

# Membership Guide



## Main Phone Numbers

(800) 388-9881 • (719) 495-2283

## Report An Outage & Outage Center

(800) 388-9881

[www.mvea.coop/outage-center](http://www.mvea.coop/outage-center)

## Falcon Office

11140 E. Woodmen Road  
Falcon, CO 80831

## Limon Office

1655 5th Street  
P.O. Box 1600  
Limon, CO 80828

## Office Hours

Monday - Thursday  
7 a.m. - 5:30 p.m.

## Stay Connected: Like. Follow. Share.

Make sure to connect with MVEA on social media for timely service and program updates.



## Visit our website: [www.mvea.coop](http://www.mvea.coop)

- Online Account Management
- Outage Center
- Energy Efficiency Resources
- Electricity & Safety Resources
- Community Programs & Events
- Service Territory Map

To view and download a copy of MVEA's By-laws, visit [www.mvea.coop/by-laws](http://www.mvea.coop/by-laws).

MVEA is an equal opportunity provider and employer. For MVEA's full "Statement of Non-Discrimination," visit [www.mvea.coop](http://www.mvea.coop).

## Welcome to Mountain View Electric Association!

At Mountain View Electric Association, you're not just a customer, you are a member of a not-for-profit electric cooperative that was organized in 1941 to serve the growing communities along the front range and eastern plains. Today, MVEA serves more than 59,000 members and over 69,000 meters in portions of eight counties. The co-op has grown over the years, but MVEA still operates on the values we started with years ago—integrity, accountability, innovation, and commitment to community.

One of the core principles that makes electric co-ops unique is our desire to serve our members like you, the owners of the co-op. We want to grow where you grow, to listen, to find innovative ways to provide safe and reliable electricity, while also remaining a community-focused electric cooperative.

We operate under the principle that as an electric cooperative, we belong to the communities we serve, because we were built by the communities we serve. Being a member of an electric cooperative means being part of something special. Something local. Something trusted. And, something created to serve you.

We hope you find this membership guide to be a useful resource! Some MVEA programs and services may be similar to other utility providers, while others are unique to the electric cooperative business model (such as capital credits or annual Board of Director elections). Please contact us if you have any questions about MVEA or our services.

## The Seven Cooperative Principles

Cooperatives are special because we are owned by the members we serve and are guided by a set of principles that reflect the best interests of our members.

1. Voluntary and Open Membership
2. Democratic Member Control
3. Members' Economic Participation
4. Autonomy and Independence
5. Education, Training, and Information
6. Cooperation Among Cooperatives
7. Concern for Community

## Account Management at Your Fingertips →

### Life is busy. Managing your MVEA account through SmartHub is easy.

SmartHub is an online billing and account management program that makes it easy for MVEA members to monitor and manage electric use.

- ☑ Monitor Electric Use Down to the Day & Hour
- ☑ Safe & Secure Account Access 24/7
- ☑ Make & Schedule Payments
- ☑ Report Outages & Service Issues
- ☑ Set-up SMS Text & Email Notifications
- ☑ Set-up Payment Reminders
- ☑ Go Paperless and/or Bank Account Auto-Pay & Receive a Monthly Credit

Get started with SmartHub at [www.mvea.coop](http://www.mvea.coop). Click “SmartHub Login” or select the mobile app option!

## Billing & Payment Options

A statement of your electric use will be sent to you each month. If you have a question about your bill, send an email to [billing@mvea.coop](mailto:billing@mvea.coop), visit one of our offices, or call to speak to a Member Services Representative at (800) 388-9881.



**To get started:** For useful information about MVEA’s billing and payment options, including “How to Read Your Bill,” visit [www.mvea.coop/billing-payments](http://www.mvea.coop/billing-payments).



**Online 24/7 with SmartHub:** Available online or as a mobile app. Quick and convenient, visit [www.mvea.coop](http://www.mvea.coop) to get started. We also offer auto-pay options, scheduled payments, and one-time pay.



**Automated Pay-By-Phone 24/7:** Call (855) 963-3485 to pay by phone. Visit [www.mvea.coop/payment-options](http://www.mvea.coop/payment-options) to learn more.



**Convenient Office Locations to Serve You in Falcon and Limon.**

Monday – Thursday, 7 a.m. to 5:30 p.m. MVEA accepts: Cash, Check, Money Order, American Express, Discover, MasterCard, or Visa. *Writing a check? Make sure to use black or blue ink.*



**MoneyGram:** Payments require an MVEA account number and the receive code 15113. Learn more at [www.moneygram.com](http://www.moneygram.com).



**Prepaid Metering** is a pay-as-you-go residential electric service that allows you to pay in advance for the electricity you will be using—no late fees or security deposit required. To learn more about Prepaid Metering (and if your residential account is eligible for this billing option) visit [www.mvea.coop/prepaid-metering](http://www.mvea.coop/prepaid-metering).

