

# MVEA LAUNCHES NEW & IMPROVED WEBSITE

## Streamlined Content and Account Management at Your Fingertips

BY RUTH MARKS CEO | RUTH.M@MVEA.COOP

How many times a day do you go online to make a purchase, pay a bill, or research an important topic? If you are like me, it is multiple times a day. On any given day, I might use my cellphone to check my MVEA SmartHub account to see what my electric use is during the hotter days of summer and then visit a couple of different websites to learn more about industry trends. There is no denying that the digital world has become a big part of how we do business and where we look for information. That's why it is more important than ever for businesses like Mountain View Electric Association to have a modern and functional website that makes it easy for people to find the resources they need with a click of a mouse or the swipe of a screen.

With our growing membership in mind, and with some great website traffic data to help us make a few content changes, MVEA recently launched a new and improved website. It is a change that I am excited about because it was driven by MVEA's dedication to serving the co-op membership. More and more of our members are using our digital tools and account management resources and searching for information online first; many prefer a visit to our website over a phone call or office visit.

While our other website design served us well, it was time for a refresh to streamline our content and adopt modern user-friendly features to make it easier for members to do business with us and access helpful resources more efficiently. If you want to start or stop a service, you can do that online. If you want to manage your electric use and pay your bill, we have an online app for that. If you want to learn more about energy efficiency and ways to save energy and money, we have a resource center for you on our website.

The new website design mirrors our commitment to excellence in serving our growing membership now and into the future as digital resources continue to expand. Many of the frequently-used

tools and resources, such as the "My Account" feature or "Outage Center" are now easier to find. Other design changes that I think members will really appreciate include:

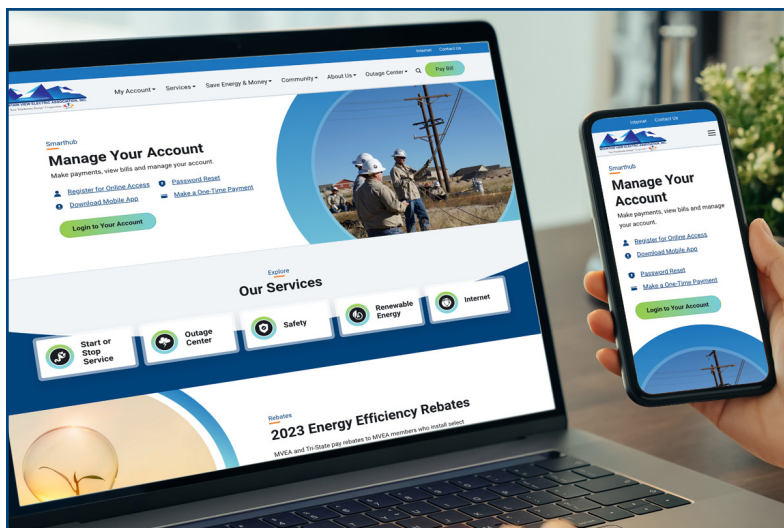
- A mobile responsive design in mind for those who visit our website on their smartphone.
- A simplified and organized navigation ribbon to find information quickly.
- Content that has been broken down through the use of bullet points, drop-down menus, and buttons to make it easier to read.
- A "Feedback" button on every page that allows members to contact us easily.
- New and upgraded accessibility features such as a font size adjuster and a language translation option.

While I am excited about the streamlined functionality of the new website, I am also excited about how it will help our members navigate change in the future. In the months to come, we anticipate changes to our rate structure due to a rate increase from our wholesale power supplier, Tri-State Generation and Transmission. To help absorb the impact of the rate increase and additional rate pressures, MVEA may adopt a rate structure that promotes the use of electricity at specific times of the day while encouraging the active use of the SmartHub app to better understand home energy use. The updated website will make it easier for members to access these tools and resources while providing important details about rate changes and energy-efficiency incentive programs.

I encourage you to visit [www.mvea.coop](http://www.mvea.coop) to explore the updated website and let us know what you think. To learn more about MVEA, please visit our new web page that helps tell our story [www.mvea.coop/who-we-are](http://www.mvea.coop/who-we-are).



RUTH MARKS



## A New Website to Better Serve You Fresh Look. Same Dedicated Service.

MVEA's new and improved website is now live and ready for visitors! While the design looks different, the same great tools and resources are still available:

- Streamlined content to make it easier to find the resources you need.
- New design for seamless browsing on all devices.
- User-friendly features to make it easier to view and share information.
- Strengthened cybersecurity features for our increasingly digital world.

