

Magic Valley

MVEC  
Electric Cooperative

# MEMBER GUIDE



# IMPORTANT INFORMATION

Account Number \_\_\_\_\_

## How to Report Outages:

Download the MVEC Connect mobile app  
www.magicvalley.coop  
CALL: 1-866-225-5683



## Vegetation Management:

Trees are one of the major causes of power outages and blinking lights in areas with overhead utility lines. Please help MVEC by reporting tree limbs that may be growing too close to power lines by calling 1-866-225-5683.

## CONTACT US

---

### Customer Service Center

For routine questions, to apply for electric service or for general information, please call our customer service center.

Monday - Friday  
7:30 a.m. - 7:00 p.m.  
1-866-225-5683

### Office Hours:

Monday - Friday  
8:00 a.m. - 5:00 p.m.

### Mailing Address:

Magic Valley Electric  
Cooperative  
P.O. Box 267  
Mercedes, Texas 78570

## MVEC Office Locations:

### Eastern Division & Corporate Office

1 3/4 Mile West Highway 83  
Mercedes, Texas 78570

### Western Division Office

2910 West Monte Cristo Rd.  
Edinburg, Texas 78541

### Brownsville District Office

1825 N. Indiana Rd.  
Brownsville, Texas 78521

### Pharr District Office

1311 S. Cage Blvd.  
Pharr, Texas 78577





# welcome to the Magic Valley family!

You deserve low electricity rates and great customer service!  
You'll be happy to know that you can find both at Magic Valley.



JOHN W. HERRERA

We are pleased that you have joined the Cooperative. Our mission at MVEC is to enhance people's lives by safely providing the most reliable and affordable electric service, by keeping our member's best interest in mind. We do that by delivering electricity to your home and business and by working with you to provide electricity at the most affordable rate possible.

As a member, you'll be happy to know that MVEC is a not-for-profit, member owned cooperative, dedicated to providing electricity at the most affordable rate possible. Our rate structure is designed to clearly reflect the Cooperative's delivery and power supply costs.

A democratic and open election is one of the many elements that make Magic Valley stand out from other utility companies. MVEC is governed by a democratically elected board of directors. You, as a consumer and member, own a portion of the business. A benefit of your membership involves the allocation of excess revenue, called margins, in the form of capital credit checks. MVEC was the first electric cooperative in the nation to retire

capital credits in 1947 and since we began, more than \$42 million have been returned to the membership.

At Magic Valley, we adhere to our fifth cooperative principle: education, training and information. Since 2003, MVEC has funded more than \$1,025,000 in college scholarships. For over 16 years, MVEC has sent numerous Rio Grande Valley high school students to Washington D.C. every summer to the National Rural Electric Cooperative Youth Tour Program.

We are eager to get to know you, to support you as a member and to work with you to help you use less electricity as a way to manage your bill and benefit the environment.

It's a pleasure to welcome you to the Magic Valley family.



# Membership Fees

## MEMBERSHIP

Each applicant will be assessed a membership fee of \$5.00.



## ACCOUNT SETUP

The Cooperative will charge \$25.00 for processing each service connection. A service connection is defined as any connection or reconnection that results in establishing a new account, or the transfer of an existing account on the books of the Cooperative.

## DEPOSIT

If a deposit is required, the deposit shall not exceed an amount equivalent to one-sixth (1/6) of the estimated annual billing. A deposit may be required if a member's account has been disconnected for nonpayment. The deposit may be adjusted if the Cooperative believes that the deposit is insufficient.



## CREDIT CHECK FEE

The Cooperative will use a credit bureau to determine the applicant's credit rating and examine whether they have satisfactory credit. The applicant will be provided credit bureau contact information if the report indicates a non-satisfactory credit rating. A \$4.00 fee is charged to obtain the applicant's credit report.



## LETTER OF CREDIT

In order to avoid the required deposit, you may be able to submit a valid letter of credit from a recent utility provider for the past 12 months with no more than one late payment. Ask your previous provider to send the letter to [info@magicvalley.coop](mailto:info@magicvalley.coop).



## SENIOR CITIZEN

In order to avoid the required deposit, you may submit identification proof that you are a senior citizen of at least 65 years of age.





## Residential Rates

MVEC is dedicated to providing electricity to your home at the most affordable rate possible. Our rate structure is designed to clearly reflect the Cooperative's delivery and power supply costs.



### **SINGLE FAMILY HOME**

Customer Charge \$23.25

Energy Charge \$.087696 per kWh

+ Applicable billing adjustments



**AREA LIGHTING** Starting at \$10.28/month

**FLOOD LIGHTS** Starting at \$17.90/month

**STREET LIGHTS** Starting at \$10.73/month



### **TEMPORARY SERVICE CONNECTION**

A \$20.00 fee is charged for connection of temporary service. Temporary service connections may include connection to a temporary pole for construction power or connection of a temporary building.

