

**DELIVERING MORE.**

NEW MEMBER KIT

OUTPACING THE ORDINARY

GVEC IS A COOPERATIVE THAT PROVIDES ESSENTIAL SERVICES TO EMPOWER THE PEOPLE AND COMMUNITIES WE SERVE

[gvec.org](http://gvec.org)

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Electricity | Internet | AC/Heating | Electrician Services | Solar & Battery | Community

# Welcome to GVEC



When you signed up to receive electric service from GVEC, you automatically became a member-owner of the Cooperative, a not-for-profit electric distribution company serving over 99,000 meters in 13 counties across South Central Texas.

At GVEC, we are dedicated to providing quality, reliable electric service. Since 1938, we have taken pride in providing great customer service and supplying electricity at the lowest reasonable cost to a diverse, growing service territory from rural ranches to urban communities and everything in between.

As a Cooperative, our focus is on our membership. GVEC is owned by and operated for our members, and we make every effort to contribute to our member-owners' quality of life. We work and play in the areas we serve and, like you, we call these areas home. It is the cooperative way to support our neighbors, organizations and local programs that mean so much to all of us. Across our service territory, you'll see GVEC staff participating in local community events, teaching children about electrical safety, encouraging energy efficiency, donating food to local pantries and much more. We work hard on your behalf because it's the right thing to do when we represent you.

We're also more than just electricity. Our beyond the meter services include [AC/heating installation, maintenance and repair](#), [solar panel and battery storage systems](#), and [electrician services](#). We also provide residential and commercial high-speed internet service through [GVEC Internet](#). With state-of-the-art technology like Fiber to the Home, we're helping make your life more efficient and more convenient too.

GVEC is an organization you can count on to provide sound products, programs and advice centered around [efficiency](#) and [safety](#). As a [new member-owner of GVEC](#), this information packet is designed to help you understand the basics of what a cooperative is, how it operates and the benefits that come with this special form of business. I hope through participating in these services, you come to know GVEC as not just your electricity provider, but also as your community resource and partner.

Please visit our website at [gvec.org](http://gvec.org) to learn more about your Cooperative and stay on top of the latest GVEC and energy industry news. On behalf of the GVEC Board of Directors and staff, I welcome you to the Cooperative family. We look forward to serving your needs.

Respectfully,

A handwritten signature in black ink that reads "Darren Schauer". The signature is fluid and cursive.

Darren Schauer  
General Manager & CEO

CONTACT US TODAY TO SEE HOW  
WE CAN DELIVER MORE TO YOU.

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# Your Cooperative

## IN THIS SECTION

- What Is a Cooperative and How Does It Work?
- Benefits of Membership in a Cooperative
- Getting Involved
- Staying Informed and Connected

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# Your Cooperative

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A cooperative is a unique form of business that comes with both responsibility and rewards. As a GVEC member, you are part of an organization anchored firmly in the communities we serve. Caring for our members through safety, education, energy efficiency and [economic development](#) are just a few of the ways GVEC is here for you.

## What Is a Cooperative and How Does It Work?

A cooperative is a group of people working together toward a common cause, in this case, to ensure reliable and affordable electric service, as well as the social and economic enhancement of our member communities. The Cooperative is owned and democratically run by its members who elect a [Board of Directors](#) to govern the business of GVEC. Your GVEC Board of Directors consists of 11 Directors elected to serve a three-year term, with staggered Director elections each year. Board candidates are nominated at their respective [District Meetings](#), by petition or by a nominating committee, then officially elected at the [Annual Meeting](#) held each year on the fourth Friday in June.

