VOICE of the Valley

THIS ISSUE:
- Capital Credit Program
- Auto Pay & Paperless Billing
- Save-the-Date
- Directory Cover Winner

GARDEN VALLEY TECHNOLOGIES

October 2022 | Volume 72 | No. 5

Innovate > Advance > Connect

Important Information

We Need Your Help

When it comes to member accounts, there are several key pieces of information that are important to maintain. Here's an overview of three important categories on accounts that impact timely service and, in some cases, the ability to receive your annual capital credit check: **Social Security Number, Date of Birth for member(s), and up-to-date Authorized Users**.

1. **Social Security Number:** Each year, GVT sends our members Capital Credit allocations in the form of a check. Capital Credits are a percentage of the Cooperative's margins that are allocated and retired to members. In order to send members this check, we need to have a social security number associated with all accounts. This ensures we are compliant with IRS regulations. Garden Valley Technologies protects your social security number and keeps your records confidential.

2. **Date of Birth:** Member(s) date of birth is necessary for Capital Credit retirements. GVT has authorized the retirement of Capital Credits for those 85 years old and over. Without the correct information in the system, some of our members may miss out on the opportunity to participate in the program.

3. **Authorized Users:** Without an authorized user on the account, GVT cannot change services after the death of the member. For example, if a surviving spouse was not on the account and not listed as an authorized user, legally, the only thing we can do is disconnect services, as of the date of notification, and set-up a new account. This leads to more work and potential frustration on behalf of the surviving spouse during an already overwhelming time. Therefore, designating an authorized user makes it much easier for someone to make inquires and changes on an account.

GVT will be reviewing all memberships for the needed Social Security Number. If your account doesn't have a Social Security Number on file, GVT will send you a letter asking you to call our office to provide your Social Security Number. If you would like to add an authorized user to your account or check your account status, please call 800-448-8260. For security reasons, GVT will not call you. You must call into our office to provide this information.

News & Events

Holiday Closings

GVT business offices will be closed in observance of the Thanksgiving holiday on **Thursday, November 24**

GVTV Updates

GAC renamed to **Great American Family** on channels 189 / 1189HD
As of Oct. 1, the **Olympic Channel** has been removed from the GVT channel lineup due to the programmer discontinuing the network
Starz/Encore price has been reduced to $8.99/mo.

2023 GVT Directory

The 2023 Directory will be distributed in November.
Extras will be available at our Erskine, Bagley & TRF retail stores.

GVT Online Auction

Photos and bidding available Nov. 2 thru Nov. 16 at:
mcmullenauctions.com

CAPITAL CREDIT

85+ Early Payout Program

Recently, we sent out a letter to applicable GVT members informing them we would do an early capital credit payout for the third year in a row. This program gives members who are age 85 or older the option to receive 100% of their unretired capital credits. **Applications for early payout are due back to our office by October 28, 2022.** The payouts will be distributed in December 2022. If you have any questions about the form or letter, please contact our office at 800-448-8260. You can also pick up a form at any of our three retail locations in Bagley, Erskine and Thief River Falls.

County Fair Winners!

We'd like to thank those who stopped by our County Fair Booths to learn about our products and services and congratulate the selected prize winners listed below:

Winner of the GVT Outdoor Prize: **Mary Ann Lambert** (Red Lake County).

Winners of the Grilling Basket: **Terri Lundell** (Polk County), **Kevin Ostby** (Pennington County), **Amy Trudell** (Marshall County), and **DJ Tehennepe** (Clearwater County).

Congratulations, enjoy your prize!

Scott A. of Clearbrook was the winner of a 65" LG TV in a random drawing from all of our GVTV subscribers and those who stopped by one of our retail stores to register.

Congratulations Scott!

Billing Information

Universal Service Charge

Effective October, 2022, the amount of the Federal USF Charge (FUSC), appearing on your bill each month, may change as a result of an expected decrease in the Federal Communications Commission's (FCC's) universal service fund contribution factor from 33% to 28.9%. The Federal Universal Service Fund Program is designed to help keep local telephone service rates affordable for all customers, in all areas of the United States.

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 decrease from 12.243% to 10.7219%.

Directory Assistance Credit

If GVT is informed that a customer received incorrect Directory Assistance information for which a fee was charged, GVT will issue a credit to the customer's account.

In order to receive credit:

- You must call GVT and provide the complete number that was dialed and what listing was incorrect. This will ensure you receive the appropriate credit and that we may also update our listings.

- 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.

GVTV 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.

An Easier Way to Pay Your GVT Bill

Manage your GVT account online and never worry about missing a payment, simply visit:
WWW.GVTEL.COM/MY-ACCOUNT

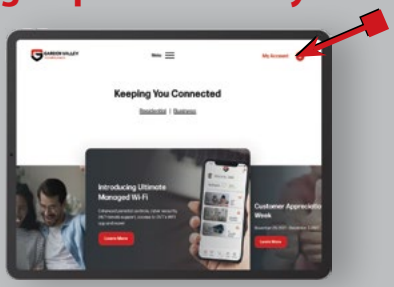
By setting up a web account, you can enroll and automatically pay your bill, view usage, and have access to invoices, payment history, and Live Stream GVT Local Channels.

