

ATTENTION AUTO PAY MEMBERS!



On October 30th, you will be required to re-register for Auto Pay in our new SmartHub payment system if you are currently registered with a credit card.

Avoid having to re-register for Auto Pay by signing up or updating your current settings with e-checks or your bank information.



Auto Pay Re-Registration

On October 30th, we are switching to a new payment system.

If you are currently signed up for AutoPay with a credit card, this will affect your account.

Avoid having to re-register your Auto Pay settings by signing up or updating your current settings with e-checks or your bank information.



Web & Mobile Instructions

After we launch on October 30th, we will have instructions on how to register your account and re-activate your AutoPay settings with a credit card.

You will find the instructions on our SmartHub support page at tvec.net/smarthub.



Need Some Assistance?

After launch day on October 30th, if you have questions or issues with the registration process, you may contact customer service at (800) 766-9576.

***YOU CANNOT REGISTER UNTIL THE OCTOBER 30TH LAUNCH DATE.**

Dates and Information

Trinity Valley Electric Cooperative is excited about an upgrade heading your way on October 30th! **If you are currently registered for Auto Pay in our system with a credit card**, mark the following dates on your calendar:



10/23 thru 10/29

Last day you can make debit or credit card payments until 10/30!

No electronic payments will be accepted October 23-29. Cash or check payments will still be accepted by mail or at TVEC office locations.



Monday, October 30th

Visit our site to find links and instructions on how to register your account.

YOU MUST REGISTER to re-signup for autopay with your credit or debit card, paperless billing and to take advantage of all the new features like usage details, account history, outage reporting, easily pay your bill, contact customer service all with your smartphone, tablet, or computer.

You can find more information on our SmartHub support page: tvec.net/smarthub.