

Waterford Cable Commission
AGENDA
6:30 pm, Tuesday, February 21, 2017
Town Hall, 3rd floor conference room

1. Approval of agenda
2. Approval of minutes
3. Correspondence and bills
4. Signal quality
5. Subscriber complaints
6. Report from Media Network
7. Report from Cable Coordinator
8. Comments
9. Adjourn



Waterford Township Cable Commission

Minutes of the Tuesday, January 17, 2017, Meeting

Members Present: Ken Fuerst, Laura Petrusha, Bob Piggott, Kathy Hepler, Howard Heitzeg, Al Pavlish, Steven Thomas, Gary Allison (Cable Coordinator)
Guests: Josh Bowren, Dave Weyhing, Mark Hearne

The meeting was called to order by Chairperson Laura Petrusha at 6:33 p.m.

Roll Call.

Agenda - The motion to approve the agenda for January 17, 2017 was made by Howard Heitzeg and supported by Ken Fuerst. Approved unanimously.

Minutes - The motion to approve the minutes from November 15, 2016 was made by Bob Piggott and supported by Al Pavlish. Approved unanimously.

Correspondence and Bills – Cable Department received notices for channel line-up changes to Comcast, as well as 2017's price changes for Comcast.

Signal Quality – No reported problems. However, Josh Bowren stated that he believes that the PEG channels look as if they are being compressed since the move to the new studio. Steven Thomas expressed concerns over AT&T boxes requiring reboots in the last few months.

Subscriber Complaints – Report shows that subscriber complaints are being handled in a timely manner via Comcast. No reported problems with AT&T. Laura Petrusha expressed concern over Comcast promises and packaging.

Media Network Report – Josh Bowren reviewed the Media Network Report. Following discussion, report was filed.

Cable Coordinator's Report – Gary Allison reviewed the Cable Coordinator Report. Following discussion, report was filed.

Election of Officers – Motion to allow 2016 officers to hold their current position from Howard Heitzeg and supported by Ken Fuerst. Approved unanimously.

Comments – Mark Hearne addressed the commission, inquiring of who approves programming for the Municipal Channel. He also inquired about cross promoting shows on channels.

Adjournment – The motion to adjourn was made by Howard Heitzeg and supported by Bob Piggott. The motion was unanimously approved, and the meeting adjourned at 7:27 p.m.

Respectfully submitted,

Bob Piggott, Secretary

Waterford Cable Complaint List

C-ID / Contact Name ID	Category/Complaint Refer Date	Referred To/ Action Taken	Status/Disposition
1650 <div style="background-color: black; width: 100px; height: 15px; margin-bottom: 5px;"></div> <div style="background-color: black; width: 100px; height: 15px; margin-bottom: 5px;"></div> <div style="background-color: black; width: 100px; height: 15px; margin-bottom: 5px;"></div> Work Phone Home Phone <div style="background-color: black; width: 80px; height: 15px; display: inline-block;"></div> Cell Phone	<u>Billing</u> 2017-01-12 Acct: <div style="background-color: black; width: 60px; height: 15px; display: inline-block;"></div> 87090 - Subscriber has had issues with billing as the cost continues to rise even though he has an agreement with Comcast. Previously, an account manager confirmed to Mr. <div style="background-color: black; width: 60px; height: 15px; display: inline-block;"></div> that his rate would not change. Please, have an account manager contact Mr. <div style="background-color: black; width: 60px; height: 15px; display: inline-block;"></div>		<u>Closed/Resolved</u>
Called in Date 2017-01-12	Refer Date 2017-01-12	Resolve Date 2017-01-18	Days to Refer : 0 Days to Resolve : 6
1651 <div style="background-color: black; width: 100px; height: 15px; margin-bottom: 5px;"></div> <div style="background-color: black; width: 100px; height: 15px; margin-bottom: 5px;"></div> <div style="background-color: black; width: 100px; height: 15px; margin-bottom: 5px;"></div> Work Phone Home Phone Cell Phone <div style="background-color: black; width: 80px; height: 15px; display: inline-block;"></div>	<u>Service/Repair</u> 2017-01-31 My address is <div style="background-color: black; width: 60px; height: 15px; display: inline-block;"></div> <div style="background-color: black; width: 60px; height: 15px; display: inline-block;"></div> . I called Comcast about all my HD channels pixelating. Comcast came out on December 28th and the tech did some things and went out to the pole also and said that our cable is old and we would need a new cable run from the pole to the		<u>Closed/Resolved</u>

