

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

August 2, 2022 at 1:30

virtual meeting

Present: WG&E: Chris LaVertu

MLB: Art Schwenger, Anne Emmet, David Gordon, Bill Fontes, and Ned Wolf

Chris responded to questions that David had emailed to him before the meeting.

He said that he has not checked the fiber line into the Community Hall. He said he would send someone to do that. Members told him that having the circuit go down for 5, 10, or 15 minutes would not be a problem. Chris said that they would not need access to the Community Hall.

Bill said that he received an email from Shawn of Northeast IT who thinks there could be a Muni issue because he was getting upload speeds at 18 Jacobs Road of less than 3 mps. Members asked Chris to check the fiber line so that we know whether or not to focus on Northeast IT.

Chris said that there is an underground scheduled to be installed tomorrow August 3rd and a couple of installs planned for the week of August 8th. Bill asked whether Whip City can reach out again to potential customers. Chris said that on August 3rd and August 4th they can encourage people to be scheduled for 3 or 4 available slots. He said that there have been quite a few requests for cost estimates, and that they have been doing on site surveys.

Chris said that customers are their quickest informants of an outage. WG&E has successfully introduced a new problem detection system for electrical customers. They expect in 2 or 3 months to have readied a similar problem detection system for broadband customers.

Chris suggested that Arlene Paton, WG&E's Manager of Customer Accounts, could be helpful in letting us know when a customer is billed and when the customer pays. Wired West gets a payment through the Stripe system. Whip City Fiber lets Wired West know how many payments they should have received.

David asked for Chris' confirmation of the process. Whip City Fiber arranges to bill a customer. Wired West has access to the portal through which the bills are paid. We may be able to get a monthly report through Arlene of customers billed, the amounts, and whether the bills have been paid. If a customer hasn't gone into collection, we can assume that the customer has paid. Chris confirmed David's description of the process.

Chris said that they expect to receive equipment for the redundancy project in late September and in October. Their initial consult with Nokia will be at the end of August.

The meeting adjourned at 1:54.

Respectfully submitted,

Ned Wolf