

Dear Member,

Welcome to Vermont Electric Cooperative (VEC). Because you have recently purchased or rented property in our service territory, you are a new member of the Co-op.

This may be your first experience with an electric cooperative. The difference between VEC and an investor-owned utility is that, as a cooperative, VEC is owned by our customers—our member-owners. Any profit at the end of the year is allocated to members based on how much electricity they used. This is called member capital and a portion of this money may be returned to members each year, depending on the financial health of the Co-op.

Cooperatives are democratic in nature. Each member has an equal vote on matters such as bylaws, investing in long term power supply arrangements, and electing representatives to the Board of Directors, which governs VEC.

New customers automatically become member-owners of VEC.

Lastly, we are committed to providing you with the best possible service. We strongly encourage feedback from our members and look forward to serving you.

Sincerely,

VEC's Member Service Team

~ Committed to Our Members ~

To review VEC's bylaws, you can visit our website or contact us to request a paper copy.

Vermont Electric Cooperative, Inc.  
42 Wescom Road, Johnson, VT 05656  
1-800-832-2667  
support@vermontelectric.coop  
www.vermontelectric.coop

## VEC Programs

### SmartHub

With SmartHub, members can pay bills, view power usage, report outages, and set up alerts for power restoration and bill notifications. SmartHub is available on the web and for mobile devices.



### The Community Fund

The VEC Community Fund supports local organizations that promote community development and economic security. Participation is easy—simply let us know that you would like to round up your bill or donate your member capital.



### Beat the Peak

Beat the Peak encourages members to reduce their usage during peak times when energy demand is at its highest. This way, members can help control rising costs that impact electric rates.



### Co-op Community Solar

Members can sign up to sponsor solar panels for either 10 or 20 years and receive a credit on their monthly electric bills.



### Energy Transformation Program

VEC offers bill credits to members who purchase a range of products, including electric vehicles, heat pump water heaters, pellet stoves, induction cookstoves, electric lawnmowers and more. VEC may also offer a discounted line extension to off-grid homes or businesses.



For more information, please call Member Services at 1-800-832-2667 or email us at [support@vermontelectric.coop](mailto:support@vermontelectric.coop).

## About Us

Nationally recognized for innovative and advanced use of technology, Vermont Electric Cooperative (VEC) is the largest locally owned electric distribution utility in Vermont.

Established in 1938 to bring electricity to rural Vermonters, VEC serves its member-owners in 74 towns and eight counties. VEC employs approximately 100 Vermonters and has headquarters in Johnson as well as field offices in Grand Isle, Newport, and Richford.

### SERVICE FEES

Initial Service, trip required	\$75
Initial Service, no trip required	\$22
Suspension of service, trip required	\$75
Suspension of service, with remote device	\$24
Property Visit for Notification	\$75
Collect in field	\$75
Disconnect	\$75
Reconnect, normal hours	\$75
Reconnect, normal hours with remote device	\$24
Reconnect by lineworkers, normal hours	\$256
Reconnect, 4-4:30pm, M-F	\$114
Reconnect, after hours	\$299
Reconnect by lineworkers, after hours	\$679
Bad Check (NSF)	\$41
More than two disconnect notices in 12 months	\$4.00

## Vermont Electric Co-op Summary of Rates

For a detailed copy of our rate tariffs, please contact us at 1-800-832-2667 or visit [www.vermontelectric.coop/rates-and-tariffs](http://www.vermontelectric.coop/rates-and-tariffs)

The rates below are effective 1/1/2024.

Rate 1 RESIDENTIAL SERVICE	
Customer Charge/mo.	\$21.27
1 -100 kWh	\$0.10775 per kWh
kWh in excess of 100	\$0.21748 per kWh

MULTIPLE RESIDENTIAL METERS	
Customer Charge/mo.	\$6.92
kWh Charge	\$0.21748 per kWh

Rate 2 GENERAL SERVICE	
<b>Non-demand billing &lt;15,000 kWh/mo.</b>	
Customer Charge/mo.	\$22.53 per meter
kWh Charge	\$0.19551 per kWh

<b>Demand billing &gt;15,000 kWh/mo.</b>	
Customer Charge/mo.	\$37.58 per meter
kWh Charge	\$0.11190 per kWh
Billing Demand Charge	\$25.77 per kW

STREET LIGHTS	
20 LED	\$15.16 per light
40 LED	\$27.45 per light

## Vermont Electric Co-op Board of Directors

### District 1

Vacant

[district1@vermontelectric.coop](mailto:district1@vermontelectric.coop)

### District 2

Jeffery Wilson, Coventry *term expires 2025*  
802-323-3601 [district2@vermontelectric.coop](mailto:district2@vermontelectric.coop)

### District 3

Carol Maroni, Craftsbury *term expires 2026*  
802-586-7758 [district3@vermontelectric.coop](mailto:district3@vermontelectric.coop)

### District 4

Mark Woodward, Johnson *term expires 2026*  
802-635-7166 [district4@vermontelectric.coop](mailto:district4@vermontelectric.coop)

### District 5

Charlie Van Winkle, Underhill *term expires 2026*  
802-598-0128 [district5@vermontelectric.coop](mailto:district5@vermontelectric.coop)

### District 6

Paul Lambert, Georgia *term expires 2027*  
802-310-2740 [district6@vermontelectric.coop](mailto:district6@vermontelectric.coop)

### District 7

Rich Goggin, South Hero *term expires 2024*  
508-439-9166 [district7@vermontelectric.coop](mailto:district7@vermontelectric.coop)

### East Zone Directors At-large

Tom Bailey, Derby *term expires 2025*  
802-766-2647 [eastzone2@vermontelectric.coop](mailto:eastzone2@vermontelectric.coop)

George Lague, Derby *term expires 2024*  
802-766-2456 [eastzone1@vermontelectric.coop](mailto:eastzone1@vermontelectric.coop)

### West Zone Directors At-large

Jody Dunklee, Fairfax *term expires 2027*  
802-356-6052 [westzone1@vermontelectric.coop](mailto:westzone1@vermontelectric.coop)

Ken Hoepfner, Jeffersonville *term expires 2024*  
802-644-5771 [westzone2@vermontelectric.coop](mailto:westzone2@vermontelectric.coop)

Bonnie Pratt, Cambridge *term expires 2025*  
617-833-5746 [westzone3@vermontelectric.coop](mailto:westzone3@vermontelectric.coop)

Updated January 2024



# Welcome!

Vermont Electric Cooperative, Inc. (VEC) has been serving its members in rural Vermont since 1938.

VEC is one of more than 40,000 cooperatives serving more than 130 million people throughout the United States.