# Understanding Your Bill

**1** You will find your account and member number.

**2** You will find your member account information.

**3** An overview of your previous and current monthly charges.

**4** Detailed overview of your meter's daily kWh usage.

**5** Check this section for reminders, programs, services and savings that may be of interest to you.

**6** Detach this section and return it with your payment. To make payments by phone, call 1-866-225-5683.

**2** Member Information

**3** Account Charges

**4** Daily kWh Usage

**5** Important Messages

**6** Payment Stub

Magic Valley Electric Cooperative  
2200 W 2nd St  
Mercedes, TX 78570  
(866) 225-5683

**MVEC**  
Electric Cooperative

Regular Business Hours:  
Monday-Friday  
8:00 am - 5:00 pm  
www.magicvalley.coop

Empowering You, Empowering Your Community

<b>Account Name</b>	JOHN DOE	<b>Member Number</b>	12345
<b>Service Address</b>	1111 STREET NAME RD	<b>Account Number</b>	12345001
<b>Billing Date</b>	04/15/20	<b>Statement Number</b>	7654321

<p><b>Previous Bill</b></p> <p>Your previous balance was <b>\$217.90</b></p> <p>Your payment was received <b>\$0.00</b></p> <p>Thank you for your payment!</p>	<p><b>Current Bill</b></p> <p>Your current charges for this billing period is <b>\$33.30</b></p> <p>For full detail breakdown of charges, see the reverse side. →</p>	<p><b>Total Amount Due</b></p> <p>Your total amount due is <b>\$251.20</b></p> <p>Your current charges are due by <b>05/01/20</b></p>
--	---	---

**DAILY KWH USAGE FOR BILLING PERIOD** \*Days depicted may not necessarily represent your exact billing period.

**THE NEW MVEC CONNECT PORTAL IS HERE**

Visit [magicvalley.coop](http://magicvalley.coop) to register today

RETAIN THIS COPY FOR YOUR RECORDS  
DETACH AND RETURN THIS PORTION WITH YOUR PAYMENT

<b>Account Number</b>	<b>Statement Number</b>	<b>Due Date</b>	<b>Amount Due</b>	<b>Due After</b>
12345001	7654321	05/01/20	\$251.20	05/01/20

Amount Enclosed: \_\_\_\_\_

MAGIC VALLEY ELECTRIC COOPERATIVE  
PO BOX 267  
MERCEDES TX 78570-0267

\*\*\*\*\*SINGLP

JOHN DOE  
1111 STREET NAME RD  
BROWNSVILLE TX 78526-3531

1  
1

004371600100025120000251207

## Monthly Bill Adjustments

### CUSTOMER CHARGE

Customer charge is a fixed monthly charge to cover our costs for data processing, billing, cost of maintaining equipment such as poles, wires, transformers, etc. If you have no electric consumption, you will only be billed the customer charge plus applicable taxes.

### POWER COST RECOVERY FACTOR (PCRF)

PCRF is an adjustment to your bill. It is a monthly adjustment to be applied to the current monthly billing to account for differences in actual purchased electricity cost. This monthly charge shall be increased or decreased on a per-kWh basis. To derive the PCRF charge, multiply the total monthly billed kilowatt hours by the appropriate monthly factor found on your billing statement.

### FRANCHISE TAX ADJUSTMENT

For members located in areas within the boundaries of a municipal corporation (City), their total bill (excluding state and city sales tax) will be increased by a percentage, which is the equivalent of the city's franchise tax imposed on MVEC.

### SALES TAX

All bills shall be adjusted by the amount of sales tax attributable to the sale of electric service, unless the member has previously provided satisfactory proof of exemption.



# Service Fees

## LATE FEE

The Cooperative may assess a one-time penalty, not to exceed five percent (5%) on each delinquent bill.

## SERVICE INTERRUPTION

If payment is not received in our office before the disconnection date, your service may be interrupted. If disconnected, you will be required to pay all amounts due in order to reconnect service. Reconnect charges include a service fee of \$100.00 if payment is received in our office before 3:00 pm, or \$150.00 if payment is received in our office after 3:00 pm. You will also be required to pay a deposit equal to 1/6 of the annual billing. These additional charges as specified will be applied to your account and will need to be paid before reconnection.

## REMOTE DEVICE

If any member is disconnected two (2) or more times in a twelve (12) month period or found to be tampering with their meter, they shall be required to pay for the installation of a remote disconnect/reconnect device. The charge for this device is \$145.00. This charge is in addition to any other fees such as trip fees, meter tampering fees or denial of access fees.

## REMOTE DISCONNECTION / RECONNECT

The Cooperative will charge \$45.00 for each operation of remote disconnect/reconnect device. This charge is in addition to any other fees such as meter tampering fees, denial of access fees or service fees.

## TRIP FEE

The Cooperative reserves the right to charge \$100.00 for each trip to a member's premises during normal working hours. For a trip made outside of the Cooperative's working hours, a fee of \$150.00 will be assessed.

