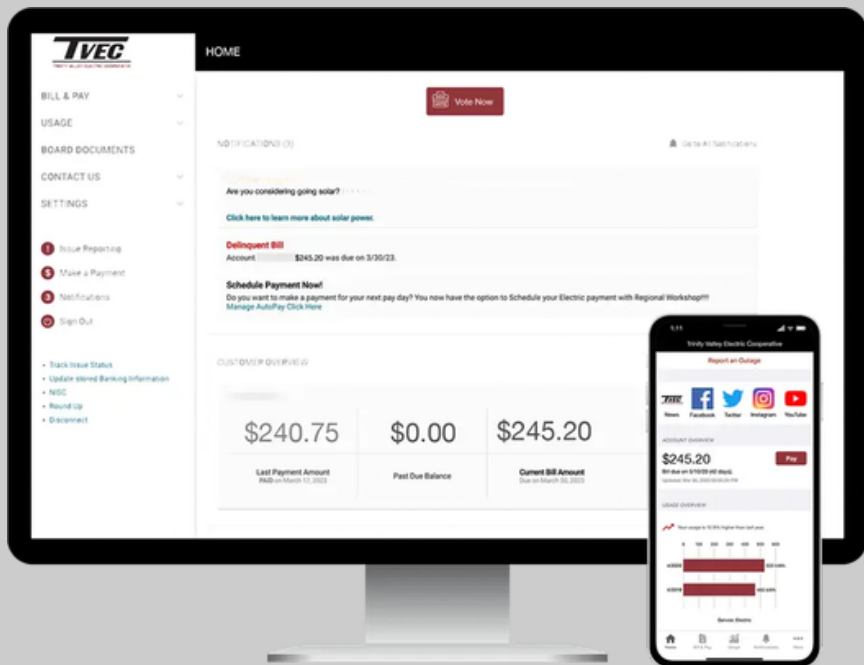


SmartHub



SmartHub puts the power of your TVEC account right at your fingertips!

Access SmartHub at tvec.net or download the app on your mobile device through the App Store (iPhone or iPad) or Google Play (Android devices).



- Pay your bill securely
- View hourly usage
- Set high usage alerts
- Report outages
- Manage notifications
- Update your contact info
- ...and much more!

LEARN MORE

Outage Reporting

TVEC is dedicated to providing the most reliable power supply possible.



Texting Services

Text **972-932-2214**:

- **TVECOUTAGE** to enroll
- **OUT** to report



Give Us a Call

Dial **1-800-967-9324** for 24-hour outage reporting



Go Online

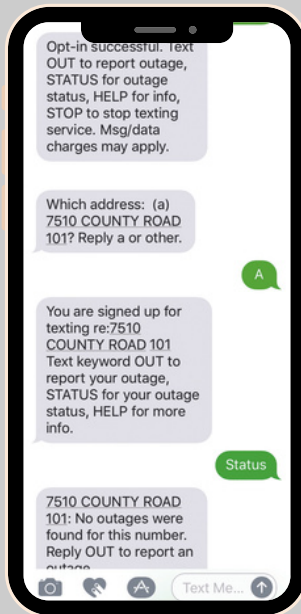
Scan the QR Code to visit the online outage center.

Please do not report outages on social media.



SmartHub

Report in the SmartHub app or learn more at tvec.net/smarthub



Do you have multiple meters?
Enter the meter number for the specific location affected.



Downed power line?

Always assume lines are energized.
Report downed lines to TVEC or call 911.

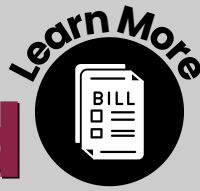
Quick Tip: If you notice what caused the outage, like a fallen tree or damaged pole, be sure to share that information with us. It could help speed up the restoration process.



If you see trucks nearby but don't have power yet, they may be working on a main line first, or waiting until it's safe to proceed.

REPORT

Your Bill, Explained



The bill outlines electricity usage and costs, including data from the current and previous months, average daily use, energy expenses, temperature details, and key messages from TVEC.



Other Items on Your Bill



Sales Tax

For certain business accounts, your bill includes state and municipal sales tax as required by law.



Franchise Fees

Some cities impose a franchise fee on utilities, which is collected and sent to the city. To determine where this fee applies, the city provides updated maps that identify areas included in the fee. The meter location determines if your property is in a franchise fee zone.



Rural Emergency Service District Fee

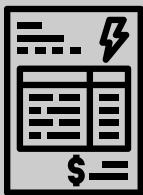
Rural Emergency Service Districts (ESDs) may be eligible to receive sales tax revenue. The delivery point for determining inclusion in an ESD area is based on the physical location of your meter.



