

TAILOR YOUR HOME AND BUSINESS INTERNET SPEED NEEDS WITH NTERA



According to a Gallup News survey, 43 percent of Americans said they spent at least some time working remotely last year. With telecommuting on the rise, the need for faster, more reliable internet, video, and voice services has become an essential part of everyday life.

With Fiber-Fast services from Ntera, life just got easier. With unlimited uses and more options to choose from, you will be able to tailor your internet speeds to fit your home or business needs. Ntera is bringing a 100 percent Fiber Optic Network with internet speeds up to 1 GIG and over 300 quality channels including locals from Eau Claire and the Twin Cities to the Holcombe area.

Dan and Stacey Cross have been residents in Holcombe for 10 years and both work from home in a remote office setting. When they moved to Holcombe,

they were not aware of the limited offerings for internet and television services.

“It has been a struggle for us while trying two different providers and still not getting what we need,” Stacey stated. “We are super excited about the opportunity Ntera is bringing to our community with their Internet along with premium television and phone options. We are also looking forward to having a minimum of 25 Mbps to help with not only our business needs, but our personal needs as well.”

Many vacation homes have been built in the Holcombe area due to the rural simplicity and beauty of the landscape that includes numerous lakes, valleys, and forests. Even though these second-home owners want to be able to get away, they desire to use smart home

technology to work from home.

Tom and Joyce Lochner have lived in the Holcombe area for over six years now and are excited about the new internet and television services offered by Ntera.

“I work remotely and having reliable internet service is critical to my ability to complete my work.” Tom stated. “We are looking forward to enjoying improved services of television and internet at a substantial savings compared to our current providers.”

With Ntera you will experience consistent internet speeds as well as unlimited data. Ntera’s incredibly fast download times will change the way you use the internet. Take a look at this comparison below of how much faster you can complete online activities with Ntera versus other providers.

DOWNLOADS	SIZE	Other Providers	Ntera			
		10 Mbps	25 Mbps	50 Mbps	100 Mbps	1 Gbps
4-minute song	4MB	5 seconds	1 second	0.6 seconds	0.3 seconds	0 seconds
5-minute video	30MB	38 seconds	9 seconds	5 seconds	2 seconds	0.2 seconds
45-minute TV show	200MB	2.5 minutes	1 minute	31 seconds	15 seconds	1.5 seconds
2-hour movie	1 GB	12.7 minutes	5 minutes	2.5 minutes	1 minute	8 seconds

Download speeds based on calculated avg.



It is Ntera’s mission to provide homes and businesses with Fiber-Fast internet, video, and voice services to underserved areas throughout the Chippewa Valley. For more information, call 833-46NTERA, email at info@ntera.net, or visit Ntera online at ntera.net.

MY CO-OP

At Ntera, we are more than just a business, we are your neighbors

FIBER-FAST INTERNET

ntera.net

833-46NTERA

Starting at
\$29.99
when bundled



DISTRICTS 1, 2, AND 6 DIRECTOR VACANCIES

Reminder: Candidate Paperwork Deadline is February 6, 2018

Here's a reminder that if you reside in Districts 1, 2, or 6 and are interested in being a candidate for the upcoming director election at the Chippewa Valley Electric Cooperative annual meeting of its members to be held March 24, 2017, the deadline for submitting paperwork is February 6, 2018.

Districts 1 and 6 director terms expire according to the regular three-year term limit. In addition, members who reside in District 2 can apply as a candidate for a one-year term due to the resignation of Harold Flater effective March 24, 2018. This Special Election will be for a one-year term only in order to fulfill the remaining term due to the resignation vacancy. In 2019, District 2 will once again be part of director elections and return to its normal three-year term.

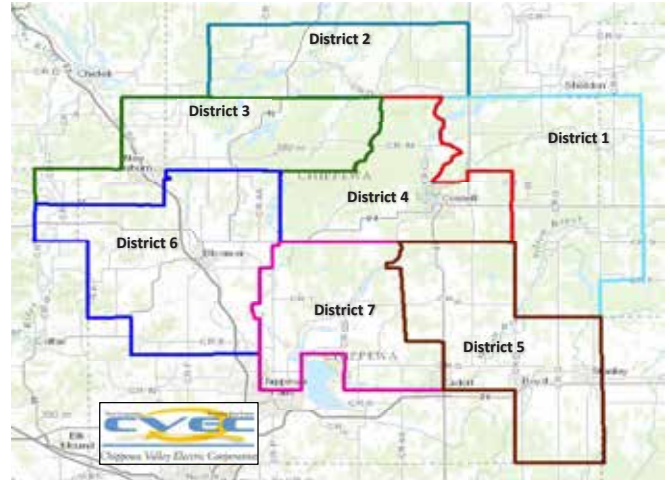
The following board members are currently serving:

District 1 – Don Frei, Jr., Lake Holcombe

District 1 territory: The entire Townships of Holcombe, Ruby, and that portion of the Township of Colburn located east of County Highway D, Chippewa County; the Township of Aurora, Taylor County; and those members of Chippewa Valley Electric Cooperative whose service extensions lie within said Townships or portions of Townships.