## METER TAMPERING

The Cooperative will charge a meter-tampering fee of \$250.00 if the meter shows any evidence of having been tampered with by any person, firm or corporation other than a Cooperative employee. A \$500.00 charge will be assessed for each additional occurrence. Also, the member will be responsible for repair or replacement of damaged equipment, as well as any electrical usage. In addition, the member will be charged for all labor, material and equipment necessary to repair or replace damaged equipment due to tampering. The Cooperative may estimate usage based on the member's previous usage history or usage levels of members under similar conditions.

## METER TESTING

A member may request a test of their electric meter if they believe that the meter is not accurately reflecting their actual electric consumption. This test will be made at no charge to the member, provided the meter has not been tested during the previous four years. In the event a member requests a test more often than once in a four year period, and the meter is not defective, the member will be required to pay a charge of not more than \$25.00.

## RETURN CHECK

The Cooperative shall charge \$30.00 for each check or other form of payment that is declined or returned to the Cooperative. Any member having a check or other form of payment declined two or more times in a 12-month period may be required to pay by cash, money order or certified check.



## Billing Options



### TRADITIONAL BILLING

Our accounts are billed once a month. Bills come with a return envelope for your convenience.



### PAPERLESS BILLING

With our Paperless Billing Program, you may view and print your monthly statement online. After enrolling in the program, you will no longer receive a paper statement. Instead, you will receive an email notification each month when your billing statement is ready to be viewed online.

## Payment Options



### ONLINE PAYMENT

Pay online by making your payments any time of the day or night. It's quick and secure. Enroll today at [www.magicvalley.coop](http://www.magicvalley.coop).



### MOBILE APP

Download the MVEC Connect mobile app. Pay your bills, manage your account, stay informed with MVEC outage notifications and more. Available on the App store and Google play.



### AUTOMATIC BANK DRAFT

Save time by having your MVEC bill automatically deducted from your checking account every month. No lines, no stamps and no hassle. It's quick and convenient.



### AUTOPAY

Setup AutoPay with MVEC using your debit/credit MasterCard, Visa, Discover or American Express card.



## Payment Options (continued)

### PHONE

Pay by phone by calling 1-866-225-5683.



### DROP BOXES

We accept personal or cashier's checks and money orders at our Edinburg, Pharr, Mercedes and Brownsville offices. Please do not insert cash in a drop box. Payments received on a Friday are processed on the next business day (usually Monday).



### KIOSK

Pay with cash, personal check or credit/debit card at our Edinburg, Pharr or Mercedes office locations.



### PAY STATION LOCATIONS

Call MVEC at 1-866-225-5683 to request a list of pay station locations or visit [www.magicvalley.coop](http://www.magicvalley.coop) for a complete list of pay stations.



### TRADITIONAL PAYMENT METHOD

Our accounts are billed once a month. Bills come with a return envelope for your convenience and may be paid by check or charged to your MasterCard, Visa, Discover or American Express card. You may also pay your bill in person at one of our office locations.



### AVERAGE PAYMENT PLAN

Get control over fluctuating utility bills by signing up for our Average Payment Plan. With Average Payment, we average your previous 12-month usage and spread that out over the year. Your bill will stay roughly the same over the year, with only slight increases or decreases based on actual usage.



### PAYMENT ARRANGEMENTS

If you're having difficulty paying your electric bill, we may be able to work out payment arrangements. Call or visit one of our offices and ask for help.



- **NO Late Fees**
- **NO Disconnection/Reconnection Fees**
- **NO Deposits**
- **NO Credit Check**

For more information on EZPrepaid and how to sign up call 1-866-225-5683

# MEMBER BENEFITS

We're excited that you are part of our family and we want to share with you the following member benefits:

## REBATES

Start saving money today! MVEC offers financial incentives to members who replace their existing A/C or Heat Pump system.

Members who replace their existing conventional air conditioning system can receive up to \$400.00 in rebates from MVEC. Members who replace their existing heat pump systems can receive up to \$600.00.



## HEAT PUMP WATER HEATER PROGRAM

Members who purchase and install a heat pump water heater in a new or existing home served by Magic Valley receive a \$250.00 rebate.



## CO-OP CONNECTIONS

MVEC members receive a FREE Co-op Connections Card that gives member discounts on everyday expenses.



## YOUTH TOUR PROGRAM

If you have a Sophomore or Junior in high school he/she can apply to win an all-expense paid trip to Washington, D.C. in the summer.



## MVEC SCHOLARSHIP

If you have a graduating Senior in high school he/she can apply to win one of seven \$15,000 scholarships.

For more information on all MVEC programs and rebates, visit [www.magicvalley.coop](http://www.magicvalley.coop) or contact us at 1-866-225-5683.





