



**Craighead Electric
Cooperative Corporation**
Your Touchstone Energy® Cooperative



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H O T L I N E S

Member Driven • Service Focused • It's What We Do Everyday

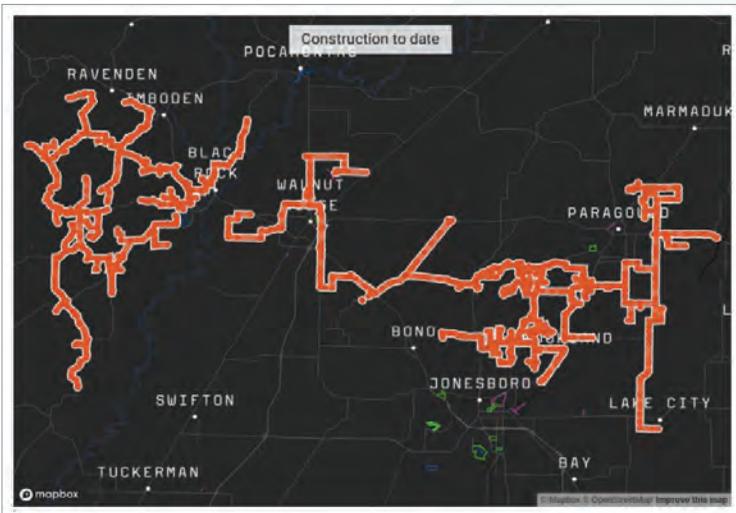
March // April 2019 CECC Newsletter

empower[®] Update

DELIVERED BY CRAIGHEAD ELECTRIC

empower, Delivered by Craighead Electric has been busy building the groundwork for high-speed internet service to our members in phase 1 of our rural broadband project.

Four hundred and forty miles of fiber have been hung since the beginning of construction in July. These long initial fiber runs are what we call the “backbone” of the system. Along with this fiber backbone, we’ve set nine of the twenty planned network buildings to serve as central “hubs” for routing data around the network.



Once fiber is installed in an area, we can begin splicing the fiber together and installing the wireless base stations. A dedicated team is now placing up to 5 of these LTE base stations a day to expand coverage. The more of these devices we can install the more homes we can connect without having to build fiber all the way to someone’s doorstep. Each device works similarly to a cell phone tower, only much closer to the end user and capable of delivering substantially more data. Just like your phone, the signal isn’t impacted by weather and, being connected straight to the fiber network, doesn’t suffer the lag and reliability issues associated with other wireless technologies (Satellite, long distance fixed wireless, etc.). A few “Beta test” home installs

have been conducted to test this wireless technology and they are showing reliable speeds of 50 Mbps. This kind of service can be installed relatively quickly and easily, so many of the initial connects will be of the wireless variety.



Wireless equipment installed on a Craighead Electric pole

Of course, the long-term plan is to offer Fiber-to-the-Home (FTTH). This is where the glass fiber cable is extended all the way into a customer’s home. Where available, FTTH testing is showing Gigabit residential speeds: that means simultaneous upload and download speeds of 1 billion bits of data per second. That’s fast enough to download a song in one second, a TV episode in 3 seconds, or an HD movie in just a minute or two. FTTH as a service will take longer

to become widely available due to the amount of infrastructure needed. In the mean time, we expect our wireless service offerings to meet and exceed most customers’ needs.

As service availability expands to phase 1a and beyond we will notify members via mail as they become eligible to receive service. Members who are pre-enrolled will be contacted directly to schedule home installations using the contact information that they provided in their pre-enrollment form.

Visit empowerbroadband.com to read the FAQ, see the service availability map, browse data plans, and learn more about additional digital services like home phone and streaming television. We are currently updating the service availability map on our website to make it more user-friendly and to better inform you of our progress.

Follow **empower** on social media at facebook.com/empowercecc and twitter.com/empoweredtweets for updates on high-speed internet for your neck of the woods.



Recurring Credit Card Payments

For many years we have given you the option of paying your electric bill with a credit card but required that the card number be given each month. Now, Recurring Credit Card Payments lets you give the card number once and your monthly bill be automatically charged to it.



To set up a recurring credit card payment, visit your online account at ebiz.craigheadelectric.coop and click on *Recurring Credit Card* in the Account menu on the left-hand side of the page. If you would rather not use a credit card but still like the convenience of automatic payments, auto bank draft is an option.

There are no “convenience” fees when you pay online, member information is stored safely and securely, and you still receive a paper copy of your bill. It is becoming many members’ preferred method of paying their electric bill.

If you have any questions about automatic credit card payments give us a call at 1-800-794-5012.

Energy Efficiency Tip of the Month

Spring is nearly here! Now is the perfect time to test your A/C and ensure it’s ready for summer. Remember to check the evaporator and condenser coil, which should be cleaned annually for optimal efficiency.

Source: energy.gov



<-Before

After->



Discover where your energy dollars are going at our Energy Resource Center. Visit craigheadelectric.coop and click on Energy Energy Resource Center or scan this QR code with your mobile device. Estimate your home’s energy costs and discover opportunities for savings.



GOT ENERGY SMARTS?

Knowing WHERE your energy dollars are going and how to SAVE more can make *you* Energy Smart!



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