District 2 – Harold Flater (resigning), Town of Washington Special Election: One-year term

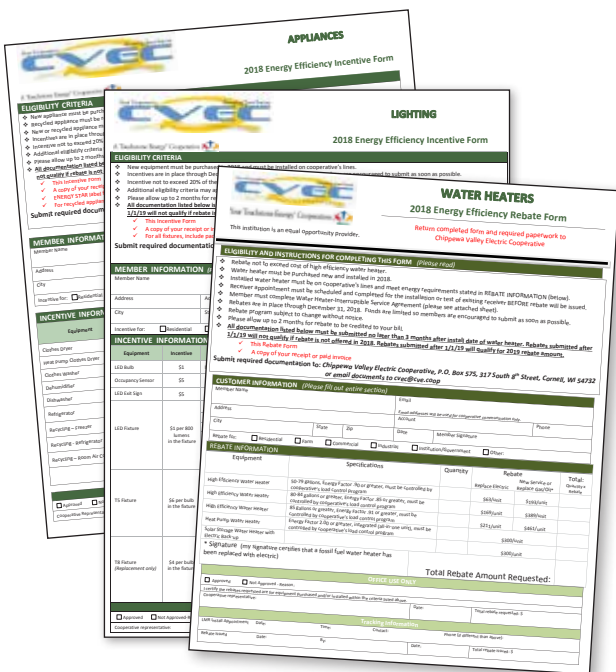
District 2 territory: The entire Townships of Rusk, Big Bend, Washington, and Willard of Rusk County; and those members of Chippewa Valley Electric Cooperative whose service extensions lie within said townships.



District 6 – Candis Homme, Bloomer

District 6 territory: The south half of the Township of Auburn, the entire Townships of Bloomer, Woodmohr, Cooks Valley, Tilden and Howard, Chippewa County; the south half of the Township of Sand Creek, Dunn County; and those members of Chippewa Valley Electric Cooperative whose service extensions lie within said townships.

For applications or more details about board elections, contact Nicole at nwsime@cve.coop or call 715.239.6800. The deadline for completed director candidate paperwork is February 6, 2018.



INCENTIVES FOR 2018

Each year Chippewa Valley Electric Cooperative issues thousands of dollars to its members for the purchase of energy efficient products. We hope to do the same this year. Please keep our incentives in mind and when you make a purchase, promptly submit the rebate form and supporting documents to become eligible to receive a credit on your electric bill.

Incentives:

- Energy Star Appliances
- Appliance Recycling
- Lighting
- Water Heaters
- Geothermal Heat Pumps
- Touchstone Energy Home Program (New Homes)
- Air Source Heat Pumps
- Agricultural
- Commercial & Industrial
- Audits/Assessments
- Conservation

Submit your documentation no later than three months after the date of purchase. Visit our website for rebate forms or call the office at 715.239.6800 for more information.

SCHOLARSHIPS AVAILABLE TO HIGH SCHOOL SENIORS



This spring, Chippewa Valley Electric Cooperative (CVEC) will be awarding several scholarships to graduating high school seniors of member families through our Federated Youth Foundation Scholarship Program. The scholarship program is funded entirely from unclaimed patronage capital issued by the cooperative and from members who wish to donate their capital credits earnings to this program. Please contact CVEC if you wish to do so.

Each scholarship is worth \$500. Applications can be obtained from Chippewa Valley Electric Cooperative (cvecoop.com) or the student's high school guidance counselor.

CVEC's scholarship program began in 1998, and since its inception we have provided more than \$130,500 in scholarships to area students. An independent scholarship committee composed of retired educators judges the applicants based upon merit.

Eligibility will be determined according to the following criteria:

- The student must graduate during the 2017–2018 school year and be enrolled in a post-secondary program at a college, university, or vocational school.
- The applicant's parents (or legal guardians) must be

members of Chippewa Valley Electric Cooperative, and they must currently be receiving service.

- The applicant must display average or above-average academic records.
- The applicant's family income will not be a deciding factor in awarding the scholarships.

To apply for the scholarships, eligible applicants must complete an application about school activities, leadership positions, community involvement, awards and recognitions. In addition, each applicant must write a 200-word essay about future goals and objectives, and the student's values and attitude on life.

The completed scholarship applications must be returned to the cooperative office by April 1, 2018. The applications will be reviewed by a special Scholarship Committee, and the scholarships will be awarded to the students at an honors ceremony or at graduation.

If you have any questions about the scholarship program, please call Nicole at Chippewa Valley Electric Cooperative, 715.239.6800 or 800.300.6800.



WATCH OUT FOR SCAMS

Unfortunately, in today's world, scams are inevitable. Scammers can threaten you with everything from legal

action involving the IRS to turning off power to your home.

