

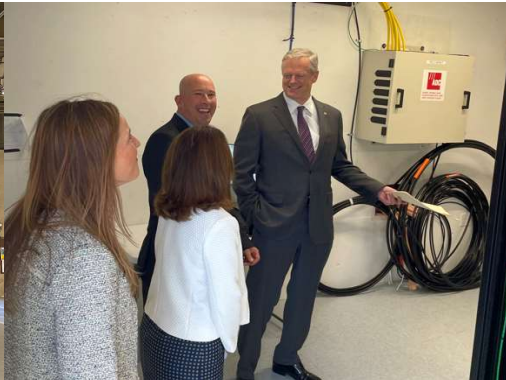


whip city fiber

**high-speed internet**

**Municipal Broadband –  
1 GB/1,000 MBps to the Home/Business**

Tom Flaherty, Sr., General Manager



# A Municipal Utility in Westfield, MA



# Who is Westfield Gas + Electric?

Over 18,000 Electric Customers

Over 10,500 Natural Gas  
Customers

Now - Over 14,000 Whip City Fiber  
Customers (and Growing Daily)





## Municipal Partnerships

- ▶ Municipal Lighting Plant to Municipal Lighting Plant
- ▶ Managed through Intergovernmental Agreements
- ▶ 20 Partnering Communities

## Benefits of Municipally Owned

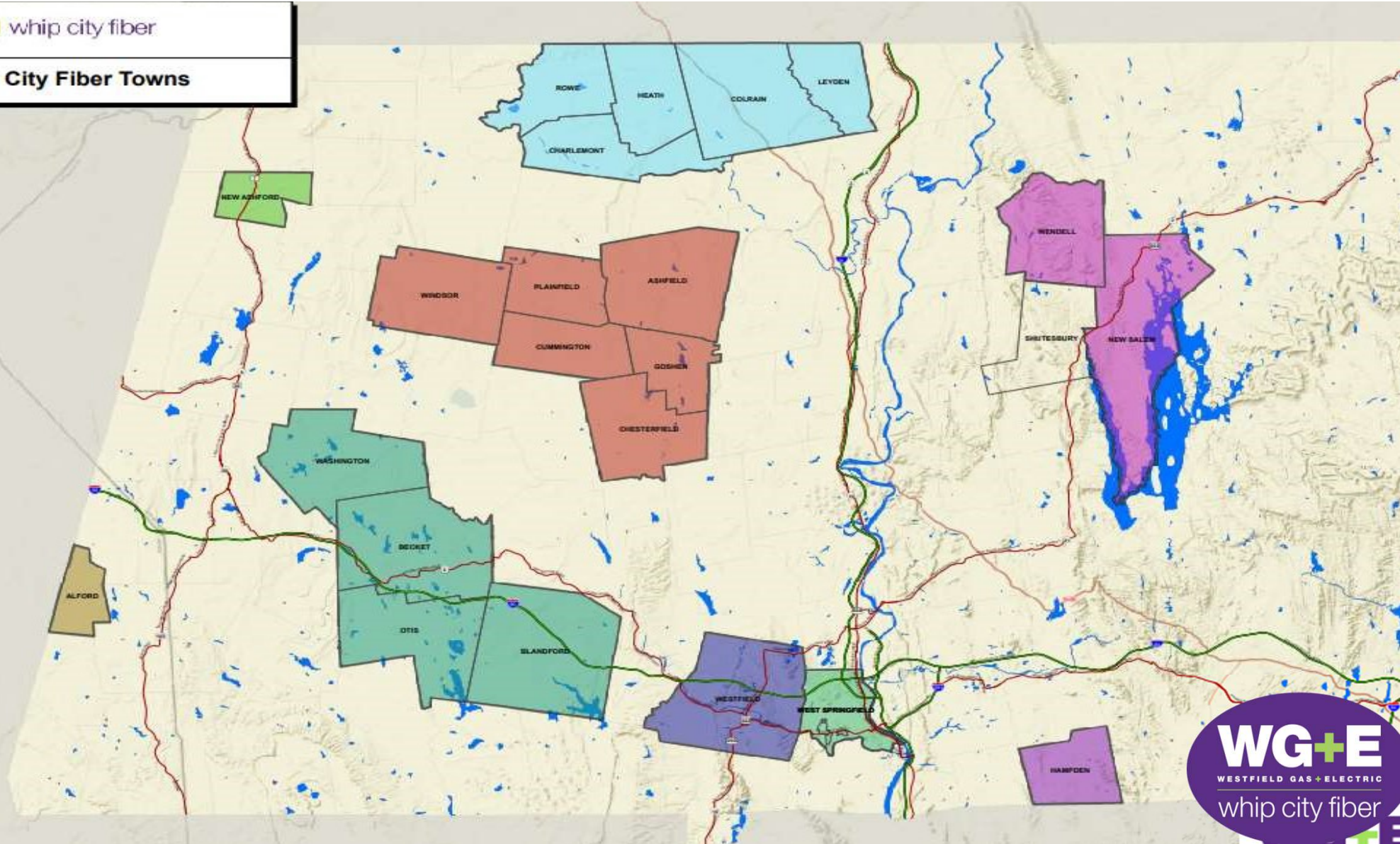
- ▶ Public infrastructure that not only provides high speed & reliable internet access:
  - ▶ Better Service
  - ▶ Locally Owned & Managed
  - ▶ Competition vs. National Companies
  - ▶ Boosts Economic Development
  - ▶ Better Pricing
  - ▶ Community Reinvestment
  - ▶ Non-Tax Revenue



