

- New Fibersonic App Available!
- Fibersonic Network Construction Resumes
- Sign Up For Two-Way Text Notifications
- Heating Assistance Available

NEW: Fibersonic App Available

Letting customers get the most from their Fibersonic service!

We are excited to announce the availability of the new Fibersonic app, which is available — for free! — in both the Google Play Store and Apple App Store.

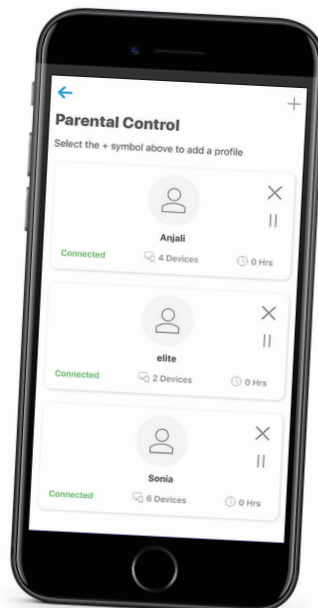
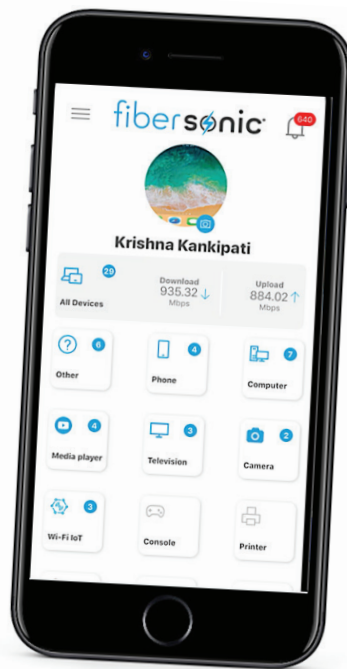
The app gives Fibersonic customers a high level of custom control over how their network is used, right in the palm of their hand.

Parental Controls — See which household members are online, with the ability to turn internet access on or off for specific users (or the whole family!).

Monitor Devices — Check that household devices, such as smart speakers, printers, or home security, are connected to your network. Also tracks individual user’s connected smart phones and devices.

Guest Networks — You can set up separate networks (with their own password) for temporary or occasional users, strengthening your overall security.

The app also includes many other useful features, such as speed testing, usage tracking, notifications, and others. And remember, it’s free & available to all Fibersonic customers!



Do You Know Someone In Need Of Heating Assistance?

SHELD customers facing financial hardship may qualify for heating assistance.

This heating season, we continue our partnership with Community Action. However, due to COVID constraints, applications can no longer be processed in person.

New Applicants: those who haven’t applied before should begin by calling 413-774-2310; it may take time to get through.

Returning Applicants: if you have applied before, you can submit a new application by mail without a phone consult.

Some documentation is required; visit the Community Action website and follow the “What To Gather For Your Appointment” and “Application Checklist” links at this web address:

www.communityaction.us/fuel-assistance

HOUSEHOLD SIZE	HOUSEHOLD INCOME
1	\$39,105 per year (\$752/week)
2	\$51,137 per year (\$983/week)
3	\$63,169 per year (\$1,215/week)
4	\$75,201 per year (\$1,446/week)
5	\$87,233 per year (\$1,676/week)
6	\$99,265 per year (\$1,909/week)
7	\$101,521 per year (\$1,952/week)



UPDATES FROM SHELD & FIBERSONIC

SOUTH HADLEY ELECTRIC LIGHT DEPARTMENT • 536-1050 • www.SHELD.org



CUSTOMER SERVICE NEWS



Fibersonic Construction Update

We are excited to keep expanding the gig-speed Fibersonic network across South Hadley!

There are bound to be obstacles beyond our control, such as weather hazards or constraints imposed by COVID. So while we can't promise exactly when each "fiberhood" will come online, we can promise we're doing everything we can to continue construction.

If you live in a "fiberhood" that is not connected, or soon-to-be constructed, show your interest! Go to Fibersonic.com and follow the "Click Here to Apply" link — and check that your neighbors do, too. House-by-house interest is a main driver for development.

OVERHEAD SERVICE AREAS

Roosevelt Ave. Fiberhood

Under Construction
Applications Open: February
Installations Begin: March

Woodbridge St. Fiberhood

Under Construction
Applications Open: 2nd Quarter

Silver St. Fiberhood

Construction Begins: 3rd quarter

Pine Hill Rd. Fiberhood

Under Construction
Applications Open: March
Installations Begin: April

Shadowbrook Est. Fiberhood

Construction Begins: 2nd Quarter
(Shadowbrook Estates Condominiums not currently available for service)

UNDERGROUND SERVICE AREAS

Underground engineering and make-ready work will begin this spring on the following streets (in no particular order)

Pine Grove Dr. Fiberhood

Carriage Lane

Parkview Drive Fiberhood

Ashton Ln.
Blueberry Bend.
East Red Bridge Ln.
Red Bridge Ln.

Pheasant Run Fiberhood

Highland Ave.
Pheasant Run.
Pynchon Rd.
White Brook Ln.
Waite Ave.

Pine Street Fiberhood

Dove Hill Rd.
Stonegate Dr.

Pittroff Avenue Fiberhood

Wildwood Ln.
Woodcrest Ln.

Two-Way Text Notifications Available Soon

SHELD's new two-way text notification process will allow:

- You to text SHELD to inform us of an outage in your area
- SHELD can text customers to inform them of the status of an outage and the associated repair activities, including timeframes for power restoration

This system makes it more convenient to get outage information, delivering it directly to your phone. Plus, hearing from you gives us specific details about outages, improving the efficiency of our response and potentially shortening the duration of any outage.

If we have your mobile phone number: Near the end of March, we will send a welcome message to every cell number currently on file in our billing database. If you choose to opt out of this service, you will simply respond to the message saying QUIT.

To enroll your mobile phone number: Please visit SHELD.org and follow the "Community" tab, then navigate to the "Two-Way Text Notification" page. You will be able to complete an online form to enroll your number(s).