

Twinkling lights and holiday delights -
The power of electricity is a gift every day

During this holiday season, I want to take a moment to extend warm wishes to you and your family, our valued member-owners. Whether it's the glow of Christmas lights or the food and conversation at family gatherings, this season is a time of brightness and warmth— courtesy of the energy that powers it all.

CEO's Corner **Marvin Denzer**



Every twinkling light, every heated home, and every holiday display is powered by the electricity we help deliver every day. We are grateful for MVEC's role in illuminating not only homes but also the holiday spirit within our communities through programs, such as the Gift of Electricity and Operation Round Up, that give individuals and organizations a helping hand.

Looking back on the past year, I'm grateful for our members and the cooperative spirit. MVEC Team Members met many of you at community events, from kindergarten electric safety demonstrations to city celebrations and parades. We met you in a pumpkin patches and in saluting the U.S. flag at a local veterans event.

Some of our Team Members took community commitment on the road this year by sharing their electrical skills in Guatemala to bring electricity to a village for the first time and in South Carolina to help with the aftermath of Hurricane Helene. We loved hearing your words of support on social media and in person as the cooperative spirit was shown both near and far.

As you gather with friends and family, may your season be filled with peace, joy, and the special glow of the holidays. Wishing you all a bright and healthy New Year, and all the powerful possibilities that lie ahead!

Merry Christmas and Happy New Year

FROM ALL OF US AT MINNESOTA VALLEY ELECTRIC COOPERATIVE

Additional resources and board meeting highlights available 24/7 at www.mvec.net



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MVEC

MINNESOTA VALLEY ELECTRIC COOPERATIVE

A Touchstone Energy® Cooperative

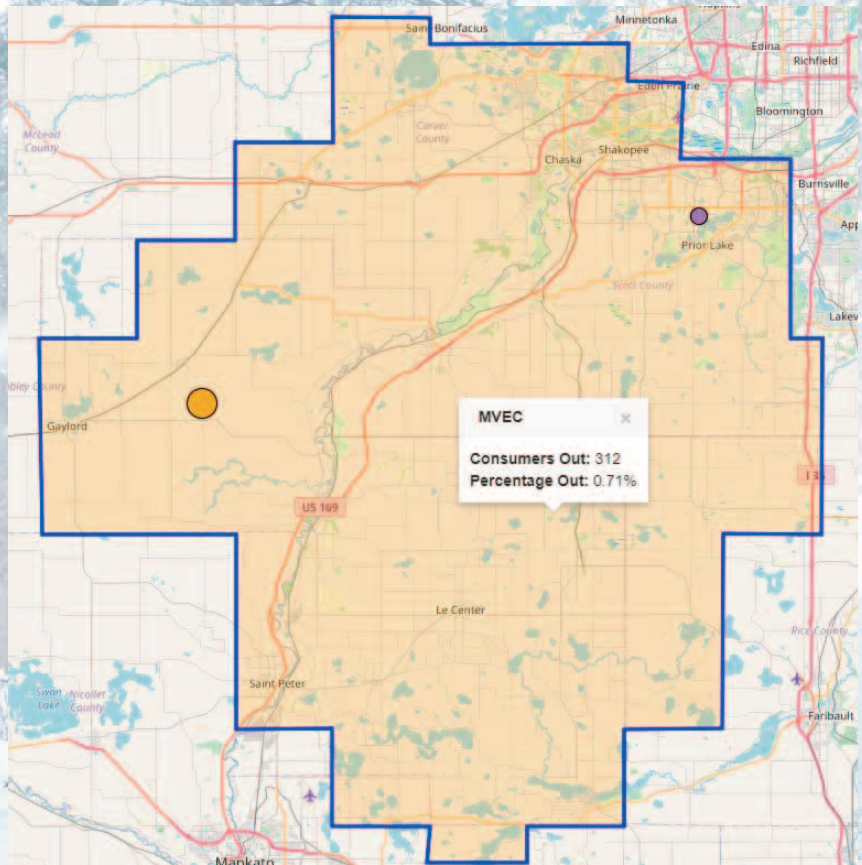
Be ready for winter storm season

Stay informed with online outage map

When an outage affects over 250 members, an outage update is posted at www.mvec.net/outage and on our Facebook page.

Click on the dot near your location for expanded information. When time allows, our dispatcher will post comments and estimated restoration times.

Please note: do not report outages on Facebook or X as those two sites are not monitored 24/7.



When the power goes out, so do our linemen!

