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AutoPay is the easiest way to make sure your monthly Golden West bill is paid on time, every time. With AutoPay, your monthly payment will automatically be debited from your bank account or charged to your credit/debit card on the 5th, 10th, 15th or 20th of each month, whichever date works the best for you!

Be sure to consider your bill due date when selecting a payment date to avoid late fees and ensure you can review your bill prior to payment.

Golden West processes all payment options at no charge for members. Promotion runs from June 1 through August 20, 2019. To be eligible for the promotional credit, customers must enroll in AutoPay on or after June 1 and have at least a 30-day lapse after any prior enrollment. Savings will be applied as a one-time bill credit. Limit one bill credit per account. You must maintain your auto pay status for six months or the promotional offer will be billed back to your account.

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Fashion and Flowers

Boutique Sells Online
and In Downtown
Dell Rapids

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Fashion and Flowers

Boutique Sells Online and In Downtown Dell Rapids

Hundreds of thousands of women across the United States and other countries could be wearing clothing today purchased from The Mason Jar Boutique in Dell Rapids.

“I just love clothes and making women feel good about themselves,” says owner Katie Luttmann. “I think that wearing an outfit that you love can change the way that you feel.”

Small Town Love

Luttmann started The Mason Jar Boutique five years ago, selling the latest trends at affordable prices online from her home. Today she has a retail location in downtown Dell Rapids and manages online sales from an 8,000-square-foot warehouse on the edge of town. Her sister, Ashley, does the accounting and runs a second retail location north of her hometown of Scottsdale, Arizona.

“We ship to every state every couple of days, and out of the country,” Luttmann says. “We employ 23 people, and our warehouse inventory turns over 11 times a year.”

Luttmann moved to Dell Rapids a decade ago. She and her two daughters love the small-town feel.

“I would never raise my kids anywhere else,” she says. “I just love our little town. Everybody is like family.”

She even credits the community for the success of her business. “We have low overhead here,” she says. “I would have never been able to start this in a large city. And the people of Dell Rapids have been my biggest supporters.”



Katie Luttmann (top right) runs The Mason Jar Boutique & Floral as a retail store offering apparel, gifts and flowers in downtown Dell Rapids. She manages online apparel sales from a warehouse on the edge of town.

Social Success

Broadband service from Golden West also helps make Luttmann’s business possible. The boutique sells through its shophemasonjar.com website and regularly markets to its 321,000 Facebook followers and 36,000 Instagrams followers.

“The Internet and social media really make it so people in rural communities can compete in the global market,” Luttmann says. “They also offer more options for those living in rural communities. It’s a win-win.”

She has a professional photographer on staff, and the boutique uses local models

to showcase their inventory. “Social media is the heart and soul of our marketing,” Luttmann says.

The combination of online and in-store sales is another key to the Mason Jar’s success. Many “boutiques” online are just businesses in China, she explains.

“Our brick-and-mortar boutiques add validity for us,” Luttmann says. “They allow people to trust that they’re going to get their products.”

“The Internet and social media really make it so people in rural communities can compete in the global market. They also offer more options for those living in rural communities. It’s a win - win.”

Luttmann buys inventory from the LA Fashion District and orders for each physical store and the online store individually. She and her sister are interested in opening more retail locations, but for now, they’re at a good spot.

Online Security

Providing customers with a secure shopping experience online is just as important to the boutique as convenience, product and price. Online security became even more important when The Mason Jar’s Instagram account was compromised just five days before Black Friday 2018.

“We couldn’t find our account,” Luttmann says. Thankfully the incident didn’t involve customer data, but it impacted operations and threatened sales when all of the boutique’s Instagram pictures and followers disappeared. The perpetrator requested a couple hundred dollars via email. Desperate, she sent the funds in Bitcoin, but it didn’t help.



Luttmann buys inventory from the LA Fashion District and orders for each store individually.

Thanks to her connections with the digital forensics and cybersecurity program at Dakota State University in Madison, The Mason Jar Boutique’s Instagram account was completely restored. Since then, Luttmann has implemented measures to better protect her business online.

“I learned a lot about security through this process,” she says. “I always use two-factor authentication. I always use 12-digit passwords, and we continually change our passwords. Our internal network is also more secure now with a firewall.”

