



CVEC Online Member Account Portal

Frequently Asked Questions

1. Why is CVEC moving to a new online account portal for its members?

The new online account portal was launched by CVEC's customer information database provider. This new portal offers a streamlined design, added member account information security, optimization for use on mobile devices, and new features like Quick Pay (where members can log-in using account information instead of username and password).

2. When will the new portal go live?

The new portal will go live on Monday, December 6, 2021.

3. What are the benefits of using CVEC's online member portal?

Portal users can access billing and payment history, usage history, update account alerts via text and email, and pay their bill.

4. If I am a current portal user, will I need a new username and password?

CVEC members who have an existing online portal account can log in using their same username and password. Simply click on "Pay My Bill" from the CVEC homepage and members will be routed to the new portal landing webpage.

5. How do I access the new online portal?

Members can access the new online portal from the www.mycvec.com home page.





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6. I don't have an existing online portal account. How do I get one?

Creating an online portal account is easy. Simply click on "Pay My Bill" on the CVEC website and select "Create a New User" under the "More" dropdown menu.

The screenshot displays the CVEC Online Member Account Portal. At the top left is the Central Virginia Electric Cooperative logo. To the right of the logo is a navigation bar with links: HOME, MY ACCOUNT, BILLING & PAYMENTS, SERVICES, and MORE. The MORE dropdown menu is open, showing options: Create New user, FAQs, CVEC Bylaws, and CVEC Terms and Conditions. The 'Create New user' option is highlighted with a yellow circle. Below the navigation bar is a green 'Sign In' button. The main heading reads 'Welcome to your CVEC Member Account Portal.' Below this is a 'Sign In' form with two input fields: 'Account Number or User ID' and 'Password'. A blue 'Sign In' button is located to the right of the password field. Below the form, the text 'New User? Create account' is highlighted with a yellow circle, followed by a link 'Forgot password?'. At the bottom of the form, there is a link 'Click here if you need any assistance logging in.'