

BRIGHT IDEAS

BELD

Braintree Electric
Light Department
and
BELD Broadband

A monthly newsletter for BELD & BELD Broadband customers, published October 2015

Here's what's new with your hometown broadband provider ...

TVonMySide.com is on your side

TVonMySide.com is your source for up-to-date information and solutions about TV network disputes. The website is a collaborative effort of hundreds of local, independent cable TV providers located throughout the country. By uniting our companies, we can work together to achieve more flexibility and better offerings for you at the lowest price possible.

Our goal is to manage your monthly bill by fighting against excessive network fee increases from large, powerful media conglomerates.

Tired of increasing TV costs?



So are we.
Learn more at

TVonmyside.com

That's why we're a member of the NCTC, a collective of more than 900 independent local TV and broadband providers across the United States. This allows us to negotiate as one large group to gain the cost benefits that the larger cable and satellite TV providers enjoy, while still enabling us to provide hometown service to our customers.

Please check the website for updated information. We here at BELD Broadband look forward to continuing to provide you with the best service at the most competitive prices!

WatchTVEverywhere ... today!

What's that? You STILL haven't tried BELD Broadband's WatchTVEverywhere? Well, what are you waiting for?

WTVE streams some of your favorite programming to your tablet, smartphone, laptop and other devices. It's available anywhere you can receive an Internet signal: inside your primary residence and vacation home, at the office and in hotels, in shopping malls and airports, etc. WTVE is a benefit provided to all BELD Broadband cable subscribers. **The best part about TV Everywhere is ...it's FREE!**

We currently have more than 60 networks available—including the wildly popular HBO GO and Max GO—with more coming online every day.

One of our latest additions is Pivot TV, a new TV network where what you watch makes a difference. In addition to original shows, movies and documentaries, you can take action on the issues raised in the programming. The chance to do something about it will be right there on the screen. Go ahead and pivot—you just might be able to make a meaningful difference in the world.

So visit watchTVEverywhere.com to sign up for your FREE TV Everywhere account today. BELD.com has a simple step-by-step guide to registering for WTVE and watching the currently available content, as well as a five-minute video about using the service and a list of frequently asked questions.

Need help? Call us at 781.348.BELD (2353).

HD/DVR boxes now 50% off!



Attention BELD Broadband cable TV subscribers:

the new fall TV season is upon us.

Now is the perfect time to add another high-definition digital video recorder to your account. This month, you can do just that for only \$8 a month for one year!

This offer is more than half off our regular price for 160 GB HD/DVRs, and is good on specific models only. Please call 781.348.BELD (2353) to add a converter box today—while supplies last!

BELD + New phone system = changes for you

As you may know, a new phone system was installed at the BELD offices in mid-August. We hope the transition didn't inconvenience you, and that you've found the updated menu setup easier to navigate. Here are a couple of other changes you should be aware of:

- We are no longer able to accept credit card payments in our office or over the phone. Instead, you can now **pay by check or credit card by calling 781.348.1001 or 844.759.9545**. Or even better, **you can make payments safely and securely online at beld.com**.
- **BELD Broadband customers now have the option to remain on hold for the HelpDesk.** You have always had the ability to leave a voicemail message for one of our techs, and you know they will always call you back to help resolve your cable, Internet or phone service issue. If you'd prefer to wait on hold you may now do so, but remember that the detailed nature of many of these support calls means customer issues can take some time to resolve. Even though our new phone system may tell you that you are the first caller in the queue, it may be several minutes before we are finished with the customer before you. Note that all calls are answered and returned in the order in which they were received. As always, **you still have the option to leave our techs a voicemail, or to reach them via email at support@beld.net**.

Credit card users, take note!

Interested in paying your electric or broadband bill with your credit card? **Please do NOT complete the form on the back of your monthly bill—instead make payments via our online bill pay system at beld.com (see details above)**. We are choosing to be environmentally conscious by using up our large quantity of bill stock pre-printed with this information.



Tune up your heating system

Before the fall season starts, make an appointment to have a qualified technician clean and tune your boiler or furnace. If you have an oil system, make sure the technician does a combustion efficiency test and gives you the results. Questions? Call 781.348.1032 and speak to your Energy Advisor.

Thank you!

COMMUNITY BULLETIN BOARD

The Community Bulletin Board section of this newsletter provides free listings for events sponsored by local non-profit organizations. Information must be submitted by the 5th of the month before the newsletter is mailed—for example, the listing of an event scheduled for December 15 would appear in the November issue, the deadline for which would be October 5.

Braintree's yard waste collection

Yard waste collected curbside during weeks of 10/19–11/30; pick up delayed one day for holiday weeks 11/11 & 11/26. Grass, leaves & twigs accepted. Compost site drop-off at 225 Plain St.: 7:15 a.m.–2:45 p.m., Wed.–Sun. April–Jan., accepting tree branches, shrubs & Christmas trees. 781.794.8088 or www.braintreema.gov/recycling.

Braintree Park Department trips

Sun. 11/1, Mohegan Sun Day Trip: depart Town Hall at 8 a.m. return at 6:45 p.m., bonus package of \$10 food & \$10 bet, \$29pp.; must book by 10/26.

Sun.–Tues., 11/15–17, Turning Stone Casino: transportation; 2-night accommodations & \$95

bonus package, \$299pp twin; other packages available.

Handicapped accessible bus may be made available with 10-day notice. 781.794.8901, www.braintreerec.com.

Union Congregational Church Fair

Sat. 11/7, 9 a.m.–3 p.m., 74 Commercial Street; baked goods, fudge room, antiques, jewelry, snack bar, children's activities & more!

21st Annual Dickens Festival and Craft Fair

Sat. 11/21, 10 a.m.–3 p.m., All Souls Church (196 Elm Street): crafters, baked goods, apple pies, turkey sandwiches, Christmas Attic Treasures, Victorian Santa, caroling, costumes. 781.843.1388, www.allsoulsbraintree.org.



www.beld.com
150 Potter Road
Braintree, MA 02184
781.348.BELD (2353)

PAYMENT OPTIONS

www.beld.com

Click on "Manage My Account" to pay your electric and broadband accounts with a single payment, using a single login.

Pay by credit card or eCheck

PAYMENT LOCATIONS

150 Potter Road

Our office is open from 7:30 a.m. to 4:30 p.m., Monday through Friday. Customer Service is open until 7 p.m. on Thursday.

Drop Boxes

Top of Potter Road
Beside Town Hall
Braintree Cooperative Bank
1010 Washington St.
372 Washington St.
505 Quincy Avenue

BROADBAND HELPDESK

Mon-Fri: 8 a.m.–8 p.m.
Sat-Sun: 8 a.m.–4 p.m.

COMMISSION MEETINGS

Public meetings are usually held monthly. Call 781.348.2353 or check www.beld.com to confirm time and date.

HOLIDAY CLOSINGS

Monday, October 12
Columbus Day

Wednesday, November 11

Veterans Day

Thursday & Friday,
November 26 & 27

Thanksgiving Holiday

COMMISSIONERS

Thomas Reynolds
Chairman



Anthony Agnitti
Vice Chair



James Regan
Secretary



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