

# 2024 ANNUAL MEETING AND TRUSTEE ELECTION

**This is your official notice of meeting and annual report. The Annual Meeting and Trustee election has been set for Saturday, October 26, 2024.**

*The meeting will be held in-person at the Ballard County Middle School cafeteria. We will let you know as soon as possible before the meeting date should plans change.*

**The meeting will be called to order at 10:00 am** for the election of the Bandana and Gage Trustee positions. The incumbents are Durwood Whipple for the Bandana exchange, and Tyler Pittman for the Gage exchange.

All voting is in-person. Every member is entitled to one vote; where two people hold a joint membership, either may vote, but not both. The purpose of this meeting is to transact business and allow you to take part in your cooperative.

*- Mickey Davis, Secretary/Treasurer*



**FUN TIMES AT BINGO**

## DEAR MEMBER SUBSCRIBER:

We would like to clarify what the bylaws say about voting so you can be aware before the Annual Meeting. In Article III Section 5, the bylaws state "Each member shall be entitled to only one vote upon each matter submitted to a vote at a meeting of the members." Therefore, only the person or persons listed on the membership are entitled to vote. If the membership is listed as a joint membership, both spouses' names, either may vote, but not both. A spouse may not vote if the membership is only the other spouse's name whether the other spouse is alive or deceased. The staff will be following the bylaws as written for the upcoming annual meeting and election which states only the member is entitled to vote. All voting will be held in-person at the meeting. Thank you and we look forward to seeing you at the October 26th annual meeting of the membership.

- **BTC Management**



Karen Hensley

## NEWS FROM THE MANAGER

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*Wow! The turn-out for our customer appreciation day was incredible! How about those burgers and hot dogs? Yum! Thanks for driving through and we hope you enjoyed your lunch and gift.*

*Our techs have survived one of the hottest summers on record and made sure that we kept pace with the demand for our exceptional internet. I've said it before, but our community is so fortunate to have access to the best of the best internet services available anywhere. If you've got an outdoor area that needs wi-fi, we can do it! We are implementing some new technology that can extend your*

*current internet package to your shops, outbuildings and pool areas. We joke around in the office that we can get a Gig in a corn field, and it's the truth. When rural life comes head-to-head with cyberspace things get interesting.*

*Our world has become harder to navigate without losing our identity to scammers all over the world so, you're going to start noticing when you call our office you will have to answer some questions before our customer relations specialists can handle your request. We highly encourage you to make sure you've answered the SmartHub app security questions or call our office and set them up through our customer relations specialist's. BTC is committed to protecting you to the best of our ability. Along these lines, if there is only one name on your membership we are not allowed to give information to anyone except who's name the membership is in. Remember, be smart and stay alert!*

*Can you believe it's time to start talking about our annual meeting? Make sure you read the articles pertaining to the annual meeting in the newsletter. There are lots of important information regarding deadlines in the articles so read carefully.*

*So, while we're talking about things happening before-we-know-it, go ahead and mark your calendars for the BTC Annual Open House! We've set the date for December 6th and I've seen the coffee cups and I think you're going to love them!*

*BTC is still heavily invested in our community whether it's bingo with the seniors or handing out school supplies for the Bombers and Pirates. Empowering our local communities is one of the most important steps we can take towards building stronger and sustainable futures for our area.*

*Life is fragile. We're not guaranteed a tomorrow, so give it everything you've got.*

— Karen Hensley



# CALL 811

Fall is a great time for home projects but don't forget to place a ticket for fiber locates!

**SECURE, FREE PAYMENT OPTIONS**

\*\*Your account number is located on the top, right corner of your invoice. \*\*your PIN is the last four of your SSN provided for membership until you change it.



## EFT

TO SET UP EFT/AUTO PAYMENTS CALL THE OFFICE 270-665-5186

Your payment will automatically be paid on the 7th of every month!



TOLL FREE 1-833-526-0295

You will need your \*account number and your \*\*PIN



**Save time.  
Avoid service interruptions.  
Eliminate late fees.**

Your credit card or banking info is stored so your payment is a click away!