# Whip City Fiber Towns

N D  
Zone:

19/2022



# Town Owned Fiber Build - whip city fiber

- ▶ **Marketing / Surveys**
- ▶ **Design and Engineering**
  - ▶ Plant Miles
  - ▶ Potential Dwelling Unit (PDUs) - Service Locations
    - ▶ Multi Dwelling Units (MDUs)
  - ▶ Service Drops
  - ▶ Fiber Interconnect Hut(s) Locations
- ▶ **Make Ready/Pole Application Administration**
  - ▶ Field Walk-Out and Pole Survey
  - ▶ Working with Utilities on proposed costs
- ▶ **Procurement**
  - ▶ Construction and Materials
- ▶ **Project Management**
- ▶ **Internet Service Provider/Network Operator**





# Marketing

## Post Cards

HELLO  
*West Side*

**PLANNING FOR GIGABIT INTERNET  
IN WEST SPRINGFIELD!**



whip city fiber | [whipcityfiber.com/west-side](http://whipcityfiber.com/west-side) | 413-485-1251

**West Springfield's  
Own Gigabit Internet!**

It's an exciting time in West Springfield—plans are underway for our very own fiber optic gigabit network. Are you ready to have the fastest internet service in town? Sign up today!

- \$74.95/mo for 1 gigabit service
- Premier phone service for \$19.95/mo

**Sign up online  
or call today!** 

Equipment and Wi-Fi included | Free standard install | No contracts  
[whipcityfiber.com/west-side](http://whipcityfiber.com/west-side)  
413-485-1251

**WG+E**  
WESTSPRINGFIELD  
whip city fiber  
PO Box 990  
Westfield, MA 01086-0990

## Internet Sign Up - Tracking

https://www.whipcityfiber.com/west-side/fiberapp/

The Whip City Fiber team is excited to partner with West Springfield!

contact us **PAY YOUR BILL** ENHANCED BY Google covid-19 safety speed test

whip city fiber start here why fiber? streaming help center news faq contact us Not in West Springfield?

Begin by entering your address and selecting the match from the drop down menu...

Street number and street name...

Fiberhood Color Codes

- Accepting Applications
- Gathering Interest

Map showing fiberhood color codes (Accepting Applications and Gathering Interest) overlaid on a street map of West Springfield.

