

Ntera Fiber-Fast Internet project underway



Cooperative venture is giving rural residents access to high-speed internet

In August we asked the question, “What happens when two cooperatives join forces to serve our members?” In September we answered that question. The answer is Ntera.

Broadband (internet, video, and voice) expansion in the United States has followed the same pattern electricity did in the 1930s: Only urban areas with high population density were served. It wasn’t until the Rural Electrification Act of 1936 provided federal loans for the installation of electrical distribution systems that customers in rural areas of the United States had electric power available.

As the popularity of the internet grew, people in urban areas saw features and connection speeds increase to 1 Gbps while those in rural areas typically saw connect speeds of 1-3 Mbps, if they could get internet at all.

Two local cooperatives recognized this issue, an all too familiar trend, and took action. Chippewa Valley Electric Cooperative and Citizens Connected formed Ntera, LLC. What separates Ntera from the competition? Quite simply, Fiber to the Home. Ntera customers will experience consistent internet speeds from their Fiber to the Home connection. Ntera is excited to bring you Fiber-Fast internet speeds up to 1 GIG with truly unlimited data!

After substantial market research it was decided the first Ntera project would be the southern shores of Lake Holcombe.

The project has been a tremendous undertaking, but is nearing completion.

Because of the overwhelming interest in Ntera’s offerings, we have twice expanded the scope of the Holcombe project. The northwest boundary has been extended to 293rd Avenue east of 253rd Street, and the northeast boundary to 295th Street south of 295th Avenue/East Lakeshore Drive.

At press time crews were installing drops to homes on Hammitt Road, and burying fiber along County M going west from County CC. All but the northeast section of the project have the main fiber runs in place.

The Holcombe project consists of installing 325,000 feet of fiber optic cable, two fiber huts, pedestals, electronics, and an Optical Network Termination (ONT) for each subscriber. The ONT is a device that brings your services to your location. Since the ONT needs to be connected to the home’s electrical ground, it is preferred to have the ONT located near the electrical service entrance. Ntera representatives will work with homeowners to arrive at a mutually agreed upon location for the ONT.

The project is fed from an existing fiber hut located at 182nd Street and County Highway M in the Town of Birch Creek. Fiber is being extended from this fiber hut to additional fiber huts located at the intersection of County M and County CC, as well as a hut in the Town of Holcombe. ▶



Some of the equipment that brings Ntera’s high-speed internet service to subscribers include (left to right) the Optical Network Termination (ONT), a device that brings services to each individual location; a fiber hut, which extends the fiber to the service locations; and the pedestals.



Ntera sales representatives are currently contacting customers in the construction area prior to burying fiber to homes and businesses. Customers who sign up while crews are in the area will qualify for free installation.



Ntera sales representatives Kaylee, Anneleise, and Carrie

Ntera's Fiber-Fast Internet starts at only \$29.99 when bundled with either our Video or Voice service. Fiber-TV, powered by Celect Communications, offers over 300 channels including local channels from Eau Claire and the Twin Cities. Traditional voice service is also available, and you can keep your existing (landline) phone number!

We are looking for Ntera to be an overwhelming success. To date our sales are experiencing an 80 percent "take rate"; 80 percent of the people they are contacting are signing up for Ntera services.

If you are interested in Ntera services please contact us. Input from our customers will determine which areas we will serve next.

For more information, call 833-46NTERA, email at info@ntera.net, or visit Ntera online at ntera.net.

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



Because of the interest in Ntera's Fiber to Home high-speed internet project, the scope of the project has been expanded twice.



When you're out in the woods this hunting season, please keep in mind that electrical insulators, conductors, and any other electrical equipment are not fair game.

Utilities across the country spend thousands of dollars each year repairing equipment and power lines that have been struck by a stray bullet. Electric cooperatives, with their rural settings, are especially vulnerable to this safety hazard and unneeded expense.

When you're out hunting, please take care to not shoot near or toward power lines, power poles, and substations. A stray bullet can damage equipment, could be deadly to the shooter, and could potentially interrupt electric service to large areas.

