VOICE of the Valley

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GARDEN VALLEY TECHNOLOGIES

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Innovate > Advance > Connect

NEW & IMPROVED HEADQUARTERS

Garden Valley Technologies is excited to announce that we've officially moved into our new headquarters addition and completed the remodel of our existing building. ***"This project has been in the making for a long time and it's a great feeling to be able to share the finished product," states Jon Smith, Facilities Manager.*** Smith has been heavily involved since the beginning and has overseen every detail from the heating and cooling system install to choosing the carpet to mapping out the move-in schedule. The first discussions about a building addition started back in 2017 with a feasibility study and a list of proposed improvements. ***"Because we were busting at the seams and the existing building needed some improvements, it made the most sense to do an addition and a remodel," explains Smith.*** And when COVID-19 hit and our employees were going to be working from home, leaving a nearly empty building, the remodel timeline was moved up and coincided with the new build. Now all of our office staff in Erskine can move into updated and refreshed spaces.

Our existing building was 16,981 sq. feet. The addition added an extra 10,100 sq. feet including an expanded customer service center, retail store, several new offices, additional space in the Conference and Training Center and more. Since we couldn't showcase our new space with an official Grand Opening event like we had hoped, we held a Virtual Ribbon Cutting ceremony on September 16 on our local channels and livestream featuring a video highlighting the entire construction process from groundbreaking to completion. The video was followed up with an official ribbon cutting outside our retail entrance. We also gave small group tours *(6 people or less)* for employees and retirees throughout the course of the day.

Check out the inside spread for pictures, expansion details and fun facts about our new and improved headquarters!

News & Events

National Co-op Month

GVT is committed to the future of our Cooperative and our members. We believe in investing in the future and looking for ways to achieve a better tomorrow.

Thank you for your support!

Holiday Office Closings

GVT business offices will be closed in observance of the Thanksgiving holiday: **November 26**

Appreciation Day

Our annual Customer Appreciation Day event in December will be canceled due to COIVD-19.

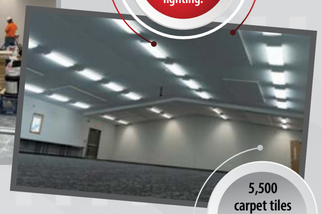
2021 GVT Directory

The 2021 Directory will be distributed in November. Extras will be available at our Erskine, Bagley & TRF retail stores.

Follow us on Social Media

FUN FACTS

In 1995 the Conference and Training Center was added on to our existing building. This space is used internally and rented out to area businesses for meetings and events.



The entire building is lit with LED lighting.

5,500 carpet tiles have been installed.

This space was increased by **585 sq. ft.** and includes **sound deadening** ceiling panels, a large projection screen, **Zoom Room capabilities** and more!

An adjoining 828 sq. ft. meeting room was added for smaller meetings or breakout sessions.

The Conference and Training Center kitchen was expanded by 60 sq. ft. and includes modern finishes.

706 fluorescent lights were updated to LED in the existing building with an energy savings of 9,178 watts of power consumption.

The new heating and air conditioning system includes three ice storage tanks that are frozen at night with off-peak electricity and used the following day during peak times to cool the building.

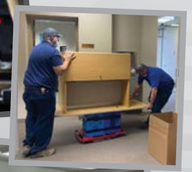
To support GVT office equipment, over 50,000 ft. of *(appx. 9.5 miles)* Cat6 data cable was used for 385 data connections in the new addition.

The Smart Wall features nine Smart Home devices for customers to test out.

NEW BUILDING. NEW ADDRESS.

WELCOME TO 206 VANCE AVE. S. ERSKINE, MN

The foundation of the building is supported by **98 helical piers that are drilled 25 ft.** into the ground to reach a gravel layer. The perimeter of the addition has **hydronic heat in the concrete** eliminating the need for wall heaters inside the space.



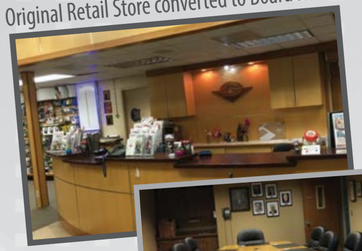
NEW ADMINISTRATION AREA

Did you miss our Live Virtual Ribbon Cutting Ceremony and Celebration?

Watch it on **GVTV Local Channel #30** or **www.gvtel.com/video/livestream** Tuesdays at 9am the entire month of October.

