



Meeting Minutes for March 25, 2004
North Branford

Present:

Branford	Marvin Zimmerman, Billye Bradley, John Elliott
East Haven	Lou Pacelli
Guilford	Pete Garafolo, Jeff Lincoln
Madison	Steve Fuest,
North Haven	Iris David
North Branford	Nancy Lappie
Wallingford	Susan Huizenga, Russ Styles
Library	
COMCAST	Kristen Roberts, John Bairos, and Tony Speller
Regrets:	Ken Donadio, Abigail White, Pat Schiller
Guests:	Kurt Huizinga

I. Call to order. Chairman Huizenga called the meeting to order at 7:05.

II. Minutes Action: Chairman Huizenga asked that the Minutes of the February Meeting be reviewed for acceptance and M. Zimmerman called the motion to accept. R. Styles seconded. The motion carried.

III. Public Comments: None at this time.

IV. COMCAST Reports

A motion was made by John Elliot to amend the agenda, and M. Zimmerman seconded. The agenda was amended to hear company and officer reports before town reports.

Kristan Roberts introduced Comcast representatives Tony Speller, Area VP, and John Bairos, new Manager for Government-Community Relations, who will be working with her to interface with the CAC.

Report: (1) Video on Demand was launched on March 2 with few tech difficulties.

- (2) Based upon a side agreement previously discussed, it was agreed that it is imperative that each group involved in a new return line installation check to make sure they had been supplied with the proper digital music converter equipment per the franchise agreement. A boilerplate agreement for retransmission will be provided by the Company in the interest of protecting PEGs/COMCAST.
- (3) KR wishes to meet with the education committee. KR has the authorization to provide one satellite link at Branford Head End/switcher. Needed: **CAC decision on downlink per choices list.** (A handout "Nonprofit-appropriate Satellite Downlink Resources" detailed these choices.) The choices can be re-evaluated annually and revised. The uplink will be reviewed by Education Committee and decision will be communicated by Pat Schiller. (There is to be just one link for all the seven towns.) The Internet based router for redirecting a program shown on one of the seven towns to the channels on any of the other towns needs a designated contact and resource to

manage the 'switchin'. The switcher can access any of the twenty-one sites (three for each of the seven towns) plus the satellite, and any of the sources can be designated out to any other town. PEG groups input will be required once specification receives to establish the technical process.

- (4) Various new stations were added.
- (5) Annual CPI increase in per subscriber rate confirmed as \$6.21 or 2.8% increase.
- (6) Service Changes: In operations, field techs are in the field seven days a week. New business rules include a Same-Day-Back guarantee, so if a customer misses a service call and checks in, Comcast will have someone go back out there the same night. Also, if a tech has a work order to do one service and, while there, is asked to look at a second problem, the tech is authorized to stay to fix the second problem, as part of new customer-friendly business rules. At the new call center in Berlin, the hours are 7am to midnight; and after midnight, calls are switched to the regional center so that there is 24-hour service. (The new number for all towns is 1-800- COMCAST.) Also there is now a local operations tech who can more quickly respond to local issues; Hank Lindsey will be introduced at a future meeting. Also Rachel Lane is in charge of Customer Service issues at the Berlin Center.
- (7) As to the senior citizen discount, the criteria are age 65 and a low-income situation. They are considering offering the discount to something other than Basic, perhaps Expanded Basic. Also it was determined at a hearing that not enough information was being given out about the discount program, and also people who acted as power of attorney for some convalescent home residents were not able to secure the discount on behalf of the people they served. Comcast promised to look into these. KR also said that if anyone had a problem with a convalescent home issue, he or she should contact KR or JB, identifying themselves as power of attorney.
- (8) DVR is still targeted for the second quarter.

V. Officers' Reports

Chairman:

- 1) Hearing Promotion: A thirty-minute Video Program was produced to explain who CAC which included information on upcoming hearing. Tapes distributed.
- 2) DPUC is providing alternative correspondence process – CAC invited to register for e-correspondence.
- 3) The Media for Alliance Membership in process checks are in the mail.
- 4) Questions and Answers were discussed pertaining to the public meetings planned.
- 5) Meeting notices not sent because all new members were sent New member package with information and others had e-mail notice. Postcard or phone call in addition to e-mail is expectation.
- 6) e-mail address established for each town and can be accessed via any internet source (local library or home) Format is Town name @7TownTV.org Password: "CACSCC."

Vice-Chair: None

Secretary: R. Styles asked that (1) any changes in e-mail address be reported immediately, (2) all "reply" to notices, (3) "Regrets" be sent if one can't attend a monthly meeting.

Treasurer: P. Garafolo reported that a CD was expected to be rolled over at 1.1% rate.

A motion was made by S. Fuest to roll the CD's and seconded by M. Zimmerman. It passed. The surplus right now is \$22,900.

VI. Customer Issues

1. Commercial Accounts, such as non-profits, were notified on substantial rate increases. Can something be done? T. Speller said he would look at letters and try to make appropriate adjustments.
2. East Haven public access –handicap accessible? Not now, but new facilities encouraged to be made accessible or other facilities be used if necessary.

VII. Old Business – done under New Business.

VIII. Town Reports.

Branford. M. Zimmerman /J. Elliot reporting.

Customer issues:

PEG activities:

BOE Updates:

East Haven. XXX reporting.

Customer issues:

PEG activities:

BOE Updates:

Guilford. J.Lincoln/ P. Garafolo reporting.

Customer issues:

PEG Activities:

BOE Updates:

Madison. S. Fuest / A. White reporting.

Customer issues:

PEG activities:

BOE Updates:

North Branford. N. Lappie reporting.

Customer issues:

PEG activities:

BOE Updates:

North Haven. Iris David reporting.

Customer issues:

PEG activities;

BOE Updates:

Wallingford. R. Styles/S. Huizenga reporting.

Customer issues:

PEG activities:

BOE Updates:

Library. K. Donadio reported

VI. Committee Reports.

Insurance Committee
Education Committee
PEG Committee
Outreach Committee

VIII. Correspondence:

IX. Old Business.

X. New Business –

XI. Adjournment. XXXX made a motion to adjourn this evenings meeting. The motion was seconded by XXXXXXt and unanimously carried. The meeting adjourned at 8:06 p.m.

Respectfully submitted: