

# OEC Current

## Broadband Project Update

Our Fiber-optic crews have been working steady all summer, we now have about eighty percent of our main-line fiber strung to complete the first part of our broadband project. In addition, we have started construction in several key sections of the next phase of our project.

Our splice crews have begun splicing—and testing—fiber-optic cable in several areas around our system. There is still plenty of work to do but we are well under-way.

We have installed communications shelter equipment in 5 of our 7 substation locations and started programming some of the network equipment. The final two shelters were just placed and will need to have equipment installed.

We plan to test a few live locations in the Town of Laurens area soon and then we will start doing some drops to houses in the Laurens area.

We appreciate your understanding while we build this state-of-the-art fiber optic network.



### Frequently Asked Fiber Questions

**Q:** Can we put the fiber-optic in the same piece of conduit as our electric?

**A:** No, the fiber must be in separate conduit for your safety and ours. The electric line is high voltage and can cause issues for the fiber optic cable, possibly melting it. Also, if there is an issue with either, we can send an appropriate crew out to evaluate the situation without having to worry about the other line.

**Q:** How do I know if I am on the waiting list for the fiber optic broadband?

**A:** If you have called before and have asked questions expressing interest, you have been put on the list.

**Q:** Can the co-op put in the conduit for you?

**A:** Yes, the Co-op can put in the conduit for you if you would like but there may be a fee depending on different variables (distance, obstacles, etc....)

**Q:** When will I know others in my area are beginning to get connected?

**A:** If you are on the waiting list, when we get close to hooking people up in your area, we will call or e-mail you and let you know. You will then decide what plan you would like and if you would like us to bury your conduit.

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## Substation Outages

In the past few months we have had several outages at our New Berlin substation along with one in Copes Corners caused by NYSEG transmission lines. We have been in contact with NYSEG to address some of these issues. If we are told by NYSEG that they do not know what the problem is, we frequently set up a back feed from another substation to get service back online. We realize these incidents can be inconvenient and we are doing everything we can to minimize the occurrences.



## Smart Hub

SmartHub provides convenient account access and two-way communication to your utility or telecommunications provider (OEConnect) online or via your mobile device. Manage payments, notify customer service of account and service issues, check your usage and receive special messaging from your provider all at the touch of a button. SmartHub is available on Android and iOS smartphones and tablets as well as on the Web.

SmartHub provides a safe and secure environment for bill payments and transactions between your utility or telecommunications provider and your financial institution.

If you would like help setting up the phone app, please call the office.



[www.smarthubapp.com](http://www.smarthubapp.com)

## New Faces



Shelby McCall

Otsego Electric Cooperative would like to welcome Shelby McCall to our team as a Member and Subscriber Support Representative. Shelby went to college at MVCC and SUNY Oneonta following graduation from Edmeston Central School in 2013. She now resides in Morris but still stays active in her community by coaching basketball at Edmeston.

We would also like to congratulate Amy Parr for being appointed as a Director to the Otsego Electric Cooperative board. Amy and her family live in the Town of Hartwick and have been long-time cooperative members. Amy teaches science at the Cooperstown Central School. We are very happy Amy has taken the director position and we look forward to working with her.

## Fundraiser A Huge Success

On September 21, 2018 we held a benefit for 3-year-old Trinity O'Connor who has been diagnosed with pediatric neuroblastoma and is currently undergoing treatments at Upstate Medical Hospital in Syracuse, NY. The benefit was held at the Hartwick American Legion as a spaghetti dinner with a silent auction. In total, we raised \$3,615.61. We would like to thank everyone who donated and supported our event for Trinity. We are lucky to have so many generous businesses and people in our community.

