



## What is Otsego Electric Cooperative (OEC) and how does OEConnect work with OEC?

We'd like to take a moment to clarify the relationship between OEConnect and OEC especially for our new subscribers. You may have noticed us mentioning OEC in our communications or responding to calls under that name. OEC is the sole owner of OEConnect. OEConnect and OEC are distinct legal entities but they operate together seamlessly "under one roof."

OEC functions as a cooperative, which means it is a non-profit and tax-exempt organization owned by its members. Any excess revenues generated by OEC are reinvested into enhancing our network. If there are remaining funds, those surplus amounts are returned to our members in the form of capital credits as the Board determines depending on financial feasibility.

Our cooperative and OEConnect are governed by a Board of Directors based on member elections (one-member one-vote) and the Board meets monthly to oversee cooperative activities and guide decision making for both OEC and OEConnect. OEConnect is staffed by dedicated employees from OEC, including four full-time fiber technicians and 19 other team members who share their time between OEC and OEConnect. Together, we are committed to providing excellent service and support to our community.

## Streaming Video

### What is streaming video?

Streaming video refers to entertainment delivered via the internet rather than a traditional cable TV connection.

### What equipment do I need?

To enjoy streaming video, you need:

- Fast and reliable internet.
- A streaming device such as:
  - an Amazon Fire TV Stick, Apple TV, or Roku Streaming Stick that is connected to your TV and Wi-Fi. Streaming devices include a universal remote control to sync with your TV.
  - a Smart TV that is connected to the internet.



### OECONNECT

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7:30 - 4:00  
Monday– Friday

Pay-By-Phone  
**1-844-963-2837**

Call UDIG NY  
Before you dig at  
811 or  
**1-800-962-7962**

- o a Smart TV that is connected to the internet.
- o a tablet, laptop or smartphone that is connected to Wi-Fi or data.

A subscription to a streaming service or channel such as Netflix, Disney Plus, YouTube Live, HBO Max, Prime Video, or ESPN Plus.

### How do I subscribe?

Subscribing to new streaming channels and services is simple. Once you have your streaming capable device connected to the internet and have set up an account, you can then simply navigate to the app menu in your device and select the desired service or channel to preview. Information will be included such as a description of the service and monthly cost. To subscribe, you select the desired service and agree to subscribe.



### Disconnect Fees Reminder

Starting January 2025, if your internet service is disconnected, a \$5.00 disconnect fee will apply. We will notify you of the disconnection through both paper and email notices, and send reminder calls as the date approaches.

If you need additional time to pay your bill, please contact us to arrange a deferred payment plan. With an approved plan in place, your service will remain active. As always, we aim to avoid any interruption of service for our customers and are happy to work with you to find a solution.

### Seasonal Accounts

Please note that once your account has been on Seasonal for 4 months, your service will be automatically restored. Since our billing is for the month ahead, you may see your bill amount return to normal monthly pricing in the month prior to when you return due to the billing dates.

Should you have any additional questions on this option, please give us a call a 607-293-6622 and we would be happy to assist you.

### Follow us

Please follow us on Facebook!

Visit our website at [oeconnect.coop](https://oeconnect.coop) or go directly to <https://www.facebook.com/OECONNECTNY>.

Give us a follow and stay up-to-date with the most recent updates on outages, new services, and everything we have going on!

During a storm, follow Otsego Electric Cooperative at <https://www.facebook.com/otsegoelectriccooperative>, for updates or check out our outage map at <https://otsegoec.coop/>.

### VoIP Phone Lines!

- We provide high quality Voice-over-internet-protocol phone services if interested.
- Unlimited local calling and 2,000 minutes a month long distance.
- Monthly charges for phone are \$29.95 a month\* plus taxes.
- You can keep (port) your existing phone number from your current carrier.
- \*\$5 monthly discount for bundling with our internet services!