# MEET YOUR DIRECTORS



MARTIN E. GARCIA  
DISTRICT  
**1**



REYNALDO L. LOPEZ  
DISTRICT  
**2**



NILA T. WIPF  
DISTRICT  
**3**



BARBARA S. MILLER  
DISTRICT  
**4**



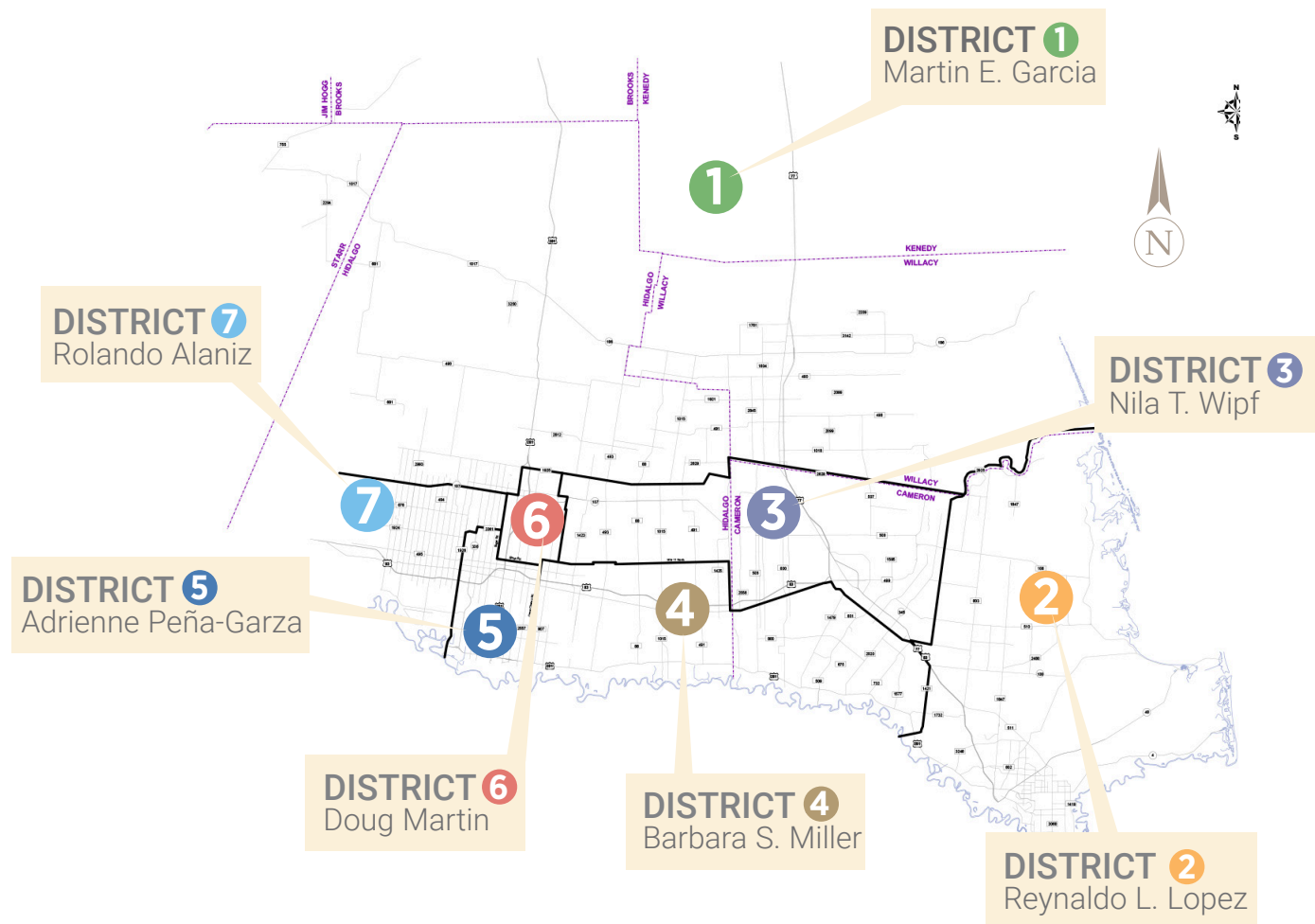
ADRIENNE PEÑA-GARZA  
DISTRICT  
**5**



DOUG MARTIN  
DISTRICT  
**6**



ROLANDO ALANIZ  
DISTRICT  
**7**

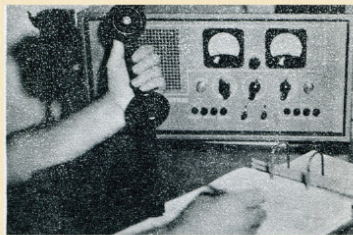




# 1930



# 1940

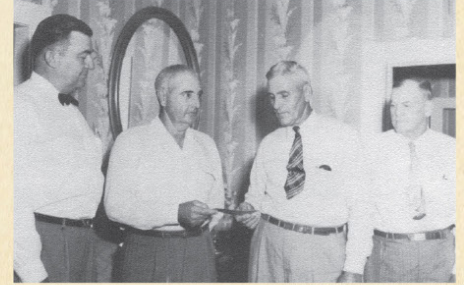


## Communications

In 1945, MVEC installed two-way radio systems in their service trucks. This new technology allowed MVEC's operator to communicate with field personnel from the office. MVEC was the first co-op in Texas and the second in the Nation to use this new technology.



