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## NEWSLETTER

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We found a way to save some money and wanted to pass on the savings to our customers.

When you sign up for paperless billing and autopay we will add a \$2.00 credit each month to your bill.

You will get an email each month telling you when your bill is ready. It will then be deducted from your checking account or credit card on the 20th of each month.



Start today, Go to: [www.mycmtech.com](http://www.mycmtech.com)

Register your username and password (you will need your account number from your most current statement)

- ⇒ Manage Account
- ⇒ Invoice Preference
- ⇒ Web Bill Only

Go to: Set up Automatic Payments and follow the steps to have your payment automatically taken out of your account each month.

If you have any questions, please contact our business office at 641-664-2074

**Nominating Committee Minutes  
Citizens Mutual Telephone Cooperative  
February 16, 2017**

The meeting of the Nominating Committee of the Citizens Mutual Telephone Cooperative was held on Thursday, February 16, 2017 at 7 p.m. in the offices of the corporation in the City of Bloomfield, Davis County, Iowa. The purpose of the meeting was to nominate names of members of the corporation to be placed upon the official ballot of the company for the annual election of directors; all in accordance with the bylaws of the corporation.

Upon calling the roll, it was noted that the following members were present, to-wit: Mike Rysdam, Diana Davis, Brian Stevenson, Larry Miller, Phil Norton, Eric Roberts and Ralph Hopkins. Also present was Joe Snyder, general manager of the corporation.

The meeting was called to order by the manager and it was noted that the purpose of the meeting was to place in nomination the names of members of the corporation to be placed upon the official ballot of the company for the annual election of directors; all in accordance with the bylaws of the corporation.

The manager indicated that the first item on the agenda for the meeting was the selection of a chairperson for the remainder of the meeting. Upon motion duly made, seconded and voted upon, Brian Stevenson was elected as chairperson.

Upon motion duly made, seconded and voted upon, Diana Davis was elected to serve as secretary for the meeting.

After discussion and consideration of several names, the Nominating Committee selected nominees to the Board of Directors as follows:

**Bloomfield Exchange**

Jake Bohi	Gary Dunlavy	Kevin Early
Rick Krenz	Brian Roberts	Tony Spargur

**Drakesville Exchange**

Brenda Ball	Chad Horn	Randy Jones
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Upon motion duly made and seconded the meeting was adjourned at 7:27 P.M.

Attested to by \_\_\_\_\_

Brian Stevenson, Nominating Committee Chair

## Relay Iowa

### What is Relay Iowa?

Relay Iowa is a specialized service that guarantees all citizens access to prompt, professional and accurate communication through the telephone. Consumers of these specialized services, specifically individuals who are deaf, deaf-blind, hard of hearing or have difficulty speaking, can communicate on the telephone via TTY, Voice Carry Over (VCO), Hearing Carry Over (HCO), Speech-to-Speech (STS), Spanish and Captioned Telephone in order to connect with family, friends or businesses with ease.

### How does relay work?

Dial 7-1-1 or the appropriate toll-free number provided below to connect with Relay Iowa. A Communication Assistant (CA) will ask for the area code and number of the person you wish to call and will begin relaying the conversation. Generally, the CA will voice the typed message from the text telephone (TTY) user to the hearing person on the other end. The CA then relays the hearing person's spoken words by typing them back to the TTY user. All calls are held strictly confidential. Specialized relay services are also available for individuals who have difficulty speaking and for Spanish speaking residents.

### Captioned Telephone

Captioned Telephone is ideal for individuals with hearing loss who are able to speak for themselves. A captioned telephone works like any other telephone with one essential difference: it allows you to listen as well as read every word the other party says throughout the conversation on the display window. To call a Captioned Telephone user, dial: 1-877-243-2823.

### How do I apply for specialized equipment?

The Iowa Equipment Distribution Program, called Telecommunications Access Iowa (TAI), helps pay for specialized equipment for residents of Iowa who are deaf, deaf-blind, hard of hearing or have difficulty speaking. Qualified individuals can receive a voucher for approximately 95% of the average cost of specialized telephone equipment. To apply online, go to: [www.relayiowa.com/tai/](http://www.relayiowa.com/tai/) or call 1-800-606-5099 V/TTY.