## Lawn Signs

**AMAZING INTERNET**

**\$74.99/month**

**Sign up today!**

 whip city fiber

**WHIPCITYFIBER.COM/WEST-SIDE**

## Newspaper/Print Ad

**AMAZING.**  
That's what we offer.

**Sign up now for Whip City Fiber**  
High-speed internet is available in West Springfield!  
Free equipment | Town subsidy expires soon

[whipcityfiber.com/west-side](http://whipcityfiber.com/west-side)

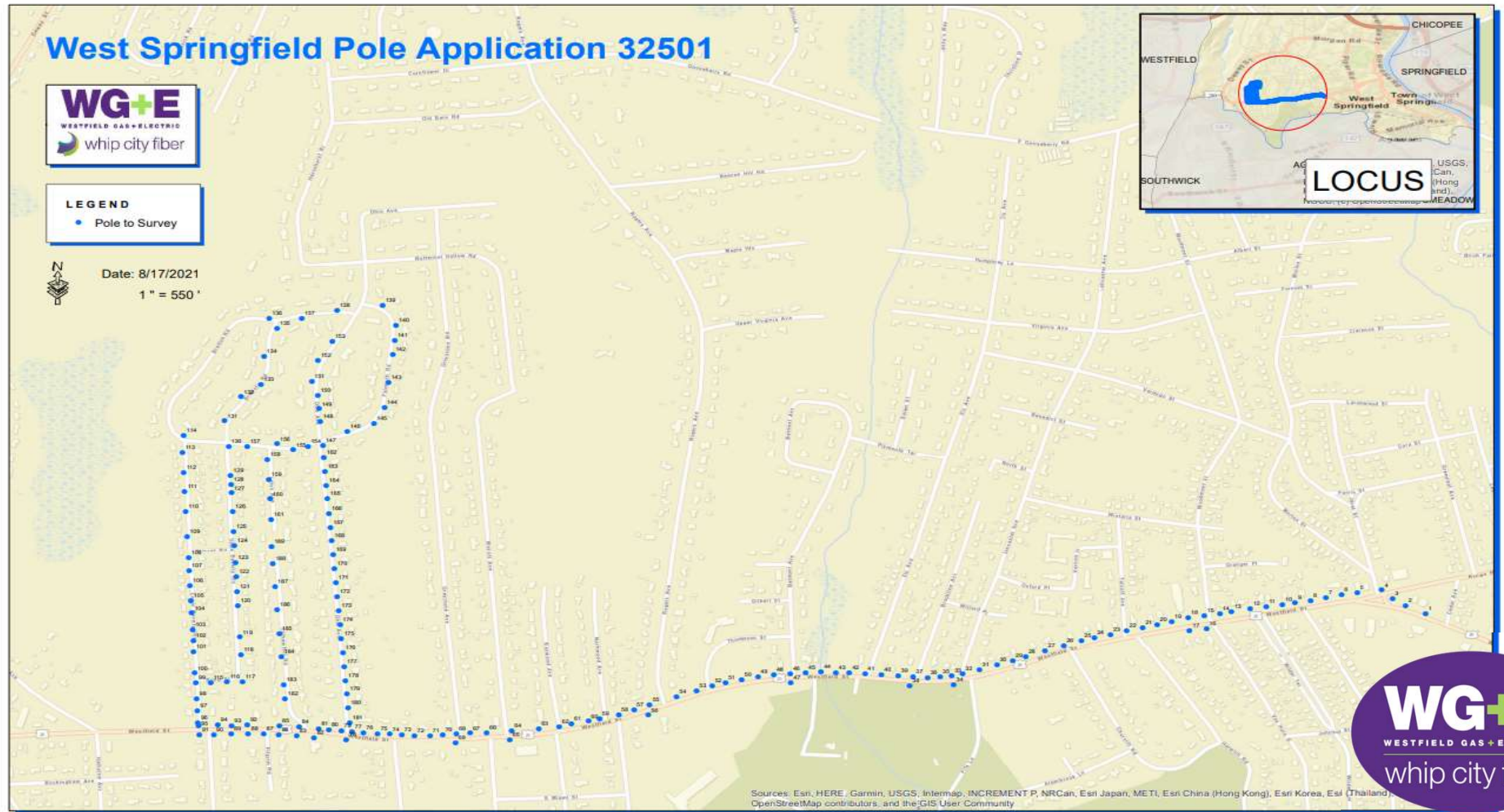
 whip city fiber

\*Sign up by XXX and qualify for credit up to \$XXX. See website for more information.

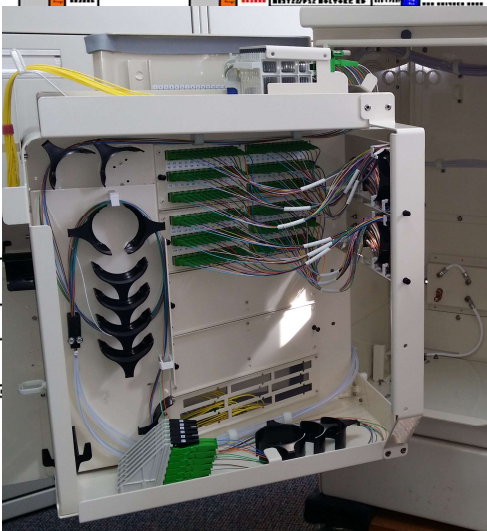
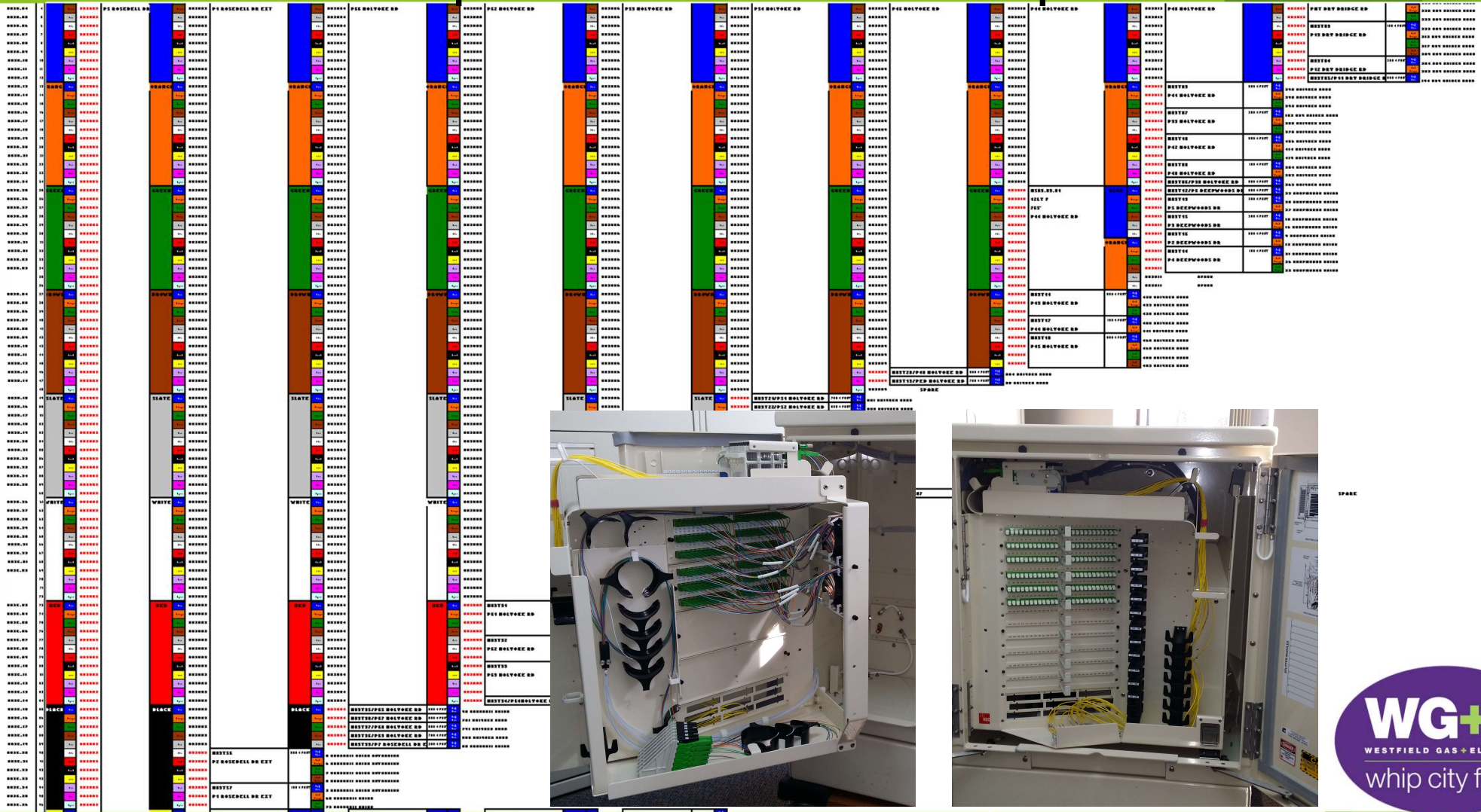




