

# The Communicator

News from your local coop to keep you connected.

May 2026

## Capital Credits

This year's annual meeting focused on reinforcing what makes SGC different: we are a member-owned cooperative built for long-term community benefit, not short-term profit.

A key topic was capital credits, which reflect member ownership.

Margins are:

- Allocated based on member usage
- Retained to fund infrastructure, upgrades, and financial stability
- Retired (paid out) when the cooperative's financial position allows

From 2020–2024, the board allocated \$4.7 million back to members, including new allocations tied to the MiBroadband partnership.

However, there has been no recent capital credit retirement due to financial pressures, including:

- Declining non-member revenue (down ~\$545,000 since 2019)
- Rising operational costs due to inflation
- Reduced federal support and regulatory changes
- Ongoing need for infrastructure investment

To manage this, SGC is leveraging shared services and partnerships to control costs while maintaining service quality.

Key takeaways:

- Allocations still signal a strong, healthy cooperative
- Retention supports long-term sustainability and network reliability

Looking ahead, the focus remains on:

- Delivering reliable, future-ready broadband
- Supporting members with education, cybersecurity, and technology guidance
- Strengthening community relationships and driving membership growth

We appreciate you being a member of your local cooperative!

## Welcome, Rachel!



We are excited to welcome Rachel Udstuen to our Board of Directors!

## Happy Workiversary!



**Shayla - 3 years**  
Customer Experience Specialist



## Mindful Moment

May is Mental Health Month. Scan the QR code for some great resources!




## Syttende Mai

Make sure to check out the schedule of events included with your bill or online at [sgsyttendemai.com](http://sgsyttendemai.com)

# Understanding your new bill

## Information on side 1 of your bill:

- Your Account Information:** Your account numbers and bill date for this statement.
- Total Amount Due:** Summarizes total amount due for services included on this statement along with the due date. Automatic debit/credit or bank draft would be indicated, if you participate in one of those programs.
- Message Center:** Read important messages about products, services, promotional offers, notices and events.
- Payment Stub:** If you are mailing your payment, bringing into our office, or putting it in the drop box, detach this portion and send it with your check. The rest of this page can be kept for your records.

00000005600 # 123  
  
 Spring Grove Communications  
 PO Box 516  
 Spring Grove, MN 55974-1444  
 (507) 498-3456

**Message Center**  
 Payments received after the 25th may not be reflected on the bill.

Check out the updated 2026 GoTo>TV line-ups and pricing at [gototv.us](http://gototv.us)

**\*\*RESTRICT UNWANTED TELEPHONE SOLICITATIONS\*\***  
 In 2003, the Do-Not-Call Act was signed into law. This legislation allowed for the establishment and enforcement of a national Do-Not-Call Registry giving consumers a choice regarding telemarketing calls. If your number is listed on the registry, all commercial telemarketers, except for businesses with whom you have an existing relationship or certain non-profit and political organizations, are not allowed to call you. Consumers may register their telephone number, including wireless numbers, on the national Do-Not-Call Registry at [www.donotcall.gov](http://www.donotcall.gov) or call 1-888-382-1222. Effective 31 days after registration and remains on registration permanently.

**CUSTOMER NAME** JOHN DOE  
 JANE DOE  
 Bill Date: 04/26/2025  
 Account Number: 999999999

**1**

**Auto Pay Amount**  
\$58.12  
 Drafted on: 05/15/2025

**2**


**Billing Summary**

Balance From Last Billing	\$82.40
Payments Received - Thank you!	-\$82.40
Balance Forward	\$0.00

**Service Summary**

Communications Value Pack	-\$74.49
Telephone	-\$13.19
NISC Long Distance	-\$0.44
Internet	\$151.12
Taxes	-\$4.88
<b>Current Charges</b>	<b>\$58.12</b>
<b>Total Charges Due by 05/15/2025</b>	<b>\$58.12</b>

**KEEP** Please do not staple or paperclip payment.  
**SEND**

  
 Spring Grove Communications  
 PO Box 516  
 Spring Grove, MN 55974-1444  
 (507) 498-3456

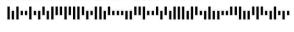
**4**

1 1 SP 0.470  
 JOHN DOE  
 1958 FOREST DR  
 BISMARCK ND 58503-1587


Bill Date: 04/26/2025  
 Account Number: 999999999

**Auto Pay Amount** \$58.12  
 Auto Pay on 05/15/2025

SPRING GROVE COMMUNICATIONS  
 PO BOX 516  
 SPRING GROVE MN 55974-0516



**CUSTOMER NAME** JOHN DOE  
 JANE DOE  
 Bill Date: 04/10/2023  
 Account Number: 123456789

  
 Spring Grove Communications  
 PO Box 516  
 Spring Grove, MN 55974-1444  
 (507) 498-3456

**Service Activity: 1958 FOREST DRIVE** Account: 123456789

**1**

**Bundle Charges**

Communications Value Pack-25M-FIBER \$74.49

Partial Month Charges/Credits

BUNDLE RESIDENTIAL LINE - 03/28/23 to 04/30/23

100 MINUTE LONG DISTANCE BUNDLE PLAN - 03/28/23 to 04/30/23

25M FIBER - COMM BUNDLE - 03/28/23 to 04/30/23

BUNDLE CALL FEATURE VALUE PACK - 03/28/23 to 04/30/23

Communications Value Pack-25M-FIBER Subtotal \$74.49

**Total Current Bundle Charges** \$74.49

**Telephone Service**

Service: Primary - 999-999-9999

**TELEPHONE**

Monthly Charges - 05/01/23 to 05/31/23

POLICE & FIRE PROTECTION \$0.00

Partial Month Charges/Credits

RESIDENTIAL INTERSTATE ACCESS CHARGE - 03/28/23 to 04/30/23 \$7.34

STATE USE ASSESSMENT - 03/28/23 to 04/30/23 \$1.16

ARC RESIDENTIAL - 03/28/23 to 04/30/23 \$3.39

SOMEWHERE COUNTY 911 - 03/28/23 to 04/30/23 \$0.45

POLICE & FIRE PROTECTION - 03/28/23 to 04/30/23 \$0.86

**TELEPHONE Subtotal** \$13.19

**TAXES**

Monthly Charges - 05/01/23 to 05/31/23

FEDERAL EXCISE TAX \$0.32

SOME STATE SALES TAX \$0.13

SOMEWHERE COUNTY SALES TAX \$3.11

FEDERAL UNIVERSAL SERVICE \$4.88

**TAXES Subtotal** \$4.88

The carrier you have chosen for your long distance (InterLATA) calls is TELEPHONE SERVICES  
 The carrier you have chosen for your long distance (IntraLATA) calls is TELEPHONE SERVICES

## Information on side 2 of your bill:

- Bill Breakdown:** This section gives you a breakdown of your services and monthly charges.
- Total Current Charges:** Total amount due for all services is listed here.
- Ways to pay your bill:** Lists the various ways you can pay your bill.

## PAY YOUR WAY

Visit [www.mibroadband.com](http://www.mibroadband.com) to see all the ways you can pay your bill and update account info.



**Online**  
<https://www.springgrove.smarthub.coop/PayNow.html>



**App**  
 Available for Android and iOS devices. Scan here:



**In person**  
 35 1st Ave NE Harmony, MN 55939  
 702 Energy Dr Preston, MN 55965

## Have questions about your bill?

Give us a call at 507-498-3456 or send us an email at [contactus@sgc-coop.com](mailto:contactus@sgc-coop.com)