

Minutes
New Marlborough Cable Advisory Committee
Thursday, February 28th, 2019
8:30 am

Board Members Present:

Steven Klein
John Valente
Doug Newman
Michael Shocket
Broc Kerr (via Skype)

The inaugural meeting of the New Marlborough Cable Advisory Committee was convened at 8:39 am. A motion was made, seconded and so voted to elect Steven Klein as Chairman of The Committee.

Chairman Klein named John Valente to lead the meetings in his absence, noting that Skype can be used for attendance at meetings as long as a physical quorum of three was met.

Steve started the meeting by stating that the committee had a scheduled call at 9:00 am from Melinda Kinney, our point of contact at Charter/Spectrum to bring us up to date on their progress.

Steve outlined the current role of the Cable Advisory Committee:

- To act as liaison and point of contact between Charter and the Town during the construction and enrollment period
- To keep the community informed of the progress and to answer broad-based questions from the community. It is not the committee's role to intercede on individual matters between townspeople and Charter.

Once the system is up we will:

- Advocate for consumers on the broader issues
- Monitor the service for compliance
- Make recommendations to the Board of Selectman if further action is warranted

A discussion ensued about the frequency and methodology for communicating with residents. While no conclusions were drawn regarding frequency, all agreed on:

- The 5Village News for monthly reports
- The Town website for meeting minutes and the most up to date information
- The Town opt-in "Emergency News" alerts via email and automated phone message for when crews are out on the roads.

Michael agreed to investigate the website option.

Phone Call with Charter

The Committee spoke with Melinda Kinney, Regional Senior Director overseeing Local and State Government affairs for New England States. Linda informed the committee that John Maher, an industry veteran, has been hired by Charter and will become our primary point of contact as he will have responsibility for Massachusetts. Melinda will send his contact info when he starts.

She reported that Charter has submitted all pole license applications to pole owners Verizon and National Grid. Charter is waiting for responses to know what work needs to be done on the poles. This is the "hurry up and wait" phase as Charter has no control over how quickly the pole owners will respond. This process of pole license and make ready work is expected to take 8 months. The buildout of the network must be completed, by contract, within 12 months. So the current best estimate for completion is approximately 18 months.

Melinda stated that Greg Garabidian will have a better idea of the build out design and schedule but it will likely depend on when the results of the pole licensing progress and make ready work are available. However she did say that they will "light as they go," meaning that customers will be brought on line as cable is run by individual residences rather than waiting until the entire system is completed.

Melinda will send a summary of the process for our reference.

All agreed that a monthly check in phone call would be appropriate unless there is reason to talk more frequently. A follow up call with John Maher and Melinda will take place in about a month.

A general discussion on communication followed and Melinda noted her experience with Princeton MA as a good template for us. She and Steve both referred to the Princeton town website as a good example for us to follow.

Following the phone call the next meeting was scheduled for Thursday April 11 at 8:30 AM.

With no further business to conduct, a motion was made, seconded and so voted by all members to adjourn the meeting at 9:31 am.

Approved by: Cable Advisory Committee

Date: June 18, 2019