



TECH LINK

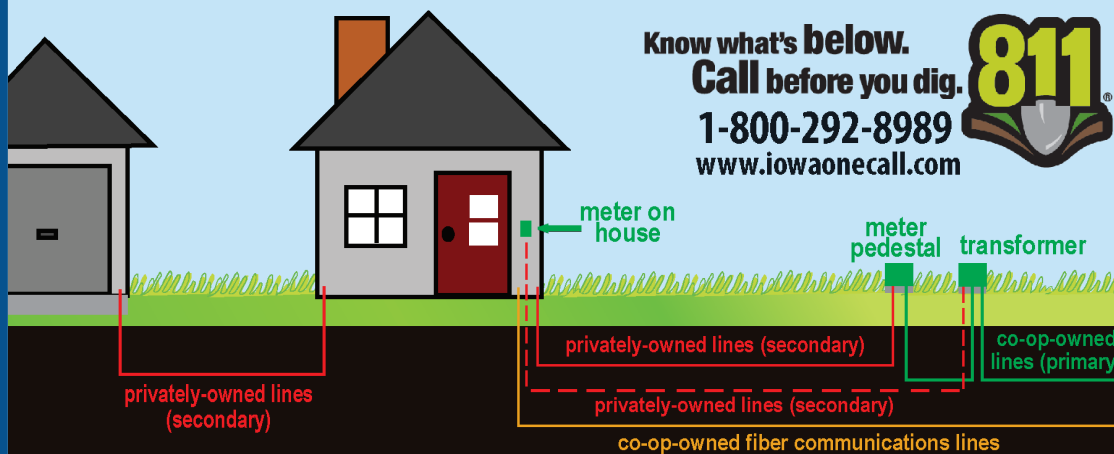
Call Before You Dig and Other Important Reminders

Spring weather has us all wanting to get out and tackle those home improvement projects and yard work. Before you tear into any project (or the dirt!), make sure you call **Iowa One-Call** or **811 BEFORE you dig** it's the law. Hitting underground utilities is not only an inconvenience, it is dangerous and expensive. See below for a diagram on the lines the utilities are responsible and what you as a property owner are responsible for.

Iowa law requires that you notify the **Iowa One Call** system at least 48 hours (excluding Saturdays, Sundays and legal holidays) prior to engaging in any type of digging or excavating. However, it is important to remember that not everything gets marked by **Iowa One Call**. Some lines are privately-owned by you and must be located using private, secondary locate services. See below for a graphic that illustrates what is co-op owned vs. what is privately-owned and thus requiring private, secondary locate services. When in doubt, contact a professional electrician to assist you. Visit mvec.coop/call-you-dig for more information and for a larger graphic. Do not remove the flags or mow until the utility work is completed.

MVEC/MVlink Responsibility

MVEC/MVlink will locate primary underground electric and fiber lines at no charge to the property owner when the request is made through **Iowa One Call** as required by Iowa law. MVEC/MVlink maintains underground electric lines from the primary line up to the meter pedestal, or the transformer (in cases where the meter is on a house or building). MVEC/MVlink also maintains the underground fiber line from the electric pole up to the house/building. (Refer to **GREEN & ORANGE** lines below).



Property Owner Responsibility

The property owner is responsible for locating all privately-owned (secondary) electric wires, also all other privately-owned buried lines, wires, utilities and equipment on the property. (Refer to **RED** privately-owned lines).

Receiving Communication from MVEC/MVlink

To receive important information about your MVlink account, you must opt-in to receive notifications from MVEC/MVlink. Also, if you have opted to have your MVlink bill mailed to you (vs. an emailed e-bill), you will not receive email communication from MVlink. Types of information we email includes: notifications about upcoming maintenance, outage information as well as information about package upgrades. To opt-in to receive notifications from MVlink or to change your billing preference to an e-bill, you can select these preferences right in your 'My Broadband' account or you can call our friendly Fiber representatives in the office (800-927-6068).

Delinquent Payments, Late Fees and Soft Disconnections

MVlink Fiber Internet bills are typically sent out around the 15th of each month and are due by the 5th of the following month. Late notices follow typically 3-4 days after the due date and are e-mailed to the billing e-mail on file. If you receive your statement by mail, you would not receive these important notices. Late fees follow at approximately 7 days after the missed due date. Once the new bills generate on the 15th of the month, if the previous month's bill is not paid, soft disconnection will follow the day after the new billing cycle.