# Pole Application Administration (Apps to Verizon & Eversource)



# Splice Schematic Example





# Internet Service Provider and Network Operator

## ▶ Internet Service Provider

- ▶ 24 x 7 Technical Support
- ▶ Customer Service
  - ▶ On-Boarding Subscribers
  - ▶ Fiber Installations
  - ▶ Billing
  - ▶ Collections

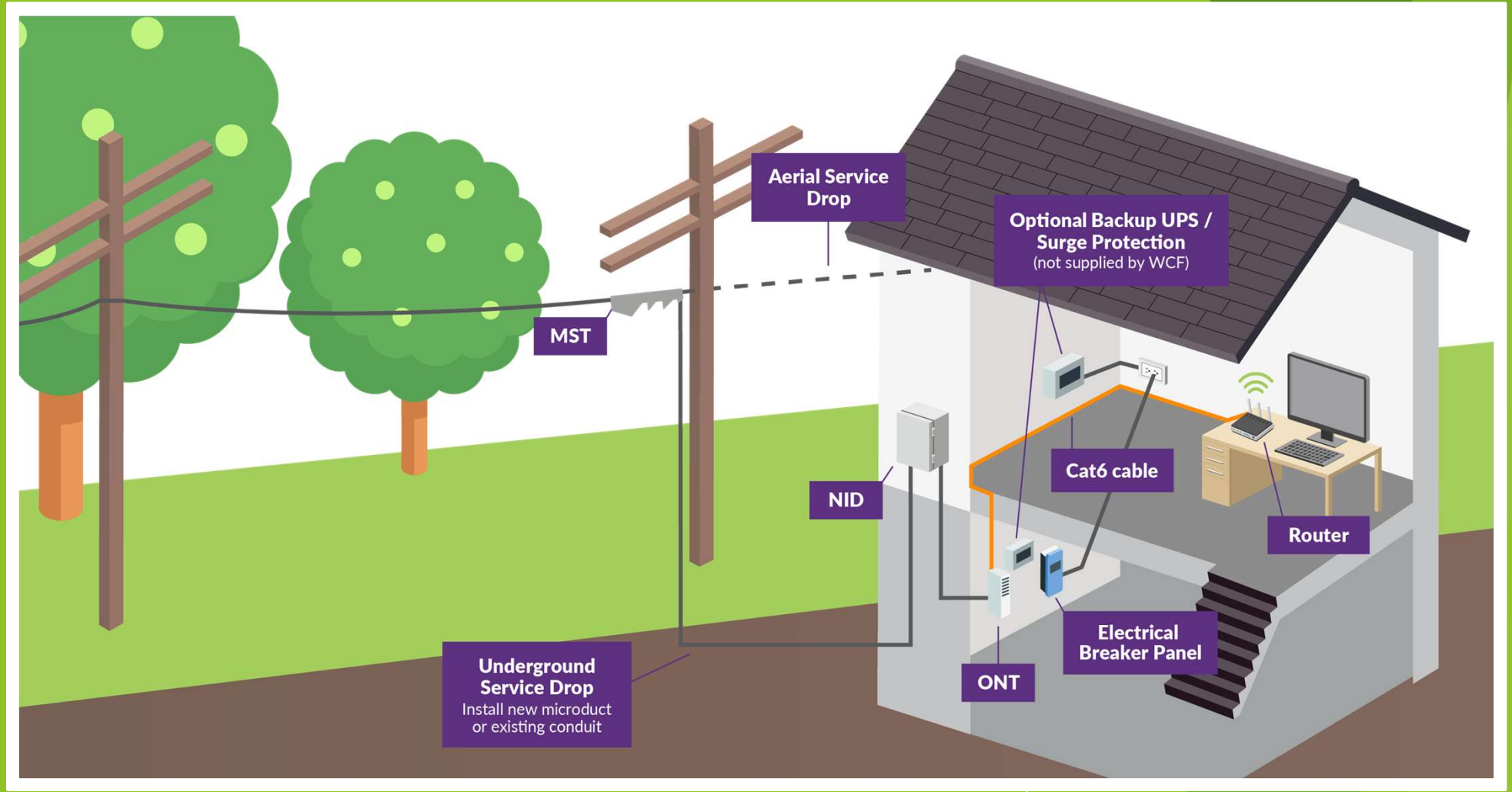
## ▶ Network Operator

- ▶ Manage physical plant and operations
- ▶ Construction and Repair Personnel
- ▶ Data security
- ▶ Network Monitoring
- ▶ Redundancy and Reliability
- ▶ Network and Customer Reporting