Before & AFTER

Original Retail Store converted to Board Room



In 1981, Oliver Olson of Winger built the **18' x 5'** board room table. It required **14 GVT employees** to move the oak table so it could be refinished by Rick Dulka at Deerpark Creations *(near Oklee)* and placed it in its new location.

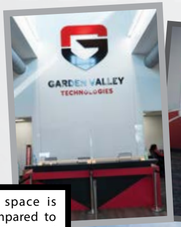
Original Board Room

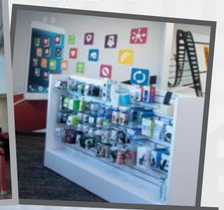
NEW & IMPROVED BOARD ROOM

10,100 sq. ft. was added to the existing space.

Original Retail Store

NEW & IMPROVED Retail Store





The new retail space is 1,975 sq. ft. compared to the previous retail space of 840 sq. ft.

It features 25 ft. ceilings in the entrance, a large customer service desk to assist customers and an interactive wall featuring many of our products and services.

STUDENTS FIRST
Internet Discount

All students enrolled in grades K-12 (including Pre-K) within the GVT service area are eligible.
Must be a GVT Internet subscriber. One discount per household/application.
Restrictions may apply. Program ends February 2021.

COVER CONTEST WINNER

We are happy to announce DALLAS BOTHUM of Goodridge as the WINNER OF THE 2021 DIRECTORY COVER CONTEST. Dallas was awarded a fifty dollar cash prize for his photo taken earlier this year in Goodridge. ***Congratulations Dallas!***

Thank you to everyone who submitted photos!

CAPITAL CREDIT PILOT PROGRAM

Recently, we sent out a letter to all GVT members introducing a pilot program that gives members who are age 85 years or older the option to receive 100% of their unretired capital credits. This program is limited to a $2.2 million payout and applications are due back to our office by October 30, 2020. The payouts will be distributed in December 2020. If you have any questions about the form or letter, please contact our office at 800-448-8260.

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Billing Information

Universal Service Charge

Effective in October, the Federal Universal Service Fund Charge (FUSC) increased from $1.72 to $1.76 per line for most residential customers and $2.52 to $2.57 for single-line business customers and from $3.23 to $3.31 per access line for most multi-line business customers.

The new FUSC amount for cellular service is calculated by multiplying the FUSC factor against your cellular plan charges. Effective in October, that FUSC factor will increase from 9.8315% to 10.0541%.

Directory Assistance Credit

If we are informed that you received incorrect Directory Assistance information for which a fee was charged, we will issue an immediate credit to your account. In order to receive credit:

- You must call the same dialing pattern when requesting credit.

Example: If you dialed 411 for your Directory Assistance, you must dial that same number to request the credit. This will ensure that the proper provider is issuing the credit. You will also need to provide what listing was incorrect so we may update our listings. (Note: You may request up to three credits each time you call.)

Do Not Call Registry

The National Do Not Call Registry gives you the option to block telemarketing calls at home or on your cell phone. You can register your home and mobile number at www.donotcall.gov or by calling 888-382-1222 from the phone number you wish to register.

Solar Outage

You may experience brief signal pixelization, interference or complete loss of signal as the sun passes behind various satellites. The phenomenon, known as a solar outage, occurs twice each year, for a few weeks in the spring and then again in the fall. This disruption of service is temporary and picture quality will be restored within a few minutes. Most solar outages occur around midday and can last anywhere from a few minutes up to 15 minutes and can range from mild to severe.

VOICE of the Valley

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Retail Stores & Office Hours

Erskine: Monday - Friday 8:00am - 5:00pm
Bagley: Monday - Friday 9:00am - 5:00pm
TRF: Monday - Friday 8:30am - 5:00pm

Contact Numbers

Customer Support 24/7/365
800-448-8260, 218-687-5251, or
888-879-4968 *(GV Long Distance)*

Business Office, Retail Stores or Service Requests
800-448-8260 | 218-687-5251

Gopher State One-Call
800-252-1166
811 *(call toll-free before digging)*

GV Internet

Email: helpdesk@gvtel.com
Website: www.gvtel.com

Internet Support 24/7/365
877-546-7495

Live Chat www.gvtel.com

7:00am - 8:30pm Monday - Saturday

11:00am - 6:30pm Sunday

Board of Directors

Byron Ness, President | District 1
Arlene Novak, Vice President | District 3
James Ferden, Secretary | District 4
Allen Paulson, Treasurer | District 7
Lee Hoaas, Director | District 2
Casey Holland, Director | District 5
Larry Djernes, Director | District 6
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