

# The Communicator

News from your local coop to keep you connected.

May 2017

## Call Before You Dig - It's The Law!

Whether you are digging in a mailbox, flower garden, planting small shrubs or building a deck, you need to call for a locate to have utility lines marked in the area you are digging. It's very simple, all you need to do is call 811 or submit a request on-line. It can save you time and money! If you are having a contractor or landscaper working on your property, verify with them that they have called 811 before they start digging.

Before you're putting a shovel in the ground be sure to make a call.

**Minnesota residents** can call: 811 or submit a locate request on-line at [www.call811.com](http://www.call811.com)

**Iowa residents** can call: 811 or submit a locate request on-line at [www.iowaonecall.com](http://www.iowaonecall.com)

## When Lightning Strikes

Severe weather season is here! If there is a possibility of thunderstorms in the area, a good practice is to at least turn off any electronics (computers, TV, cell phone chargers) to avoid damage from power surges during the storm. Unplugging the devices from the electrical power is the best way to avoid damage from lightning. Even if you have your electronics plugged into a surge protector, it is a good idea to unplug the surge protector just to be on the safe side.

## 2017 Telephone Directory

You soon will receive our 2017 telephone directory in the mail. We have implemented a new billing system and we worked with a new directory company for our 2017 directory; so we ask that you take a few minutes and look over your listing to be sure it is correct. If there are any changes that need to be made please be sure to give us a call. As you are looking over your listing, check out the other helpful pages in our directory. There is information on our calling features, harassing call information, area code maps and fun information like Norwegian Ridge Birding trail and walk Spring Grove map.

The 2017 cover features the rosemauling design on the Homecoming souvenirs created by the talented Berthanna Wirth.

## Enhanced Package Update

In order to be compliant with the Discovery Channel contract the following changes will take place **May 1st** to the Enhanced Package:

**Investigation Discovery** will be added to the channel lineup.

Channel 38 (standard definition)

Channel 338 (high definition)

**Discover Life** – Channel 65 will be removed from the lineup.

## Homecoming

Mark your calendars for Spring Grove's Homecoming celebration June 21-25. Every 10 years Spring Grove alumni and friends come together to catch up, have fun and spend time exploring and reconnecting with the community. For a complete list of scheduled events go to [www.springgrovemn.com](http://www.springgrovemn.com).



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## Are you having trouble using the telephone due to a hearing or speech disability?

Minnesota Relay is a free telephone service that uses specially trained communications assistants (CAs) to facilitate telephone calls between people with hearing and speech disabilities and other individuals. Calls can be made to anywhere in the world (long distance charges apply), 24 hours a day, 365 days a year. All calls are completely confidential.

### For More Information on Minnesota Relay Services:

[www.mnrelay.org](http://www.mnrelay.org)  
1-800-657-3775

### Emergency Assistance

TTY callers should dial 9-1-1 directly in an emergency.

All 9-1-1 centers are equipped to handle TTY calls. Minnesota Relay can process emergency calls, but this may delay the response to your call.

### Billing Options for Long Distance Relay Calls

Direct Collect  
Third-Party Billing  
Carrier Calling Card  
Pre-Paid Calling Card

### To file a Complaint Regarding Minnesota Relay

1-800-657-3775

Email: [mn.relay@state.mn.us](mailto:mn.relay@state.mn.us)

You will need to provide the date and time of the relay call, the CA's identification number, and the nature of your complaint.

You may also file a complaint with the Federal Communications Commission:

[www.fcc.gov/complaints](http://www.fcc.gov/complaints)

Voice: 1-888-225-5322

TTY: 1-888-835-5322

ASL via VP: 1-844-432-2275

### TELEPHONE EQUIPMENT DISTRIBUTION (TED) PROGRAM

The TED Program provides free specialized telecommunications equipment to income eligible Minnesotans who are having trouble using the telephone due to a hearing, speech or physical disability.

[mn.gov/dhs/ted-program](http://mn.gov/dhs/ted-program)

Voice: 1-800-657-3663

ASL via VP: 1-866-635-0082

To make a relay call dial 7-1-1. Once connected to the relay service, tell the CA the type of relay call you wish to make. Or, you may dial the specific toll-free number for the type of relay service.

### Captioned Telephone Service (CTS)

CTS uses a special telephone with a text display screen so that a person who is hard of hearing can listen to and read captions of everything the other person on the call says. You speak directly to the other person on the call, and a relay communications Assistant (CA) transcribes everything the other person says into captions, which appear on the display screen of your CTS phone.

### Internet Protocol Captioned Telephone Service (IP CTS)

Internet-based forms of CTS are available for those who would like to use CTS on a computer, tablet, or select smartphones. Go to: [www.fcc.gov/consumers/guides/internet-protocol-ip-captioned-telephone-service](http://www.fcc.gov/consumers/guides/internet-protocol-ip-captioned-telephone-service).

### Computer (ASCII): 1-800-627-3529

Computer users can access Minnesota Relay. Set your communications software to the following protocols: speeds ranging from 300 to 2400; 8 Bits; No Parity; 1 Stop Bit; Full Duplex. When calling at a rate of 300 or below, follow the above using Half Duplex.

### Hearing Carry Over (HCO): 1-800-627-3529

HCO allows a person who can hear clearly but who has very limited or no speech capability to make and receive phone calls. Using a special text telephone, you type your conversation for the relay CA to read to the other person, and listen directly to the other person's response.

### Hearing User: 1-800-627-3529

A hearing person may use a standard telephone or mobile phone to place a relay call and speak with a person who is deaf, hard of hearing, or speech disabled.

### Internet Protocol (IP) Relay:

IP Relay combines text-based relay service with the ease of the Internet – no need for a TTY. You are able to make your relay call using a computer, laptop, tablet, or select smartphones. Go to: [www.sprintrelay.com](http://www.sprintrelay.com)

### Spanish Relay: 1-877-627-5448

Spanish speaking persons with a hearing or speech disability are able to make relay calls. This is not a translation service – both parties must speak Spanish, and at least one party must have a hearing or speech disability.

### Speech-to-Speech (STS): 1-877-627-3848

STS allows a person who has difficulty speaking or being understood on the phone to communicate using his or her own voice or voice synthesizer. The CA revoices your words so that the other person on the call can understand them, and the other person speaks directly to you.

### Text Telephone (TTY): 1-800-627-3529

This service allows a person who is deaf, deaf-blind, or speech disabled to use a TTY to communicate with the other person on the call.

### Video Relay Service (VRS)

VRS allows a person who uses American Sign Language (ASL) to communicate over the phone. The VRS user connects to the CA via an Internet-enabled device with a video camera. The CA relays the conversation back and forth between the parties – in ASL with the VRS user and by voice with the called party. Go to: [www.fcc.gov/consumers/guides/video-relay-services](http://www.fcc.gov/consumers/guides/video-relay-services).

### Voice Carry Over (VCO): 1-877-627-3024

VCO allows a person with a hearing disability, but who wants to use his or her own voice, to speak directly to the other party. The CA then types the other party's response, which is displayed on the VCO user's text telephone.