And did you know when you **sign up for Auto Pay and Paperless Billing, you will receive a $10 credit on your account**?

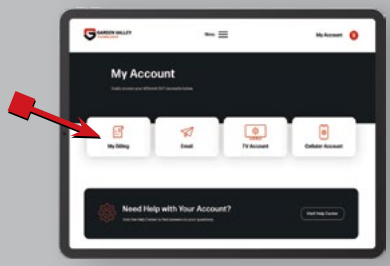
See the steps below and sign up today!

One-time credit applied to bill for Auto Deduct and Paperless Billing.

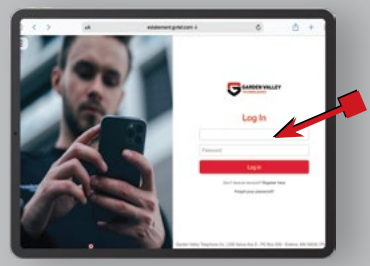
Sign up for Auto Pay



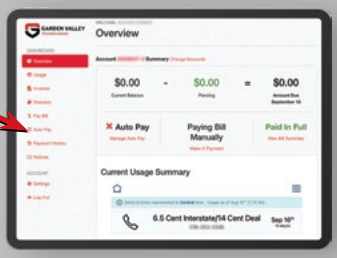
1. Visit **WWW.GVTEL.COM** and select **My Account** in upper right-hand corner



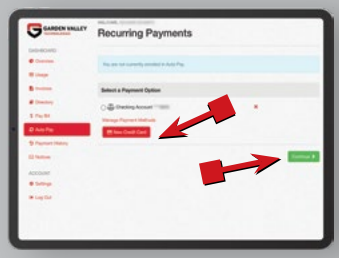
2. Click on **My Billing** icon



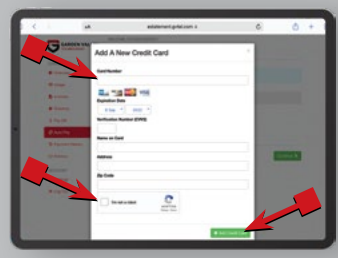
3. Enter Username and Password
*You will need to select **Register Here** if you've never set up your account. Your most recent invoice is needed when registering.*



4. Once logged in, select **Auto Pay** in left hand column

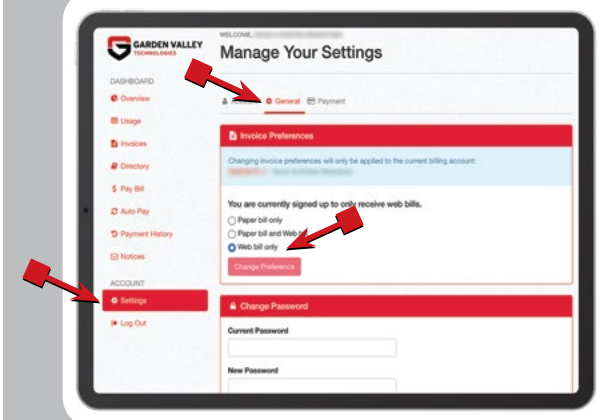


5. Select **New Credit Card**



6. Enter your Credit Card information. Check the '**I'm not a robot**' box and click **+ Add Credit Card** button

7. You will receive a message '**Thank you! Your card was successfully added.**'
8. Select the dropdown arrow under **Payment Day** to choose your payment date
9. Click **Continue** and review the information
10. You will need to agree to the **Terms and Conditions** and then click **Enroll in Auto Pay**
11. Please save the confirmation for your records



Enroll in Paperless Billing

1. Click **Settings** in left hand column
2. Select **General** at top
3. Select **Web Bill Only**
4. **Change Preference**

NEED HELP?

Please call 800-448-8260 or stop in to any location: Bagley, Erskine or TRF

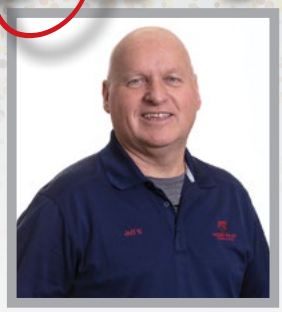
Bill payments are automatically deducted each month approximately two days before your payment date.
Changes must be made at least one week prior to the billing cycle close date to take effect on the next bill due date.

HAPPY Retirement

Customer Service Representative **Patty Brekke** retired as of August 1, 2022 after serving the Company for over 30 years.

Patty has always been willing to expand and share her knowledge and skills with her co-workers. Adapting to change with a positive attitude has been a "PB" trademark through the years combined with providing members with excellent customer service that often included her infectious laughter. Patty, thank you for your dedicated service to the Cooperative!

Congratulations, Patty, we hope you have a wonderful retirement!



Cable Splicer **Jeff Genereux** retired as of August 1, 2022 after serving the Company for nearly 27 years.

Jeff's happy attitude and unwavering dedication to GVT and his co-workers are invaluable and appreciated traits. Jeff is looking forward to retirement and starting the next chapter of his life. Jeff, thank you for your dedicated service to the Cooperative!