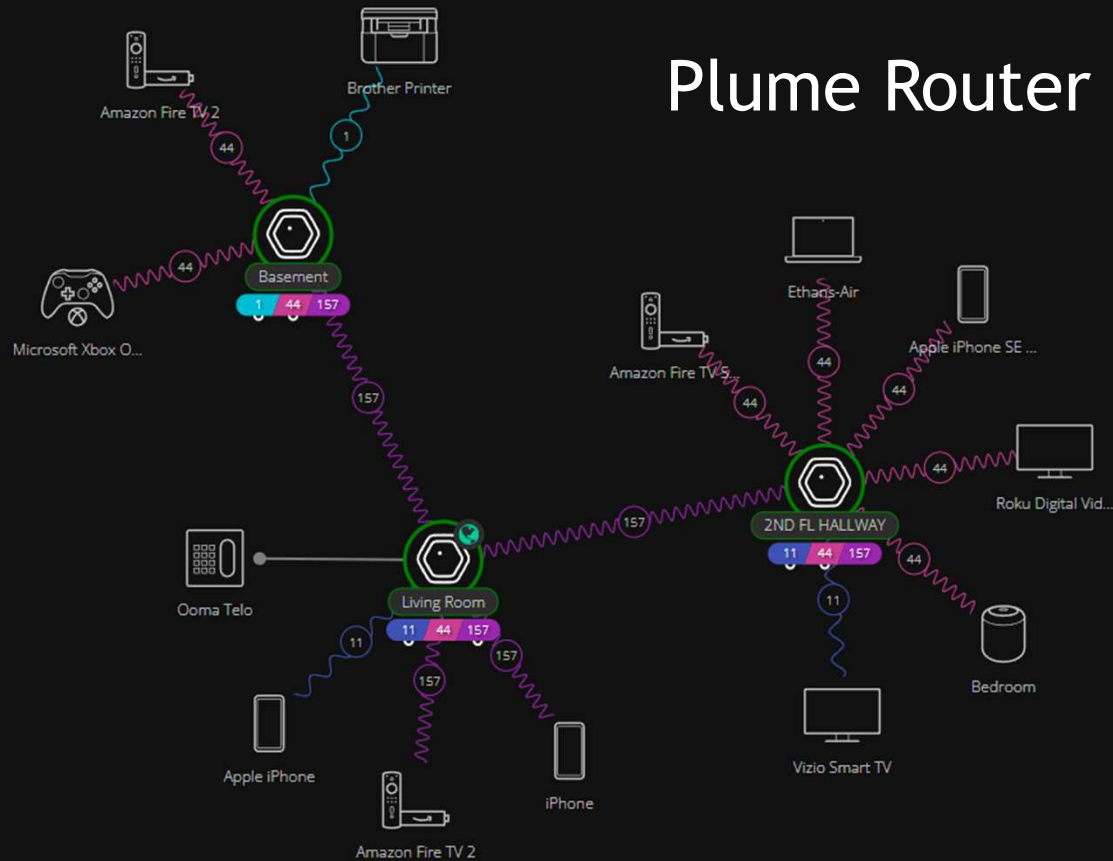


# Home Installation Set Up



# Technical Customer Service

## Plume Router Set Up



## Customer Service / Billing & Collections

# How do you pay your bill?



Hello John Smith.

Your Whip City Fiber bill is available to view.

Due Date: 2021-02-08

Amount Due: \$89.00

To view your bill you will first need to select a password for your account by clicking [here](#).  
Once logged in you can view and download your statements. [Watch a video](#) to get started!

Next time you want to visit the customer portal you can either click [here](#), or visit [whipcityfiber.com/colrain](http://whipcityfiber.com/colrain) and click "pay your bill" at the top of the page or at the bottom of the page (if you are on a mobile device).

Whip City Fiber Customer Service Team  
[customerservice@wgeld.org](mailto:customerservice@wgeld.org)

Call Customer Service at 413-485-1251

### Customer Login

Email

Password

[Forgot password?](#)


Sign in





# Customer Service / Billing & Collections (Continued)

## Customer Portal

 Billing and Payments

### Billing and Payments

John Smith  
800000-400000  
123 North RD

**Current Balance** **\$0.00**

**Due Date** **04/06/2020**

#### Auto Pay

When enabled your account will be paid automatically on the due date.

Setup Auto Pay

#### Make a One-Time Payment

\$  

