



TELEPHONE



TELEVISION



INTERNET



BUSINESS



SECURITY



MEDICAL

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MANAGER'S MINUTE

Our Continued Commitment to You



As we embark on a new year, we are thankful to put some of the 'challenges' of the past year behind us. However, at this writing, our office doors remain closed to the public due to the COVID-19 pandemic, though we continue to safely serve you via our drive-thru and online options. We are here to serve YOU.

Throughout the COVID-19 pandemic, our team has evaluated each phase and taken measures to keep you and our employees safe. Besides keeping the lobby closed, approximately 1/2 of our staff are currently working from home or alternate locations. Our drive-thru remains open to assist you in making payments, applying for new services, and handling your equipment needs. Our staff can also help you via telephone, email, and new for 2021, Live Chat on our website, citizens.coop. Our Technical Support is still available 24/7, and you can use Citizens E-Care to view and pay your bill, view data usage, make adjustments to services, and even report trouble with service. For more information about E-Care, check out our webpage <https://citizens.coop/myaccount/>. If you need help getting started, just call our office. Our Sales Consultants are happy to help get you started.

If you need a mask, stop by our drive-thru to pick up a complimentary KN95 mask (while supplies last, limit 2 per household). To avoid cross-contamination while doing our best to meet your needs, we continue to limit installations to only one TV. In some cases, we will lay out temporary cables for Internet service.

Your Cooperative continues to make good progress in our ACAM Fiber to the Home project. We have passed over 3,000 homes (constructing 257 miles of fiber), with over 31% of customers connecting to the 1Gbps fiber service. We are currently working in the Floyd North and Alum Ridge areas. These are large areas to which we anticipate connecting customers in Spring of 2021. Please be sure to update your email and contact information with us so that we can send you a notice as soon as we are ready to start installs.

We are happy to welcome new customers from the Copper Hill area to the Citizens family. More than 21% of the 321 homes

passed in the VATI Copper Hill project have joined Citizens Gig Country.

Last but not least, we met the aggressive deadline for CARES "Coronavirus Aid, Relief, and Economic Security Act" grant funding. CARES was a time-limited program offered by the Commonwealth of Virginia to localities that partnered with a local service provider. We had four days to contact over 100 customers who already had fiber passing their home. We then had to narrow that list down to 52 locations because fiber drops had to be completed by December 25, 2020. Only places with fiber passing by a long driveway or a private road were eligible. Floyd County Community and Economic Director, Lydeana Martin, was instrumental in applying for the CARES grant. With her help, we received funding and completed construction to 52 locations by December 22, 2020.

Reflecting on all the work by our Engineers, Contractors, Techs, and the rest of the Citizens team, you can truly see that we are "Committed to Customer Service and Dedicated to Technology." We now have nearly 1,200 customers connected to Gigabit Fiber, which is no small task considering the many steps involved. (Check out our fiber installation timeline on our website at <https://citizens.coop/fiber-to-your-home-installation-timeline/>).

What better way to celebrate a New Year than by freshening up our style?! "New Year. New Look. Same Dependable People. Same Reliable Service."

As we offer more fiber dependent technology, we thought it only right to exhibit that in our marketing presence. We hope you like our updated logo. We are holding on to our heritage of the past, operating in the present, and preparing for the future as depicted by the three strands of fiber encircling the globe. We remain devoted to our residential and business customers both near and far.

We embrace the opportunities the new year brings, and we thank you for allowing **US** to be **YOUR** service provider.

Stay Safe. Stay Well.
Greg Sapp | CEO & GM

Service Awards



Congratulations to Shelby Quesenberry on 30 Years of Service on the Board of Directors

Shelby became a board member on October 20, 1990, and holds the position of Secretary. We're grateful for your service, Shelby.



Congratulations to Trish Poole on 25 years of service!



Congratulations to Jeff Shepherd on 20 years of service!



NewsMax SD Ch 113 has been added to the Crest and Signature packages for Citizens digital TV customers.

Newsmax TV is an American conservative news channel owned by Newsmax Media. The network primarily focuses on opinion-based talk shows. It carries a news/talk format throughout the day and night, with documentaries and films on weekends

Citizens Employees Totaled 611.5 Hours of Volunteer Time Off in 2020

Citizens offers each employee the opportunity to volunteer at the organization of their choice for up to 40 hours/year. We are happy to report that 40 employees took advantage of this benefit for a total of 611.5 volunteer hours. Employees volunteered at organizations including, Angels in the Attic, Christmas for Children, Cub Scout Bike Rodeo, Floyd County Community Development, Floyd Women's Club, Handmade Music School, Montgomery County Christmas Store, New Freedom Farms, New River Community Action, Plenty!, Restoration Housing, Roanoke Rescue Mission, and more!

Streaming TV

Thank you for your response to our Streaming Survey conducted last year. We appreciate your input and will be working to offer you a streaming service later this year.

What Can You Do to Protect Your Family This Winter?

Carbon monoxide (CO) is an odorless, colorless gas that kills without warning. It claims the lives of hundreds of people every year and makes thousands more ill. Many household items including gas- and oil-burning furnaces, portable generators, and charcoal grills produce this poison gas. Following these important steps can keep your family safe:

CO DETECTORS

- Install battery-operated or battery back-up CO detectors near every sleeping area in your home.
- Check CO detectors regularly to be sure they are functioning properly.

OIL & GAS FURNACES

- Have your furnace inspected every year.

PORTABLE GENERATORS

- Never use a generator inside your home or garage, even if doors and windows are open.
- Only use generators outside, more than 20 feet away from your home, doors, and windows.

For fully monitored CO detection, contact your Citizens Security Specialist today at 540-745-2111 or 276-637-6485 or customer@citizens.coop

Source: [cdc.gov/co/pdfs/Flyer_Danger.pdf](https://www.cdc.gov/co/pdfs/Flyer_Danger.pdf)