

## Nuvera Continues to Implement Network Investments



In 2020, the ability to connect seamlessly via broadband became more critical than ever. Nuvera met the rapidly developing customer connection needs by fast-tracking network investments. We rode that momentum into 2021, and vital system expansion continues full steam ahead, including fiber-to-the-home in New Ulm and Hutchinson and fiber to downtown Hutchinson. Nuvera continues conversations to establish additional private-public partnerships to the benefit of our communities.

spectrum for the next ten years. Enhanced fixed wireless towers using Citizens Broadband Radio Service (CBRS) technology will be installed in up to 13 locations this year and more in the years following.

The innovative solutions Nuvera developed in 2020 bolstered our enthusiasm for the challenges of 2021 and beyond. We are ready to support our customers in their journey toward success via the right network and/or the right product at the right time.

Nuvera applied for, and was awarded, five MN DEED grants for 2021 which will help us extend the fiber network bringing reliable, fast Internet to customers in these rural areas. All five grants together total \$1,918,037, and Nuvera is matching an additional \$3,501,580 for a total of \$5,419,617 in local community investments. The project areas include New Ulm North, Webster Rural, Goodhue West, Goodhue Welch, and Hutchinson SE.

Additionally, in 2020, Nuvera obtained 21 licenses in 12 counties in the Federal Communications Commission (FCC) wireless spectrum auction, securing new 5G



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## Go Paperless with Nuvera Bill Pay

Paperless invoicing and payments have become commonplace and for good reasons. While some people appreciate the physical reminder of a payment due and control over when that payment is sent off, electronic billing can deliver on those needs and has several advantages, as well.

### Security

With Nuvera Bill Pay, your payment is more secure if it is set up as an ACH (Automated Clearing House) E-check or credit card payment, versus a check sent through the mail.

### Peace of Mind

Take advantage of recurring payments to ensure payments are made each month avoiding late fees.

### Environmentally Friendly

Nuvera is always looking at ways to become more environmentally sustainable and paperless billing is a significant step in that direction. View your bill online at any time.

### Convenient, Streamlined Process

Paper invoices must pass through many hands through the printing, mailing, and delivery process. It goes through another laborious process again when the payment is on its way back to Nuvera. Electronic billing removes all those steps and ensures a smoother process with less chance for a lost invoice or lost payment. Never worry again about whether your submitted payment arrived on time. You will receive an email notification when new statements are available and another to confirm that your payment was made.

#### To go paperless:

1. Log in to your Nuvera Bill Pay account at [nuvera.net/billpay](http://nuvera.net/billpay).
2. At the bottom of the page, you will see "Paperless Billing."
3. Check the box.
4. You are now enrolled in paperless billing!

Online payment options are available for registration within your Nuvera Bill Pay account.

## Enjoy Wi-Fi on the Go at Public Parks in Several Communities



Summer is just around the corner, and Nuvera is pleased to offer free public Wi-Fi at several parks in our service areas for those times when you are out and need to stay connected. Nuvera subscribers can access Premium service free by entering their

email username and password. Non-subscribers have access to free Basic service or the option to purchase Premium service. Watch for signage in your local parks to see where free Wi-Fi from Nuvera is offered or go to [nuvera.net/public-wifi](http://nuvera.net/public-wifi) to see a list of locations.



### CONGRATULATIONS

to Nuvera Human Resources Clerk Kathy Nelson, winner of the employee Random Acts of Kindness drawing in February! All employees completing an activity at least 50 percent of the days in February were entered into a random drawing.



## Step and Water Challenge

Nuvera employees participated in a Step and Water Challenge, tracking their steps and water intake for the month of April. Pictured here (l-r) are Sales Associate Gwen Mack, Field Service Technician Tim Leshovsky and Commercial Account Associate Becki Herzog from the Sleepy Eye Solutions Center getting ready to head out for a walk, with water bottles in hand.



# Ask Our Experts

## How can the new Nuvera IQ app make life easier?

With the Internet and digital devices occupying almost every facet of our lives, finding the right support system to control and monitor network usage and security is critical.

**Q:** My kids want to be on the Internet all the time. How can Nuvera IQ help keep them safe and keep them from too much screen time?