# 1950



## Capital Credits

In 1950, Magic Valley Electric Cooperative retired \$110,501 in Capital Credits to its members. MVEC was the first Rural Electric Cooperative in the Nation to do so.

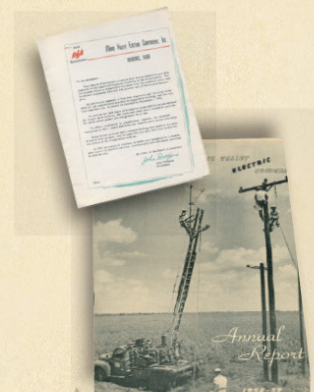


Magic Valley Electric Cooperative's headquarters was completed on January 4, 1954 and located at 1-3/4 West on U.S. Highway 83 in Mercedes, Texas.



## An Independent Spirit is Born

In 1937, a group of Rio Grande Valley farmers and ranchers came together and acquired a loan under the Rural Electrification Act (REA) to finance the development of an electric cooperative. A loan in the amount of \$200,000 was approved, and The Valley REA, which later became Magic Valley Electric Cooperative (MVEC), was created in the Rio Grande Valley.



"Willie Wiredhand"



# 1960

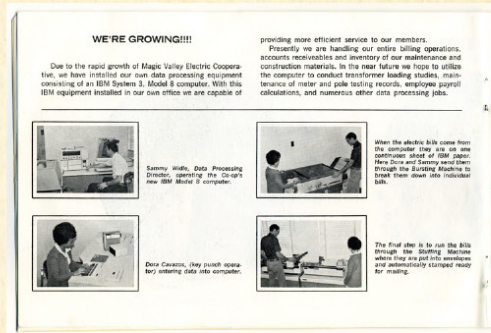


## The Community

Magic Valley has always been an integral part of the Rio Grande Valley. Since 1960, MVEC has shown compassion for the communities it serves. To date, we support a variety of charities and sponsor many local events.



# 1970



## Technology

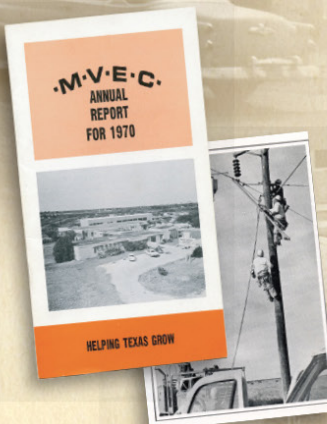
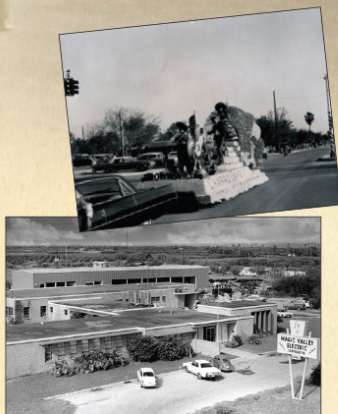
In 1975, MVEC installed data processing equipment consisting of an IBM system 3, Model 8 computer.

# 1980



## Hurricane Gilbert

September 17, 1988: Hurricane Gilbert makes landfall in the Rio Grande Valley, with winds of 85 mph.





# 1990



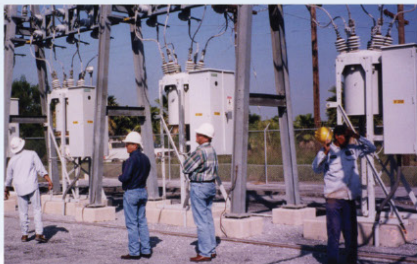
## Brownsville Office

December 10, 1998, Ground Breaking Ceremony for the Brownsville office.



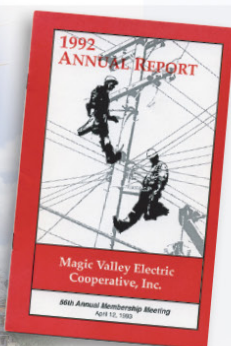
## Edinburg Office

October 22, 1999, Grand Opening Ceremony for the Edinburg office.



## 55 Years of Service

In 1992, MVEC celebrated 55 years of service in the Rio Grande Valley. From the original 125 members, MVEC had grown to over 40,000 in 1992.



# 2000



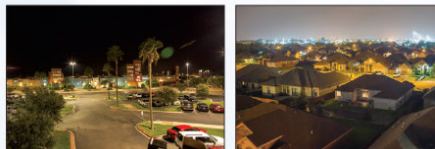
## Grand Opening

August 13, 2002  
Grand Opening for MVEC's new headquarters in Mercedes.



