

Minutes of the Heath MLB Meeting
June 21, 2022 at 11
Virtual meeting

Present: MLB: Art Schwenger (Chair), Anne Emmet, David Gordon, Bill Fontes, and Ned Wolf
MLP Manager Sheila Litchfield

Art called the meeting to order at 11.

Members read the minutes of the June 14th MLB meeting. Anne moved that the minutes be approved with corrections. Bill seconded the motion. The motion passed by unanimous vote. Members read the minutes of the June 14th WG&E installs meeting. Anne moved that the minutes be approved with corrections. Bill seconded the motion. The motion passed by unanimous vote.

Sheila said that she has resent questions to WG&E for which she has received no response.

She said that Leanne Cloutier of WG&E has said that Robyn and all parties have signed the DocuSign for the backhaul redundancy project.

Sheila reported that the June 14th generator test was OK.

She will draft for our meeting on the 28th a 'thank you' note to Colrain for their help in securing the Community Compact Cabinet Grant.

Sheila reported that Hilma said that the MLB Expense line was eliminated in the FY22 Budget because of stipends. Art's phone bill of \$71.10 could be paid for using the State Grant Account.

Action Taken *David moved that the MLB recommends reimbursing Art's phone bill of \$71.10 out of the State Grant Account. Anne seconded the motion. The motion passed with 4 ayes and Art's abstaining.*

Sheila said that she and Art need to work with Hilma on such things as there being no tab for the MLB in the FY23 Budget.

David said that Rowe has placed an order for Crown Castle as part of the redundancy project. He hasn't yet heard what the lead time is.

Seeking New Subscribers

Art reported on what information he has received from WG&E. There are 4 pending service orders for consults. The installs planned for the week of June 20th are on June 21st and June 24th.

Members discussed how active a role we should take in reaching out to people who have expressed interest in receiving broadband but who haven't yet gotten an installation. Art suggested we talk with Kent Lew of Washington and ask him whether he reached a point where he stopped trying to get potential customers to schedule an installation. Bill asked whether we can operate in the black with our current subscribership? Art said yes. Bill replied that he thinks we are close to the point where little is gained from continued efforts to get more subscribers. He said that those people who had Verizon DSL cannot expect to go back to Verizon and get DSL.

Termination

We do not know how many customers have actually lost service. David said that he thinks that Whip City Fiber has done as good a job as possible at working it out. Our customers may have growing pains. As for how much we should get involved, Art said he thinks we don't want our MLB to create the impression that we don't care. Bill said we do have to distinguish between us and Whip City Fiber. David said we have to be responsive if people are reaching out for help. Art said we learn in this way whether there are changes in how Whip City Fiber is doing its job.

MLB Organization

Art expressed willingness in continuing as MLB chair, and Ned said he is interested in continuing as secretary.

Action Taken *Anne moved to keep the current slate of MLB officers. Bill seconded the motion. The motion passed by unanimous vote.*

June 15th Wired West Board Meeting

Sheila said that they heard from another vendor interested in becoming our ISP.

Sheila said that Jim Drawe and the Board are interested in how the various MLP Managers and corresponding MLBs rank in importance a list of items .

Each item will be followed by how we ranked it in importance.

1. Wired West brand name. High.
2. Financially attractive. 'Competitive price for service' would be better wording.
Customer service is most important.
3. In-house network engineering staff. David and Bill said 'low' with an understanding that service is to be provided in a timely way. David said that while small companies are more personal it's difficult to have full time staff, and there is frequently a need to partner with other companies or to hire consultants. Bill said that having an in-house person overlooking all these partners would be the best of both worlds. Art noted the advantages of hiring a competent consultant while acknowledging the occasional difficulty of knowing who is competent ahead of time.
4. Customer service and technical support. High.
5. Support of Ooma. We don't want people forced to get another phone.
6. Support of current router. Same. Consensus that to minimize disruption to home owner Wired West would have to pay for any new phone/ new router.
7. Support for DigSafe. High. An alternative would be to have a third party through Wired West handle it.
8. Support for Nokia. High.
9. Response time for outage detection and repair. High.
10. Support for insurance claims processing. Important but not as high as customer service.
11. Bandwidth reports. High.
12. Seasonal option. High considering how many seasonals in Heath there are.
13. Support of MBI, Crown Castle circuits. Critical.
14. Support of ACP. High.
15. Support of offering both 25 mps and 1 gps.
16. Access to trouble ticket system. Anyone should be able to report a problem.
17. Access to billing information. We don't want to be replacing customer service.
18. Access to all customer contact information. Art said that if we come across questions, we would like to be able to phone people with access to the CRM. Bill said that access to the CRM has reduced our time to seek information.

Looking back over the list, Art said that if it's a choice between lower cost and good customer service, we favor good customer service.

Anne asked about the longevity of the 6 month snowbird. Sheila said she it's in the contract and could change if the ISP changes.

Questions for 1:30 include “Can installs be scheduled today at Bellor Road?”, “ What can you tell us about the rate at which installations are happening?”, “Have the two WiFis at 18 Jacobs Road been turned off?”, and “How many customers have been lost following terminations?”

Anne moved that the meeting be adjourned at 12:27. Bill seconded the motion. The motion passed by unanimous vote.

Respectfully submitted,

Ned Wolf