



Customer Connection | January 2022



Customer Service: 610-826-6650 • **Business Office:** 610-826-2115 • **Repair Service:** 610-826-3444 • **Gilbert Office:** 610-826-9321

465 Delaware Avenue • Palmerton, PA 18071 • www.ptelco.com

From the Manager's Desk:



We Love Our Hometown

Dear Valued Customer,

Winter in the northeast is not for the faint of heart. The natural beauty of a fresh snowfall can be overshadowed by the inconveniences and dangers that come with it. Numbing cold, biting winds, and slippery ice are perfect reasons to stay safely indoors.

Whether it's time for snow boots or bathing suits, our team works hard to deliver services you rely on all year long. Unfortunately, just like summer storms, winter's fury can also unexpectedly impact your internet and phone. Here are a few tips you can use this winter to stay safe and reduce your chances of experiencing service outages.

Before a Storm

- Prepare a storm emergency kit that includes bottled water, a three-day supply of non-perishable food, a first aid kit, flashlights, and batteries.
- Fully charge battery-powered devices before the storm is expected to arrive.
- Store snowblowers, shovels, and de-icers somewhere you can access safely during and after a storm.
- Prepare your yard by trimming trees and shrubs that could freeze, fall, and damage wires.
- Secure or store loose outdoor items that could blow away, such as trash cans and decorations.
- Shelter pets inside and ensure they have the same level of protection that you do

During a Storm

- Avoid traveling on untreated roads and sidewalks.
- Never run a generator indoors.
- Snuggle under a blanket and enjoy uninterrupted relaxation time.

After a Storm

- Survey your property for hazards before letting children and pets outside. Be on the lookout for icicles and slippery patches that could cause harm. Protect trees and plants from damage by knocking heavy snow and ice off of overweighed branches.
- Call your utility company if you see any downed or damaged wires, but never go near them.
- Contact us if you are experiencing any service interruptions.
- There are many factors that can impact how quickly we can restore your services after a weather-related interruption, but when bad weather strikes, our technicians, engineers, and customer service representatives spring into action to restore services to affected areas as quickly and safely as possible.
- Major storms can cause downed trees and wires which can prevent or limit access to roads and properties. If you're experiencing a power outage, your electricity provider will need to restore power before your services can be restored. Additionally, the power company may need to declare an area safe to work before our techs can begin restoration efforts.

Best Regards,

Tim Hausman

General Manager, Palmerton Telephone Company

Phone Feature of the Month:

Voicemail

Voicemail answers a call when you do not answer your phone after a designated number of rings. The caller hears your greeting and can then leave a message. The message is stored in your mailbox until you listen to it. The mailbox holds 30 minutes of messages. You can then delete the message or keep it to play again later. New messages are held for 30 days. Saved messages are saved for 7 days and then are deleted automatically unless they are resaved as new. Call us at (610) 826-6650 for more information on Voicemail.



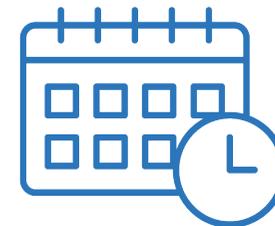
We hope you enjoy this image of the West Plant in 1965 after the new Route 248 had opened.



Pictures and information borrowed from member contributed photos on the Love My Hometown Palmerton PA Facebook Group.

Community Calendar

If you'd like to see what's happening to benefit the non-profit groups in our area, visit our **Community Events Calendar** at www.ptelco.com. Just select 'Menu', then 'Community Calendar'.



BARBEQUE CHICKEN PIZZA

(recipe yields 4 servings)

For the dough:

- 1 package instant yeast
- 1 cup hot water
- 1/2 tsp salt
- 1 Tbsp sugar or honey
- 1/2 Tbsp olive oil
- 2 1/2 cups flour, plus more for kneading and rolling

For the pizza:

- 3/4 cup barbecue sauce
- 1 1/2 cups shredded smoked gouda
- 1/2 red onion, thinly sliced
- 1/2 jalapeño pepper, thinly sliced
- 1 cup cooked chicken
- Fresh cilantro leaves

How to make the pizza dough:

Step 1: Combine yeast with the water, salt, and sugar or honey.

