

THE

# PowerLines

REPORT

1 |  Celebrating Elevate2 |  Powering Local Business3 |  Safety Competition4 |  Car-Pole Accidents

SEPTEMBER 2021

## Time to Celebrate Elevate!

As we approach the changing of seasons, we have more to celebrate than pumpkin spice lattes, cool crisp autumn air, color drives, and bowls of candy corn and peanuts. At Elevate, we are celebrating the culmination of years of hard work and the support of our incredible communities.

### **Governor Polis Weighs In**

We'll start this celebration with the biggest number, \$10,500,000. That's the amount of dollars the USDA awarded DMEA to extend Elevate's fiber network across Pea Green and east Delta. This project will build approximately 261 miles of new mainline fiber, connecting 2,410 households, 3 educational facilities, 89 businesses, and 115 farms.

In a recent article, Colorado Governor Jared Polis added his approval. "Expanding connectivity to some of the most underserved parts of rural western Colorado is key to powering Colorado's economic recovery and building infrastructure for the future," said Polis. "I am pleased that this grant will enable more Coloradans to receive better, faster access and I wanted to thank all involved for their efforts."

### **NPS What?!**

Our second reason for celebration is Elevate's latest customer satisfaction score, measured by what we in the industry call the Net Promoter Score (NPS). Elevate checks in with each new customer post install, and again annually, and asks them to reassess their happiness with the service. Our second quarter report was just received last month and we can again boast of industry-leading results after achieving an 84.9 NPS, exponentially higher than the national average.

Elevate's Chief Technology Officer, Kent Blackwell, expressed his delight with this quarter's NPS results. "Elevate is truly focused on its customers. We are driven every day to find sources of funding to make network extensions happen in financially responsible ways. Equally, we work hard to provide both stellar service and true

hometown care to all our customers. It is not an easy task, but unlike our competitors that are driven by profits and margins, Elevate is truly driven by those we serve," said Blackwell.

### **Expanding our Fiber Footprint**

Our third reason for celebration this month is the finalization of our largest buildout to date. With the completion of the West Meadows Subdivision last month, Elevate officially wrapped up construction in the City of Montrose, adding more than 3,300 homes and businesses to our fiber network. Nearly 11,000 homes and businesses throughout the Montrose city limits now have access to the fastest fiber internet connection around, plus opportunities like teleworking and remote education.

Last year, our grant team secured \$3.4 million to bring Elevate to some of our most expensive to build areas in Montrose and Delta counties: North Mesa, which is now in service; Beaver Hill, where construction recently kicked off; and Cedar Mesa, where construction will begin in October. Find out if you're in these areas by searching your address at [elevateinternet.com](http://elevateinternet.com).

### **The Reason for Success**

We saved the best for last. Our last cause for celebration is you. In just over five years from breaking ground, Elevate Internet is celebrating its 10,000th customer! The overwhelming support that each of our communities has shown us is humbling and we do not take it for granted. As a show of our gratitude we have decided to pay it forward by giving away \$10,000 to 10 lucky recipients that have provided Elevate extraordinary support from the very beginning. Make sure to keep an eye on our social media accounts as the announcements are made.

To all our Elevate customers and those of you who will soon be, we would have never made it here without your continued support. So cheers to you!



# DMEA COOKS!

Featuring favorite recipes from our DMEA family

## Peanut Butter & Chocolate No-Bake Cookies

*Jordan Yates, Customer Service Representative*



### Ingredients:

- 2 c sugar
- 4 tbsp cocoa powder
- 1 stick salted butter
- ½ c milk
- 1 c peanut butter
- 1 tbsp vanilla
- 3 c quick oats

### Directions:

Line a cookie sheet with wax paper or parchment paper. In a saucepan, bring the sugar, cocoa powder, butter, and milk to a boil over medium heat, whisking frequently. Stop stirring once it reaches a boil and allow it to boil for 1 minute. Remove from heat and stir in peanut butter, vanilla, and oats. Using a tablespoon or cookie scoop, drop the mixture onto a cookie sheet and allow the cookies to set and cool.

Save THE Date!

## MEMBER APPRECIATION

FOOD TRUCKS • MEMBER GIFT  
MEET THE NEW CEO

DMEA Montrose office: Oct. 13, 11am - 1pm  
DMEA Delta office: Oct. 20, 11am - 1pm

# PLAY IT SAFE

KID'S ELECTRICAL SAFETY COMPETITION



## WIN A SHOPPING SPREE!

Participate in DMEA's all-new safety program, PLAY IT SAFE. The contest is open to kids in K through 5th grade. Each month, DMEA will announce a new electrical safety problem that your student can research and resolve. The best submission wins, and the prizes are awesome!