## As a GVEC Member, You'll Enjoy the Following Benefits:

- Online access to [gvec.org](#) for money-saving energy efficiency tips, convenient bill pay and account management, real-time map of known outages, the latest GVEC news and more
- A voice in electing a District Director to represent you on the Board of Directors
- Leadership activities and [scholarships](#) for high school students
- Energy efficiency and renewable energy education for all ages
- [Electric safety](#) education for all ages
- Presentations of all types for local civic groups
- [Donations, sponsorships](#) and [grants](#) to area nonprofit organizations
- [Economic development assistance](#), providing opportunities for jobs and growth within our service territory
- State and national legislative representation concerning energy initiatives, helping to keep electricity rates fair and affordable
- The rewards of capital credits: As a not-for-profit cooperative, GVEC allocates a portion of its net return to members who purchased electricity within that year. Each member contributing to the Cooperative's margin earns capital credits, placed within a holding account until a portion is distributed by what is called a "retirement." Retirements are made periodically at the discretion of the Board of Directors.
- Free expert Energy Efficiency Audits and advice
- Energy Efficiency Rebates
- Monthly *Texas Co-op Power* magazine featuring *The GVEC Review*

# Your Cooperative (cont'd)

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## How Can I Get Involved in My Cooperative?

**District Meetings** – District Meetings are held in the spring to nominate Director Candidates to represent the membership on the GVEC Board of Directors. The GVEC Board is made up of 11 members, with each Director serving a three-year term. The terms are staggered, so three District Meetings are held every third year to nominate Director Candidates; four District Meetings are held the other years. At District Meetings, you have the opportunity to impact the business of your Cooperative by participating in the director nomination process. Watch for notice of your District Meeting in *The GVEC Review* local pages within *Texas Co-op Power* magazine, by direct mail and in your local newspaper.

**Annual Meeting** – The GVEC Annual Membership Meeting is held each year on the fourth Friday in June. Elections are held for the three (or four) Director Candidates up for election.

All members have the right to vote for Directors by ballot at the meeting or by proxy, through mail and online, prior to the meeting. Memberships in the name of non-natural persons (e.g., churches, businesses, civic clubs, etc.) must be voted by proxy.

In addition to the Director election, the Annual Meeting includes a presentation on the state of the electric industry as well as GVEC business. All members enjoy complimentary refreshments, entertainment and door prizes.

Watch for the direct mailing of the proxy and the Annual Meeting notice (listing time, date and location) in *The GVEC Review* and your local newspaper each June.

Meet your **[Board of Directors at gvec.org](#)**.

## Stay Informed and Connected

**GVEC website** – Visit **[gvec.org](#)** for the latest Cooperative news and information.

**GVEC Social Media** – Connect with us on **[Facebook](#)**, **[X](#)** and **[Instagram](#)**. We're also on **[LinkedIn](#)** and **[Glassdoor](#)** by searching GVEC.

**Texas Co-Op Power magazine** – Each member receives a copy of *The GVEC Review* within *Texas Co-Op Power* magazine to learn about industry and Cooperative news, community organizations and events, recipes, and more! Also access it online in our **[blog](#)** at **[gvec.org](#)**.

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# Account Services

## IN THIS SECTION

SmartHub® Self-Service Portal  
Automatic and Online Payment Options  
Traditional Payment Options  
Pay as You Go Prepaid Billing  
Transfer or Disconnect Service  
Fees

[gvec.org](https://gvec.org)

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# Account Services

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## **PAYMENT OPTIONS**

Enjoy an array of choices at no cost to you. GVEC offers a comprehensive payment program with options that add convenience and efficiency.

### **SmartHub® - GVEC's Self-Service Portal**

Use our self-service portal via computer, or download the free SmartHub app on your smartphone or tablet. View your bill and make payments any time, day or night. GO PAPERLESS, TOO! Sign up for eBill. and receive statements by email. To sign up, go to [gvec.org](https://gvec.org) or call a customer service representative at [800.223.4832](tel:800.223.4832).

### **Automatic Payments - The Fastest, Most Efficient Method**

**Bank Draft** - Ensures your payment is made on time every month. Automatic bank drafts allow you to specify an account (checking or savings) to automatically debit the amount of your bill each month on your billing due date.

**Credit or Debit Card Draft** - Works just like a bank draft, except with your credit card. Your credit card account is automatically debited for the amount of your electric bill each month on your bill due date. We accept Visa, MasterCard, Discover and American Express.

