



Keeping Accounts Up-to-Date

Keeping your account information current is crucial for us to provide you with the best service. If you change your phone number, email address, or mailing address, please update your details by calling our office or using our SmartHub account management system.

If you are moving, please inform us promptly so we can close your account at the old address. If we are not notified, you will remain responsible for any charges incurred.

In the unfortunate event of a loved one's passing, please contact us to transfer the account to a living individual. We cannot continue to bill accounts in the name of a deceased person.

Keeping your information up-to-date helps us keep you informed, manage account activities, and ensure uninterrupted service. We appreciate your assistance in this matter.



OECONNECT
PO BOX 128
Hartwick, NY 13348
607-293-6622

Office Hours
7:30 - 4:00
Monday– Friday

Pay-By-Phone
1-844-843-6842

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

Disconnect Fees in Effect

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

We recognize that many of our subscribers have seasonal properties in the area. To accommodate this, you can place your account on Seasonal Status for up to 4 months each year. Simply give us a call to request this status, and your account will automatically reactivate after the 4-month period unless you request an earlier restoration.

Please note that during Seasonal Status, your service will be entirely suspended, which means any security cameras or other systems relying on our service will be offline.

Should you have any additional questions on this option, please give us a call a 607-296-6622 and we would be happy to assist you.



Call Before You Dig

As a reminder, for customers who have Underground service with us, it's easy for customers to overlook the essential step of having their property lines marked before embarking on landscaping endeavors or digging in their yards. With numerous utilities hidden underground, any accidental contact can pose serious risks during work. It's crucial for both homeowners and contractors to prioritize safety by dialing 811 before commencing their projects. This simple action ensures that all underground lines are properly marked, averting potential hazards. Please note, that any private lines such as water lines, dog fences etc. will not be marked by utility companies and are the responsibility of the homeowner to be aware of, mark and avoid.

If you're a recipient of our fiber service with lines buried in your yard, you can request our team to come out and mark your fiber line, ensuring its safety amidst your landscaping ventures. If a line is hit during a project, please note that there will be a charge included for the repair.

Follow us

Please follow us on Facebook!

Visit our website at 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!