Luttmann is confident she has enough cybersecurity measures in place now to prevent another incident. She encourages others to tighten up their online security, as well, no matter how inconvenient it may seem.

Family and Community

Luttmann’s daughters love the business, too. They sometimes help fulfill orders or put stickers on folders, and they love watching photo shoots.

“For them to see their mom as a business owner is really positive and could be a huge motivation for them,” she says.



The boutique has a photo studio in house.

Luttmann picked The Mason Jar name because she feels the multipurpose jar represents the boutique’s style of rustic but pretty and conservative but trendy. She opened the business not just for her love of clothes and accessories, but also because it fit her lifestyle.

“I like the flexibility of it,” Luttmann says about running the boutique. “I like being an entrepreneur and coming up with new ideas. And I like helping our community.”

Dell Rapids lost its ShopKo store earlier this year and at about the same time the owner of the flower shop was ready to retire. Luttmann bought Blooms on Main and combined it with her clothing store to become The Mason Jar Boutique & Floral.

“The flower shop had the biggest building on Main Street,” Luttmann says. “I didn’t want Main Street to ever not have ‘Blooms on Main’, because it’s awesome.”

Luttmann also runs a boutique consulting business and is friends with other boutique owners in the area, representing shops in Brandon, Harrisburg, Brookings and Sioux Falls.

“It’s all about community over competition,” she says.

Scammer SAFETY



Just because the weather is nice and ice cream shops are open does not mean that scammers are taking a break. Spoofing calls and malicious emails continue to hassle consumers at a significant rate.

Last year alone, the Federal Trade Commission collected more than 1.4 million fraud reports. Consumers reportedly lost \$1.48 billion to fraud in 2018 - an increase of 38% from 2017.

As a reminder, Golden West will NEVER send you an email, survey or text alert asking you to confirm or share your account information.

Here are a few things you can do to protect yourself from fraud, scams and spoofing:

- Do online searches about offers and review the results; scams are often red flagged by others online.
- Do not answer calls from unknown numbers; hit ignore or let them go to voicemail.
- Do not pay upfront. If you have to pay anything in advance for a prize, it's not a prize.
- Be careful how you pay. Government and honest companies won't ask you to wire money.
- If you have lost any money due to a scam call, contact local law enforcement for assistance.
- If a caller claims to be from a legitimate company, hang up and call back using a valid number from the company's website or bill.
- Sign up for Scam Alerts - Go to ftc.gov/scams to get the latest tips and advice on scams.
- Put your phone number(s) on the National Do Not Call Registry: DoNotCall.gov. You can also verify that you are already registered and report any unwanted calls.
- Check with Golden West. When customers alert us about scam attempts occurring in our communities, we post updates and information on our Facebook page and website.

Golden West follows FCC Customer Proprietary Network Information rules and does not sell or give out customer information to third parties. If you receive any questionable calls claiming to be from Golden West, please call 1-855-888-7777 to alert us. We will do our best to inform Golden West customers and keep them safe from scammers.

Sourcing and inspiration for this article courtesy of fcc.gov and ftc.gov.



We're Everywhere People Connect

You may have noticed we changed the tag line on our logo earlier this year. It's also this year's Facebook Photo Contest theme!

Where do you connect with your family, friends and neighbors? Whether it's online, on the phone or face-to-face, show us your favorite place to connect in a photo.

Submit your picture to the Golden West Facebook Photo Contest!

Selected photos will be posted to the Golden West Facebook page (facebook.com/goldenwesttelecom), where customers will have the opportunity to vote for their favorites.

Photos are due by September 4 to be eligible for the Facebook contest. The contest will be held September 11-17, 2019. If you have any questions, call Chris at 605-719-3659.

The top 12 photos will be featured in our 2020 calendar.

We accept hard copy photos (in good condition) as well as high-resolution digital images (low-resolution images are ineligible). Only one photo per individual can make the calendar. Multiple submissions are accepted but contest photo will be selected by the Marketing Department.

Please email or mail photos to:
ChrisSeljeskog@GoldenWest.com
Golden West Marketing Department
2511 North Plaza Drive, Rapid City, SD 57702



Save
the Date!



