

Volume 15 Issue 12
December 2020

The Connection

Kennebec Telephone Co., Inc.

Managers Moment

with Veronica Gerard Marketing Manager

I hope everyone had a very enjoyable Thanksgiving! With this year being different than any of us have ever witnessed or every imagined, we here at Kennebec Telephone Co., Inc. have a lot to be thankful for: family, friends, a great community, and of course our customers. So, I would like to take this time to say Thank You to all of our customers! Things have been a little difficult to navigate at times and as a whole community, everyone has done an outstanding job of adjusting and overcoming the unknown.

The internet has become more of a necessity than anyone would of thought. Many people are being asked to work from home and our kids moved to online learning basically overnight last spring and continue to do so when needed. Being able to visit with or see a loved one many miles away or in a near nursing home through Zoom, FaceTime, Skype, or other video services has become more critical as well.

While internet demand hits new high levels, Kennebec Telephone wants to make sure everyone is getting the best service possible. We upgraded all of our internal equipment, made an increase to our internet pipe, and are continuing to get fiber in the ground to our rural customers. We will be 99.9% complete with our fiber to the home by end of the year. We aren't done when the fiber is in the ground either, and we will continue making strives for improvements in the years to come. I want to wish everyone a Merry Christmas and a Happy New Year!

Veronica Gerard



Merry Christmas
Happy new year 2019

Kennebec Telephone will be closed on
Christmas Day, December 25th

South Dakota PUC Scam Alert notice

Utility customers all over the country are targeted by imposter utility scams on a nearly daily basis. Scammers typically use phone, in-person, and online tactics to target customers. In many cases, the caller will pose as utility company personnel and use false threats to persuade consumers to provide payment or personal identification information.

"Scammers posing as utility company personnel typically threaten service disconnection or a financial penalty hoping to make the target panic and react in haste. That's why we tell South Dakotans to identify threatening language and an urgent need for action as warning signs," said PUC Chairman Gary Hanson. "The way a payment is requested can be another red flag. No legitimate utility company will insist on immediate payment specifically through pre-paid debit cards or other untraceable methods," he continued. When it came to scam calls in the past, the most vulnerable groups were usually older and known to be less tech-savvy. While these groups are still vulnerable, the development of new, more sophisticated scams have changed the risk outlook in recent years. According to the Federal Trade Commission, in 2019, millennials in their 20s and 30s were 25% more likely to report losing money to fraud than those 40 or older. "The PUC wants to help South Dakotans protect their information, assets and identities. Learning to identify signs of a scam call and react appropriately are the first two steps to ensuring that you and your loved ones don't fall victim to scammers. If you receive a suspicious phone call, hang up and contact your util-

ity company using the phone number found on your utility bill. The company can verify if the call was legitimate and advise other customers not to fall for the same scheme," stated Vice Chairman Chris Nelson. Scam calls can come in many shapes and sizes. Some versions have been around for years, but other newer versions may be more difficult to identify. Callers posing as tech support, claiming you've overpaid your utility bill, offering to restore power more quickly following a big storm and contacting you through text or SMS messages that you never signed up for are all common scams to be aware of.

"Telephone scammers are criminals who want to defraud and trick consumers. Unfortunately, they're also very difficult to catch. That's why, when it comes to avoiding scams, knowledge is power. Educating yourself about scam calls happening in your area, identifying resources available to you, and understanding how you should respond to a call if you receive one are great steps to take now," said Commissioner Kristie Fiegen.

Utility Scam Awareness Week was created in 2016 by Utilities United Against Scams (UUAS), a consortium of more than 140 U.S. and Canadian electric, water and natural gas utilities (and their respective associations).

Find more information about avoiding telephone scams on the PUC's website at www.puc.sd.gov/scamcalls.



*One of the real joys of the
Holiday Season
Is the opportunity to say
Thank You
And to wish you
the very best
for the New Year*

KENNEBEC TELEPHONE CO., INC.

And Our Divisions
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Kennebec Town & Country Club
Winter Wonderland!
December 4th & 5th, 5pm-7pm
Kennebec KOA



This year, when so much is "different" Kennebec Town & Country Club, has reimagined their Holiday celebration. The Kennebec KOA, will be the venue for a drive through "Winter Wonderland", which will include a petting zoo, food for purchase and at least 20 displays set up by businesses, organizations and churches. The "Winter Wonderland" will be a two day event Friday, December 4th and Saturday, December 5th with gate open from 5:00pm til 7:00pm.

Presho Christmas!



Business Window Decorating Contest: Vote for your favorites with a donation to food pantry at the Presho Post Office.

Residential Decorating Contest: Judging will be December 18th Contact Chamber director to be part of this event

Holiday Gift Drawings: Sign your receipt at lo-

cal businesses for Chamber bucks, Turkeys and Hams!

Drive Through Santa Visit: December 9th, 5:30-7:30pm Santa will be at Central Dakota Perk next to Hutch's. The Thrift Store Children's Shopping night is also on this date, so stop by before or after the Kids do thier shopping!

Call Santa, He's waiting to hear from you!

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We will strive to offer prompt, friendly, and dependable service along with the latest technology to attain the highest possible customer satisfaction.

If you would like more information or have questions about anything in this newsletter, feel free to contact us at 605-869-2220.

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