

Minutes of WG&E Meeting on Installations with the Heath MLB

February 15, 2022 at 1:30

virtual meeting

Present: WG&E: Brian Sullivan, Betsy Loiko,

MLB: Art Schwenger, Anne Emmet, David Gordon, Bill Fontes, and Ned Wolf
with MLP Manager, Sheila Litchfield

Sheila asked about Whip City Fiber's policy for commercial accounts. Brian will research, and Sheila will check with Jim Drawe.

David Gordon will email Chris La Vertu with questions about proposed network switches.

There was a discussion of the customer with location #817557 that claimed to have been approved for broadband assistance by a government program. Sheila informed Betsy that the Heath MLB has approved covering the cost of installation. Betsy has no record of the customer's having applied for state assistance. Betsy will contact the state and the customer to assist in applying. Sheila asked Betsy not to release the customer for an installation before we have verified that the customer is approved for assistance.

Sheila asked about the status of pending terminations due to nonpayment. Betsy said that 27 notices were sent. 7 of those customers paid. 20 final notices were sent. All but 5 have paid. Those who have never paid online will get a phone call from Whip City Fiber.

Betsy said that in the case of a termination the speed of the connection is turned down, but 911 will continue to work.

The meeting adjourned at 1:55.

Respectfully submitted,

Ned Wolf

1. Not an official MLB meeting because the posted link was incorrect.
2. Sheila asked about WCF policy for commercial accounts. Brian will research and Sheila will check with Jim Drawe.
3. David G. will email Chris LaVertu with questions about proposed network switches.
4. Discussed a customer that claimed to have been approved for assistance. Informed Betsy that MLB has approved covering the cost of installation. Betsy has no record of the customer having applied for state assistance. Betsy will contact the state and the customer to assist in applying. Sheila asked Betsy to not release the customer for installation until we have verified that the customer is approved for assistance.
5. Betsy presented the status of this week's customer termination due to non-payment. 27 notices were sent. 7 paid and 20 final notices were sent. All but 5 have paid. If the subscriber has never paid online, WCF will contact the customer to provide assistance. Others will be terminated Thursday morning. Ooma will still work for E911 calls.