We wish you a long and happy retirement, Jeff, congratulations!

Part-Time Customer Service Representative **LaDawna Anderson** retired as of August 1, 2022.

LaDawna joined the GVT in 2018 after relocating to Minnesota from Texas. Although only with us a short time, LaDawna was a valued member of the Service Office team, known for her warm smile and greeting for members and co-workers. LaDawna is excited to spend more time with her family in retirement. LaDawna, thank you for your dedicated service to the Cooperative!

LaDawna, we wish you the very best in retirement, congratulations!

We would like to congratulate Jon Smith for 30 years and Dustin Faldet for 5 years of loyal and dedicated service with Garden Valley Technologies.

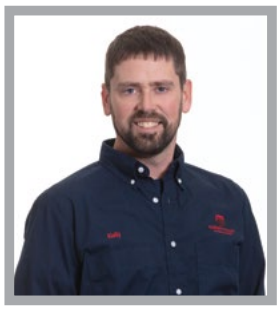
Congratulations & Thank You

Congratulations!

Part-Time Service Representative

Meet **Patrick Zittel** of Clearbrook. Pat joined our GVT team as a Part-Time Service Representative on August 1, 2022.

Congratulations Pat and welcome to the GVT family!



Cable Splicer

Congratulations to Construction Lineperson **Kelly Solie** on being selected to fill the Full-Time Cable Splicer position. Kelly began his new duties on August 8, 2022.

Congratulations Kelly!

GVT Online Auction

Online Auction of used vehicles and misc. items will be held this fall.

Photos and bidding will be available,

Nov. 2 thru Nov. 16 at:

mcmullenauctions.com

Items can be viewed at GVT's Erskine warehouse.

We reserve the right to reject any or all bids. Items will be sold "as is."

Directory Cover
CONTEST WINNER

Karra Weems of Clearbrook, MN has been awarded a $100 cash prize for her submission of the ***'Northern Lights'*** image that was selected as the winner of the 2023 Directory Cover Contest.
Congratulations, Karra!

Rory Hamre's image of Sandhill River was selected as a runner-up and used on the front page of this newsletter. Over 100 photos were submitted.

Thank you to everyone that submitted photos into the contest.

CO-OPS BUILD ECONOMIC POWER

National Co-op Month

During October, GVT celebrates the many ways we invest and build trust with the communities we serve. As a member of the GVT cooperative, you are part of a unique community that will continue to grow and connect with the latest technology.

We are proud to donate over 900 reusable water bottles to 2nd and 3rd grade classrooms in the schools we serve in celebration of Co-op month.

LOCAL FOOTBALL & VOLLEYBALL ACTION
ON CHANNELS 30-39

Our local schools have been busy with fall sports, and with an exciting sports season comes fresh, new content for our local channels. As part of our partnership with ten schools, GVT provides them with broadcasting equipment including cameras, TriCasters, laptops, audio mixers and more. The schools then use that equipment as part of a media class or club where students produce and run all local channel broadcasts of sporting and other special events at the schools. Media Crew students not only learn how to use the equipment, they also have an opportunity to job shadow radio announcers and take part in the play-by-play announcing during select games. For the past couple of years, we've worked with R&J Broadcasting to incorporate local advertising for businesses on our local and network channels. As a local, member-owned cooperative, we're excited to be part of offering an affordable advertising opportunity to the businesses in the communities we serve.

Local channel content is available to view for our GVTV subscribers on channels 30-39. All GVT members, whether they subscribe to our TV services or not, can view local content for free on our Live Stream at www.gvtel.com/livestream Non-GVT members have the ability to subscribe to the Live Stream for a small fee.

If you are interested in learning more about advertising/marketing plans, please **call James from R&J Broadcasting, Inc. Sales at 218-687-5251 Ext. 479.**

You may also **email** jamesc@gvtel.com or complete the **Advertise on TV** form at www.gvtel.com/contact-us/

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
(Closed 1:00pm – 1:30pm)
TRF: Monday - Friday 8:30am - 5:00pm

Contact Us

Customer Support 24/7/365, Business Office, Retail Stores or Service Requests
800-448-8260 or 218-687-5251
www.gvtel.com

Internet Support 24/7/365
877-546-7495
Email: helpdesk@gvtel.com

IT Services M-F 8:00am - 4:30pm
218-687-4202
Email: ITServices@gvtel.net

Live Chat www.gvtel.com
7:00am - 8:30pm Monday - Saturday
11:00am - 6:30pm Sunday

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

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SMART RURAL COMMUNITY

GIG-CERTIFIED PROVIDER

GARDEN VALLEY
TECHNOLOGIES
206 Vance Avenue South | PO Box 259
Erskine, MN 56535

Save the Date

CUSTOMER APPRECIATION DAY

Saturday, December 3, 2022
9am - 2pm
at
Garden Valley Technologies
206 Vance Avenue S | Erskine, MN
Please use Retail Store entrance.

Watch for the Grand Prize Coupon
in your upcoming bill.