Utility scams often involve an individual or group posing as an employee of your electric cooperative. The scammer may use threatening language in order to frighten you into offering your credit card or bank account information. Don't fall victim to these types of scams. Understand the threats posed and your best course of action:

- If someone calls your home or cell phone demanding you pay your electric bill immediately, gather as much information as you can from that individual, hang up the phone, and contact the local authorities. Scammers often use threats and urgency to pressure you into giving them your bank account number or loading a pre-paid credit or debit card. Chippewa Valley Electric Cooperative will never call you to ask you to offer up personal finance information over the phone. If you have any doubts about your utility bill, contact us at 715.239.6800.
- If someone comes to your home claiming to be an employee of Chippewa Valley Electric Cooperative who needs to

collect money or inspect parts of your property, call us to verify they are, in fact, an employee. If they are not, call local authorities for assistance and do not let the individual into your home.

Here are some other types of scams consumers should watch out for:

- Government agencies like the IRS will never call to inform you that you have unpaid taxes or other loans against you. You will always receive this type of information in the mail. If someone calls claiming to be the IRS, hang up immediately.
- If you receive an email from an unknown sender, an email riddled with spelling errors and typos, or an email threatening action unless a sum of money is paid, do not click any links provided within the email, and do not respond to the email. Simply delete it, or send it to your spam folder.
- If someone calls your home claiming to have discovered a virus on your computer, hang up. This caller's intent is to access personal information you may be keeping on your computer.

Your cooperative wants to make sure you avoid any and all types of scams that could put you or your financial information in jeopardy. If you have any questions or would like more information about how you can protect yourself from scammers, call us at 715.239.6800. (Source: NRECA)



PORTABLE ELECTRIC HEATERS

Understanding how they work is key to using them effectively

A number of portable and hard-wired electric heaters have been introduced to the marketplace in response to high home heating fuel costs. Don't be misled by cleverly worded ads that suggest one heater may be more efficient than another. All electric heaters, except ultra high-efficiency heat pumps, provide 100 percent efficiency, and watt for watt, cost the same to operate.

Three main heater designs

There are three main heater categories. The first category is the high-temperature radiant style (*pictured at right*). They are characterized by the glowing red heating elements and shiny mirrored reflector behind the coils. Radiant heaters don't attempt to heat the air, but rely on "beaming" their warmth directly to people or objects in the room. Just like the sun's warmth, it can be a very pleasing form of heat.



The second category is the natural convection style (*pictured left*), which transfers heat differently. Instead of using red-hot coils, these heaters distribute the same amount of heat over a wider surface of the heater. This allows the flow of air over their surface (natural convection) to transfer heat to the air. Often seen in a long, slender baseboard design, these heaters are warm to the touch but not hot enough to burn you. Other convection heaters are shaped



like old-fashioned cast iron radiators, as found in historic buildings. An oil-like fluid inside spreads the heat around the surface. On a watt-for-watt equivalent, natural convection heaters put out just as much warmth, but you don't feel the intense heat as from a radiant design.

The third category, fan-forced heaters (*pictured above right*), relies on a blower to push air over the heating coils.

Designed like a "mini furnace," these heaters warm the air in the room to increase comfort. Unlike the natural convection style, they don't rely on a large surface area to transfer their heat to the air. A quick clarification—small fans are



sometimes used in radiant heaters too, as a way to circulate the air. Don't let the presence of the fan fool you; if most of the heat radiates out from visible glowing coils, it's a radiant heater.

What does it all mean?

Each of the three designs described here uses a process called "electric resistance heating." Because all electric heaters use this same process, they all have the same efficiency—100 percent. There are no losses. Whatever the heater's shape or size, the amount of heat coming out is the same as the amount of electricity going in. Therefore, any two heaters with a rating of 1,500 watts on the nameplate will deliver the same amount of heat, no matter what they look like. To calculate the hourly cost of operating an electric heater, consider the following:

What is different about each heater is the method used to transfer the warmth from the heating elements to the person or objects that need it. Any of the three types can allow room-by-room variation in temperature. This zonal heating method can save energy, but only by lowering the setting on the home's central heating thermostat. Then in the occupied room, a space heater is used to boost the temperature to a comfortable level.

Electric space heaters increase electric bills

Throughout the next three to four months, we will receive several calls from members regarding high electric usage. For many, the culprit tends to be the use of an electric space heater. Even though all electric space heaters are 100 percent efficient, they still use a considerable amount of electricity if used regularly. If you must, use an electric space heater for supplemental heat in a small area. They are not designed to heat your entire home. For an approximate operating cost of an electric space heater, use the following formula:

$$\text{Watts}/1,000 \times \text{kWh rate of } \$0.1030 \times 8 \text{ hours of operation} = \text{cost}$$

For example, a 1,500-watt space heater operating eight hours a day for 30 days costs \$37.08 per month to operate.

There are more economical choices available to heat your home. Contact Russ at Chippewa Valley Electric to learn more about cost-effective electric heat options.



Chippewa Valley Electric Cooperative

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www.cvecoop.com • email: cvec@cve.coop

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Office Hours: Monday–Friday, 7:30–4 p.m.

This institution is an equal opportunity provider.

Dean Ortmann, President/CEO

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