### **Online Payment - Quick and Easy**

Use our self-service portal, SmartHub, to make a one-time online payment or schedule future payments.

### **Traditional Payment - Convenient**

- Phone - Pay your electric bill by phone 24/7 using our automated IVR system with a credit card or e-check at [888.301.3652](tel:888.301.3652)
- Drive-up Windows - Located at all five area offices; open from 7:30am - 5:30pm, Monday - Friday.
- Mail - We're happy to process your check or money order by mail. Send payments to P.O. Box 118, Gonzales, TX 78629.
- Night Drop - For your after-hours convenience, we offer night drop boxes located in the drive-thru lane at all five office locations - Gonzales, La Vernia, Cuero, Schertz and Seguin. Secure forms of payment include checks and money orders.
- Kiosk - A fast, secure and convenient way to pay your electric bill anytime, day or night. Payments are posted immediately to your account, and you'll receive a receipt. The kiosk accepts cash, credit card and electronic check. This payment option is available at the Schertz and Seguin Customer Service Centers.
- Lobby - Come inside one of our five office locations to pay your bill. Lobby hours are 8:00am - 5:00pm, Monday - Friday

### **Pay As You Go Prepaid Billing - Easier Money Management**

If it's easier to make daily or weekly payments rather than one larger payment each month, Pay As You Go Prepaid Billing may be the right payment option for you. Prepay your electricity based on how much you want to purchase—enough to last a day, a week, a month or more. An account can be opened for as little as \$100 to include GVEC's \$50 account setup fee, \$25 membership fee and a \$25 prepaid credit.

- No deposit is required, and there are no late fees. A disconnect/reconnect fee will be charged if your balance goes below zero.
- Make prepayments as needed, 24/7, by any payment method.
- Monitor your balance and energy usage via our SmartHub customer portal or SmartHub app. A traditional bill will not be sent.

For details, speak to a customer service representative, or visit [gvec.org](https://gvec.org).

# Account Services (cont'd)

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## **CHANGE OF SERVICE**

### **Transfer or Disconnect Service**

If you're moving or need to disconnect your electric service with GVEC for any reason, we will need the appropriate information to complete your request. There are three easy ways to request a disconnect or transfer service:

- Call us at [800.223.4832](tel:800.223.4832).
- Stop by one of our five office locations.
- Visit [gvec.org](http://gvec.org).

**When disconnecting or transferring your service, please make sure you have the following information:**

- Name
- Account number(s)\*
- Daytime phone number
- Social security number (for identification)
- Forwarding address (where we can send your final bill)

### **Transferring Service**

- Old service address (where service should be disconnected)
- New service address (of property where service will be connected – street name, 911 address, county and meter number if possible)
- Mailing address (if different from service address)
- Alternate phone number(s)
- Email address (if applicable)

\*If you have more than one account, make sure you indicate each account number you need transferred.

## **Fees**

A fee is charged for each new account or transferred service from one location to another. This fee covers the cost of administrative services.

- Membership Fee - \$25 - One-time fee for any new member
- Account Setup Fee - \$50 - Required for each new account established
- A deposit may be required on residential accounts.



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## Member Services

### IN THIS SECTION

- Energy Efficiency Rebate Program
- Power Up
- Community Solar Energy Program
- Peak-Time Payback
- Energy Audit
- Add Outdoor Security Lighting
- Online Tools at [gvec.org](https://gvec.org)

[gvec.org](https://gvec.org)

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# Member Services

GVEC offers an array of products and services that can save you time and money. Our goal is to make it easy and convenient for you to do business with us and help you live a more energy-efficient lifestyle.

## Energy Efficiency Rebate Program

Let GVEC help with the costs associated with upgrading your AC/heating system. Visit [gvec.org](http://gvec.org) to learn about our Heat Pump AC/Heating Systems rebate (systems must have an 18 SEER or greater efficiency rating to qualify). Call a customer service representative for more information at [800.223.4832](tel:800.223.4832), or email [rebates@gvec.org](mailto:rebates@gvec.org).

