

# SMARTHUB IS HERE!

On June 1, 2026, Victoria Electric Cooperative will be transitioning to a new operating system. This upgrade will impact both electric and internet services and is part of our ongoing commitment to improving reliability, service, and the overall member experience.

As part of this transition, all members will receive new account numbers for both electric and internet services.

If you are currently enrolled in recurring payment systems, you will need to re-enroll in the new system. Your current bill (4/17/26 – 5/17/26) will still need to be paid manually.

We are also launching SmartHub, a convenient mobile and online platform that allows members to:

- Pay bills quickly and securely
- Monitor electric usage
- Report outages with the touch of a button
- Receive important cooperative updates

Because our legacy system is being retired, all members will need to create a new SmartHub account. Please note that previous login credentials will no longer work. While enrollment is optional, SmartHub provides valuable features including autopay enrollment, outage reporting, and real-time usage monitoring.

To assist members during this transition, we will offer extended customer service hours:

- June 1–5 (Monday–Friday): 7:00 AM – 6:00 PM
- June 6 (Saturday): 9:00 AM – 4:00 PM

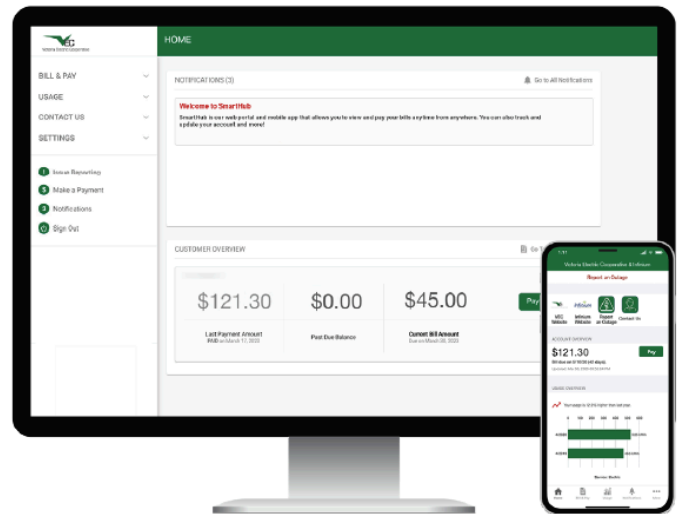
If you have any questions, please visit [www.victoriaelectric.coop](http://www.victoriaelectric.coop) or call 361-573-2428 to speak with a Member Services Representative. Please note that call volumes may be higher than usual during this transition, and wait times may be longer than normal. We appreciate your patience and understanding.



Victoria Electric Cooperative

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## WEB AND MOBILE INSTRUCTIONS

After launch day on June 1<sup>st</sup>, instructions for registering your account and re-activate your Auto Pay will be available on our SmartHub support page at [victoriaelectric.coop](http://victoriaelectric.coop)

Thank you for your cooperation as we complete this important system upgrade.