

Introducing Your New Electric Bill

You'll find the same important information as before with some new features to make managing your account even easier. Questions about your account or the new bill design? Call VEC at 423-334-1020.



VOLUNTEER ENERGY COOPERATIVE
 Crossville Service Center
 235 O'Brien Drive
 Crossville, TN 38557

Office Hours 7:00 - 4:00 Mon - Fri
 Customer Service 931-484-3527
www.vec.org

1

TOTAL DUE

\$131.55

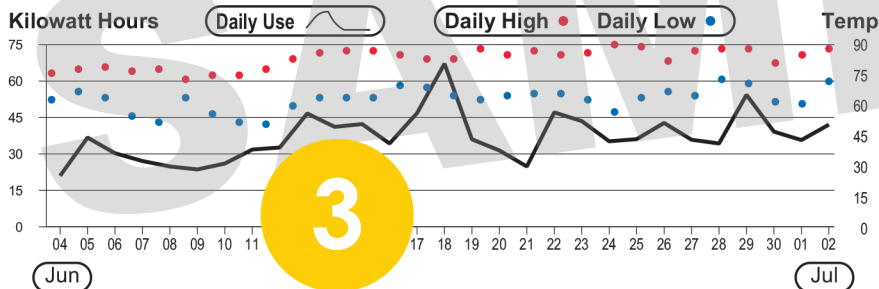
PAYMENT DUE
07/26/2024

2

Account #: 123456789
 Member Name: JOHN DOE
 Mailing Address: 222 MAIN STREET
 CROSSVILLE TN 38572-0000
 Service Address: 222 MAIN STREET
 CROSSVILLE TN 38572
 Phone Number: (931) 555-1234
 Billing Date: 07/06/2024
 Due Date: 07/26/2024

\$6.58 Late Fee Charged After 07/26/2024
 Charge detail found on the back of this page.

Daily Energy Use



For more information on your usage, visit your SmartHub app or www.vec.org.

Your Average Daily Use

37
kWh

AVERAGE DAILY USE
Range: 21 - 67

\$4.54

AVERAGE DAILY COST
Range: \$2.58 - \$8.25

Monthly Energy Use Comparison

Total Energy Use
This Month

1,070 kWh
29 days

Total Energy Use
Last Month

639 kWh
32 days

Total Energy Use
This Month Last Year

0 kWh
29 days

KEEP
SEND



VOLUNTEER ENERGY COOPERATIVE
 Crossville Service Center
 PO Box 277
 Decatur, TN 37322

SERVICE ADDRESS: 222 MAIN STREET

Account Number	123456789
Current Amount Due 07/26/2024	\$131.55
Amount Due After 07/26/2024	\$138.13

Check here for an address change on back.



0 0 AV 0.0
 JOHN DOE
 222 MAIN STREET
 CROSSVILLE TN 38572-0000

5 805
 C-0

VOLUNTEER ENERGY COOPERATIVE
 PO BOX 22222
 DECATUR TN 37322-2222



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Information Key

1. Total Amount Due
 This section summarizes the total amount due & the due date. Automatic payment would be indicated if you participate in this program.

2. Your Account Info
 Your account number, account name, and due date are listed here.

3. Daily Use Graph
 This graph shows your total daily usage and compares it with the high & low daily temperatures.

4. Monthly Use Detail
 This section shows the monthly usage compared to last month's usage and compared to the usage from the same month of the previous year.

5. Daily Use Detail
 This section shows the average daily usage and cost details.

6. Payment Stub
 If you are mailing your payment, detach this portion and mail it with your check.



Do You Share?

The VEC Customers Share Program allows VEC members to round their bill to the nearest dollar each month. This money is then donated to local non-profits that support the communities they serve. Contact your local service center if you would like to sign up.

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Demand is measured in kilowatts (kW) and represents the rate at which electricity is being used. In other words, it is the amount of power required in an instant to satisfy the needs of all your connected appliances, lighting, heating, and anything else in your home requiring electricity at the exact same time.