## Electric Vehicle Charging Station Rebate Program

If you recognize the benefits of driving electric and are considering or have purchased an electric vehicle (EV), GVEC can help you with the cost of installing a charging station (qualifying level 2 residential or commercial EV charging station installations) at your location. For details about our Electric Vehicle Charging Station rebate, visit our rebate page at [gvec.org](http://gvec.org).

## Power Up

The Power Up Community Fund is a GVEC charitable program, funded through the generosity of members who round up their electric bills to the nearest dollar each month, donating the extra pennies to the fund. Eighty-five percent of available Power Up funds are awarded through grants, distributed biannually to nonprofit groups involved in community improvement projects in the GVEC service area. Fifteen percent of the funds are used for community assistance, distributed monthly through area [Council of Government \(COG\)](#) offices, to help low-income and elderly members pay their electricity bills.

Members may opt-out of the program any time. To opt-out, visit [gvec.org](http://gvec.org), and fill out a Power Up Opt-Out Form; call us at [800.223.4832](tel:800.223.4832); or visit any GVEC office.

For program information, including grant requirements and application, visit [gvec.org](http://gvec.org).



## Community Solar Energy Program

If you want to support clean solar energy generated locally, you can participate in the SunHub™ Community Solar program. Members have the opportunity to purchase a portion of their electric energy through this program by signing up to purchase blocks of energy each month at a predetermined rate. It's a no-worries solution for those interested in solar energy but not in buying or installing a solar panel system on their home. For details about the program and how it works, visit [gvec.org](http://gvec.org) or speak with a customer service representative at [800.223.4832](tel:800.223.4832).



# Member Services (cont'd)

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## Peak-Time Payback

Get paid to help minimize strain on the electric grid and keep electric rates down! Peak-Time Payback is a demand response program that allows members to earn money for decreasing energy consumption during peak demand periods (or Peak-Times) with their eligible thermostat or battery system. Once enrolled, your thermostat or battery system will notify you of any upcoming Peak-Time events and then automatically adjust the temperature or power source to reduce the overall demand on the electric grid when it's expected to be at its highest:

### Eligible Thermostats

- Amazon Smart Thermostats
- Ecobee
- Honeywell Home
- Nest®

### Eligible Batteries

- Enphase IQ Battery 3, 5 or 10

Earn an initial bill credit for signing up and annual bill credits every year you participate in Peak-Time Payback.

Call [800.223.4832](tel:800.223.4832) or visit [gvec.org](http://gvec.org) for more information on Peak-Time Payback.

## Energy Audit

Let a trained GVEC professional provide a complimentary evaluation of the energy efficiency of your home or business and give you some tips and recommendations to lower your energy usage and costs. To schedule an appointment, call [800.223.4832](tel:800.223.4832), email [info@gvec.org](mailto:info@gvec.org), or visit us online at [gvec.org](http://gvec.org).

## Add Outdoor Security Lighting

Keeping your family secure around your home is a priority. From rural ranches to urban neighborhoods—lighting is an important factor in safety. Let GVEC install outdoor lighting for you. Call a customer service representative at [800.223.4832](tel:800.223.4832) for more information on rates and setup fees, or visit our website at [gvec.org](http://gvec.org).

## Online Tools at [gvec.org](http://gvec.org)

- View and pay bills; track your energy usage hourly, daily or monthly; set payment alerts and update your account information 24/7 on [SmartHub®](#), our self-service portal and free mobile app.
- Get real-time outage information via our [outage map](#).
- Keep up to date with GVEC and industry news that affect your family by reading or subscribing to [our blog](#).