You are invited to the
**67th Golden West
Telecommunications Cooperative, Inc.
Annual Meeting**

**Saturday, September 28
Community Center, Wall, SD**

Registration: 10:30 am to 1:00 pm
Free Lunch: 11:00 am to 12:45 pm
Meeting Called to Order: 1:00 pm

Please join us for the 67th Annual Meeting of the Golden West Telecommunications Cooperative! All members of the cooperative attending the event will receive a free lunch, gift and entertainment. Those who stay for the meeting will also have a chance to win numerous cash and merchandise prizes, and one lucky attendee will win a \$500 Grand Prize*!

**Must be present to win prizes.*

For Love of Children and Pets

For the safety of your family and our employees, please do not leave your children or pets unattended while Golden West technicians visit your home, business or property.

“Many of our technicians have animals and children of their own. They understand how precious they are,” said Savannah Williamson, Director of Human Resources. “However, when an unfamiliar individual comes into a customer’s yard or home, children may become curious, and pets may be frightened or scared.”

Unfortunately, our technicians have been bitten by dogs while servicing customers, at least one of which was recently severe. Our technicians also work with exposed wiring and use tools and equipment that can be dangerous and must be kept out of reach of both children and pets.

So if you have an appointment with a Golden West technician, be sure to keep an eye on your children and pets. If they are left unattended, our technicians may not be able to provide service.



“We want everyone to be comfortable with the situation, so we can focus solely on getting the customer up and running as quickly as possible,” Williamson said. “We appreciate our customers assisting our technicians by not leaving children and pets unattended.”



Congratulations to these STAND-OUT STUDENTS!

Golden West is excited to introduce the winners of our 2019 scholarships. Each year, we offer 44 \$1,000 scholarships to high school seniors across our service territory. These students exemplify the qualities of leadership, academic achievement, civic and extracurricular involvement, and the motivation to serve and succeed.

Now in its 21st year, the Golden West Scholarship program has given nearly 850 scholarships. “Golden West scholarships are awarded to students who excel in school and in the community,” says Golden West General Manager Denny Law. “We’re proud to help these students further their education and become a leader of tomorrow.”

Golden West 2019 Scholarship Recipients

Armour High School	Connor Van Der Werff	Lyman High School	Jacob Hoffer
Avon High School	Evan Blaha	Marion High School	Trinytee Stewart
Bennett County High School	Cameron Good	Menno High School	Eisley Saylor
Bon Homme High School	Elita Eastman	Montrose High School	Bailey O’Hara
Bridgewater/Emery High School	Sydney Hoffman	New Underwood High School	Jaedyn Finkbeiner
Burke High School	Emily Stukel	Oelrichs High School	Denato Two Bulls
Canistota Public High School	Malinda Weidenbach	Philip High School	Tessa Menzel
Colome High School	Abby Pechota	Pine Ridge High School	Millennium Fast Horse
Corsica-Stickney High School	Caysen Eide	Plankinton High School	Nolan Sampson
Custer High School	Grace Lewis	Saint Francis Indian School	Matilda Anderson
Dell Rapids High School	Matthew Benda	Saint Mary’s Catholic School (Dell Rapids)	Madeline Schwebach
Edgemont High School	Abigail Tidball	Scotland High School	Tracy Kruse
Faith High School	Mikenzzy Miller	Stanley County High School	Austin Hand
Freeman Academy	Andrea Wollman	Sturgis-Brown High School	Randi Tivis
Freeman High School	Hannah Eberts	Todd County High School	Brandon Whipple
Gregory High School	Jeremiah Beck	Tri-Valley High School	Lincoln Burggraff
Hot Springs High School	Mary Lane	Wall High School	Mercede Hess
Jones County High School	Kade Brost	West Central High School	Emily Nelson
Kadoka Area High School	Anna Stone	White River High School	Spencer Christensen
Lower Brule High School	Molly Jandreau	Winner High School	Abigail Marts
		At Large Recipient	Alexis Stoffers

The following schools did not provide Golden West with information on scholarship recipients for 2019: Crazy Horse School High School, Little Wound High School and Red Cloud High School.

Learn more about the Golden West Scholarship recipients at GoldenWest.com/Scholarships.