## STEC

In 2009, MVEC joined South Texas Electric Cooperative (STEC) and transferred transmission and substation assets to diversify our fuel mix and distribute electricity at the lowest possible cost.



## Growth

Magic Valley experienced significant growth in the commercial and residential area of our business. By 2009, MVEC had grown to over 92,000 meters.



# 2010



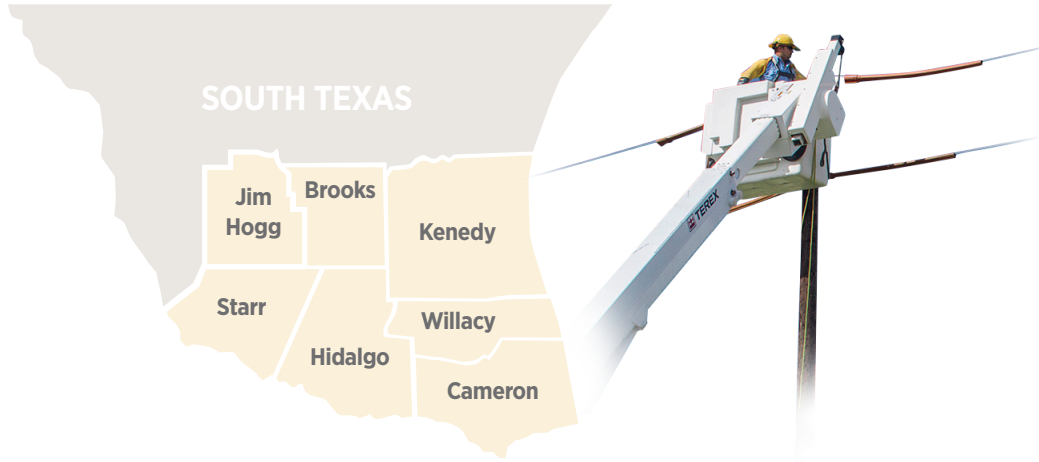
In 2010, MVEC increased its digital presence by launching a mobile application, a user friendly bilingual website and became active on various social media platforms.



MVEC reached a milestone and became the 3rd largest electric cooperative in Texas and the 22nd largest in the Nation.



# Magic Valley Electric Cooperative Facts



## STATISTICS

Year Cooperative Was Organized:	1937
Counties Served:	Hidalgo, Cameron, Starr, Willacy, Kenedy, Brooks, Jim Hogg
Miles of Line Energized:	5,347
Underground:	1,381
Overhead:	3,966
Number of Members:	106,895
Connected Meters:	121,528
New Services Connected in 2019:	4,171
Average Meters per Mile of Line:	23
Average kWh Per Meter Per Month:	Domestic 1,295 Commercial: Small 1,391 Large 50,422
Number of Poles:	137,374
Number of Transformers:	52,216
Total kWh Sold in 2019:	2,393,606,655

## COMMUNICATIONS

**Over 100,000** Texas Co-op Power magazine's mailed monthly  
**144** customized Magic Valley Journal pages produced annually  
**72** customized MVEC Español pages produced annually

## TRANSACTIONS

Capital Credits Retired in 2019: **\$5.8 million**

## EMPLOYEES

Number of Employees:	271
Number of Customer Service Representatives:	35
Number of Call Center Representatives:	20
Number of Operations Personnel/Lineman:	649



## GENERAL MANAGER

**John W. Herrera**

## BOARD OF DIRECTORS

**Martin E. Garcia,**  
President  
**Reynaldo L. Lopez,**  
Vice President  
**Barbara S. Miller,**  
Secretary-Treasurer  
**Rolando Alaniz,**  
Assistant Secretary-Treasurer  
**Doug Martin,**  
Board Member  
**Nila T. Wipf,**  
Board Member  
**Adrienne Peña-Garza**  
Board Member

## District Offices

- 2910 W. Monte Cristo Road  
Edinburg, 78541
- 1825 N. Indiana Road  
Brownsville, 78521
- 1311 S. Cage Blvd  
Pharr, 78577



## Magic Valley Electric Cooperative

P.O. Box 267  
2200 West 2nd Street  
Mercedes, TX 78570





P.O. Box 267 Mercedes, TX 78570

1-866-225-5683

(956) 565-4182 (fax)

www.magicvalley.coop

## **COOPERATIVE CONSUMER BILL OF RIGHTS**

### **(YOUR RIGHTS AS A MEMBER OF MAGIC VALLEY ELECTRIC COOPERATIVE)**

#### **I. Rate and service information**

You may, either by phone or by personal visit to the Cooperative's business office in Mercedes, request copies of any portion of the Cooperative's rate and service tariffs and rules as filed with the Public Utility Commission of Texas. A nominal reproduction charge will be made for each copy, and postage will be added if the copies are mailed.

