

## Welcome new owners!

Here is some information that you should find helpful (updated 11/2025)

### Electric

Fort Loudoun Electric company serves our area (865-856-2311).

### Internet and landlines

Currently the Internet is best served on the mountain by Starlink. (starlink.com). Average Starlink speeds are between 45 to 175mb downloads and 10 to 25mb upload. Currently Starlink costs are \$599 for equipment (you own it) and \$120 per month for unlimited service.

There is currently no cable connection on the mountain although Spectrum is getting closer with their fiber lines. The fall of 2025 gigabyte internet connections have been advertised by Spectrum.

HughesNet and ViaSat are available, but experienced users on the mountain have stated the latency issues and downtime, it is not worth the hassle.

ATT is the only provider of landlines, but have notified customers that they are curtailing this service sometime in 2026. Also, ATT provides no web service.

### Cellular coverage

Currently, Verizon seems to offer the best service as they have a cell tower in Robbinsville NC about 26 miles SSW across the mountains. Also, sometimes Wears Valley/Townsend area cell tower is accessed about 18 miles ESE of our community.

### Garbage

B&B Garbage service (865-983-5388) is \$24 per month. They will pick up at your driveway, all other providers pick-up at the mailboxes.

### Propane companies

Providers include AmeriGas (Heritage Propane) 1-800-263-7442, Suburban Propane 423-745-8143 and Marsh Propane 865-280-9969. Some residents have had poor customer service with AmeriGas.

A couple of suggestions – install your own tank 1,000-gal tank instead of leasing one from a propane provider. This will give you more options to shop providers. We also recommend the installation of a whole-house generator. Power is occasionally lost on the mountain and it is nice to have that extra security.

### Well drilling Companies

Residents have used a number of companies: Rose's Well Drilling 426-442-3431 and Clearwater Drilling Co 865-428-6181.

### Contacts within the Community

- HOA Officers
  - Jeff Long, President - 865.607.5652, [lookrockhoa@gmail.com](mailto:lookrockhoa@gmail.com)
  - Craig Richardson, Treasurer - 865.250.5025, [craig@lookrockcommunications.com](mailto:craig@lookrockcommunications.com)
  - Deb Norris, Secretary - 937.271.7748 [deb-norris@outlook.com](mailto:deb-norris@outlook.com)
- HOA Directors
  - Steve Phipps, Road Committee - 937.609.4969, [stephenpaulphipps@gmail.com](mailto:stephenpaulphipps@gmail.com)
  - Patty Long, Architectural Committee – 865.228.9287 [jeffandpattylong@outlook.com](mailto:jeffandpattylong@outlook.com)
- HOA Resources
  - Roxanne Coffey, Gate Codes - 865.789.2612, [rbcoffey584@gmail.com](mailto:rbcoffey584@gmail.com)
  - Gary Dantini – Road Committee/Traffic, 865.233.3779 [gdantini@yahoo.com](mailto:gdantini@yahoo.com)