## Switch & Save Program

Go paperless through SmartHub, or bank account auto-pay, and receive a monthly credit! (Bonus: Paperless billing through SmartHub is an easy way for MVEA members to cut clutter and save trees, money, and time.) For program details, visit [www.mvea.coop/payment-options](http://www.mvea.coop/payment-options).

## Operation Round Up®

### Neighbors Helping Neighbors

When we all work together, great things can happen! For less than \$12 per year, you can round up your monthly electric bill to the nearest dollar, turning your coins into CHANGE to help support your community, and your neighbors. Operation Round Up® was formed to assist charitable organizations, communities with special needs, and individuals who have suffered from loss, personal disaster, or medical emergencies. Through the generosity of MVEA members who choose to participate in the program, over \$100,000 is invested back into the co-op community every year. To learn more, opt-in, or apply, visit [www.mvea.coop/round-up](http://www.mvea.coop/round-up).

## Closing the Digital Divide Fiber Broadband Internet Service

MVEA is excited to bring access to world-class fiber broadband internet to our membership. We are partnering with rural fiber-optic leader Conexon Connect to build a fiber-to-the-home network. The network, encompassing nearly 5,800 miles of fiber, will ultimately reach 100% of MVEA’s co-op members. The project is currently one of the largest rural fiber deployments in Colorado! Learn more and check for service availability at [www.mvea.coop/internet](http://www.mvea.coop/internet).





## Energy Efficiency Rebates

Tri-State Generation and Transmission, MVEA's power supplier, partners with us to offer an Energy Efficiency Rebate program to promote the smart use of fuels and conservation of resources. From appliances to heat pumps, and electric mowers to electric vehicle charging equipment, there is a rebate to fit the needs of nearly every member who wants to save money and energy. To learn more about MVEA's rebate program, please visit [www.mvea.coop/rebates](http://www.mvea.coop/rebates).



## Save Energy & Money Resources

Everything you do—from flipping a switch to upgrading your appliances—can add up to big energy savings. Make sure to explore MVEA's Save Energy & Money website section for helpful money-saving resources like MVEA's Electrify and Save On-Bill Repayment program, an home energy calculator, and so much more. To learn more, visit [www.mvea.coop/save-energy-money](http://www.mvea.coop/save-energy-money).



## Capital Credits *Your Piece of the Pie*

You are both a member and an owner of MVEA. You vote for the Board of Directors, participate in the Annual Meeting of Members, and when MVEA's cost of doing business is accounted for, you share in the financial prosperity through the allocation and retirement of capital credits. It's an aspect of being a co-op member that is unique: when financial conditions allow, every member of an electric co-op gets a piece of the pie. Annual capital credits allocation statements are included on November bills. To learn more, visit [www.mvea.coop/capital-credits](http://www.mvea.coop/capital-credits).



## Renewable Energy

### Our Energy Mix

MVEA's wholesale power supplier, Tri-State Generation and Transmission Association, is recognized as a national leader in renewable energy production and for their transformative Responsible Energy Plan. A primary goal of the REP is to transition to an even cleaner energy portfolio to expand renewable generation and reduce greenhouse gas emissions. Learn more at [www.mvea.coop/our-energy-mix](http://www.mvea.coop/our-energy-mix).

### Interconnection Program

MVEA regularly works with co-op members and solar contractors to transition to solar power through our interconnection program. In fact, we currently have more than 4,000 (and counting) accounts spread throughout our service territory! As the demand for solar power has increased, so has the number of calls we receive from members regarding costs and logistics. If you have questions about going solar, please call us or visit [www.mvea.coop/interconnection](http://www.mvea.coop/interconnection).

### Green Power Program

MVEA members may purchase Green Power blocks to help support the development of renewable energy sources through the purchase of Renewable Energy Credits. For the average residential member who uses 1,000 kWh a month, the program is around \$1 to purchase 10 blocks of Green Power to match their energy use. Learn more about MVEA's Green Power program at [www.mvea.coop/green-power](http://www.mvea.coop/green-power).

### Electric Vehicles + Charging

Are you thinking about purchasing an electric vehicle? Purchasing an EV is a little different than purchasing a gas-powered vehicle. It is important to understand key elements, such as vehicle range-per-charge and at-home charging options. Visit [www.mvea.coop/electric-vehicles](http://www.mvea.coop/electric-vehicles) to find out if an EV is right for you.

## Local Governance

MVEA is governed by a Board of Directors elected by its co-op members. The Board establishes MVEA's policies and monitors the financial position and the management of the cooperative to assure that its plans and programs are in keeping with accepted industry standards of sound business practices. In these matters, and other business of the organization, each Director represents the interests of the electric co-op membership. Learn more about MVEA's Annual Meeting and Board of Director elections at [www.mvea.coop/annual-meeting](http://www.mvea.coop/annual-meeting).

## MVEA Board of Directors

Directors are your neighbors and fellow co-op members elected at-large to serve three-year terms. Learn more about MVEA's Board of Directors at [www.mvea.coop/board-of-directors](http://www.mvea.coop/board-of-directors).

