


# Navigating Your New Victoria Electric Cooperative Bill

As a result of our software upgrade, your **Victoria Electric Cooperative and Infinium** bill have a new look. You will find the same important account information with an updated layout and new features to make managing your account easier. The sample bill shown includes both electric and broadband services combined on a single statement. Depending on the services you receive, your statement may look different and include different charges.

## FRONT

YNNN Invoice 845

  
Victoria Electric Cooperative  
Your Touchstone Energy® Cooperative

Hours: Monday - Friday, 7:30 AM - 5:00 PM  
Customer Service: (361) 573-2428  
Power Outage Hotline: (361) 582-5555  
Web Address: www.victoriaelectric.coop

**Member Name:** JOHN DOE  
**Invoice Number:** 123  
**Primary Account:** 1234567  
**Bill Date:** 05/24/2026

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**Billing Summary** Cycle 2

Balance From Last Billing	\$212.90
Payments Received	-\$212.90
Balance Forward	\$0.00

**Service Summary**

Electric Service	\$212.90
Internet Service	\$50.00
<b>Current Charges</b>	<b>\$262.90</b>
<b>Total Charges Due by 06/15/2026</b>	<b>\$262.90</b>

**TOTAL DUE**  
**\$262.90**  
Payment Due By: 06/15/2026

**Message Center**  
The design of your monthly bill has been updated with a new look. The new design will help you monitor your usage, view comparisons and receive important messages from VEC.

**INTRODUCING SMARTHUB**  
Save time and money by managing your account at anytime from anywhere.

Scan the QR code to download SmartHub from the Apple and Google Play stores!

Visit our website for more information

**KEEP SEND** Please do not staple payment.

**See back for detailed breakdown of charges.**

Invoice Number:	123
Primary Account Number	1234567
<b>Total Due on 06/15/2026</b>	<b>\$262.90</b>
Amount due after 06/15/2026	\$273.55

Contact information changes on back

Victoria Electric Cooperative, Inc.  
5502 US HWY 59 North  
P.O. BOX 2178  
VICTORIA, TEXAS 77902-2178

Victoria Electric Cooperative, Inc  
PO BOX 208811  
Dallas, TX 75320-8811

0 0 AV 0.0  
JOHN DOE  
123 ANY STREET  
VICTORIA TX 77905-0000

5 18365  
C-0

460960001234567000026290000027355052420266

## INFORMATION KEY

- A. Contact Information:** Ways to contact us about your bill or account are clearly noted on your bill. You can always reach us at 361-573-2428 or at victoriaelectric.coop.
- B. Your Account Information:** Your billing date and account number are listed here.
- C. Total Amount Due:** This section summarizes total amount due and due date. Automatic payment would be indicated if you participate in this program.
- D. Billing Summary:** Here you will find your past payments, current charges, and total charges due.
- E. Message Center:** Learn more about programs, services, notices, and events.
- F. Payment Stub:** If you are paying by check, please return this stub with your payment to ensure the payment is properly credited to your account.

# Navigating Your New Victoria Electric Cooperative Bill

## BACK

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## INFORMATION KEY

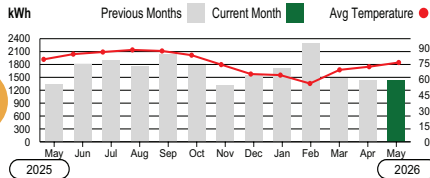
Service Address: 123 ANY STREET

Account: 1234567

### Electric

### Description:

Meter #	Rate	Services From	To	Days	Readings Previous	Present	Meter Multiplier	Usage
58219427	Farm & Residential	04/17/2026	05/17/2026	30	9	68055	1.0	1,426



Member Charge		\$33.00
VEC Distribution Charge	1,426 kWh @ 0.022857	\$32.59
Power Cost Recovery	1,426 kWh @ 0.0100	\$14.26
Wholesale Power Supply	1,426 kWh @ 0.084696	\$120.78
Yard Light (Qty: 1)		\$12.14
Power Cost Recovery Lighting		\$0.13
<b>Electric Service Subtotal</b>		<b>\$212.90</b>

**A. Electric Service Description:**  
This section lists your service address, account number, meter number, days in billing cycle, previous and present readings, and usage.

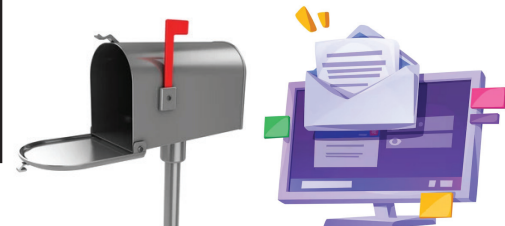
**B. Electric Graph:**  
Shows your total monthly energy use for the past 12 months, along with the average temperature per month.

**C. Bill Breakdown:**  
This section gives you a breakdown of your electric services and monthly charges.

**D. Broadband Billing Details:**  
Each broadband account will have a section showing the service purchased and its charges.

**E. Ways to Pay Your Bill:**  
Lists the various ways you can pay your Victoria Electric bill.

**F. Update Contact Information:**  
If you checked the box on the FRONT, please complete the information here so we can update your account with your accurate updates.



From mailbox to inbox with paperless billing  
Enroll through the SmartHub app or visit our website at [victoriaelectric.coop](http://victoriaelectric.coop)

Total Current Charges: 123 ANY STREET \$212.90

Service Address: 123 ANY STREET

Account: 3456789

### Internet Service

Service: Primary

Internet

Monthly Charges - 06/01/26 to 06/30/26  
RESIDENTIAL SILVER\_100MB

\$50.00

Internet Subtotal

\$50.00

Total Current Internet Service

\$50.00

Total Current Charges: 123 ANY STREET \$50.00

For additional information about your bill, scan the QR code



### Other Ways to Pay Your Bill

Pay online, on our app, or by phone using one of these major credit cards.



**Phone**  
Call 361-573-2428 and use the automated system



**Online**  
[www.victoriaelectric.coop](http://www.victoriaelectric.coop)



**App**  
Available for Android and IOS devices. Scan here:



**In Person**  
Cash, check, card or money order accepted when paying in person.

### Please Indicate contact changes here.

Fill out the form below or log into your SmartHub account to update your contact information

Mailing Address

Phone Number: (361) 541-4850

Email Address: JERRYG2566@YAHOO.COM

Have questions about your bill?  
Give us a call at 361-573-2428 or visit our website at [victoriaelectric.coop](http://victoriaelectric.coop)