



Main Office:

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 809-832-2667
 support@vermontelectric.coop

Service Centers:

Grand Isle, Richford, and Newport

At a Glance	
32,000 Members (approx.)	Annual Revenue (2015)= \$77,018,400
39,546 Meters Served	Vermont Property Tax (2015)= \$2,836,563
2,056 Square Miles Served	75 Communities Served
2,882 Miles of Line	8 Counties Served
14 Meters per Mile of Line	Addison, Caledonia, Chittenden, Essex, Franklin, Grand Isle, Lamoille, and Orleans

Who We Are:

- Not-for-profit, member-owned cooperative with 106 employees.
- Established in 1938 to bring electricity to rural underserved Vermonters.
- Largest locally owned and second largest electric distribution utility in Vermont.
- Nationally recognized for innovative and advanced use of technology.
- Recognized as a supportive and healthy workplace (Vermont Pride Business of the Year-2016, Worksite Wellness Award 2014-2016).

Our Member-Owners:

- Democratic member control: 1 member, 1 vote.
- About half of our electric sales are from Commercial/Industrial members.
- 41% of residential members are on fixed incomes, and 49% have been member-owners for 20 years or more.
- 8 out of the top 10 Vermont towns, and 3 out of the 5 counties with highest poverty populations are Co-op towns.



We are committed to understanding the needs of our members by practicing the Cooperative Principles in a transparent manner.

Patronage Capital

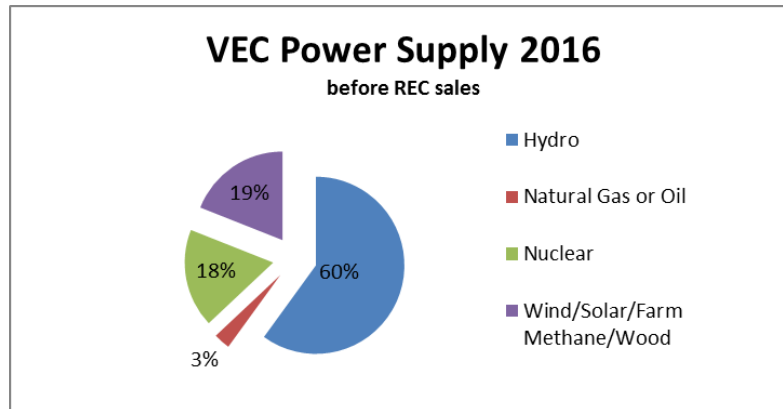
A distinct advantage of Co-op membership is the allocation of patronage capital. Since 2013 the VEC Board has authorized the distribution of \$2,350,000 to member-owners.

Rates

Rate stability is a VEC priority. Over the past eight years our average annual rate increase has been less than one percent per year, and VEC has not had a rate increase since January 2014.

Energy Demand and Usage

VEC member-owners used approximately 466,242 MWh of electricity in the past year. Our peak demand was approximately 82 MW on Jan 4, 2016 at the hour ending 6:00 p.m.



Excellent Service and Reliability

Met or exceeded all Service Quality and Reliability Goals (SQRP) for 2016

- System Average Interruption Frequency Index (SAIFI)
- Customer Average Interruption Duration Index (CAIDI).
- Excellent record of member satisfaction- in past year averaged 4.7 on a scale of 1-5 for overall satisfaction.

Examples of Other Programs and Services



VEC's first Co-op Community Solar project is located in Alburgh, Vermont. Members can sponsor panels for either 10 or 20 years and receive a fixed solar energy monthly credit on their bills. To date 68 members have sponsored 1,643 panels (41% of the project).

SmartHub is a one stop location for all VEC member account needs.

- Pay bills with a check, debit card, or credit card
- Schedule payments
- Go paperless!
- Monitor electric usage at the monthly, daily, and hourly level
- Receive alerts when power goes out and when restored



The VEC Community Fund works to strengthen the community by supporting organizations that promote community development and economic security. The concept underscores a basic cooperative principle of neighbor helping neighbor.