Operation Round Up

Operation Round Up is a voluntary program that supports local nonprofits in the TVEC service area. Each month, members' bills are rounded up to the nearest dollar – with donations averaging just \$6/yr.

Ways to Pay



Call-In

You can pay over-the-phone 24/7 by:

- Calling 1-800-720-3584
- Selecting the payment option
- Using checking/savings
- Using a debit/credit card

At the Office



Apple Pay - Inside Lobby Only

Conveniently pay with your iPhone.



Credit Card

Visa, MasterCard, & Discover only.



Cash

Hassle-free payment made at our office.



Check

Checks should be made out to:

Trinity Valley Electric Co-op.

**We offer a variety of ways to pay your bill.
SmartHub is the easiest way to make a payment.**

Auto Pay

The AutoPay program automatically deducts your total due from your account on the bill's due date. You can manage payment methods easily via the web portal or mobile app to keep automatic payments on track.

Paperless Billing

Access your bill eco-friendly by activating Paperless Billing, which reduces paper waste. View your bill online or via the mobile app and receive notifications when it's ready in SmartHub.

Pre-paid Electricity

- No contracts
- No credit check to pass
- No deposit
- You are in control of your balance
- Low-balance reminders to phone/email

Mail-In

Mailed payments should be sent to:

PO Box 1228 Kaufman, TX 75142



Thinking solar? Let's chat first. Give TVEC a call before you install.

Before starting with solar, it's crucial to understand TVEC's interconnection process to ensure a smooth project.

We're here to help make sure your equipment, installer, and setup meet our guidelines—so you can get connected quickly and hassle-free!



LEARN MORE

Distributed Generation (DG) is a term that covers small solar and wind power generation installations that are located at individual homes and businesses on the electric grid.

Distributed Energy Resources (DER) refers to all individually or company-owned alternative energy sources, including small generators, battery storage, solar and wind power and microgrid technology solutions.

TVEC's energy programs optimize solar and battery storage to ensure safe, reliable, and affordable power for everyone in its service area.

*To submit an application or for more information contact TVEC Member Services or email **energymanagement@tvec.coop**.*



Did You Know?

Breaking the meter base seal may result in penalties and fees.

If you suspect any meter tampering, please reach out to TVEC directly.



Safety First

Protect Your Home from Electrical Hazards



Never overload outlets.

Plugging too many devices into one outlet can overheat wiring and start a fire. Use power strips with built-in surge protection if needed.



Check cords regularly.

Frayed, cracked, or damaged cords are fire hazards. Replace them immediately and never run cords under rugs or furniture.



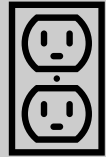
Know the signs of trouble.

Flickering lights, buzzing outlets, tripped breakers, or burning smells? Don't ignore them—they're warning signs that need immediate attention.



Use GFCIs in wet areas.

Install Ground Fault Circuit Interrupters (GFCIs) in kitchens, bathrooms, and outdoor outlets. They help prevent shock in areas near water.



Hire a licensed electrician.

DIY is great for painting—but not for wiring. Always call a qualified professional for electrical work or upgrades.



Community Outreach

Electric Safety Programs



TVEC provides various engaging electrical safety programs for all ages to educate and raise awareness about staying safe around electricity at home, school, and in the community.



Our online interest form enables schools and organizations to request a TVEC Electrical Safety Presentation, facilitating quick scheduling of tailored live demonstrations or educational sessions.

SUBMIT NOW



Operation Round Up

Small Change. Big Impact.



LEARN MORE

Operation Round Up is a voluntary program enabling TVEC members to support local nonprofits by rounding up their monthly electric bill to the next whole dollar. The small change collected is pooled into a fund managed by the TVEC Charitable Foundation.

The most a member would ever contribute in a single month would be 99 cents per account.

More than **\$4.9 million** has been awarded to 315 local organizations since 2013!

Funds from Operation Round Up go directly to nonprofit organizations, schools, first responders, and other community-based groups within the TVEC service area. Every dollar stays local to help those in need.

Some examples of what your pennies have supported:

- Fire and rescue equipment
- Food banks
- Children's services
- Veterans Programs
- School and youth programs
- Health and safety programs
- ...and more!

Together, small contributions from thousands of co-op members can create significant community impact, totaling hundreds of thousands of dollars, making it an easy way to give back to neighbors.



High School Student Opportunities



Visit tvec.net & click on **Community/News**

Youth Tour

Current freshmen, sophomores, and juniors in the TVEC service area can win an all-expenses-paid trip to Washington, D.C., featuring visits to congressional offices, historic sites, and museums like the Smithsonian, Arlington National Cemetery, and more.