#### **II. Meter testing**

You may request a test of your electric meter if you believe that the meter is not accurately reflecting your actual electric consumption. This test will be made at no charge to you, provided the meter has not been tested during the previous four years. In the event you request a test more often than once in four years and the meter is not defective, you will be required to pay a charge of not more than \$25 for the test.

#### **III. Outstanding bills**

Under the tariff of this Cooperative as filed with the Public Utility Commission of Texas, you have twenty-six (26) days from the date of the bill to pay an outstanding bill.

#### **IV. Termination of service**

Your electric service may be discontinued after proper notice for the following reasons:

- A. Failure to pay an outstanding bill within twenty-six (26) days of issuance.
- B. Failure to pay a delinquent account or meet the terms of a deferred payment plan.
- C. Violation of the Cooperative's rules for the use of service in a manner that interferes with the service of others or for the operation of non standard equipment, after the Cooperative has made every attempt to notify you of the problem and allow you to remedy the situation.
- D. Failure to comply with the Cooperative's deposit and guarantee requirements.

The Cooperative may also disconnect service at once and without notice where a dangerous condition exists, and disconnection shall remain in effect so long as the condition exists. Disconnection without notice may also be made when service is connected without authority by a person who has not made application for service or who has reconnected service without authority following termination of service for nonpayment. In instances of tampering with the Cooperative's meter or equipment, by-passing same, or other instances of diversion, service may be terminated immediately.

The Cooperative will either mail or personally deliver a written notice of termination at least ten (10) days prior to the date of disconnection. Disconnection will occur only on those days when Cooperative personnel are available to receive payment to prevent disconnection.

If you are seriously ill or will become more seriously ill as a result of termination of service,

you may have your physician call or contact the Cooperative within sixteen (16) days of the issuance of the bill to report your condition. The physician must provide a confirmation letter to the Cooperative within twenty-six (26) days of the issuance of the bill and the cooperative will refrain from terminating service for sixty-three (63) days from the issuance of the bill, unless a lesser period is agreed upon. If you made a request to avoid termination under this provision, you must enter into a deferred payment arrangement.

#### **V. Service and billing disputes**

If you disagree with the Cooperative regarding any aspect of the Cooperative's service, you may request a supervisory review. If you make such a request, you have five (5) days before the termination date to participate in the review before the Cooperative may terminate service if the dispute is one in which the issues may result in termination, provided that the notice has been given under standard disconnection procedures. If the dispute is not resolved by such review, you may pursue the dispute through Travis County District Court. While such appeal or other re-resolution of a dispute is pending, you may avoid termination of service by paying the average of your monthly bill for the past twelve (12) months, as determined by the Cooperative. In the event the dispute is not resolved within sixty (60) days, you must keep all subsequent bills current.

#### **VI. Alternate payment plans**

As a member of the Cooperative, you have a right to request alternate payment plans.

**Deferred payment plan:** If you have not been delinquent in paying your bill more than two times in the last twelve (12) months and are unable to pay all of your bill, you are qualified for a deferred payment plan. Such plan requires that you keep all subsequent bills current and pay monthly an amount not less than one-third of the outstanding amount. You are required to sign this agreement, and if you do not fulfill the terms of the agreement, your service may be terminated under standard termination procedures. Such breach of the agreement voids your right to a deferred payment plan or renegotiation to avoid termination. The Cooperative is not required to offer this arrangement if you have had service for less than three months.

#### **VII. Service reconnection**

If your service is interrupted for any of the reasons listed under Section III of this bill of rights, you may re-establish service when all outstanding and delinquent bills are paid and when a deposit or other evidence of payment guarantee is provided to the Cooperative.

#### **VIII. Meter reading**

If you would like information regarding the proper method for reading your electric meter, the Cooperative will provide, on request, a pamphlet with full instructions.

#### **VIII. Deposit policy**

You will not be required to pay a deposit for residential service unless you have been delinquent in paying your bill for electric service on more than one occasion in the last twelve (12) months or unless the Cooperative has terminated your service for nonpayment. The deposit is limited to one-sixth of your estimated annual electric bill. Deposits accrue interest at a rate set annually by the Public Utility Commission of Texas and the interest will be credited to your account or paid to you when the deposit is returned. If the deposit is retained for more than one year, the Cooperative may make a direct payment of the accrued interest to you.

In lieu of a cash deposit, you may present letters of credit or guarantee. If service is initiated with one of these methods used as security, the letter will be voided and returned after twelve (12) consecutive residential billings if your service has not been disconnected for nonpayment or if you have not been delinquent more than two times. Such voiding is the Cooperative's acknowledgment that you have established satisfactory credit. Similarly, if you have not been disconnected for non-payment or you have not been delinquent more than one (1) time after twelve (12) consecutive residential billings, the Cooperative will automatically refund the deposit plus accrued interest either as cash or credit to your account, providing your account is current.

