

FEBRUARY 2016



LOCAL LINES

SHREWSBURY ELECTRIC AND CABLE OPERATIONS
508-841-8500 | SELCO.SHREWSBURYMA.GOV

February Hours

PRESIDENTS' DAY

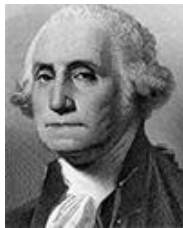
FEBRUARY 15

OFFICE:

CLOSED

HELPDESK:

CLOSED



Energy Star Rebates

Take a look at the 2016 rebates now available on our website.



SELCO.ShrewsburyMA.gov/GREEN

Box Messaging

Have a mail icon on the front of your cable box? Click Menu on your remote, navigate to Shortcuts and then to Message Center.

750kWh of Electricity

Cost as of February 1, 2016



SELCO Cable Rate Change

Programming costs for cable television continue to increase in multiples well above inflation. As a result, SELCO will be increasing the cost of Expanded Basic (channels 2-85) from \$49.95 per month to \$55.45 per month. This increase is strictly a pass through charge. Because SELCO is a non-profit, there is no mark-up. There will be no rate adjustments to the Digital Cable tier or HDTV. We are able to accomplish this because the aggregate programming costs in these tiers were stabilized.

Our rates are changing effective March 1, 2016. Please see the rate card below for details on our new rate structure.

Cable Package	Old Price	New Price	\$ Increase
Basic (2-33)	\$19.95	\$20.95	\$1.00
Expanded (2-85)*	\$49.95	\$55.45	\$5.50
Digital (201-290)**	\$16.95	\$16.95	--
HD (302-490)***	\$10.95	\$10.95	--
DVR ***	\$11.95	\$11.95	--
HD-DVR ***	\$16.95	\$16.95	--

We are very pleased to offer an increased discount to our Triple Play customers that have Digital Cable, Internet, and Phone. The discount will offset more than 90% of the increase attributed to rising programming cost.

Complete cable rate details including additional box costs, premium packages, and more can be found online at SELCO.ShrewsburyMA.gov.

SELCO Helpdesk Videos

Every month we are expanding our How-To Videos on the SELCO Helpdesk website. This month we've added videos on how to set your Channel Favorites, and how to connect your Digital or Cable Box to the SELCO xD app.



Head on over to SELCOHelpdesk.com for more videos!



Contact Us

Shrewsbury Electric and Cable Operations

100 Maple Avenue

Shrewsbury, MA 01545

SELCO.ShrewsburyMA.gov

Customer Service: 508-841-8500

Office Hours: 7:30 AM to 4:30 PM M-F

Helpdesk: 508-841-8572

Helpdesk Hours: 8 AM to 10 PM M-Sat.
10 AM to 10 PM Sun.

Prime Media

A VISUAL COMMUNICATIONS COMPANY

**Advertise Your Business
on SELCO Digital Cable**

**Cable advertising is the most effective and
affordable way to advertise your business!**

**Let your local Prime Media representative
help you choose from top rated networks
on SELCO Digital Cable.**

Let our team work for your business!

For more information contact:

Guy Ferrante, Account Executive
Prime Media
(508) 826 - 5567
gferrante@pmpmail.net

2015 Lutz Award Recipient

SELCO's Lutz Award is given annually to an employee demonstrating consistently high levels of customer service. It rewards meritorious actions that enhance the public image of customer service or improve the way customer service is provided at SELCO.

This year's Lutz Award recipient is Michelle Flynn. Michelle has been a Customer Service Representative with SELCO since 2011. Michelle consistently provides quality service to our customers and goes above and beyond to provide the best care. Michelle is diligent in resolving issues and excels at providing positive interactions for our customers. Michelle's positive attitude and dedication represents the best of SELCO.



Lt. Governor Karyn Polito, granddaughter of Mr. Lutz, presents the Lutz Award to Michelle Flynn (L)

The Lutz Award is named after Robert Lutz, a SELCO Commissioner for more than 40 years. Mr. Lutz stressed the importance of positive reinforcement throughout SELCO's culture. He was a champion ambassador for all things good about SELCO. Above all else, he recognized that SELCO would be judged by its rate payers on the professionalism and quality of its service.

HBO/Cinemax Half Price for up to 12 months

New customers can add HBO and/or Cinemax today for half off for 12 months!

There is something for everyone - addictive original series, the biggest movies, documentaries, specials and more. Plus, the most ways to watch!



Get unlimited access to your favorite programming anytime with HBO GO and MAX GO, included for FREE! To add HBO or Cinemax call SELCO Customer Service at 508-841-8500.