Be patient. Winter conditions pose hazards for us, too. Decreased visibility, icy roads, hard-to-reach places and an increase in auto accidents can make middle-of-the night outage restoration more difficult.

Make sure your phone numbers are current

If your two most-used phone numbers are in MVEC's records, our automated phone system will be able to identify your location when you call or text in an outage. This helps our dispatchers send crews to needed areas and speeds up power restoration. You can easily fill out a phone number update form at www.mvec.net/power-outages/update-phone

How to report an outage

WHEN THE POWER GOES OUT at your home or business, MVEC offers several easy ways for you to notify us. By reporting your outage, you are helping us get the power back on as quickly and safely as possible.



1. Text: Report an outage quickly by sending a text message to **855-963-3830**. Text OUT to report the outage and text STATUS to request an update. Just make sure the phone number in your SmartHub account is enabled to receive messages.



2. SmartHub: The Report an Outage quick link makes it easy for registered users of SmartHub to report outages on the SmartHub home page or app. To learn more, visit mvec.smarthub.coop



3. Phone: Call MVEC at **952-492-8255** or **1-800-232-2328**. Your information is automatically added to our outage reporting system. If you stay on the line, you always have the option to talk with a Dispatcher.

Interested in serving on MVEC's Board of Directors?

Filing deadline is January 28

Three Board of Director seats will be on the ballot in 2025, currently served by:

- Deb Erickson of Savage (District I)
- Gary Haberman of Chanhasen (District II)
- Jim Connelly of St. Thomas (District III)

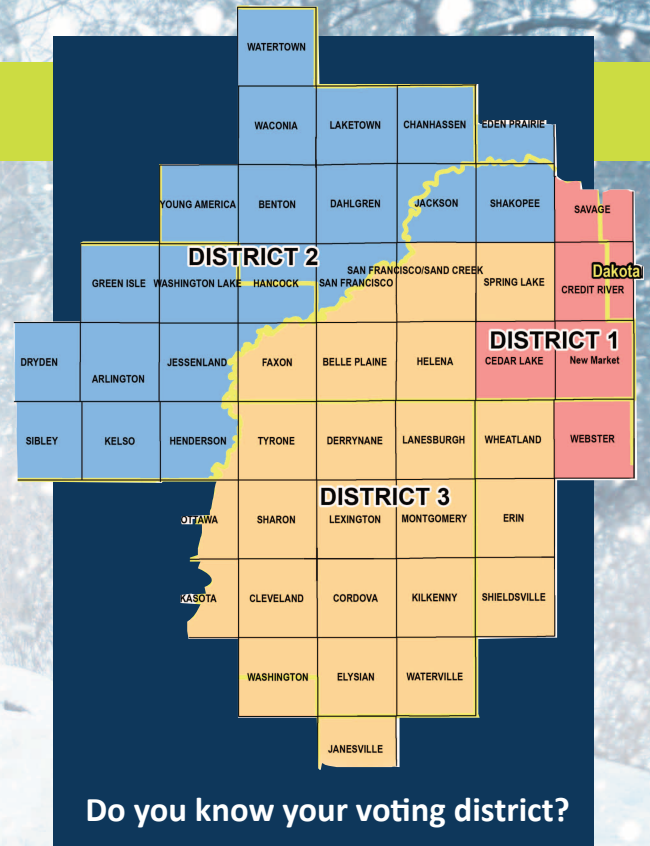
Directors represent the membership in co-op decisions and work to establish policies, develop budgets and set rates.

To qualify, you must

- be a member residing within MVEC's service area.
- not be employed by or financially involved with a competitor or business selling electric energy or supplies.
- be able to attend board meetings, usually held the last Wednesday morning of each month.

If interested in running for a district seat, call 952.492.8242 or email elections@mvec.net before Jan. 28, 2025.

Save the Date: MVEC's Annual Meeting is scheduled for 7 p.m. Tuesday, April 8, 2025, at Jordan High School.



Do you know your voting district?

We're here to help you through the colder months

Enjoy easy, secure MVEC account management



Beyond outage reporting, SmartHub, MVEC's user-friendly online software, makes it easy for you to manage your account by computer or phone app. Pay your bill monthly or sign up for automatic payments by credit card or bank draft. Monitor your electric usage by the day, week or month and compare to previous time periods.

Registering for a free account is simple. You just need to have your member account number handy and follow the instructions at www.mvec.net/smarthub. Informational videos show how to sign up and use SmartHub.

Are you a snowbird?



Whether you spend the whole winter down south or just go on an extended vacation, SmartHub is a great way to check on your home's energy use or pay a bill while you're away. Before you leave for the winter, you can contact billing@mvec.net so we don't unnecessarily alert you regarding your location's lower usage.