#### **IX. Financial assistance**

The following agencies may be able to assist you if you have trouble making your payment for electric service to the Cooperative:

- County of Hidalgo Community Service Agency; P.O. Box 204 Edinburg, Texas 78540; phone (956) 383-6250
- Cameron-Willacy Counties Community Projects, Inc., 3302 Boca Chica, Suite 209, Brownsville, Texas 78520; (956) 544-6411
- The Salvation Army P.O. Box 2464 Harlingen, Texas 78551; (956) 423-2454
- Lasara Multi Center P.O. Box 57 La Sara, Texas 78561 (956) 642-5112
- Cameron/ Willacy County Office; 1822 W. Jefferson Ave. Harlingen, Texas 78550; (956) 423-1100
- Catholic Charities of the Rio Grande Valley 700 N. Virgen de San Juan Blvd. San Juan, Texas 78589; (956) 702-4088

#### **X. Non discrimination**

Your Cooperative provides electric service without discrimination as to a member's race, nationality, color, religion, sex or marital status.

#### **XI. Cooperative office and business hours**

Magic Valley Electric Cooperative, one and three-quarter miles west on Highway 83, Mercedes, phone (956) 514-1200, 8 a.m. to 5 p.m., Monday through Friday except holidays; mail address: P.O. Box 267, Mercedes, Texas 78570. Pharr: 1311 S. Cage Blvd. Pharr TX 78577, Edinburg - 2910 W. Monte Cristo Rd, Edinburg, TX 78541, Brownsville - 1825 N. Indiana Road, Brownsville, TX 78521



Account Number: \_\_\_\_\_

## MEMBERSHIP APPLICATION

Date:	Name:
Billing Address:	Service Address:
Form of Identification:	City, State, Zip Code:
Contact Number:	Alternate Number:
Statement Preference: <input type="checkbox"/> Paper <input type="checkbox"/> E-Statement	Email Address:

### Terms & Conditions:

- The Applicant will pay to the Cooperative the sum of \$5.00 which, upon acceptance, will constitute the Applicant's membership fee. Upon termination of service, the sum of \$5.00 will be refunded to the member or applied to any unpaid balance.
- Applicant agrees to pay the Cooperative any required fees and/or deposits.
- The Applicant agrees to comply with, and be bound by, the provisions of the Articles of Incorporation and Bylaws of the Cooperative and such rules and regulations as may, from time to time, be adopted by the Board of Directors of the Cooperative.
- The Applicant agrees to pay for all electric energy used in accordance with and subject to the limitations set out in the Cooperative's applicable rate schedule.
- It is agreed that the membership in the Cooperative shall begin when service is connected. It is also agreed that the membership shall terminate when the member's service is disconnected and no longer receives electric service.
- In the event this membership is terminated, and the subsequent thereto member desires to become a member again, this application for membership will be applicable for any and all future requests for membership. However, each request for membership must be subject to approval of the Board of Directors of the Cooperative.

Witness: \_\_\_\_\_

Applicant's Signature: \_\_\_\_\_



Número de Cuenta: \_\_\_\_\_

## Aplicación de Membresía

Fecha:	Nombre:
Dirección de Facturación:	Ubicación del Servicio:
Modo de Identificación:	Ciudad, Estado, Código Postal:
Número Telefónico:	Número Telefónico Alternativo:
Factura Preferida: <input type="checkbox"/> Papel <input type="checkbox"/> Electrónica	Correo Electrónico:

### Condiciones y Términos:

- El aplicante pagará a la Cooperativa la suma de \$5.00 que, al ser aceptado, constituirá el cargo de membresía del aplicante. A la terminación del servicio, la suma de \$5.00 será reembolsada al miembro o utilizada para pagar cualquier saldo pendiente.
- El aplicante acuerda pagar a la Cooperativa cualquier cargo y/o depósitos.
- El aplicante se compromete, y suscribe a cumplir con las disposiciones de los Artículos y Estatutos de la Cooperativa y a tantas reglas y regulaciones sean adoptadas por el Consejo Directivo de la Cooperativa.
- El aplicante concede pagar la energía consumida de conformidad y sujeta a las limitaciones según la tarifa aplicada por la Cooperativa.
- Se acuerda que la membresía con la Cooperativa empieza cuando se establece el servicio eléctrico. Se acuerda también que la membresía termina cuando el servicio eléctrico sea desconectado o cuando el miembro ya no reciba servicio eléctrico.
- En el evento que la membresía sea terminada, y el miembro desee reestablecer su membresía, esta aplicación será utilizada para cualquier solicitud de membresía en el futuro. Sin embargo, cada solicitud de membresía es sujeta a aprobación del Consejo Directivo de la Cooperativa.

Testigo: \_\_\_\_\_ Firma del Aplicante: \_\_\_\_\_





Magic Valley  
**MVEC**  
Electric Cooperative

Empowering you. Empowering your community.





# MVEC's Mission Statement

To enhance people's lives by safely providing the most reliable and affordable electric service by keeping our members' best interest in mind.