**Kevin L. Paddock, District 5,**  
President

**Barry R. Springer, District 6,**  
Vice President

**Jim Riggins, District 7,**  
Secretary-Treasurer

**Jim Beals, District 4,**  
Assistant Secretary

**Joseph D. Martin, District 1**

**Tye W. Amendt, District 2**

**Wayne Vanderschuere, District 3**

## Mission, Vision & Values

**MISSION:** To provide our members safe, reliable, affordable, and responsible electric service and access to broadband services.

**VISION:** To be conscientious stewards of our resources and adopters of beneficial ideas and technologies.

**VALUES:** Integrity      Service  
Safety      Community  
Reliability      Accountability  
Affordability

Visit [www.mvea.coop/who-we-are](http://www.mvea.coop/who-we-are) to learn more about MVEA.

## Be Scam Smart!

Beware of scammers pretending to be MVEA. Scammers target electric cooperative members by demanding payment for services, pretending they work with MVEA, and disguising their phone number. When in doubt call MVEA right away. Learn more at [www.mvea.coop/scams](http://www.mvea.coop/scams).

## Outdoor Lighting Rental

Rent an outdoor light from MVEA. The monthly charge includes electricity and maintenance. To learn more, call one of our offices and ask for an Engineering Services Representative, or visit [www.mvea.coop/outdoor-lighting](http://www.mvea.coop/outdoor-lighting).

## Meter Accessibility

Routine inspections of meters and services are maintained to look for safety hazards, theft, or other problems. For safety reasons, meters must be easily accessible to MVEA personnel.

## Landscape Management

When tree limbs grow too close to power lines, they can cause damage or interrupt your electric service. We know that tree trimming and brush removal within electric utility easements may not sound like something to get excited about. But, when you see crews in your community creating tree and brush “no-grow zones” around electric infrastructure, it is proof positive that MVEA is taking proactive measures to maintain a safe and reliable electric distribution system. Learn more at [www.mvea.coop/tree-trimming](http://www.mvea.coop/tree-trimming).

## Power Reliability & Outage Reporting

In the face of Colorado’s unpredictable weather, advances in technology, combined with continued system improvements, allow us to strive for annual reliability ratings that not only meet, but regularly exceed, industry standards. MVEA maintains 24-hour, 365 day-a-year on call crews so if you should lose power, be assured we’re working as quickly as possible to get your lights back on. Visit our online Outage Center for helpful resources at [www.mvea.coop/outage-center](http://www.mvea.coop/outage-center).

### If Your Power Goes Out:

- Check your fuses or breakers. Check to see if your neighbor has power.
- If your power goes out please report the outage.
- If you have determined that your home is out of power, turn off or unplug any appliances you were using when the power went out. Leave just one light on so you know when power is restored.
- Disconnect sensitive electronics to avoid damage.
- Obtain current outage information through MVEA’s Outage Map.

### Reporting an Outage:

Visit MVEA’s Outage Reporting resource webpage at [www.mvea.coop/outage-reporting](http://www.mvea.coop/outage-reporting) to learn more about the options outlined below.

**Report an Outage Through SmartHub®:** You may report an outage through SmartHub, MVEA’s account management program. Click on “Service Status” when you are logged in to your account via SmartHub to report an outage. In addition to reporting an outage, you can also sign up to receive outage notification updates on:

- Planned power outage
- Power outage
- Power outage restored
- Power outage update

**Call 1-800-388-9881:** To report an outage by phone, call our Integrated Voice Response System (IVR). It is important that we have a current telephone number on file. If the system does not recognize the phone number, you can leave a detailed message about the outage location. Provide any information that will help us locate the cause and restore power. We recommend you store 1-800-388-9881 in your contacts so it will be handy during an outage.

## Colorado Country Life Magazine

*Colorado Country Life* magazine is mailed to members every month. It is a great way to stay in the know about your electric co-op as features include: a letter from MVEA’s CEO, current programs, service updates, co-op community stories, and contest information. To read it online, and access an issue archive, visit [www.mvea.coop/ccl](http://www.mvea.coop/ccl).

## Legislative Advocacy

Join electric co-op voters across the nation in grassroots advocacy efforts that represent the unique needs of electric cooperatives. Current opportunities and resources include:

- MVEA’s Grassroots Network
- Co-ops Vote Campaign
- Colorado Legislative Directory
- Voices for Cooperative Power

Learn more at [www.mvea.coop/legislative-advocacy](http://www.mvea.coop/legislative-advocacy).

## Community Programs

The seventh cooperative principle is “Concern for Community” and it is one that is proudly ingrained in MVEA’s co-op culture. A sampling of current programs include:

- Membership Events
- Community Sponsorship Program
- Electrical Safety Demonstrations
- Youth Leadership Programs
- Scholarship Program

Learn more at [www.mvea.coop/community](http://www.mvea.coop/community).