

Your energy provider yesterday, today and tomorrow."

NEWSLETTER

Chippewa Valley Electric Cooperative

July 2011

CHIPPEWA VALLEY SATELLITE'S DIRECTV® ROLE CHANGING

For the past 17-plus years, Chippewa Valley Satellite (CVS) and its employees have been proud to be the local provider of DIRECTV service. We have worked hard to offer the highest level of customer care. Many, if not most, of our customers know us by name and appreciate the personal service we provide. Beginning August 16, 2011, Chippewa Valley Satellite's role in providing DIRECTV service will change.

DIRECTV has elected to allow the servicer agreement presently in place with the National Rural Telecommunications Cooperative (NRTC) and its members, including CVS, to expire. NRTC and its members have carefully reviewed DIRECTV's proposal for a new servicer agreement. NRTC and its members have found the proposed agreement not to be a viable option for our businesses. Therefore, we have no choice but to exit the DIRECTV servicer business.

On August 16, 2011 DIRECTV will begin handling all customers' programming, billing, and service needs and concerns.

Here is what this means to CVS DIRECTV customers:

- Beginning August 16, all customers must contact DIRECTV at

(800) 531-5000 for all customer service needs. Those needs would include billing concerns/payments, programming questions/changes and technical issues.

- Programming bills printed after August 16 will come from DIRECTV and must be paid to DIRECTV.

The payment remittance stub attached to those bills will contain the new remittance address. CVS will not be able to accept payments by phone or by walk-in. Any payments arriving by mail will be returned to sender. Users of online bill payer services must change the payee from Chippewa Valley Satellite to DIRECTV.

CVS will continue as a DIRECTV retailer. We will still be selling and installing DIRECTV systems. However, ongoing service will be provided by DIRECTV.



CVS wants to take this opportunity to say "thank you very much" to our customers. It has been our pleasure serving you. We remain a proud part of our community and hope to have the opportunity to serve you in the future. Remember, CVS is still a DIRECTV retailer. Existing DIRECTV subscribers: Please be sure to refer your friends and family to us for their new DIRECTV service. It's worth \$100 to you and \$100 to them. Also please remember that we also provide a high-speed Internet service available to anyone, just about anywhere.

COMING SOON - DAILY USAGE REPORT - "USAGE TRACK"

Chippewa Valley is working with our software provider to provide an online display of your electricity usage. The remote meter reading system we are using provides a meter reading every 27 hours. We will be uploading those readings and make them available online.

We will be using the Bill4U website for this feature and in addition to the 27 hour meter readings, it will display the daily temperature readings

that are useful when tracking electricity usage. This feature is currently being piloted by another area Cooperative and we anticipate it being available soon.

This should be a good tool for our members to use in helping to determine how their electricity is being used. Watch our website, www.cvecoop.com, for more information as to when we will be rolling out this "Usage Track" feature.

Happy 4th of July!

Our office will be closed for the holiday.

REMINDER !!

METERS CANNOT BE ENCLOSED OR INSIDE!!

IF YOU REMODEL AND YOUR METER BECOMES ENCLOSED OR LOCATED INSIDE, YOU WILL NEED TO HAVE THE METER MOVED. IN THESE CASES, CHIPPEWA VALLEY ELECTRIC WILL INSTALL A METER PEDESTAL. THE MEMBER WILL BE RESPONSIBLE FOR THE COST OF THE PEDESTAL, BUT THE COOPERATIVE WORKS WITH THE MEMBERS WITH PAYMENT ARRANGEMENTS. IF YOU ARE GOING TO BE DOING ANY REMODELING THAT AFFECTS THE LOCATION OF YOUR METER, PLEASE CONTACT OUR OFFICE.

THANK YOU FOR YOUR COOPERATION!!

IF YOU HAVE ANY QUESTIONS PLEASE CONTACT OUR OFFICE AT
(715) 239-6800 OR BY EMAIL AT CVEC@CVECOOP.COM



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**Chippewa Valley
Electric Cooperative**

317 S. 8th Street • P.O. Box 575
Cornell, Wisconsin 54732

(715) 239-6800 or 1-800-300-6800

www.cvecoop.com

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