

**From:** [Rashelle McKim](#)  
**To:** [PECBoard](#)  
**Subject:** Internet service  
**Date:** Tuesday, September 29, 2020 1:46:14 PM

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Dear PEC Board,

As a long-time Spicewood resident and PEC customer with five accounts, I am writing to express my concern regarding lack of reliable and affordable internet service in our area.

With Covid affecting the way many businesses and schools can operate, the internet is so important, now more than ever. Working from home and learning from home is a real hardship for most people. Just to get mediocre service comes with a hefty price tag that I imagine is a struggle for a lot of people, if even possible at all. Obtaining rural service has a very expensive initial fee, plus monthly fees that far surpass what we would be paying through one of the larger providers. To give you an example, I recently signed up with a service that required an initial fee of \$199 and an ongoing monthly fee of \$129. That's \$328 just to get started, and this is only for approximately 10 mpbs.

CBS Sunday Morning recently ran a [story \(link\)](#) about the lack of broadband internet (defined as 23 mpbs) for half of our country. The segment also states, "Austin illustrates the biggest broadband problem of all." That's absolutely embarrassing for Central Texas, and this needs to be changed.

I urge the PEC Board to consider bringing reliable and affordable broadband internet to your customers.

Sincerely,

**Rashelle McKim | CFO | 512.264.1479**



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