### Access Numbers:

**Dial 7-1-1 or**  
**TTY:** 1-800-735-2942  
**Voice:** 1-800-735-2943  
**VCO:** 1-800-735-4313  
**Spanish:** 1-800-264-7190  
**Speech-to-Speech:** 1-877-735-1007  
**HCO:** 1-800-735-2942  
**CapTel:** 1-877-243-2823

### **Customer Service Information:**

Voice/TTY: 1-888-516-4692  
[iarelay@hamiltonrelay.com](mailto:iarelay@hamiltonrelay.com)  
[www.relayiowa.com](http://www.relayiowa.com)



Relay Iowa and Telecommunications Access Iowa (TAI) are both programs of the Iowa Utilities Board.

There is no charge to access Relay Iowa, although standard long distance charges apply.



## Lightning damage

Do you know that when lightning hits your house, you are responsible for damage to modems, routers, set-top boxes, and even phones? If you find that these have taken a hit we can give you a receipt that shows the cost of the equipment that needs to be turned into your insurance.

To help prevent such a loss, Citizens Mutual has a surge protector with lifetime guaranteed surge protection. This Tripp Lite Surge suppressor features a high 3240-joule rating to handle even the strongest surges. Integrated phone, network and coaxial line protection allows you to safeguard telephones, modems, Ethernet cable, antenna and AC connections with a single unit. This surge suppressor also includes a \$250,000 ultimate Lifetime Insurance for connected equipment. Citizens Mutual will be selling these protectors at our cost of \$35.95 to encourage our customers to add this valuable protection to their equipment.

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## Low income Iowans may qualify for telephone/broadband assistance

Low-income telephone/broadband assistance is available to qualifying low-income Iowans as part of a federal support program. This program, "Lifeline Assistance" is available through Citizens Mutual.

"Lifeline Assistance" is a plan that assists qualified low-income Iowans by providing a monthly credit on their telephone/broadband bill.

This telephone/broadband assistance plan is available to qualified Iowans. Citizens Mutual wants to let low-income customers know about this program and encourage those eligible customers to apply.

Iowans whose income is at or below 135 percent of the Federal Poverty Guidelines may be eligible for telephone/broadband assistance. Additionally, Iowans who participate in one or more of the following programs may be eligible for telephone/broadband assistance:

- Medicaid
- SNAP
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance
- Veterans Pension and Survivors Pension Benefits

In addition, you must not currently be receiving Lifeline Assistance, and no other person in your household can be subscribed to the Lifeline Program with any other provider.

Applicants should submit an application to Citizens Mutual. Applications forms can be obtained from the business office. This application is also available on the Iowa Utilities Board website at [www.state.ia.us/iub](http://www.state.ia.us/iub).

The Iowa Utilities Board points out that this low-income telephone/broadband assistance plan is important for Iowans and benefits the public by ensuring affordable access to telephone/broadband service for everyone.

**Eligible Iowans are encouraged to submit their application  
and direct questions to Citizens Mutual, 641-664-2074**



*Welcome to*



**Bloomfield**

Dustin & Kala Mulder	20614 255th St., Bloomfield	641-664-2768
JAGID Management	102 W Jefferson St., Bloomfield	641-664-3597
Woody R Wiley	403 N Davis St., Bloomfield	641-664-1096
Jaydyn Burton	507 N East St., Bloomfield	641-664-2790

**Pulaski**

Linda Price	304 S 2nd St., Pulaski	641-675-3045
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**Mark**

Ron Hewus	29687 Holly Ave., Bloomfield	641-929-3399
Jenny Howard	22042 Esker Ave., Bloomfield	641-929-3243

**Drakesville**

Larry L Herschberger	14090 220th St., Bloomfield	641-722-3031
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**For all your spring projects,  
dial 811 before you dig**

Your call to the Iowa One-Call Center is easy! And remember: Iowa Law requires that any person planning to engage in any form of digging or excavation within the state of Iowa must notify Iowa One Call at least 48 hours prior to excavating. This is a free call and a free service to anyone planning an excavation, so always remember to call before you dig!

**Do you need a  
new appliance?**



*Refrigerators, stoves, dishwashers,  
washers, dryers, etc.*



Citizens Mutual Hours: 8 a.m.-5 p.m., Monday, Tuesday, Thursday and Friday; 8:30 a.m.-5 p.m., Wednesday

**Call Iowa One Call before you dig: 811 • Internet Tech Support: 1-800-205-1110**

Payments are due on the 20th of each month.

For your convenience, Citizens Mutual offers Automatic Bank Deduct, payment boxes in the front of the building and in the alley, payment via e-statement and automatic credit card payment.