**Download the FREE app!**

GENERAL SUPPORT  
270-665-5186  
baltel@brtc.net  
www.btcservices.org

Office Hours: Monday - Friday 8:00 - 4:30  
Lobby Hours: Monday - Friday 8:00 - 4:00  
Saturday Trouble Repairs: 8:00 - Noon

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**Have you set up your security question in the SmartHub app?**

Open your SmartHub app or if you have never downloaded it visit your App Store to add it to your device or you can call the office and we can send you an invitation to connect via email. After it's downloaded, register as a new user then select Settings, and choose Hint Questions. There are four question options that you can answer to help protect your information. Our Customer Relations Specialist's will be asking you to answer your security question to verify your identity before we allow you to make changes to your account. If the membership is listed as a joint membership, with both spouses names, make sure your answer is shared by both people listed. For example, you may have different favorite movies but if you both went to the same grade school, use that security question so that both of you can answer the same question correctly. We cannot continue a request via phone calls if the security question is answered incorrectly or if we cannot identify the members' identity through another route. If you would rather not use SmartHub feel free to stop by the office and set your security question in person.

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**At BTC, we believe in empowering the future!**

Your cooperative donated earbuds to every student from grades K-12 in Ballard County Schools! Thank you principals, Chris Sheffer, Amber Parker and Tim Adams for working in cooperation with BTC to provide students with technology to keep them locally driven and globally connected so that our BOMBERS CAN SOAR!

# Exciting News!

1. Download the **SmartHub** app!
2. Register as a new user.
3. Select **Bill & Pay**.
4. Select the **Auto Pay** option.
5. Choose **Accept**.
6. Add a **New Source of Payment**.
7. Choose **Continue** to save the info.

Sign Up for  
Auto Pay  
and  
Paperless  
Billing  
and get



off your bill  
**EVERY MONTH!**

**NEXT,  
FROM THE  
HOME SCREEN  
ON THE  
SMARTHUB APP**

1. Select the **Setting** option.
2. Select **Paperless Billing**.
3. Slide the **Toggle**.

**And just like that,  
you're going  
to receive  
\$5 off your bill!  
THAT'S A SAVINGS  
OF \$60 A YEAR!**

## POSITIONS AVAILABLE FOR TRUSTEE ELECTION 2024

If you would like to serve as a trustee for BTC, petitions are available for the upcoming Board of Trustees election at the headquarters building in La Center.

**Completed petitions must be returned by the close of business on Friday, September 20, 2024.**

Trustee elections will be held for the exchanges of Bandana and Gage.

You must reside in one of these exchanges (Bandana or Gage) and have a petition signed by at least fifty (50) members of BTC with active service.

For more information regarding the trustee election, members may contact Karen Hensley, CEO/General Manager or review BTC's by-laws in the telephone directory.

The Annual Meeting is scheduled for Saturday, October 26, 2024 at 10 am.  
The meeting will be held in-person at the Ballard County Middle School cafeteria.  
We will let you know as soon as possible before the meeting date should plans change.



**BTC Annual Christmas  
Open House**

**December 6, 2024**

### BTC HOLIDAY CLOSURES:

- Labor Day, Monday, September 2nd •
- Veterans Day, Monday, November 11th •
- Thanksgiving, Thursday, November 28th •



**ANNUAL MEETING**  
Saturday, October 26th at 10am

**IT'S BINGO TIME!**  
Ballard County Senior Citizens Center  
If You're 60+, Come See Us!  
August 27th  
September 24th  
October 22nd



**2024  
Customer  
Appreciation  
Day!**  
*You're the best!*



**In appreciation of your continued support! Thank you!**

*Do you have an outdoor area that needs Wi-Fi?*



# Introducing Point-to-Point



Point-to-Point is new technology that can receive internet from your current wi-fi to your shops, outbuildings and pool areas.

*Call us and find out how!*

**270.665.5186**



# UNIVERSITY OF KENTUCKY MEN'S BASKETBALL



Monday, 11/4  
Rupp Arena

**WRIGHT STATE**

Saturday, 11/9  
Rupp Arena

**BUCKNELL**

Tuesday, 11/12  
Atlanta  
State Farm Arena

**DUKE**

Tuesday, 11/19  
Rupp Arena

**LIPSCOMB**

Friday, 11/22  
Rupp Arena

**JACKSON STATE**

Tuesday, 11/26  
Rupp Arena

**WKU**

Friday, 11/29  
Rupp Arena

**GEORGIA STATE**

Friday, 12/3  
Littlejohn Coliseum

**CLEMSON**

*FULL SCHEDULES WILL BE AVAILABLE CLOSER TO GAME TIMES*

**BTC**  
**ANNUAL MEETING**  
**OCTOBER 26TH**

Vote only - 8 am to 10 am • Registration will begin at 8 am • Business meeting with In-Person voting begins at 10 am