## SEPTEMBER SAFETY DILEMMA

Kendra is in a hurry to get ready for school. Her little brother has filled the sink with water while brushing his teeth, but Kendra needs to use her hair dryer. What should Kendra do?

### What to submit:

This month, your submissions must be a drawing with three written sentences explaining your answer. Entries can be submitted at [www.dmea.com/safety-competition](http://www.dmea.com/safety-competition).

### When to submit:

Entry period is September 1, 2021 - September 30, 2021.

### Who can participate:

Kids in grades K-5th

### What you can win:

This month's prize is a shopping spree to your favorite local toy store!



# San Juan BREWS

"It's not about serving coffee and beer, it's about serving people."

Co-owners Kevin, Chelsea, Davina, and John



## MORE THAN JUST INTERNET

San Juan Brews is more than hot coffee and cold beer. It's a cozy place for friends to gather. A chill spot for the remote worker. A dream come true for four entrepreneurs. When they needed fast, reliable internet, they chose the only local fiber internet company, Elevate. And like San Juan Brews, we believe it's not just about fast internet, it's about the connections you make with it.

# ELEVATE™

**GET LOCAL INTERNET TODAY!**  
[elevateinternet.com](http://elevateinternet.com) / 844-386-8744

### Fast internet

per month

150 Mbps

**\$54.95**

1,000 Mbps (1 Gig)

**\$54.95**  
for three months

~~\$79.95~~

### Simple TV

Locals (20+ channels)

**\$34.95**

Expanded (70+ channels)

**\$99.95**

Extreme (120+ channels)

**\$129.95**

### Reliable home phone

Unlimited local & long distance

**\$30.00**

Available in live service areas only. Includes 1 Gig service for the first 3 months for the price of 150 Mbps (\$54.95/mo). After 3 months, regular pricing (\$79.95/mo) applies. Subscribers may switch to 150 Mbps at any time. Installation is zero money down and \$10/mo., for 10 months or \$100 upfront. Initial 12-month contract required. Internet service is required for TV and phone. Speeds are up to 1 Gig.



# DO YOU KNOW WHAT TO DO

in an auto accident with power lines?

In 2020, 20% of all power outages in our service territory were caused by vehicle accidents. While outages are inconvenient, personal safety is the utmost priority. Here's what to do if your vehicle hits a pole.

If the car you are in hits a utility pole, your vehicle and the surrounding area can become energized.

Even if you do not touch lines or equipment, you can still be killed or seriously injured.

1. Do NOT leave the car, and warn others to stay away.
2. Call 911 to have the utility notified.
3. Wait until a utility professional has told you it is safe.

*The only reason to exit the vehicle is if it's on fire.*

If the car is on fire, jump clear of the vehicle with feet together and without touching the car and the ground at the same time.

Continue to HOP AWAY with your feet together as far as you can. Don't walk.



#### Montrose Office

11925 6300 Road  
Montrose, CO 81401  
M, W, F; 8:00am-5:00pm  
T & Th; 8:00am-6:00pm

#### Read Office

21191 H 75 Road  
Delta, CO 81416  
M & W; 9:00am-4:00pm

#### Contact Us:

1-877-687-3632 | [www.dmea.com](http://www.dmea.com) |    

#### Your Board of Directors:

*Bill Patterson, District 1*     *Kyle Martinez, District 2*  
*Vacant, District 3*         *Ken Watson, District 4*  
*Vacant, District 5*         *Damon Lockhart, District 6*  
*Enno Heuscher, District 7*     *Stacia Cannon, North*  
*Jock Fleming, South*

DMEA Board Meetings are open to all members and are generally held on the 4th Tuesday monthly beginning at 3PM with the public comment period at 5PM. Call 970-240-1212 to confirm date, time, and location.

DMEA is an equal opportunity provider and employer. If you wish to file a Civil Rights program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, found online at [www.ascr.usda.gov/complaint\\_filing\\_cust.html](http://www.ascr.usda.gov/complaint_filing_cust.html) or at any USDA office, or call (866) 632-9992 to request the form. You may also write a letter containing all of the information requested in the form. Send your completed complaint form or letter to us by mail at U.S. Department of Agriculture, Office of Adjudication, 1400 Independence Avenue, S.W. Washington, DC. 20250-9410, by fax (202) 690-7442 or email at [program.instate@usda.gov](mailto:program.instate@usda.gov).

# ELEVATE™

FAST INTERNET ▶ (for real)

## THIS CUP OF JOE CAN BE ALL YOURS

Check out our San Juan Brews blog  
(under Elevate updates) to find out how  
you can get your daily brew on us!



[elevateinternet.com](http://elevateinternet.com)