East Texas Rural Electric Youth Seminar

At **ETREYS**, students engage in workshops, seminars, and peer activities focused on leadership and entertainment. Daily sessions feature speakers from diverse backgrounds, including notable personalities and professionals.

Scholarships

TVEC awards scholarships to students within its service area by utilizing unclaimed escheat funds. These resources are dedicated to supporting scholarships, promoting economic development, and advancing energy conservation initiatives.



Texas Co-op Power

A Monthly Magazine for Members

Texas Co-op Power delivers Texas culture through recipes, travel spots, and stories each month. As a TVEC member, you also receive local updates, safety tips, energy-saving advice, and important electric industry news.

Since 1944, Texas Co-op Power has been a trusted voice for electric cooperative members across the state. Today, it's the largest-circulation publication in Texas, reaching more than 1.7 million readers each month.

Did you know Texas Co-op Power features member photos and recipes every month? Enter your own for a chance to be published and maybe win some great prizes too!

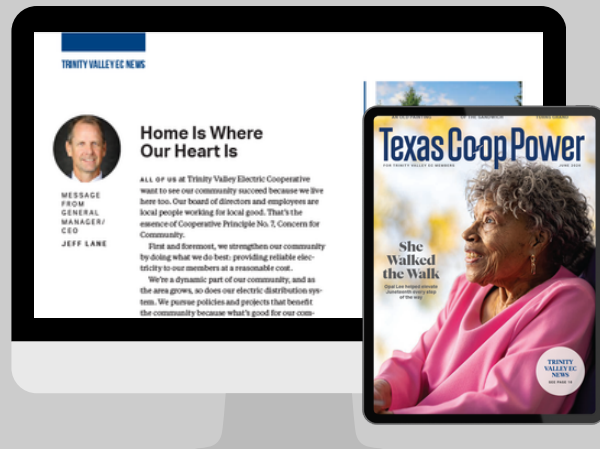
texascooppower.com/contests

READ NOW



Want to catch up on past issues or read on the go?

Every edition is also available online.



Consider It Hot

A Monthly Podcast for Members



LISTEN NOW

Discover what happens behind power lines and how your electric co-op handles storms, outages, and safety. Each episode covers electricity, energy tips, co-op culture, and features special guests, emphasizing the importance of safety.



Join hosts **Don Johnson and Leigh Denney** for monthly conversations with special guests, including local nonprofits and people from right here at the co-op.



TVEC Consider It Hot Podcast

Available wherever you listen to podcasts.



Whether you're a lifelong member or new to the co-op, the **Consider It Hot** podcast is wired to keep you entertained and informed.

Tune in. Turn it up. Consider It Hot.



Hidden spaces like garages can quietly drive up energy costs.

Unplug tools and chargers when not in use.



Energy Efficiency Starts at Home

From adjusting your thermostat to unplugging unused devices, small changes in every space can add up to big savings on your electric bill.

Office

Unplug unused devices & set computers and monitors to sleep after a short period of inactivity



Attic

Check attic insulation and seal up leaks

Closets

Use LED lightbulbs & keep doors closed

Bedroom

Use curtains or weatherstripping to maintain a cozy room and reduce HVAC strain



Living Room

Set fans to spin counterclockwise in summer and clockwise at low speed in winter

Laundry Room

Wash with cold water & hang clothes to dry



Bathroom

Take shorter, cooler showers & switch to low-flow heads

Kitchen

Use microwaves, toaster ovens, or grill outside

The Roots of Rural Power

Founded in 1938, Trinity Valley Electric Cooperative was created to bring power to rural areas that were left in the dark. Today, we serve more than 68,000 members across multiple counties in East Texas. We are not-for-profit and guided by the Seven Cooperative Principles, which ensure our members—not shareholders—are always our top priority.

The logo for Trinity Valley Electric Cooperative (TVEC) features the letters "TVEC" in a large, bold, italicized sans-serif font. A horizontal line is positioned directly beneath the letters.

TRINITY VALLEY ELECTRIC COOPERATIVE

Athens-District Office

909 W. Larkin St.
Athens, TX

Gun Barrel City

1012 W. Main St. #102
Gun Barrel City, TX

Kaufman-Headquarters

1800 E. HWY 243
Kaufman, TX

Wills Point

582 N. 4th St.
Wills Point, TX

Office Hours: Mon-Fri 8:15 a.m. – 4:45 p.m.

Call Center Hours: Mon-Fri 7:30 a.m. – 5:30 p.m.