Step 2: Allow to sit for 10 minutes while the hot water activates the yeast.

Step 3: Stir in the olive oil and flour, using a wooden spoon to incorporate. When the dough is no longer sticky, place on a cutting board, cover with more flour, and knead for 5 minutes.

Step 4: Return to the bowl, cover with plastic wrap, and let the dough rise at room temperature for at least 90 minutes.

Step 5: Keeps covered in the refrigerator for up to 2 days.

How to make the pizza:

Step 1: Preheat the oven to 500°F. Place a pizza stone in the oven, if you have one.

Step 2: Using your hands, a rolling pin, and enough flour to keep it from sticking, stretch the dough into two thin circles, 10" to 12" in diameter.

Step 3: Spread each with a thin layer of barbecue sauce, then divide the gouda, onion, jalapeño, and chicken between the two.

Step 4: If using a pizza stone, bake one pie at a time by carefully sliding the pizza (preferably with a pizza peel) onto the pizza stone; if you don't have a stone, cook the pizzas on a baking sheet.

Step 5: The pizza is done when the crust is golden and the cheese is fully melted. Top with fresh cilantro, and cut into six or eight slices.



Photo credit: Mitch Mandel and Thomas MacDonald

Product of the Month

Live Answer

IMPORTANT
NOTICE



Let us answer your calls when you are unable to!

Separate your business from all the rest with Palmerton Telephone Company's business answering service. Our LOCAL, friendly operators are available 24/7 and 365 days a year to answer your calls whenever you need them to. Live Answer does not use recorded messages or voicemails, your customers will always talk to a LIVE person.

LIVE ANSWER - \$40 per month

- Great for small businesses and organizations who get few calls in a month.
- Answer times are flexible and customized to suit your business needs.
- Our local operators will answer calls with your business/organization name and take messages.
- Simply call in to retrieve messages at your convenience.
- No contracts required.

LIVE ANSWER PRO - \$100 per month

- Answer times are flexible and customized to suit your business needs.
- Our local operators will answer calls with your business/organization name.
- Your business determines which calls are required to be forwarded.
- Forward pre-determined calls to a specified contact via phone, email, or email to text.
- Operators will take messages for "non-emergency" calls.
- Simply call in to retrieve "non-emergency" messages at your convenience.
- No contracts required.

Call us at (610) 826-6650 before January 31, 2022 and receive FREE ACTIVATION!

* Call forwarding service required to subscribe to LIVE ANSWER.

In the November Newsletter, we provided information regarding the change of the government supported Lifeline monthly credit ending effective December 1, 2021 for phone only customers. On November 5, 2021, the Federal Communications Commission (FCC) announced that they paused their planned ending of this monthly credit for voice-only services for one year. **This means that anyone eligible for the credit, will continue to receive the Lifeline 135 credit on and after December 1, 2021.** The FCC indicated that their pause in ending this government supported program will last for one year, giving the Commission time to evaluate whether current circumstances warrant longer-term modifications of the Lifeline program. Once the FCC comes to a decision, Palmerton Telephone will provide you with any necessary updates regarding this government supported program.

Brain Teaser

Palmerton Telephone is giving away a \$25 Gift Card to Claude's Creamery in Palmerton, PA.

To enter, e-mail the correct answer to jbrixius@brctv.com or send a 3" x5" index card titled "December Brain Teaser" to **613 Third Street, Palmerton, PA 18071**. Please include your name, address, day-time telephone number (to call only if you win), and the Brain Teaser answer. All entries must be received by **01/20/22**.

Good Luck!

Brain Teaser | November 2021 Winner

Congratulations to **Carol Martino**, of Saylorsburg, PA. **Carol** was the winner of a \$25 Gift Card to Claude's Creamery in Palmerton, PA.

Question: What type of cheese is made backwards?

Answer: Edam cheese.

What can be seen once in a minute, twice in a moment, and never in a thousand years?