



Member Update

Commercial/Industrial Edition

Fall 2018



VEC's core mission is to provide safe, affordable, and reliable energy services to our members. All of our employees work every day to meet that goal. Here, VEC Newport District Group Leader Mark Hinton climbs into an excavator recently at a work site at Jay Peak Resort. Photo Kevin Goddard/VEC.

Welcoming VEC's new CEO, Rebecca Towne

With almost 18 years of utility experience and deep family roots in rural Vermont, Rebecca Towne started as VEC's new CEO October 8. "In the coming months, I look forward to getting to know the entire VEC community, including our commercial and industrial members," she said. Read more [here](#).

No rate increase - again

VEC will not seek a rate increase for January of 2019, marking the fifth consecutive year that VEC has kept rates flat. At least one large commercial VEC member welcomed the news. Read more [here](#).

Get the latest on outages and restoration times

Storms, as we all know, are inevitable. When they cause power outages, VEC dispatches crews to get all of our members back on as quickly and safely as possible. During outages, you can check details including estimated restoration times [here](#). We also offer updates on [Facebook](#) and [Twitter](#). (Please like/follow us if you haven't already!)

Do you know who represents you?

You may know that as a co-op, VEC is governed by a 12-member, elected board of directors, which sets the direction of the co-op and is ultimately accountable to our members. But you may not know who represents you and your business on the board. You can find out who your board representative is [here](#). (Note: routine requests/questions about service are most easily handled through Member Services at 802-635-2667.)

Have we got your number?

We know how important reliable electricity is for your business. When VEC has a planned outage for upgrades or repairs in your area, we want to be able to let you know ahead of time if possible. Please be sure that we have the best, most updated phone number and email address for this kind of communication. You can send the information to support@vermontelectric.coop or call Member Services at 802-635-2667. Thank you!

Please forward this email to anyone who might be interested.

***Comments or suggestions about this email?
Please email VEC Energy Services Planner [Jake Brown](#).***