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## Internet Services

### IN THIS SECTION

High-Speed Internet

My Broadband Account

[gvec.org](https://gvec.org)

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# Internet Services

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**GVEC Internet serves a majority of the GVEC service territory and portions of bordering counties, for a total of 13 counties served. GVEC is committed to providing quality, high-speed internet access and related services.**

- Friendly, local technical support
- Email spam and virus filtering
- Affordable residential and commercial rate plans available

**For additional information, please visit us on the web, at any GVEC location, or call us at [800.699.4832](tel:800.699.4832).**

**Visit [gvec.org](http://gvec.org) to see if GVEC internet is available to you.**

## **My Broadband Account**

My Broadband Account is the convenient, user-friendly self-service portal for GVEC Internet customers. It's part of our dedication to exceed expectations by providing the best-quality customer service to all we serve.

My Broadband Account makes it quick and easy to log in and do the following:

- View your account summary, billing and payment activity
- Make payments and manage payment methods
- Set up or make changes to auto-payment information
- Change your PIN or password and manage account access
- Sign up for payment and service reminder alerts and notifications
- Easily locate equipment information or refresh equipment
- Request help for service issues and contact customer support

My Broadband Account registration and login can be found at [gvec.org](http://gvec.org) by clicking the "[Pay Bill](#)" link at the top of the page.

## Customer Support Hours

Monday - Friday | 7:30am - 5:30pm | 800.699.4832

Technical Troubleshooting Support 24/7

**ASK US ABOUT FIBER INTERNET IN SELECT AREAS!**

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## Beyond the Meter Services

### IN THIS SECTION

More Than Electricity

GVEC Power Tower™ Electric Vehicle Fast-Charging Stations

GVEC Sells and Installs Battery Storage Systems

GVEC and Generac Generators

[gvec.org](https://gvec.org)

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# Beyond the Meter Services

GVEC offers more than just reliable electricity. As the needs of our members have grown, so has our commitment to provide products and services to meet them. Whether you need AC/heating service, are interested in renewable, solar energy and battery storage, or could use a trustworthy [electrician](#), we're here to serve.

Our professional techs are trained and background checked—people you can trust in your home. Financing options are available, as well as a GVEC member [rebate for qualifying heat pump AC/heating systems](#). Just call us at [833.270.6991](tel:833.270.6991) to schedule an appointment or find out more about our services online at [gvec.org](http://gvec.org).

Business Hours:

Monday – Friday | 7:30am – 6:00pm | [833.270.6991](tel:833.270.6991)

## **GVEC Power Tower™ Electric Vehicle Fast-Charging Stations**

With more electric vehicles (EV) on the road, GVEC anticipated the need and installed four fast-charging stations for convenient access to EV motorists traveling throughout our service territory.

Two of these GVEC Power Towers are found off of I-10, centrally located between San Antonio, Austin and Houston. One Power Tower is at our Western Operations Center, 6400 I-10, Seguin, and one is at our Seguin Customer Service Center, 927 N. Hwy 46, Seguin. Travelers driving along I-10 are able to find the GVEC Power Towers by checking the ChargePoint® app. The other two stations are located at the GVEC offices in our eastern territory--Southern Operations Center, 2703 US Hwy 183, Cuero, and the Gonzales Headquarters, 825 E. Sarah DeWitt Dr., Gonzales.

## **EV Charging Stations for Your Home or Business**

GVEC's experienced EV charging station installers will tailor the installation to your needs. Whether it's overnight at home or during the workday, having convenient charging station access makes electric car ownership easy.

Learn more about driving electric and GVEC Power Towers at [gvec.org](http://gvec.org).

## **GVEC Sells and Installs Battery Systems**

GVEC is an authorized retailer of Tesla Powerwall battery storage systems. Because adding storage technology to your home requires vast electrical expertise, Powerwall installation is only available through Tesla's Certified Installer network. We are proud to be one of few [Tesla Certified Installers](#) in the area.

GVEC also sells and installs the state-of-the-art Enphase systems to make it possible for GVEC members to earn bill credits and benefit the Cooperative as a whole when they enroll in the Peak-Time Payback demand response program.

For more information about battery storage from GVEC, call [833.270.6991](tel:833.270.6991) or visit [gvec.org](http://gvec.org).

