

The Connector

Expect More. Do More.

Q4 2018 Newsletter



BUSINESS SPOTLIGHT

LaPorte City Utilities

La Porte City Utilities and LPC Connect share a long-standing tradition of serving the residents of La Porte City with services that bring life to our community.

In 1935, President Franklin D. Roosevelt signed the Executive Order 7037 establishing the Rural Electrification Administration. In February of the same year, La Porte City residents voted to establish a municipal electric system. In 1936 a new power plant was placed in operation and furnished all of La Porte City's power until 1973 when La Porte City Utilities began to purchase power on the market.

La Porte City Utilities furnishes electric services to 1106 customers within the city limits and 15 rural electric customers. La Porte City Utilities also furnishes water to 914 locations. Michael Johnson, operations manager for the utility, shared what makes their organization unique, "We are one of 137 municipal electric systems in Iowa. We have the backup generation capable of supporting the entire community during peak times and when the transmission line feeding La Porte City fails. We receive payments from our supplier to have the generation available to backup the electrical transmission grid when needed. Three times in the last 12 years our generators ran around the clock for an entire week when almost no one around La Porte City had power for their electrical suppliers."

Their team of four employees rely on LPC Connect to provide telephone and internet services to connect to their customers and suppliers. As a community service provider, La Porte City Utilities values the service they receive from LPC Connect. "We appreciate the fast service and they are always here right away when we have had an issue. We never get put on hold for long periods of time and always get to speak to a live person on the phone," said Johnson. "It's awesome to have local service available to us."



Pictured are: Amanda Stocks, Robyn Oberhauser, Casey Stika, Bill Matthes

La Porte City Utilities is the result of pioneers working together to improve their lives and the lives of their neighbors. Thank you for trusting us for over 80 years to provide you with local connections.

LPC Connect Partners with Thriftway to Feed the Hungry

Beginning November 1 through December 31, LPC Connect is partnering with Thriftway in La Porte City to combat hunger over the holidays by asking for your donations to stock the LPC Food Pantry. Visit Thriftway, pick up an LPC Connect grocery tote, and use this tote to fill it with non-perishable food items or personal care products. For every five totes donated from purchases made at Thriftway, they will donate one tote of groceries to the LPC Connect Food Pantry. LPC Connect is also collecting Food Pantry donations at our office on 306 Main Street in La Porte City.

1. Pick up a grocery tote at Thriftway
2. Fill it with non-perishable food items or personal care products while you shop
3. Leave the tote at Thriftway and they will donate one tote of groceries for every five totes donated by Thriftway patrons to the LPC Food Pantry



9th Annual Mitten Tree Program Underway

LPC Connect is hosting the Mitten Tree Program again this year through Christmas. We are collecting new or handmade hats, gloves, mittens, and scarves for people within our community who are in need. This is an opportunity for individuals, families, groups and businesses to support a local program and help children and adults stay warm during the winter months. The proceeds will go to families of Black Hawk, Benton and Tama counties.

As an added bonus, LPC Connect customers who make a donation to the Food Pantry or Mitten Tree will be entered into a drawing for a LPC Connect gift package. Please contact Barb or Heidi at **319-342-3369**, or visit us at www.facebook.com/lpctel for details.

You're Invited to LPC Connect's Holiday Customer Appreciation Celebration

Friday, December 7th | 1:00 to 4:00 p.m.

We're hosting our annual Holiday Customer Appreciation Celebration at 306 Main Street, La Porte City to say thanks for being an LPC Connect customer in 2018. You'll be treated to holiday refreshments and enter for a chance to win door prizes. **Merry Christmas!**





Think WiFi Troubleshooting is Too Much Trouble?

There are people out there who love the challenge of researching why their home's WiFi network isn't working right and figuring out what needs to be done to solve the problem. If you're not one of them, LPC WiFi Connect could be your easy alternative.

LPC WiFi Connect is a service which takes the hassles of WiFi troubleshooting (and more) off your hands in exchange for a small monthly fee. Once you sign up for WiFi Connect, we will handle a variety of WiFi tasks for you at no additional cost:

- Installation of a new, advanced dual-band WiFi router
- Selection of the best router location in your home for optimal coverage and signal strength
- Setup of your WiFi security password to avoid others using your WiFi network without your permission
- Connection of your devices — such as laptops, tablets, and smartphones — to the WiFi network
- In-home troubleshooting should the WiFi service stop working or function poorly

If you don't have LPC WiFi Connect and need in-home help with a router you purchased on your own, you'll have to pay the hourly fee for a service call by one of our technicians. This can get pricey if you end up with a series of WiFi issues.

It all comes down to this: Using your devices on a fast and reliable home WiFi network is lots of fun. But doing the work of WiFi setup and troubleshooting — not so much. Why not let somebody else handle WiFi?

LPC WiFi Connect is just \$9.95/month. To learn more about this service and sign up, call 319-342-3369.



Mitch, Broadband Technician

LPC WIFI CONNECT

SELF INSTALLED WIFI



INSTALLATION

A local technician will come to your home and fully setup your WiFi to make sure the router and connection is optimized.

You set up the network yourself, which may take a long time if you're not sure how to do it.



EQUIPMENT

The router we install for you has been tested and trialed, minimizing WiFi connection problems.

You must stay up to date on which routers are most secure. This may include going through the hassle of purchasing a new one.



SECURITY

Your router will be secure and up-to-date. Our team is constantly managing your WiFi by installing updates to keep you protected.

You run the risk of not having a secure connection or router, which may result in worry or a headache later if your system is hacked.



MAINTENANCE & SUPPORT

When you need support, such as help with a slow connection, we'll be able to look through a portal, make updates and resolve in real time.

You must rely on spending hours researching and troubleshooting issues yourself, which oftentimes means waiting on hold, searching Web forums, or calling technical support in a foreign country.

INTRODUCING



LPC Connect believes connected homes are thriving homes.

That is why we want to help you become as connected as possible, as easily as possible, so you can talk to your family, work, enjoy entertainment and so much more.

LPC Connect presents LPC WiFi Connect, a supported WiFi experience that we will install, completely customized to you. Leave the technical side to us so you can spend more time connecting.

With LPC WiFi Connect, you'll receive:

- A robust, WiFi solution so you can connect the way you want to
- Our local expert will install WiFi in your home and customize it based on your needs
- Installation of an advanced WiFi router that's able to support all of your devices so you can connect – without limits



**Call 319-342-3369
to sign up now.**

Enjoy our introductory pricing for our new LPC WiFi Connect! Installation is \$100.00 and the monthly rate is \$9.95. If you are looking for a service to help you stay easily connected, LPC WiFi Connect is for you – call today to schedule an appointment.

*LPC WiFi Connect works in conjunction with your LPC Connect Internet service. Residential customers only. 12-month agreement required. Some restrictions apply, contact us for details.

LPC Connect

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La Porte City, Iowa 50651
Monday - Friday
8:00 a.m. - 4:30 p.m.

319-342-3369

email: lpctelco@lpctel.net
www.lpctel.com
www.facebook.com/lpctel

Internet Tech Support: 855-558-9863
SecureIT Tech Support: 877-373-3320
After Hours Repair: 319-342-2213