We offer these tips to help keep you, and our equipment, safe from harm:

- Familiarize yourself with the location of power lines and equipment on land where you shoot. Be especially careful in wooded areas where power lines may not be as visible.
- Do not use power line wood poles or towers to support equipment used in your shooting activity.
- Take notice of warning signs and keep clear of electrical equipment.
- Do not place deer stands on utility poles or climb poles. Energized lines and equipment on the poles can conduct electricity to anyone who comes in contact with them, causing shock or electrocution.
- Do not shoot at, or near, birds perching on utility lines. That goes for any type of firearm, including pistols, rifles, or shotguns.
- Do not place decoys on power lines or other utility equipment. Anything attached to a pole, except utility equipment, can pose an obstruction—and a serious hazard to electric cooperative employees as they perform utility operations.

Eight ways to express appreciation on Veterans Day



Veterans Day, November 11, is an important day for showing appreciation to members of our military, past and present. If you're looking for an appropriate way to honor a veteran in your life, or would like to contribute in a way that's meaningful for veterans everywhere, here's a list of suggestions to start you off.

1. Show up

Attend a Veterans Day event in your area—not just a picnic with friends but an honest-to-goodness parade or service for veterans. Roy Rogers said, “We can’t all be heroes; someone has to sit on the curb and clap as they go by.” Veterans Day is a great opportunity to do just that.

2. Donate

There are a plethora of wonderful organizations who offer all manner of support, services, and appreciation for our service members. Consider donating to the Wounded Warrior project, Homes for our Troops, or the USO.

3. Fly a flag – correctly

Veterans Day is a great opportunity to fly the flag! Just make sure you're observing the proper rules for display. Not sure exactly what those are? Check out American Legion's guide to the flag at legion.org/flag/code.

4. Ask someone about their service

It seems like we all know someone who has served, and Veterans Day is a great time to ask them about their service. Some questions to start a conversation with are: What did you do in the military? How long did you serve? What was your favorite moment in all your time in the service? Did anyone else in your family serve? Why did you choose to go into the service branch you did?

Do not ask if they've killed anyone. Should your veteran be a combat vet who is either unwilling to share or plainly states what they went through, be supportive without being intrusive.

Sometimes you don't have to say anything—just listen and give them your full attention.

5. Write

If you know a veteran, write a simple postcard or e-card that recognizes them on Veterans Day. If you don't know a veteran, look up the closest military installation and send one there. Small acts of recognizing someone's service, even anonymously, are appreciated.

6. Don't confuse Veterans Day with Memorial Day

Veterans Day is a time to thank those who are serving or have served and are still with us. Memorial Day is to reflect and remember those who lost their lives in service to their country. Confusing the two diminishes the importance of both.

7. Visit a VA hospital

Find out what the policies are at your nearest VA hospital for interacting with patients or volunteering, and spend the day with a veteran. Many VA facilities will have events on Veterans Day or a special lunch you can help prepare. Even if you never interact with a veteran, helping at a facility is a way to give back.

8. Get outdoors with a veteran

Invite a veteran or a military family to explore a national park—admission is free for all visitors on Veterans Day. Being outside helps improve physical and mental health, boosts emotional well-being, and is a great way to celebrate the day with a veteran.—*Source: military.com*



DUAL FUEL HEATING SYSTEMS TO BE TESTED NOVEMBER 15

As the heating season fast approaches, we are preparing for another Wisconsin winter. This includes a test of our load management system.

If you currently participate in our dual fuel or off-peak heating program, the load management system will be tested on Wednesday, November 15 (Thanksgiving is the following week).

Your electric heating system will be shut off at 5:00 p.m. and will remain off throughout most of the evening. Heating systems will be randomly turned back on beginning at 9:15 p.m. and all systems should be back on by 11:15 p.m.

During the time the electric heat is

off, customers will rely on their backup heating system. If you experience any problems with your heating system during this test, please contact your heating contractor. If you experience any problem with our load management receiver (pictured at right), contact Chippewa Valley Electric Cooperative at 715.239.6800 or 800.300.6800.

This test is a benefit for you as well as the cooperative. We want to make sure your backup heating system and the load control device work properly before we get into extremely cold weather.

If you have any questions regarding this test, please call the office.



DAYLIGHT SAVING TIME

Don't forget to fall back on **November 5!** Set your clocks back by one hour.

Happy *Thanksgiving*

Our office will be closed **Thursday, November 23.**



Chippewa Valley Electric Cooperative

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