## **GVEC and Generac Generators**

GVEC is partnered with Generac as an authorized dealer with certified Generac generator installers on staff. See which model is right for you at [gvec.org](http://gvec.org).

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# Report an Outage

## IN THIS SECTION

[What You Should Do](#)

[How GVEC Responds to an Outage](#)

[View Current Outages](#)

[gvec.org](https://gvec.org)

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# Report an Outage

GVEC strives to keep the power on at all times. However, given the volatility of weather and other issues beyond our control, outages may occur. When they do, it is important to know what you should do and how we respond to restore your power as quickly as possible.

## What You Should Do

### 1. Be prepared before an outage occurs.

Always have an emergency supply kit on hand, including the following items: radio, flashlight, extra batteries, bottled water, nonperishable food and special products for babies, the elderly, and medically fragile family members. You may never use it, but it's better to be prepared.

### 2. Be prepared to contact GVEC if needed.

Save our number in your phone, list your cellphone on your GVEC account information to opt-in to use [TextPower](#), and download the SmartHub app to your mobile device.

### 3. As soon as your power goes out, contact GVEC to report the outage—don't assume we are aware of the outage or that someone else has reported. There are three ways to report an outage:

- Text us. If you have a cellphone on record with us, you are able to use GVEC's TextPower service, which allows you to report an outage, request a status update and receive notification when power is restored—all by text message.
- Use our free SmartHub app via your smartphone or tablet. Just click the "Report an Outage" icon.
- Call [800.223.4832](tel:800.223.4832). Have your meter number, account number, service address or phone number that is listed on the account ready.

During normal business hours, we have customer service representatives ready to assist you from any one of our five offices in Gonzales, Seguin, Cuero, Schertz or La Vernia through our lobbies or by calling [800.223.4832](tel:800.223.4832).

After hours, or in a large outage situation, the automated phone system will identify the outage location by the phone number listed on your account or meter number. This allows us to isolate the source of the problem and dispatch the closest repair crew to restore power as quickly as possible. In order for the system to work correctly with the phone option, we need an accurate phone number on file. You can update your account information using [SmartHub](#) on a desktop computer. You can also contact a customer service representative at [800.223.4832](tel:800.223.4832) to update your information when necessary.

Once the problem is identified, we will either correct the problem remotely or dispatch line crews as necessary.

### 4. Please be patient.

Rest assured, we are working as quickly as possible to safely restore your power. Whether you report your outage directly or through our automated system, know your information has been received in our state-of-the-art Control Center, which is monitored 24 hours a day, 365 days a year.

Check out [gvec.org](http://gvec.org) for valuable safety information you should know in the event of an outage.

# Report an Outage (cont'd)

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## **How GVEC Responds to an Outage**

- Once an outage has been reported, the Control Center determines how large the outage is and then corrects it remotely, if possible, or dispatches line crews as necessary.
- In a widespread outage with multiple areas affected, on-call customer service representatives, as well as additional Control Center staff, are called in to handle member communications. An automated system pinpoints outages reported after hours as well as assists in high call volume situations.
- The Control Center is in constant contact with line crews, ensuring their safety to work on the lines and updating customer service representatives as much as possible for inquiring members. Updates may also be posted on Facebook and Twitter.
- Line crews address the issues causing the outage and restore power as quickly as possible. Line crews are on call 24 hours a day, 365 days a year to respond to any issues as soon as safe conditions allow.
- In any outage, large or small, priorities are safety for GVEC employees and members along with timely power restoration for members.

## **View Current Outages**

- Find information about if and where outages are currently taking place using our real-time outage map. It includes general areas and the number of members affected and restored to that point. To access, visit [gvec.org](http://gvec.org).

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# Your Safety

## IN THIS SECTION

[Call Texas811 Before You Dig](#)

[Poles, Power Lines, Transformers and Substations](#)

[Indoor Electrical Safety](#)

[Temporarily Disconnecting Service](#)

[Request a Demonstration](#)

[Generator Location and Safety](#)

[gvec.org](https://gvec.org)

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# Your Safety

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We use electricity every day for comfort and convenience, but it's important to respect electricity and its potential dangers. Whether at work or play, keep these safety tips in mind, and visit [gvec.org](http://gvec.org) for more information.