Account Management | Rebates | Outage Center | Safety | Internet | Learn More → [www.mvea.coop](http://www.mvea.coop)

# GO ELECTRIC! Meet MVEA's Summer Giveaway Winners

BY ERICA MEYER COMMUNITY RELATIONS SPECIALIST

Twice a year, Mountain View Electric Association offers our "GO ELECTRIC! Outdoor Power Equipment Giveaway." These giveaways highlight the expanding selection of electric outdoor power equipment products eligible for MVEA's popular rebate program. During this summer's giveaway, MVEA gave members an opportunity to win either an electric lawnmower and trimmer package or an electric bicycle. The bike was given away in partnership with MVEA's power supplier, Tri-State Generation and Transmission. The winners are ...

## Electric Bicycle Giveaway Winner Susan Borders



Susan has been a member of MVEA for just over 15 years. Her property in Peyton is the perfect setting to try out her new electric bicycle.

"I've always had an interest in cycling and used to really enjoy riding, but normal bikes would be a little hard for me at my age," Susan said. "So when I saw that you were doing a giveaway [for an electric bike], I thought I would give it a go and enter."

Susan encourages other members to enter MVEA's giveaways and participate in other offerings by the co-op. "I'm thrilled to have had the opportunity to win this electric bike. In addition to offering opportunities like this, I would like to thank MVEA and Tri-State G&T for the wonderful electric service that they provide. I'm the biggest supporter of MVEA. The lineworkers go out into terrible weather when the rest of us are told to stay indoors. They're out fixing equipment so the rest of us can have power. It's a dangerous job, and I appreciate what MVEA does."

## Electric Mower and Trimmer Giveaway Winner Marian Morke



Marian has been an MVEA member for two years and lives in Kiowa. Having moved here with her family from Wisconsin, she noted that the landscape isn't as green in Colorado, but she is looking forward to her new electric mower and trimmer.

"I plan to unbox the equipment right away and put it to use. With the recent rain, we have some catching up to do on trimming the grass. It's growing a bit faster than usual," Marian said. "The mower and trimmer seem user-friendly, and I'm excited the trimmer is cordless and battery powered."

"Winning the electric mower and electric trimmer has been a wonderful surprise. My kids helped me enter the giveaway, and when I told them I won they were thrilled. My daughter helped me pick out my jewelry for my photo with our prizes. In addition to winning, we've had great electric service these past two years. Thank you, MVEA!"

Don't miss your next chance to  
**GO ELECTRIC!**

Visit [www.mvea.coop/greengiveaway](http://www.mvea.coop/greengiveaway) to enter for your chance to win one of two electric snow blowers. Entries will be accepted through October 31.

In Colorado, it's never too early to plan ahead for the first snow!

# Ditch The Snow Shovel

# GO ELECTRIC!

## Outdoor Power Equipment Giveaway

Enter for a chance to win an Electric Snow Blower.  
Two winners will be selected in November.  
Giveaway Entry Deadline: October 31

Low Noise • Zero Gas • Zero Emissions • Low Maintenance

### 2023 Outdoor Power Equipment Giveaway Entry Form

Visit [www.mvea.coop/greengiveaway](http://www.mvea.coop/greengiveaway) to enter online and for complete giveaway rules.

The giveaway is open to all MVEA residential members in good standing who agree to contest rules and requirements. Current or former MVEA employees, affiliates, related entities, and the immediate family members and household members of all such employees are not eligible to win.

Scan & Enter Online!



Enter online, return entry form with your monthly payment, or mail entry form to: MVEA, Attn: Green Giveaway, 11140 E. Woodmen Road, Falcon, CO 80831.

MVEA Member Name: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 City: \_\_\_\_\_ Zip: \_\_\_\_\_  
 Account #: \_\_\_\_\_  
 Phone #: \_\_\_\_\_  
 Email: \_\_\_\_\_

# MVEA Proud to Support Ham Radio Field Day

What do 40,000 ham radio operators throughout North America have in common? Every June they gather to set up temporary transmitting stations in public places to demonstrate ham radio's science, skill and service to our communities and our nation. This gathering, established in 1933 and put on by the American Radio Relay League, is called "Field Day." According to ARRL, it is the single most popular on-the-air event held annually in the U.S. and Canada. This year, the Pikes Peak Radio Amateur Association and the Falcon Fire Protection District held their Field Day in the parking lot of MVEA's Falcon office on June 24-25.

"This type of networking facility would be employed in an emergency situation, to help coordinate relief efforts. As with all emergency preparedness plans, you cannot count on them unless you exercise them - that is one of the purposes of Field Day," MVEA District 6 Board Director, and former FFPD Director and ham radio operator, Barry Springer said.



