

OEC Current

Broadband Update

As the end of 2018 rapidly approaches, we can look back and see that we accomplished a lot. We have had an exciting and busy year. We began construction of the OEConnect Broadband network in early 2018 and have already hung just over 270 miles of main-line fiber-optic cable. We have kept most of our focus on getting the main lines up in order to meet our deadlines with the New York State Broadband Office. We will continue building fiber throughout 2019 as well. We installed seven communications shelters at our substations. We've installed electronic equipment in each of our seven shelters. We are also splicing fiber in several areas around our service territory. The best news is we 'lit up' our first test modem at our office on November 29, 2018.

We are currently working on programming the network equipment and we are continuing to extend connectivity around the whole system.

We also are excited to begin testing a few services in the Laurens substation area. Once some accounts are tested, we will start doing drops to houses in the tested areas. There is still a lot of hard work ahead of us but we have made great progress so far, especially considering the weather we've been having! If you have not already done so, please call 607-293-6622 to get on the waiting list.

Visit www.OECONNECT.coop for updates!

Otsego Electric Cooperative
P.O. Box 128,
Hartwick, NY 13348

Office Hours
7:30 – 4:00
Monday – Friday

Phone:
607-293-6622

Pay-by-Phone
1-844-843-6842
After Hours and Outages:
1-866-591-3192

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www.otsegoec.coop
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Have you tried using your smartphone to pay your electric bill?

Our Smart Hub phone app is an easy and convenient way to manage your account, pay your bills and view your statements. Visit www.smarthubapp.com to find out more. If you would like help setting it up please call the office and we can help.

Energy Efficiency Tip of the Month

Heading out of town for the holidays? Remember to unplug electronics that draw a phantom energy load. Some gadgets, like TVs, gaming consoles, chargers and DVD players use energy when plugged into an outlet, even when they're not in use.

Source: energy.gov



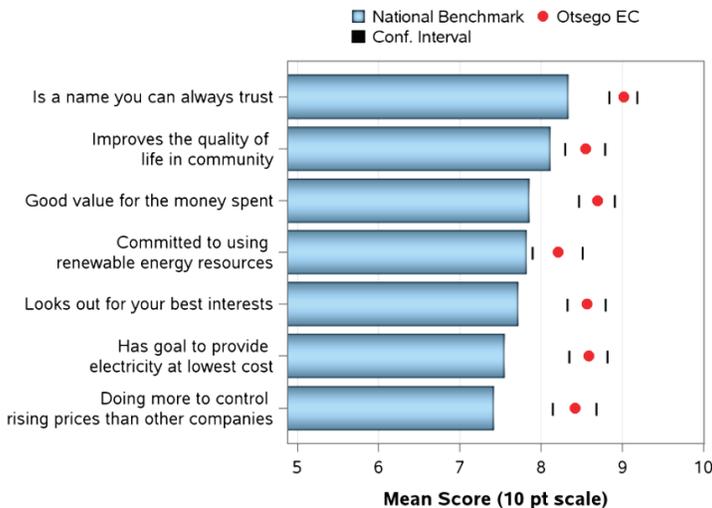
National Survey on the Cooperative Difference

We would like to thank several Otsego Electric Cooperative members who took a survey earlier this year. We recently received the results and we achieved an American Customer Satisfaction Index (ACSI) score! We are pleased with the results but it also shows where we can work to improve our member services.

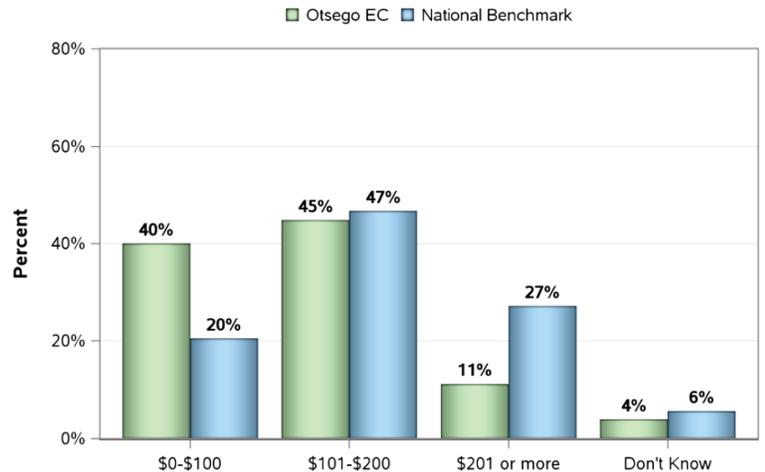
According to the survey, we performed significantly higher than the national benchmark scores. For example, we received high marks at: being a name you can trust, looking out for members' best interests, improving quality of life in the community, and in pursuing a goal of providing electricity at the lowest possible cost. You can see some of these results from the graphs below. Although we were very pleased with our overall score and results, it also pointed out things that we can improve upon.

We would like to help inform our youngest members that they are "member-owners" of the co-op and not just "consumers." We will also update our website to promote it as a place to find useful information as well as a place where you can easily pay your bill. We plan on making some upgrades to our website within the next month.

Image Attribute Performance
2017-2018 Cooperative Difference Survey



Average Monthly Electric Bill
2017-2018 Cooperative Difference Survey



Electric space heaters are the only unvented space heaters that are safe to operate inside your home. Although electric space heaters avoid indoor air quality concerns, they still pose burn and fire hazards and should be used with caution. Never leave a space heater unattended.

From all the employees and Board members at Otsego Electric Cooperative, we would like to wish you Happy Holidays!