



CABLE TELEVISION ADVISORY COUNCIL OF
SOUTHEASTERN CONNECTICUT
REGULAR MEETING MINUTES

November 10, 2016, Regular Meeting, 5:30 p.m.
Groton Public Library, 52 Newtown Road, Route 117,
Groton, CT 06340

IN ATTENDANCE: Dean Antipas, Jim Kelley, Shawn Greeley, Bill Hakkinen, and Neil Kluepfell.
ABSENT: Jim Loughlin, Leon Palmeri, Mark Russell
COMCAST REPRESENTATIVES: John Barios
THAMES VALLEY COMMUNICATION REPRESENTATIVE: Rex Buettgenbach
SEC-TV REPRESENTATIVE: Frank Fulchero
Recognition of members of the public for public comments: None

I. Reports

1. Secretary's Report: Kelley motioned to accept the minutes of the September 8, 2016 meeting, Kluepfel seconded, minutes accepted unanimously.
2. Treasurer's Report: The current Treasurer's Report was handed out by Hakkinen. The current statement reflects the activity on Council's checking account for the months of September - October 2016.

<i>Beginning balance 6/30/16</i>	\$ 25,367.13
CREDITS	
EXPENSES	
9/26 & 10/26/16 Monthly Service Charges	6.00
9/20/16 Valerie Koschmieder (ck#818)-Minutes	100.00
<i>Current checking account balance</i>	<i>\$25,261.13</i>
3. Comcast Report: Barios reported on channel line-up changes (see attached), CSPAN Student Cam Competition (see attached), Comcast Leaders & Achievers Scholarship (deadline for application is December 1, 2016 see attached), Comcast Ranked #9 on DiversityInc's list of Top Companies for Veterans. Comcast will also be cosponsoring a Food Drive with NBC 30 in Groton on November 11.
4. TVC Report: Buettgenbach, reported on Channel line-up changes, Satellite channels moving, TVC participation at the Groton Fall Festival and Groton Parks and Recreation's Trunk or Treat. He also reported that TVC received permission to install poles on Broad Street in Pawcatuck to extend service to residents and businesses that were underserved by Broadband Internet. TVC also passed FCC's nationwide Emergency Services test in September. Buettgenbach also reported that purchase orders have been issued to rebuild some plant infrastructure to improve reliability. TVC has also added additional telephone customer service hours on Sundays and holidays.
5. SEC-TV Report: Fulchero reported on locally produced programs at the studio or on location (see attached).

II. Old Business

1. Council recruitment - Antipas reported that he sent out letters to all towns regarding vacancies. Responses received included Stonington appointing Michael Spellmon and Voluntown not wanting to fill their vacancies. Hakkinen will request Ledyard to post a notice on the Town's Facebook page requesting volunteers to fill Ledyard's vacancies.
2. Continued discussion of new grant program – Antipas reviewed the options that the Council came up with at its last meeting. There was a consensus that further discussion will be delayed until after January 1st when there will be additional funds and hopefully more representatives at the meeting.

New Business

1. **Customer Service and Billing** – Barios reported that Comcast still does not have an agreement with the YES Network. He also reported that Mr. Neil's billing complaint has been resolved. Comcast applied a discount to his DVR service for 12 months and pro-rated a credit (dating back to July)

Kluepfell asked if there are any council procedures for handling complaints directed at the council. Kelly and Antipas explained that the council's past practice of connecting customers to the appropriate representatives of the providers has usually been quite successful. If issues are not resolved, the council will discuss with providers and/or refer customers to PURA or Consumer Council.

Hakkinen reported that the council received two complaints via the CTACSC website. The complaints concerned a July 20 outage and a request to add WGBH Channel 44. Hakkinen will forward the communications to Barios (Comcast).

III. Communications – no communications

IV. Adjournment – Kelly moved to adjourn, seconded by Hakkinen, the motion passed unanimously. The meeting adjourned meeting at 6:05 p.m.

Respectfully Submitted,



Shawn Greeley
Secretary of the Cable Television Advisory Council of SE CT