

NEWSLETTER

Your Cooperative

Powering Your Future



Chippewa Valley Electric Cooperative

November 2017

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, & Voice) expansion in the United States has followed the same pattern electricity did in the 1930’s: 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, 2 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.

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’s Fiber-Fast Internet starts at \$29.99 when bundled with either our Video or Voice service. Fiber-TV, powered by Celecst 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



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.

Call Diggers Hotline before you dig! Dial 811

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 above*), 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.

Continued...

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your existing (landline) phone number!

We are looking for Ntera to be an overwhelming success. To date our sales are experiencing an 80% "take rate"; 80% 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 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.



Holcombe Project Map

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

Rebate Reminder

Chippewa Valley Electric Cooperative reminds its members that there are a variety of rebates available with the purchase of qualifying energy efficient products. Rebates are in place through December 31, 2017, or until funds, by incentive or in total, are depleted. Documentation must be submitted no later than three months after purchase date, or by December 31, 2017, whichever date comes first. Please submit rebate requirements as soon as possible to ensure that you can take advantage of our rebate program.



OUR OFFICE
WILL BE CLOSED
THURSDAY,
NOVEMBER 23.

Chippewa Valley Electric Cooperative

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www.cvcoop.com

Your Touchstone Energy® Partner 