Field Day participants used specialized equipment, such as portable antennas and solar panels, to establish a communications network across North America.

The ARRL Field Day is an excellent opportunity to demonstrate amateur radio to the organizations that ham radio might serve in an emergency, as well as the general public. How did the local Field Day participants do this year? "The facility succeeded in establishing a communications network that linked into every state and many Canadian provinces," Barry shared.

MVEA is proud to partner with local first responders and community organizations to support the co-op community and emergency preparedness efforts as part of our continued dedication to the cooperative principles of "concern for community" and "education, training, and information." To learn more about MVEA, visit [www.mvea.coop](http://www.mvea.coop). To learn more about ARRL and Field Day, visit [www.arrl.org](http://www.arrl.org).

## MVEA's Quarterly "Switch & Save" \$300 Account Credit Winner Spotlight: Eric & Melissa Shelly

Melissa Shelly likes the ease and convenience of paperless billing and the SmartHub app. "We are a very busy household, so not having to keep track of a paper bill makes life a little easier," she shared. "I also love the app. It helps to see what our electric use is and where we can save."

Paperless billing through SmartHub is an easy way for MVEA members to cut clutter and save trees, money, and time. More than 32,000 MVEA accounts are enrolled in the program through paperless billing, bank account auto-pay, or both.



Go paperless through SmartHub or bank account auto-pay, and save up to \$1 per month! All participating "Switch & Save" accounts are automatically entered into a quarterly drawing for a \$300 account credit. Learn more at [www.mvea.coop/payment-options](http://www.mvea.coop/payment-options).



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### Telephone Numbers

Toll-Free: (800) 388-9881  
(719) 495-2283

**Credit Card Pay-By-Phone**  
(877) 999-3415

### Falcon Office

11140 E. Woodmen Road  
Falcon, CO 80831

### Limon Office

1655 5th Street • P.O. Box 1600  
Limon, CO 80828

### Office Hours

Monday - Thursday • 7 a.m. to 5:30 p.m.

Visit our website: [www.mvea.coop](http://www.mvea.coop)

### Stay Connected: Like. Follow. Share.

Make sure to connect with MVEA on social media for timely service and program updates.

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### MISSION STATEMENT

To provide our members safe, reliable, responsible, and affordable electric service and access to broadband service consistent with sound business and engineering practices.

*This Association is an equal opportunity provider and employer.*

*Active Tree Trimming & Brush Removal In Progress Throughout MVEA's Service Territory*

# MVEA Trims Trees for **Safety & Reliability**

We know that tree trimming and brush removal within electric utility easements may not sound like something to get excited about. But, when you see crews in your community creating tree and brush “no-grow zones” around electric infrastructure, it is proof positive that Mountain View Electric Association is taking proactive measures to maintain a safe and reliable electric distribution system.

MVEA has contracted with Asplundh Tree Expert, LLC, to help with tree trimming and brush removal in the MVEA easement. Members served by underground lines may see contractors working in the area, while members served by overhead lines may receive a crew visit if trimming or removal is required. Any tree or brush in the MVEA easement that poses a safety or reliability threat to existing electric infrastructure and future fiber broadband infrastructure may be trimmed or removed. Trimming and removal efforts occur within the electric utility easement – typically along roadways that can also include front, back, and side lot lines of a property – where distribution poles are installed.

Keeping electric lines and infrastructure clear of trees and brush is essential for safe and reliable electric service. Learn more about the importance of “no-grow zones” at [www.mvea.coop/tree-trimming](http://www.mvea.coop/tree-trimming).

**Tree & Brush No-Grow Zone**  
A minimum 20-foot diameter around the pole.

Cleared electric utility easements help prevent power outages and blinks, while playing an important role in wildfire mitigation efforts – all reasons to appreciate a clear path for electric lines.

- The lights in your house may flicker when tree branches brush power lines during high winds.
- Stormy weather can cause nearby limbs to break off and land on power lines.
- Unobstructed power lines make it easier and safer for lineworkers to maintain equipment or restore power.

## The Future is Fiber.

Experience a new era of connectivity with *super-fast fiber internet* from Connect, powered by Mountain View Electric Association.

### Why Connect?

- Unrivalled speed and reliability
- Affordable packages
- Safe and secure network
- Adaptable, future-proof technology
- **And more!**



Check availability at [ConexonConnect.com](http://ConexonConnect.com), call 1-844-542-6663, or scan our QR code!