We offer many ways to save

Learn what you can do to save both energy and money for your heating, cooling and electric water heating in no-cost and low-cost ways by searching the 24/7 resources at www.mvec.net:

- Rebates and bill credits for energy-efficient appliances,
- Energy saving tips and ways to troubleshoot a high bill
- Free self-audit tools, MyEnergyExpert and more

Worried about your electric bills?

From time to time, members may experience financial hardships. MVEC will make every effort to work with you to keep your account up-to-date. It may be as simple as signing up for budget billing, which gives you a steady and predictable amount to pay each month. Or maybe you qualify for one of Minnesota's utility protection laws, such as the Cold Weather Rule or Active Military Rule. Potential assistance also may be available from state, county and regional agencies.

Find specific assistance information at: www.mvec.net/financial_assistance





Since 1995, Operation Round Up members have collectively donated over **\$2.6 million** in pennies, nickels, dimes and quarters

The average yearly donation to round up your bill is just \$6. Sign up to add your monthly change at www.mvec.net/our-community

A big THANK YOU to those (over 50% of MVEC's members) who participate in this program.



ORU trustees give local food and gift programs a holiday boost

Through the generosity of MVEC members who round up their monthly electric bills, the Operation Round Up Trust Board was able to give \$56,362 in the Fourth Quarter of 2024

In the spirit of the season and with extra funds available, the ORU Trust Board increased the usual \$500 quarterly donation to \$1,000 for 20 food shelves, school backpack programs and holiday gift initiatives for the last grant distribution in 2024.



- **Angel Foundation:** \$3,000 for emergency financial assistance
- **Arlington Chamber of Commerce:** \$1,500 for Arli-Dazzle event
- **Belle Plaine Backpack program:** \$1,000 to purchase food
- **Belle Plaine Food shelf:** \$1,000 for food
- **BrainPower in a Backpack of Burnsville:** \$1,000 for food
- **Bountiful Basket Food Shelf of Chaska:** \$1,000 for food
- **Campfire Minnesota:** \$3,000 for summer camp scholarships
- **Can Do Canines:** \$7,500 to raise, train and place service dogs
- **Central Elementary School:** \$1,000 for backpack program
- **Cologne Fire Department:** \$1,651 for emergency fire pagers
- **Green Isle Lions Club:** \$1,000 for Community Connect Meals
- **Green Isle Lions Club:** \$1,000 for supplies to make blankets for Children's Hospital
- **Henderson Area Food Shelf:** \$1,000 for food
- **Holy Cross Catholic School:** \$1,680 for field trip transportation
- **Infants Remembered In Silence:** \$5,000 for bereavement support supplies
- **Jordan Area Food Shelf:** \$1,000 for food
- **Jordan ECFE PTO:** \$500 for field trip transportation
- **Jordan Family Outreach:** \$500 for outer wear and bill payment help
- **Le Center Food Shelf:** \$1,000 for food
- **Le Sueur Adopt-A-Family:** \$1,000 for gifts
- **Le Sueur Food Shelf:** \$1,000 for food
- **Le Sueur County Santa Anonymous:** \$6,000 for gifts in Cleveland, Elysian, Le Center, Le Sueur, Montgomery and Waterville
- **Le Sueur Rotary Club:** \$1,000 for backpack program
- **Le Sueur Rotary Club:** \$3,500 for trail sign
- **Lonsdale Food Shelf:** \$1,000 for food
- **Montgomery Svatý Mikuláš Committee:** \$1,000 for event entertainment
- **Sibley County FoodShare:** \$1,000 for food
- **Treasures in Town of Le Sueur:** \$1,000 for Project Connect vouchers
- **True Friends:** \$1,500 for sidewalk repairs at Camp Eden Wood
- **West Village Homeschool Co-op:** \$1,500 for guest speakers



✓ The next deadline to apply for an ORU grant is Jan. 31, 2025

The Electric Eye is the official publication of Minnesota Valley Electric Cooperative
Chief Executive Officer: Marvin Denzer
Editor: Dan Ring

Contributors: Jessica Heinz and Susan Larson
www.mvec.net • info@mvec.net
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Office Hours: M - F: 8 a.m. - 4:30 p.m.
24- Hour Dispatch/Outages:
952.492.8255 or 800.232.2328

Contact Member Service:
952.492.2313 or 800.282.6832
Pay By Phone: 855-963-3830

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125 Minnesota Valley Electric Drive
Jordan, MN 55352