**A:** Nuvera IQ provides the ability to set profiles, assign devices, schedule offline time, add content filters, filter apps and websites, and view profile usage.



Toby Hermel  
Sr. Network Manager

**Q:** I'm concerned about viruses or hackers getting into my home network. Can Nuvera IQ help keep my whole system safe?

**A:** Nuvera IQ provides protection that extends beyond computers to all smart devices in your home network such as smart TVs and smart doorbells, which can easily be hacked.

**Q:** I'm concerned that my network isn't performing the way it should. Can Nuvera IQ help answer that question?

**A:** Nuvera IQ allows users to run a bandwidth speed test directly from your Nuvera equipment, eliminating your device as the potential cause to any connectivity problems. This bandwidth test will also check the Wi-Fi health between all wireless access points in your home, ensuring that all your devices stay connected.

Find out more at [nuvera.net/home-wi-fi](http://nuvera.net/home-wi-fi).

## Meet Our Employees



### Angela Fruetel

**Position:** Sales Associate

**Length of time with company:** Nine months

**One of my favorite hobbies:** I love to spend time with my kids and grandkids. My husband and I also like to go out on the motorcycle and try new restaurants and ice cream parlors.

**How I like to be involved in the community:** One charity that is near and dear to me is CHD, which supports children's congenital heart defects awareness. Our grandson was born with a severe heart defect so we support him however we can.



### Todd Anderson

**Position:** OSP Manager

**Length of time with company:** One year

**One of my favorite hobbies:** I like to watch the Minnesota Wild play.

**What are you looking forward to when Covid restrictions end:** I look forward to attending live sports – mostly hockey.



### Corporate Location

27 N Minnesota St  
New Ulm, MN 56073  
**507.354.4111**

### Office Locations

221 Main St  
Aurelia, IA 51005  
**712.434.5989**

2104 E 10th St  
Glencoe, MN 55336  
**320.864.2818**

111 Second Ave  
Goodhue, MN 55027  
**651.923.5005**

235 Franklin St SW  
Hutchinson, MN 55350  
**320.587.2323**

421 S CSAH 34  
Litchfield, MN 55355  
**320.593.2323**

4690 Colorado St SE  
Prior Lake, MN 55372  
**952.226.7000**

137 E 2nd St  
Redwood Falls, MN 56283  
**507.627.4111**

121 Second Ave NW  
Sleepy Eye, MN 56085  
**507.794.3361**

22 S Marshall Ave  
Springfield, MN 56087  
**507.723.4211**

### Nuvera TechTrends

15 Berens Blvd  
New Ulm, MN 56073  
**507.233.3000**

# Nuvera

## Annual Meeting

The Annual Meeting of Nuvera Communications, Inc. will be held online  
**Thursday, May 27, beginning at 10 a.m.**  
Shareholders will receive instructions on how to access the virtual meeting.

### What they're saying...

*"The technician was amazing! Very knowledgeable. Texted when he was 30 minutes out. Great job!"*

- Kristina S., Prior Lake

*"Best experience I've had dealing with any service."*

- Heather Z., Hutchinson

### Like Us on



Watch for prize giveaways on  
**#thankfulthursday**

If you are interested in purchasing Nuvera Communications, Inc. stock (NUVR), please contact our corporate office.

View Nuvera News on our website at [nuvera.net](http://nuvera.net).

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Postal Customer

ECRWSS

# Thank you!

Experience the Power of Connection during Nuvera's 2021 Customer Appreciation Days! We will connect with each community in our service areas in a unique and fun way as we feature each area – one community each day from May 10 to 21. In each community, we will award a variety of quality prizes such as Chromebooks, Firesticks, free Internet service and more! Our celebrations will culminate in two grand prizes: a smart TV and one year of Internet! **All our valued customers are automatically entered to win!**

Nuvera will also show our support for businesses and non-profit organizations in all our service areas. In each community, one customer will win a \$100 gift card to a local business and Nuvera will also make a \$100 donation to the local non-profit of their choice on their behalf. To enter to win, visit **[nuvera.net/win](http://nuvera.net/win)**.

All customers can also earn double the amount through our Refer-a-Friend program in May! Earn up to \$200 (\$100 per service) for each friend you refer to Nuvera.

Watch for more details to be posted on our website and Facebook page.