Select a Payment Method

PAY

Setup up payment methods by clicking on [My Profile](#).

#### Bill & Payment History

Transaction	Date	Payment Info	Amount	Balance	
Payment	03/19/2020	Bank account	\$178.00	\$0.00	<a href="#">view</a>
Bill	03/12/2020		\$89.00	\$178.00	<a href="#">view</a>
Bill	02/12/2020		\$89.00	\$89.00	<a href="#">view</a>

Showing 1 to 3 of 3 entries

Previous  Next

Notes



# Customer Service / Billing & Collections (Continued)

## Low/Lower Income Resident Benefit



### The Affordable Connectivity Program

The Affordable Connectivity Program is an FCC program that helps connect families and households struggling to afford internet service.

**This benefit provides a \$30/month discount for your locally owned internet service, powered by Whip City Fiber.**

#### WHO IS ELIGIBLE?

A household is eligible if one member of the household meets at least one of the criteria below:

- Has an income that is at or below 200% of the Federal Poverty Guide lines;
- Participates in certain assistance programs, such as SNAP, Medicaid, Federal Public Housing Assistance, SSI, WIC, or Lifeline;
- Is approved to receive benefits under the free and reduced-price school lunch program or the school breakfast program, including through the USDA Community Eligibility Provision;
- Received a Federal Pell Grant during the current award year.