## Call Texas811 Before You Dig

- Before starting any outdoor digging project, the law requires you to call the Texas811 System (811 for quick dial) at least three days in advance to locate and mark underground electric lines and other utilities in the area such as gas, water and telephone/cable. The service is free and for your safety. It is also to prevent damage liability and other problems. For more information, visit [Texas811.org](http://Texas811.org).
- Texas811 will contact participating utility providers for you—including GVEC. We mark only underground electric lines owned and operated by GVEC. If you do come into contact with one of our lines, do not cover the hole. Leave the area open, stay clear of the lines, and call GVEC immediately at [800.223.4832](tel:800.223.4832).

## Poles, Power Lines, Transformers and Substations

- Do not plant trees or shrubs near pad-mounted transformers (big green boxes) where they could obstruct access or damage underground lines. All plantings should be at least 15 feet away from power lines at maturity.
- Do not shoot or throw anything at the electrical equipment on utility poles. It is illegal and can cause power outages or dangerous situations that affect you and others.
- Teach children not to play in or around a pad-mounted transformer (big green box). Do not build tree houses or allow kids to climb trees near power lines. Keep flying objects such as balloons, remote control toys and kites away from power lines at all times.
- When moving ladders or using equipment like long-handled tools, remember to look up to ensure you won't come in contact with a power line.
- Never try to touch, remove or drive over fallen power lines.
- Never touch someone who has come into contact with a power line. Call 911 immediately.
- Stay clear of all power substations. Pay attention to high voltage warning signs.
- Do not install above- or below-ground swimming pools under or near power lines.

## Indoor Electrical Safety

- Do not overload electrical outlets.
- Make sure extension cords have safety closures to help prevent children from shock hazards.
- Teach children that water and electricity don't mix!



# Your Safety (cont'd)

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## Temporarily Disconnecting Service

If you plan to do electrical work, or prune or remove a tree located close to service wires for your home or business, we can temporarily disconnect power for your safety. To request a temporary disconnection, please contact us at [800.223.4832](tel:800.223.4832). There is no fee for this service.

## Request a Demonstration

Providing electrical safety education to our members and the public is a responsibility GVEC takes seriously. GVEC visits area schools with our official spokesperson, Louie the Lightning Bug, conducts demonstrations with our energized Power Town™ display; and offers safety presentations to local civic organizations.

To schedule a presentation, please call [800.223.4832](tel:800.223.4832), and speak to a community relations representative, email [info@gvec.org](mailto:info@gvec.org), or go to [gvec.org](http://gvec.org).

## Generator Location and Safety

- Never try to power your home by plugging the generator into a wall outlet or tying it directly into your home's electrical panel. This practice is known as "back-feeding," and it's a serious danger. It can cause electrocution of linemen and utility workers, your neighbors, and those in your home.
- Make sure to contact GVEC to let us know you have a generator. It's important we know where generators may be in use in the event of a power outage.
- If you intend to use a generator to power your home in the event of a power outage, be sure you have a transfer switch installed by a licensed electrician and know how to correctly operate it.
- Transfer switches should not be installed on a GVEC pole and should be located outside of the GVEC easement. Contact us for easement and connection requirements.
- Always read all manufacturer instructions before operating a generator, and follow them exactly.

## LEAVE US A REVIEW!

In our efforts to grow and improve, we depend on people like you to help spread the word about our services.

To give us an online review, go to

[gvec.org](http://gvec.org)

FOLLOW US ON



**Gonzales**

825 E. Sarah DeWitt Dr.  
830.857.1200

**Cuero**

1015 E. Broadway  
361.275.2334

**La Vernia**

13849 U.S. Hwy 87 W.  
830.253.1600

**Schertz**

908 Curtiss Ave.  
210.658.7033

**Seguin**

927 N. Hwy 46  
830.379.2114