Office Locations:	Benton 423-338-2569	Byrdstown 931-864-3685	Cleveland 423-476-6571	Crossville 931-484-3527
Decatur 423-334-5721	Georgetown 423-344 8382	Jamestown 931-879-5853	Monterey 931-839-2217	Spring City 423-365-5220



Information Key

7. VEC Contact Info
Ways to contact us about your bill or account are clearly noted on your bill. You can always reach us at 423-334-1020, on social media, or at vec.org.

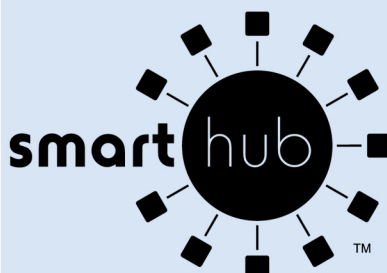
8. Current Charges
This section shows a detail of the charges on your current electric bill.

9. Usage History
This graph compares 12 months of energy usage and high & low monthly temperatures.

10. SmartHub QR Code
Scan this QR Code with the camera on your smart phone to download the SmartHub app directly to your device. The app will allow you to see real-time account information and report outages.

11. Update Your Info
This section provides a way for your to update your contact info so the cooperative can always get in touch with you when necessary.

12. Ways to Pay
This section lists the various ways you can pay your electric bill.

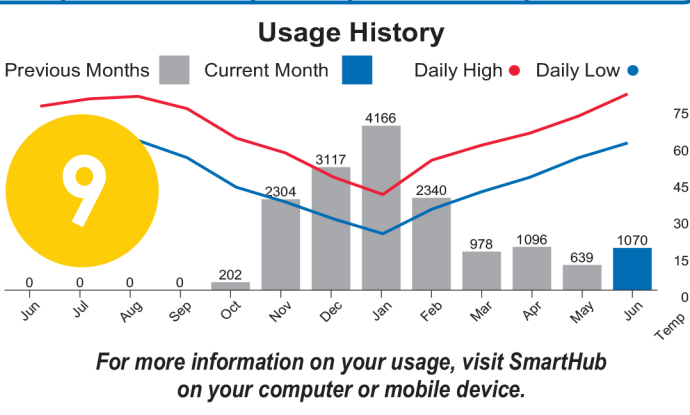


Download the SmartHub App to view your bill, make payments, or to report outages.

Member Name: JOHN DOE JANE DOE
Account: 123456789

Service Addr: 222 MAIN STREET

Rate	Meter #	Reading Dates		Readings		Days	Mult	Usage
RS	987654321	From	To	Previous	Present	29	1	1,070
Previous Account Activity								
Previous Balance				\$82.61				
Payment Received				-\$82.61				
Balance Prior to this Billing				\$0.00				
Current Activity								
VEC Customer Charge				\$17.00				
Demand(KW)				6.7 kW @ 0.00000 \$0.00				
VEC Energy(kWh)				1,070 kWh @ 0.01195 \$12.79				
TVA Energy(kWh)				1,070 kWh @ 0.06866 \$73.47				
TVA Fuel Cost				1,070 kWh @ 0.02109 \$22.57				
TVA Grid Access				1,070 kWh @ 0.00535 \$5.72				
Total Energy (kWh) Rate				1,070 kWh @ 0.10705				
Subtotal				\$131.55				
Current Charges				\$131.55				
Total Amount Due				\$131.55				



SAMPLE

Manage your account with SmartHub! Sign up today at <https://volunteer.smarthub.coop> or scan here to download the free app!



Help Us Keep Your Contact Information Current

Mailing Address _____
 City _____ State _____ Zip _____
 Email _____
 Phone _____



Other Ways to Pay Your Bill

Online Pay your bill at vec.org **Pay By Phone** **12** **Mobile App** Download the SmartHub app using the QR code above **MoneyGram** Through Third Party Participating Locations MoneyGram ID# 15909