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Policy Change

During their board meeting, the WRCTC Board of Directors made changes to Policy #401. The changes are as follows:

POLICY NO. 401 – BILLING AND COLLECTION OF DELINQUENT ACCOUNTS

Any account remaining unpaid after thirty (30) days shall be considered delinquent and charged a **late fee of \$10.00.**

Any account remaining unpaid after forty-five (45) days shall have service disconnected unless a satisfactory payment arrangement has been made. When the service is temporarily suspended/disconnected, the member still can call 911, until the service is permanently disconnected. Those accounts that remain connected after forty-five (45) days delinquent will be charged the late payment fee of \$10.00 for each succeeding billing period until paid.

Lemmon Drop Box

As of April 1, 2019, the drop box for payments in Lemmon will no longer be available. We 866-4688 have several options for payments, including autopay, Pay-By-Phone (844-252-5267) and SmartHub, which you can find on our website at www.wrctc.coop.

With SmartHub, you can pay your bill and even manage your payment options:

Need to update your expiration date on your credit/debit card?

✓ NO PROBLEM!

How about changing your payment method?

✓ NO WORRIES!

Want managed notifications, such as payment confirmation or when your credit card is about to expire?

✓ YOU GOT IT!



Call Before You Dig

Planning a home improvement job? Planting 257-2550 a tree? Installing a fence or deck? WAIT! Here's what you need to know first:

Whether you are planning to do it 375-3157 yourself or hire a professional, smart digging means calling **811** before each job. Homeowners often make risky assumptions about whether or not they should get their utility lines 244-5906 marked, but every digging job requires a call – even small projects like planting trees and shrubs.



KNOW WHAT'S BELOW. CALL 811 BEFORE YOU DIG



TOP: Andy Arthur helps a member sign up for a \$25 bill credit. RIGHT: Xander Brixey (right) looks in amazement as Andy Arthur shows him how Google can be used to control the television and other aspects of a SmartHome.



KBJM Farm & Home Show

Even with another storm sneaking up on us, March 8th turned out to be a good day for the 2019 KBJM Farm 788-2285 and Home Show in Lemmon. WRCTC, along with Grand Electric, were among the many businesses that had a booth at the Beeler Community Building. If you were one of the many individuals who attended the Farm and Home Show, you may have stopped by our booth to grab a bag of popcorn, chat with us about our services or Smart Home gadgets, or sign up for one of two \$25 bill credits. Connie Bootz, Sara Hauser, Andy Arthur and 797-4486 Tyrell Ellingson were on hand to answer any questions.

Donna Smith and Jan Peterson, both from 456-2040 Lemmon, will have a little extra spending money in April as they were the winners of the \$25 bill credits. Congratulations, Donna and Jan! Thank you to everyone who attended the KBJM Farm and Home 374-5152 Show and to those who stopped by our booth.

ATTENTION SDPLAINS CUSTOMERS



If you are a sdplains Internet customer and use something other than sdplains for email, please contact our office with a current email address where 374-5225 we can send important notifications as well as our e-newsletter.

THIS WILL NOT AFFECT YOUR WRCTC INTERNET CONNECTION.

Please email us at westriver@sdplains.com or give us a call at 605-244-5213 or 777 so we can update our records.

New WRCTC Members

Bison, Meadow, Sorum

Melton, Patrick & Ashley Smith 866-4785

Newell

Butler, Judy 456-7798

Dollar General 456-5253

Mayer, Jerry 456-6193

SECURE PAY

Make a payment on your bill over the phone using a debit/credit card or check.

Available 24/7!

844-252-5267

Find Your Phone

Ten telephone numbers were hidden in the last newsletter. Those members who hunted and found their number were: Dennis Lewton, Bison; Audrey Cordell, Camp Crook; Tyler Campbell, Lemmon; John Merriman, Lemmon; Dale Hogen, Newell and Earl Capp, Nisland. Hidden in this issue are ten new numbers. If you find YOUR number, all you have to do is notify our office. The \$10 will then be deducted off your telephone bill. New connect numbers do not count. Deadline is April 19, 2019.

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