

## Minutes of the Heath MLPAC and WG&E Conference Call

July 10, 2020 at 2 pm

Present: Tom Kolek, Rich Carnall, Joe Parda, and Chris LaVertu, all of WG&E; Art Schwenger, Sheila Litchfield, Jan Carr, and Ned Wolf, all of the Heath MLPAC, and Broadband Liaison Bob Bourke.

Art asked Rich about the potential costs of Dig Safe and whether or not they are included. Rich said that the costs of Dig Safe have been included in the PDU list.

Art asked about the CAFII payments. Rich said that the total amount Heath receives will be 10 times \$56,063.69 or \$560,070 based on 233 CAFII locations in Heath. The first payment will be close to \$100. Rich sent a screenshot of the sites in Heath and Colrain.

Art asked whether WG&E could send a diagram of a house installation. Rich offered to send a digital copy of a technician's installation manual. Joe offered to bring to Heath for the kick-off a model of a house with an installation. Sheila expressed the committee's interest but said we do not yet have a public site where the model could be displayed.

WG&E said we should try to get customers now because installations later will cost more.

For a fiber outage notification WG&E has one contact per town. Sometimes there is a secondary contact by phone; sometimes there is a third contact. The hut is backed up. The phone would still work assuming the hut is still active.

There is no installation fee when you take phone service.

The term NE for Network Extension applies whenever a pole span exceeds 170'. It's still a drop although a more rugged drop. In an answer to Art, Rich said that if a customer wants the cable to be aerial to the house instead of underground that can be done. Art asked when On-Boarding will begin. Joe said Lisa will soon be brought in for the beginning of On-Boarding.

Regarding police detail, Joe said that the construction crew may identify problem areas leading to a last minute request for a detail. Sheila said that Heath has an appointed Police Chief, John McDonough. Joe said that receiving a map of places where a police detail is needed would be a help.

Rich said that in a home installation WG&E provides the router and the telu unit. The Heath Network provides the ONT in the cellar. When a person moves to a house in Heath where there had not been an internet phone, WG&E mails that person a telu unit assuming there is a drop to the dwelling.

Rich said that they have Wired West website pricing. He does not recommend eliminating the economy option.

A technician cannot work in a house without owners' permission and an owner representative present. The charge for a missed appointment is \$232. The day before an appointment notification will be sent in 2 ways: the internet and cellphone. WG&E will check about using a landline phone for those who don't have cellphone service.

Returning to do a network extension after the crew demobilized will entail an additional expense. WG&E does electronic billing through ACH (automated clearing house electronic network for financial transactions) or credit card payment only.

The Town contact is the MLP Manager. Tim will help people in and out of municipal buildings.

WG&E will talk with our Town Treasurer and will introduce the electronic Strip software platform for electronic payments. Art asked what would be at the top of a bill. Rich said that both 'Whip City Fiber' and 'Wired West' will appear at the top of a bill.

As for property access, Rich said that when a prospective customer fills out an application, that person signs off on permission to go on his/her land.

Jan asked for Rich's thoughts about a town's requiring seasonal customers to subscribe for a full year. Rich said that thought should be given to "If they terminate service, how do we go after it?"

Rich said that the next step in On-Boarding is that WG&E sets up our website. They will send us 'Frequently Asked Questions'. We will send them our photo. Rich said that in a week or 2 he will send a preview of the website.

Joe announced the he has cancelled the Heath MLPAC and WG&E meeting scheduled for July 17 and reset it for July 24<sup>th</sup>.

The meeting adjourned at 3:30.

Respectfully submitted,

Ned Wolf