



CABLE TELEVISION ADVISORY COUNCIL OF
SOUTHEASTERN CONNECTICUT
MEETING MINUTES

September 8, 2011, Regular Meeting, 5:30 p.m.
Groton Public Library, 52 Newtown Road, Route 117,
Groton, CT 06340

IN ATTENDANCE: Jim Kelley, Bill Hakkinen, Roger Roy, Jerry Tobias, Paul Kadri, Jim Loughlin, Steve Garmon

ABSENT: Jason Jones, Bruce Edwards, Greg Pont

COMCAST REPRESENTATIVES: John Bairos, Frank Facchini

THAMES VALLEY COMMUNICATION REPRESENTATIVE: Carl Andersen

SOUTHEASTERN CONNECTICUT TELEVISION: Dan Weaver, Helen Rush,

Recognition of members of the public for public comments – Shawn Greeley. No public comments.

I. Reports

A. Secretary's Report: Acceptance of May 12, 2011 Meeting Minutes

Hakkinen made the motion to accept the minutes, Roy seconded. Minutes accepted unanimously with one correction, Jim Kelley's spelling was incorrect (Kelly) in most sections.

B. Treasurer's Report:

This statement reflects the activity on Council's checking account during May – August 2011.

<i>Beginning balance 4/26/11</i>	\$42,993.73
CREDITS	
Combined interest earned 5/24 - 8/23/11:	\$7.05
EXPENSES	
Jerry Tobias ck#745 (5/12/11)	\$27.67
Val Koschmieder ck#746 (5/12/11)	\$100.00
 <i>Current checking account balance</i>	 \$42,873.11

C. Comcast Progress Report – John Bairos reported on a list of Community Relations, including Comcast Leaders and Achievers Scholarship Program and their new Internet Essentials Program along with an added channel, Gospel Music. Tobias asked for clarification on wording in the Scholarship Program flyer ('first to complete'), Bairos will forward an explanation to Kelley to share with the Council.

Facchini handed out a list of 21 shows produced and/or in production. Additional descriptions were added to the titles as requested by an Advisory board member. Tobias asked why two educational programs were part of this line-up instead of being included on the educational access channel. The consensus was that options are open to show all types of programming on any of the three P.E.G. channels that they choose based on availability and audience.

Kelley thanked Sharon for her quick response and handling of the complaint letter from a Stonington subscriber.

D. TVC Progress Report: Carl Andersen reported on Monthly Stats, call stats from the Help Desk and Customer Service, and a car accident in July which took down critical fiber and how that was handled with their customers. Sample letter with \$5 coupon and the back of a TVC bill with billing complaint/outage procedure was attached. No reimbursement is given for outages under 24 hours.

Kelley asked about the appeal process for credits when denied. Andersen stated that management gets involved and makes a decision on a case by case scenario. As well, the billing complaint procedure was

explained in detail on the back of the TVC bill. Tobias asked if there was any negative feedback on the \$5 coupon letter preceding the card accident. Andersen replied, some and minimum purchase was revoked.

II. Old Business

A. Status of the third party public access provider.

Update by SECTV on their Docket to assume PEG responsibility for the Groton franchise area. Update by Groton on their Docket to assume PEG responsibility for the Groton franchise area.

SECTV update given by Dan Weaver. A request was received to close both dockets (SECTV & Town of Groton) but was denied, therefore the DPUC process continues. DPUC will have a hearing to consider all input and decide who will be the provider of PEG. Weaver handed out a list of programs SECTV worked on this summer. Greeley, representing Town of Groton, concurred with Weaver's status update.

Kelley shared his sense that AT&T will cross the river into our franchise area, but may not be in the immediate future.

B. Review of Council goals:

- 1) Advocate cost containment
- 2) Work closely in the development of new franchise and the third party PEG cable access provider
- 3) Continue to advocate for the needs of franchise members
- 4) To continually review the cable channel lineup and advocate for customer requests
- 5) Raise the public awareness of the advisory council, inform the community of the advisory council's role and solicit public opinions and needs.

C. Process to Grant Funds: only 1 request received per deadline, a \$5000 request from Ledyard. Voting was deferred to the November meeting so Councilors would have time to read the application.

D. Comcast's complete conversion to digital was revisited. Timeline has been moved out, after second quarter of 2012. This project will not add any more access channels but will add more HD/3D channels. Kelley stated that the Council's perspective is that they would appreciate if Comcast considers the needs of the individual communities and provide some channels/bandwidth for public access. Comcast will get back with a response at the next meeting.

III. New Business

A. Cable provider response to Hurricane Irene. Specifically how will they refund customers for service outages? TVC's credit procedures were covered above. Bairos will supply information on Comcast's credit/appeal process at the next meeting.

IV. Survey of councilors

Hakkinen, Kelley, Garmon, Roy, Tobias – nothing to report.

Loughlin: Interactive Guide has no information on the PEG programming, why? Kelley explained, TV Guide controls the content and it would too hard to coordinate the program listings for public access as these change too quickly and do not have enough lead time as the major broadcast stations do. In lieu of this two of the access channels provide program schedules on their websites, all provide various channel crawls. Facchini reported that the current PEG is working on a website thru FCC to add a program guide.

V. Adjournment – Meeting adjourned at 6:25 p.m. September 8, 2011 is the next meeting.

Respectfully Submitted,

