



Citizens

Technology for Your Community



TELEPHONE



TELEVISION



INTERNET



BUSINESS



SECURITY



MEDICAL

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MANAGER'S MINUTE

Who Knew 2020 Would Start This Way?



At the start of 2020, your Cooperative had a clear vision and an aggressive plan to continue construction of Fiber to the Home service. Our goal is to give you Gigabit (1Gbps) Internet and upgrade facilities in other areas to continue providing superior telecommunication services. While that is still our plan, we have hit a speed bump along the way due to Covid-19 (Coronavirus). However, nothing is breaking our stride to provide you with quality service, excellent support, and advanced technology.

During this time, (beginning March 24th) our lobby has closed to the public and approximately 2/3 of our staff is working from home or alternate locations. Our drive-thru is open to serve you for payments, new services, and equipment needs. Our staff is still assisting customers via telephone or email, and our Technical Support team is still available 24/7. We have many ways to stay connected, and I encourage you to take advantage of E-Care which is conveniently accessible from your computer, smartphone or tablet. With Citizens E-Care, you can pay your bill, view your data usage, make adjustments to your services, and even report trouble with your service.

Our office may be closed, but we are still here for you and still conducting business as close to normal as possible. For your protection and the protection of our technicians, we are limiting installations to the outside of the home. We are doing temporary cable and wiring placements and whatever is necessary to provide service to you. However we will avoid entering your home or business during this time.

For an update on the fiber project, to date, we have around 730 customers connected to the fiber service for a 25% take rate. The response from our customers is rewarding. There is nothing more important to us than to hear the satisfaction in their voice when they speak about no more buffering, how fast their webpages load, and the great experiences quickly of uploading documents and sharing files. We know some of you are anxiously waiting and we are working as quickly as possible. Spring is here and we will continue construction unless a government agency makes us stop. Thank you for your patience and most of all, Thank You, for allowing US to be **YOUR** service provider. I will say it over and over, YOU are the reason we come to work every day.

Stay Safe. Stay Well.

Greg Sapp | CEO & GM



Yard Sale Rescheduled to August 29



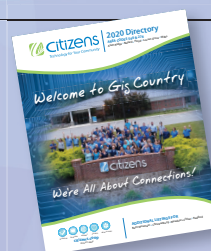
CCTV Launches New Program, In My Garden

On March 11, 2020, CCTV embarked on a new show and a new gardening season. Hari Berzins will share her gardening triumphs and failures and ultimately her lessons in hopes that more and more people will decide to plant a garden and grow food for our families and community. **Share your ideas with us by emailing thestampede@citizens.coop.** Follow along in your own garden with a new episode every week.

Watch on Channel 20 Mondays at 10:30am, Tuesdays at 6:30pm, Wednesdays at 4:00pm, Thursdays at 10:00pm, Fridays at 6:00pm, Saturdays at 10:30am, and Sundays at 3:00pm or on **YouTube at <https://bit.ly/2JwxJOM>**

Catch Up on The Community Show

We've been capturing what matters to you for years now, and we thought you might like the opportunity to watch **The Community Show on YouTube**. The Community Show airs daily on Channel 20 at 7:00am, 1:00pm, and 7:00pm. You can now watch it on YouTube here: **www.youtube.com/playlist?list=PLIFXRdHbmz--4EVpaDrDr_TCgxTw3qYgx**



2020 Telephone Directories are HERE!

Stop by our drive-thru if you need an extra copy.

DCJS #11-9804

Expanded Church Programming on CCTV, Channel 20

Stay connected with messages provided by local churches.

Saturdays

- 8:30am Beaver Creek Church of the Brethren
- 9:30am Mountainview Seventh Day Adventist Church
- 2:00pm Harvestwood Covenant Presbyterian Church
- 4:00pm Topeco Church of the Brethren
- 5:00pm Draper Valley P.H. Church
- 6:00pm Floyd Circuit United Methodist Churches (Willis UMC, Falling Branch UMC, Camp Bethel, UMC)

Sundays

- 8:00am Beaver Creek Church of the Brethren
- 9:00am Faith Baptist Church
- 10:00am New Harvest Ministries
- 12:00pm Floyd Baptist Church
- 2:00pm Harvestwood Covenant Presbyterian Church
- 4:00pm Floyd Willis Lutheran Parish
- 5:30pm Mountainview Seventh Day Adventist Church
- 6:30pm Shawsville Congregational Holiness Church

Your Citizens E-Care Just Became Easier!

Whether you are at home or on the go use the mobile version of Citizens E-Care to pay, view your bill, and create a trouble ticket.

Log onto citizens.coop/myaccount or call us to set up your E-Care Account at 540.745.2111 or 276.637.6485

We're All About Connections!



Working from Home

Our employees are dedicated to customer service. Even though most of us are working from home during the COVID-19 pandemic, we are just a phone call or email away at 540-745-2111 or 276-637-6485, and the Drive-Thru Window remains open.

Our team is working to keep you connected! We thought we'd give you a peek at a few of our home offices.



Lori says, "Don't laugh at my patio cushion in my kitchen chair. We improvise to get the job done!"



Joy's new coworker is sleeping on the job.



Gary says, "Me, working from home with a little help from 'Tony tiger.'"

Attention Senior Citizens Be aware of Scammers!



The Better Business Bureau reports that scammers are sending text messages saying you have to take a mandatory COVID-19 test to get stimulus money. This is **NOT** true. You can learn more about COVID-19 scams at BBB.org/coronavirus

Digital TV Customers Receive Added Channels for No Added Cost

During the pandemic, Citizens is adding additional channels at no additional cost to digital TV packages as allowed by programmers.

Not all channels available everywhere; HD available based on subscription.

CHANNEL NAME	CHANNEL #	
	SD	HD
Outdoor Channel	163	766
Sportsman Channel	164	
CNN	101	725
Fox News	124	724
GSN	447	
Hallmark	458	758
Hallmark M & M	457	757
Hallmark Drama	456	
Oxygen	454	746
CNBC	120	720
Universal Kids	312	
Universon	348	
MSNBC	121	719
Cooking Channel	235	
Travel Channel	463	763
DIY	228	
GAC	609	
AHC	355	
Destination America	226	726
Discovery Family Channel	303	770
Discovery Life Channel	353	
OWN	352	
Discovery en Español	351	
Discovery Familia	350	
UP!	327	
Disney XD	315	717
Disney Jr.		317
FXM	444	
Nat'l Geo Wild	453	
Ovation	80	
BBC America	440	
AMC	301	
IFC	490	
Sundance	492	
WeTV	474	
Nick Jr.	301	

FREE HBO PREVIEW WEEKEND: May 14th - 17th