

OECONNECT

June 2022



OEConnection



April Storm Update

As many of you know, the April 19th snowstorm caused widespread damage to our system. The snow was wet and very heavy and knocked out power to 85% of our electric customers. OEConnect sustained damage to some of our mainline fiber necessitating replacement and repair. More than 250 service drops were knocked loose or taken completely down. These drops required hands on work to restore these services. We brought in multiple crews with up to 20 extra workers from the area including Margaretville Telephone, Delhi Telephone, and several contractors in the area to help us restore individual services. It would have taken many more weeks if not a month or two to restore all of the services. In total, we incurred over \$100,000 of unexpected costs due to the storm. On a positive note, our mainline fiber held up extremely well under tremendous snow load. We learned a lot in the restoration process and we have identified actions that we will take to make the network more resilient to hopefully reduce the



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Office Hours

7:30 - 4:00

Monday– Friday

Pay-By-Phone

1-844-843-6842

Call Dig Safely NY

Before you dig at

811 or

1-800-962-7962

www.oconnect.coop

Storm Continued...

impacts of such a bad storm in the future. We believe this could have been a 25-year storm but we will see what happens in the future. We sincerely appreciate everyone's patience and encouragement while we worked through the storm restoration.



Welcoming a New Team Member

We would like to welcome Patrick Bullock to our team. Patrick is our new IT & Network Assistant. We are very happy to have Patrick onboard. Patrick is originally from Laurens but he worked for the as a NOC (Network Operations Center) engineer for the past 8 years at a telecom company in Los Alamitos, CA.

See a Problem? Please Report it

If you notice that your fiber line is hanging lower than normal, has a branch on it, a tree leaning on it or any other issues, please call our office to report it! Having your eyes in the field can help us tremendously in keeping our network clear, safe and operating at it's best!

New Broadband Services

As our weather continues to improve and bring in the Summer season, we continue to work hard to connect more of you to our internet service. You will likely see our crews out working in many areas connecting homes that already had fiber out front, running new home drops and installing new services.

We are also doing some work in areas where we received grant funding to build. We are busy getting poles ready to be able to serve more customers. There is a large amount of make-ready work that does go into preparing locations for our fiber to be run so you may see crews working near you on multiple occasions. The process to get the infrastructure fully ready to connect your home takes a significant amount of time depending on each situation. We truly appreciate your patience as we work to connect you and, if you are new to OEConnect, we are excited to have you join us as a customer!

Follow us

If you haven't already, follow us on Facebook! Visit our website at oeconnect.coop or go directly to <https://www.facebook.com/OECONNECTNY>.

Give us a follow and stay up-to-date with the most recent updates on outages, new services, and everything we have going on!

During a storm, follow Otsego Electric Cooperative at <https://www.facebook.com/otsegoelectriccooperative>, for updates or check out our outage map at <https://otsegoec.coop/>.

Battery Backup Units

- OEConnect utilizes VoIP technology
- Without a backup battery or alternate power source such as a generator, your OEConnect data and voice service will disconnect if you lose power
- If you utilize our battery backup, it will not provide power to your internet service; it is strictly for your phone service
- OEConnect's backup **battery will last up to 24 hours**