

CONNECTION

FROM THE GENERAL MANAGER



Phillip Chaney
SEPB General Manager

Count on Us for Convenience

Convenience—it's a hallmark of customer service today, and SEPB gets that. Over the past few years, we've optimized our online

presence and our services to bring you handy shortcuts designed to make your internet and electric service the last thing on your mind. Here are a few you should be aware of if you're not already:

- **The SEPB customer portal:** This is a way to pay your bill online securely and quickly. You can

access the portal via browser or app, which makes it especially easy to use on the go.

- **Pay-by-phone service:** Maybe you prefer to pay bills over the phone. You can call 844-360-0195 and take care of expenses. You'll just need to have your 12-digit account number on hand and be willing to pay a small convenience fee.
- **Automatic bank draft:** Ready for the ultimate step toward convenience? Set it and forget it when it comes to paying your bill. You'll eliminate late charges

when you sign up to have monthly charges paid out of your checking account.

All three (3) options are open to all customers, Residential & Non-Residential Customers.

So, if you're looking to simplify your daily life by automating tasks or making them a little more accessible, SEPB now gives you several ways to do that. Visit us online at sepb.net to see the full array of conveniences we've arranged for our customers.

Fiber-to-the-Home Construction Nears Finish Line

After five years of sometimes slow but always steady work, the fiber-to-the-home construction project is nearing completion.

Construction is down to the final three subdivisions—The Peninsula, The Promenade and The Oaks— along with the County Park Campground area and Goose Pond Colony. Work on the subdivisions should be complete in the next two to three months with a six-month time frame for total project completion.

This project rolled out slowly with customers switching from cable modems to fiber service along the way. Right now, there are about 150 customers who still need to make the transition. We at SEPB encourage anyone who hasn't switched over to do so as cable modem service will be cut off eventually.

This is a great opportunity for our community. We've seen how fiber increased efficiency with faster credit card transactions for small businesses, and we watched as it gave residents the speed needed to work from home, attend school or stream their favorite movie from any room in the house.

This is the perfect time to take advantage of all the speed and reliability fiber offers. If you haven't switched from cable modem to fiber service yet, call us at 256-574-2680.

Employee Spotlight

CHASE SIMS

Chase Sims is an outside plant technician for SEPB, a role he has held for six years. Chase and his team work to maintain all communications for the utility and assist customers on trouble calls that arise from any issues with Scottsboro's coaxial cable and fiber system. He helps build new infrastructure, both overhead and underground. He also splices fiber optic cable and can sometimes be found running machinery.

Chase enjoys working with his peers in the field and feels those work relationships add to the overall quality of SEPB as a company. He was born and raised in Scottsboro, and he enjoys working right around the corner from home.

"The greatest thing about the job is being close to home. I live a minute from the warehouse," he says. "I like working outside and with my hands."

Outside work, Chase enjoys spending quality time with family and his wife, Kaylee. The couple will be adding to the family soon.

"I have a really big family, and we are a close group," he says. "I got married last year, and I will be having a little girl in December. I have cattle, so they keep me busy when I'm not working at SEPB. And I love to hunt in my spare time."



JORDAN SLATEN

Customer service representative Jordan Slaten has been with SEPB for nearly five years. Her company involvement encompasses each department from telecom to electric to cashier. Some current projects she's participating in include mapping the fiber optic system, auditing fiber connections and monthly billing.

Customer relationships are at the forefront of her work. "I enjoy building relationships with our customers and finding solutions to issues that arise. I am grateful to be a part of this community, and I enjoy serving our neighbors," she says. "When outages occur, I am thankful to be on the line letting them know help is on the way."

It's satisfying, she says, to work as a team with her co-workers to accomplish important goals for the community.

Jordan, a Scottsboro native, loves spending time with her family, attending Braves games and cooking. She and her husband, Jake, have two daughters, Allie 7, and Ava, 7 months. Jordan uses "any given excuse" to host get-togethers at home, especially football Saturdays cheering on the Alabama Crimson Tide.



Check Out Our New Website!

We've given our website a fresh, modern look, and we can't wait for you to explore it! Packed with new features, it's your go-to resource for all things SEPB. We've made it easier to navigate, more informative, and even more user-friendly—so you can get what you need, faster and better than ever before!

Visit us today at sepb.net, and see all the ways we're working to better serve you.



SEPB Celebrating 85 Years

Sign Up to Win Prizes

SEPB has been serving our community for 85 years. We look forward to providing the same quality, community-focused services for many more year to come. Complete the form below for a chance to win an **\$85 credit** on your account and/or other SEPB promotional items.

Drop completed form by the office, put in night deposit box or mail to:

404 E. Willow Street
Scottsboro, AL 35678

Name: _____

Address: _____

Phone (Home): _____

Phone (Cell): _____

SEPB customers only. No photocopies of ticket accepted.

Deadline: January 31, 2025



All of the control with none of the hassle

SEPB's mobile app and customer portal makes managing your account easy and convenient.

- Easy payment options
- Pay securely from your phone or tablet anytime, anywhere
- Monitor your monthly utility usage and cost
- Set up auto pay



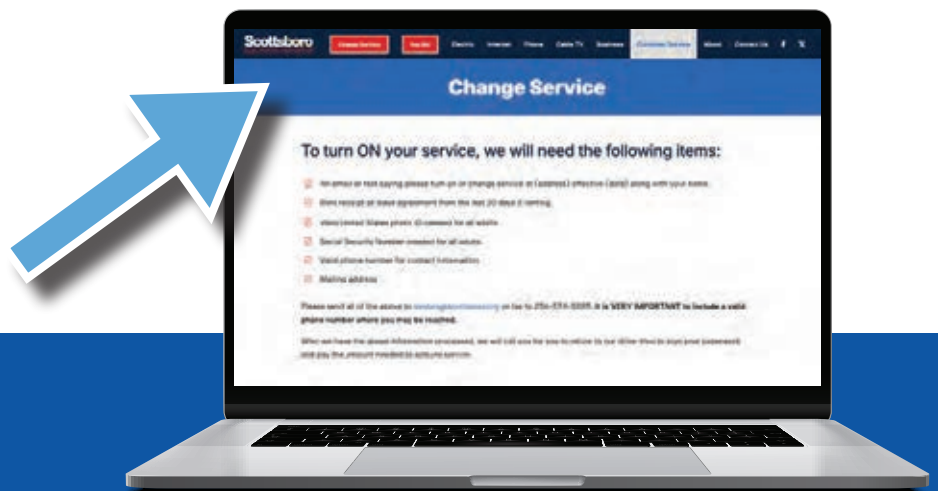
PAY BY PHONE AVAILABLE 24/7*

844-360-0195

**You will need your 12-digit account number.*

Need to add, cancel or make changes to your service?

Change Service



SEPB MAKES IT EASY

Go to sepb.net/change-service or click the red "Change Service" button from our home page.