### Enrolling in the Affordable Connectivity Program is easy!



#### STEP 1

**Get started by visiting our website.**

Scan this QR code or visit [www.whipcityfiber.com/promo/acp](http://www.whipcityfiber.com/promo/acp) to begin your application.

#### STEP 2

**Once your application has been approved,** call 413-485-1251 to begin your \$30/month credit.

#### QUESTIONS?

We're here to help! Call Whip City Fiber at 413-485-1204.

 [whipcityfiber.com/promo/acp](http://whipcityfiber.com/promo/acp) | [fcc.gov/acp](http://fcc.gov/acp)



We are proud to partner with Western Mass communities to provide locally owned broadband service!



**Some customers will qualify for an additional \$9.25 CREDIT through the federal Lifeline program.**

Eligibility is based on household income or participation in other federal programs including SNAP, Medicaid, SSI, Federal Public Housing Assistance, or Veterans Pension and Survivors Benefits and can be applied to internet or phone service.



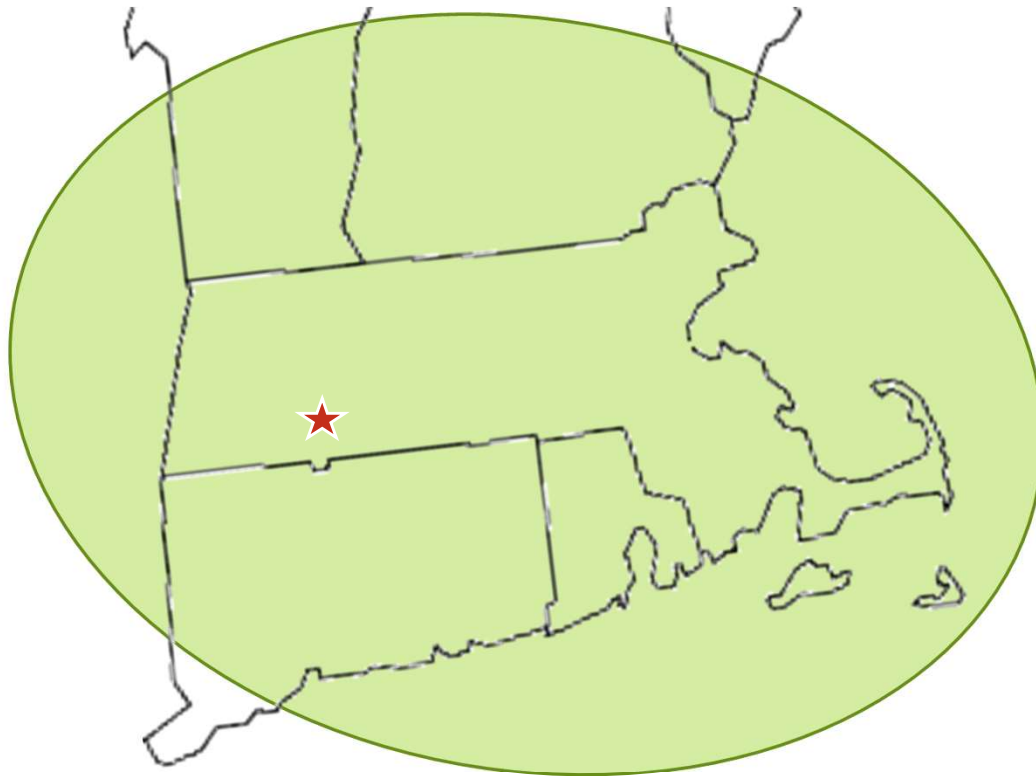
**Learn more and apply at [lifeline.whipcityfiber.com](http://lifeline.whipcityfiber.com)**



LOCAL FPO CUSTOMER



# Current Geographic Potential for Whip City Fiber Partnerships







whip city fiber™

POWERED BY  
**WESTFIELD GAS + ELECTRIC**

**Thank you!**