



Member Update

Commercial/Industrial Edition
Spring 2020

We've got your back - and please stay in touch

VEC business members have plenty of challenges these days. Because getting reliable electric service shouldn't be among your concerns, VEC has taken steps all across our operation in the past several weeks to assure we continue to deliver for all our members. And, as always, but especially now, if you have questions or concerns about any aspect of your service, including setting up payment plans, we encourage you to contact Key Accounts Manager Dave Lahar at 802-730-1214 or email him at dlahar@vermontelectric.coop. We are all in this together.



A simple, efficient way to monitor your usage

If your business is not already using VEC's on-line portal [SmartHub](#) (or has signed up but not explored its features in detail) now might be a good time. Signing up is straightforward. Click [here](#) and then on "New User" and follow instructions. If you need help, please call VEC Member Services at 800-832-2667 and we'll be glad to help. Meanwhile, here are a few features SmartHub offers:



Quick Links

I want to...

- Pay My Bill
- View Billing History
- View Usage
- Report An Issue/Inquiry
- Get Help

View and Manage My Usage

We've improved your usage management

Key Features

- Analyze and understand usage trends to find ways to cut back.
- Create and track a monthly budget to avoid unexpected high utility bills.

- My Usage
- Usage Explorer
- Average Usage
- Planning
- Usage Comparison
- Usage Management

My Usage: see changes over time in your usage and discover patterns. You can see monthly, daily, and hourly usage levels.



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- SmartHub Feed
- Manage Contacts
- Manage Notifications

Manage Notifications: turn on alerts so you know when usage exceeds, or falls below, daily or hourly thresholds.



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Planning: did you recently change operations, or install new equipment? Set date markers to easily see effects of the changes.

Some COVID-19 resources from SBA, ACCD

The Small Business Administration offers a free webinar briefing every day Monday-Friday, from 9-10 a.m. They cover the Paycheck Protection Program and the Economic Injury Disaster Loan and Advance, and other items. You can join here <https://meet.lync.com/sba123/sbmazza/6F6N4YK6> or phone in at (202) 765-1264, using access code 470177937#. And, Vermont's [Agency of Commerce and Community Development COVID-19 Resource Center](#) is a good place to check for updates periodically, too.

Note: May is National Electrical Safety Month

According to Electrical Safety Foundation International, 64 percent of all electrical fatalities on the job occur in occupations that traditionally receive little to no electrical training, such as landscapers, roofers, HVAC technicians, welders, plumbers and truck drivers. Here is a [short newsletter](#) that's got good reminders on workplace, and home, electrical safety.

Do you know someone - inside or outside your business - who might be interested in this newsletter? Please forward it!

***Comments or suggestions about this email?
Call Energy Services Planner Jake Brown at 802-730-0414
or drop him an [email](#).***