



TELEPHONE



TELEVISION



INTERNET



BUSINESS

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MANAGER'S MINUTE:

Let me Introduce myself - Donna Smith, at Your Service.

Since this is the first newsletter since the retirement of General Manager, Greg Sapp, it's only fitting for me to introduce myself to you, our valued customers. First, I say it is an honor to be selected for the General Manager of Citizens position and continue the work started generations ago.

My grandfather, Maynard Hylton, worked for Citizens for 43 years, and my father, Donald Hylton, worked as a contractor for Citizens for 35 years. I am delighted to follow in their path working for Citizens for the last 21 years in the Accounting Department after graduating from Virginia Tech. I am delighted to serve the community where I was raised and now, with my husband, Danny Smith, are raising our own children, Jacob and Emma.

Greg leaves big shoes to fill, but with our dedicated Board of Directors and highly-skilled employees, we will strive to make him proud and continue to bring you, our valued customers, the best services around.

We continue constructing fiber optics throughout Floyd County. Our goal is to have construction completed in 2023. This has been a monumental project for your Cooperative with minimal delays caused by the pandemic, supply chain issues, and increase costs of labor and equipment. We have prevailed, and we can see the light at the end of the tunnel.

More importantly, we are converting legacy TV customers who already have fiber as their Internet delivery method to our new TV platform, SFN TV Now. We had a few hiccups in the beginning as with any new technology, but customers are telling us daily how much they love the clear picture, channel selection, and functions such as Replay that they did not have before. If you have fiber or cable modem delivering your Internet, contact us ASAP to convert. We are working on shutting down our headend that supplies the legacy TV service, and we do not want your service to be interrupted.

Secondly, if you are in a completed fiber area, meaning we have completed the construction of the fiber, please contact us so our team can get an order to migrate you to CitiZip Fiber service as well as the new TV platform. This will ensure that your TV service will not be affected until your fiber installation is completed. We have over 1,000 people on the new SFN TV Now platform already, and we hope to have the remaining IPTV customers by the end of 2023 as we complete the fiber construction. This is an aggressive goal, but we know it is necessary to reduce monthly costs for our customers and ensure a quality TV offering.

If you have not heard from us yet about fiber, don't despair. We are working in phases and zones to ensure every home in Floyd County is eligible to connect to Gigabit Fiber. We continue to collaborate with the County and are applying for 2023 VATI funds. In addition, at this writing, LECAP funds are still available to assist residents with long driveways. Give us a call if you have a long driveway, and we will send you the LECAP link to apply and will work with you to get the job done.

It is my mission to continue the quality standards set before me. As your General Manager, my door is always open and I am here to work for you.

Sincerely,
Donna Smith
CEO & General Manager

MARK YOUR CALENDARS!

Saturday, April 1, 2023

Citizens Community Easter Egg Hunt

10 am to 12 noon

In Citizens' Multi-purpose Shelter

220 Webbs Mill Road, Floyd, VA 24091

Friday, April 7, 2023

Citizens will be closed in observance of **Good Friday**

ADVANCED WIFI

During holidays and all through the year, new devices enter your home. You need a WiFi network that can adapt seamlessly. Citizens Advanced WiFi with HomePass® is the perfect tool to help you monitor usage, block unacceptable websites and content, and protect you from harmful online attacks.

Ask about Advanced WiFi with HomePass® powered by Plume today!

Sign up before by April 1 to get 3 months FREE!

Check it out <https://citizens.coop/citizens-advanced-wifi/>.



Welcome Aboard!



Braden Smith
Customer Care
Support



Josh Dalton
Plant Maintenance
Technician

TECH TIP : THINGS IN YOUR HOME THAT COULD BE BLOCKING YOUR WIFI SIGNAL

If you are like most of us, your home WiFi is your lifeline to the Internet. Our Internet connection is the key to our communications for work and for keeping connected and organized with the family's schedules. Our Internet connection is also an important part of our entertainment to connect to social media, movies, music, videos, exercise, and more. Our Internet is as important to us as our electricity. We expect our Internet speeds to be fast and constant, in order to enjoy watching streaming, or playing online games with friends. However, there are plenty of obstructions around the home that can interfere with our WiFi and prevent it from performing at its peak.

How WiFi interacts with your home

WiFi is radio waves that allow your devices to communicate with your Internet router.

If your WiFi speeds are poor, your house might be to blame. If your WiFi signal is trying to reach you through concrete walls and floors, steel studs, or other types of heavy objects, it's going to have a hard time living up to its full potential. WiFi and metal don't mix well, so the metal in your walls and floors could block or degrade the WiFi signal. That's why router placement is so important; the fewer obstructions there are between your devices and your router, the better.

Some Appliances are not WiFi Friendly

While most electronics are fine to use with WiFi, some appliances such as appliances in the kitchen like the dishwasher, refrigerator,

and oven, are large, metal boxes. Don't forget the microwave! These appliances may interfere with the WiFi signal.

Other appliances can be impactful, too such as the washing machine and dryer, which can be located in various parts of your home. If your signal is traveling through these rooms from the router to get to you, it might be having a rough time.

TVs and Mirrors.

Your flat-screen TV is really a thin metal sheet, ready to block your WiFi signal from the objects around it. If you use a gaming console or a smart device to connect to the internet from your TV, you can see that could be problematic. Mirrors are also metallic and can degrade your signal. These are just some things to think about. Our techs are always available to offer advice in router placement.