house and he would put in the order to have it replaced. To date the new cable has not been run. If you could help this process along I would greatly appreciate it. I would call but I think you will get action faster than I would. The cable was run in 1999 when we built the house.

Called in Date	2017-01-31	Refer Date	2017-01-31	Resolve Date	2017-02-01	Days to Refer	Days to Resolve
						: 0	: 1

1652	[REDACTED]	<u>Billing</u>	2017-02-06			<u>Closed/Resolved</u>
	[REDACTED]	ACCT: #	[REDACTED] 5033			
	[REDACTED]	- Comcast billing has gone up considerably from \$100 to \$152. Please have an account manager contact him.				
Work Phone						
Home Phone						
Cell Phone	[REDACTED]					

Called in Date	2017-02-06	Refer Date	2017-02-06	Resolve Date	2017-02-10	Days to Refer	Days to Resolve
						: 0	: 4

1653	[REDACTED]	<u>Billing</u>	2017-02-06			<u>Closed/Resolved</u>
	[REDACTED]	ACCT: #	[REDACTED] 0556			
	[REDACTED]	- Customer stated that his Comcast bill has gone from \$65 to \$90 within two months and cannot get anyone to give him a reason				
Work Phone						
Home Phone	[REDACTED]					
Cell Phone						

as to why. Please, have an account manager contact him.

Called in Date 2017-02-06 **Refer Date** 2017-02-06 **Resolve Date** 2017-02-08 **Days to Refer** : 0 **Days to Resolve** : 2

1654 [REDACTED] Billing 2017-02-09 Open
[REDACTED]
[REDACTED]
Work Phone
Home Phone [REDACTED]

Cell Phone

ACCT: [REDACTED] 0552 -
Customer has paid her bill, but keeps getting a call from Comcast stating that she has not paid and will be shut off. However, customer has a copy of the cashed check showing payment. Please have an account manager contact her. Thank you.

Called in Date 2017-02-09 **Refer Date** 2017-02-09 **Resolve Date** **Days to Refer** : 0 **Days to Resolve** : 0

1655 [REDACTED] Service/Repair 2017-02-09 Open
[REDACTED]
[REDACTED]
Work Phone
Home Phone

Cell Phone

At the end of December, 2016 a Comcast cable tech came to my home to work on the cable box that happens to be on the pole in my backyard. When the tech left he failed to reinstall or reattach the cable wire back to the main cable line running from pole to pole. I

informed Comcast about this and failed to get a response. This past week I experienced an Internet outage, according to a Comcast recorded message was an outage they were aware of and were in the process of fixing. After several days of no Internet I began to call Comcast. I called many times and I always got a representative overseas that could barely speak the English language. During these calls I told them about the cable wire and the safety concerns and eventually after a week without internet I made an appointment for a tech to come to my home. The day before my appointment my Internet came back on. Comcast did not show up for the scheduled appointment. This is when I decided to ask for help from the Township. I have had Comcast cable TV service for 20 years and over these years I have interacted with many of their techs, because their four house junction box is in my

backyard. Most of the Comcast employees, over the years, have been polite and courteous, knocking on the door and asking for permission to enter my backyard. I would hope that Comcast would emphasize this behavior in their employee training and listen to their customers. However, I do not know how this can happen when the only representative a customer can speak to is overseas and not in their own community.

Called in Date 2017-02-08

Refer Date 2017-02-09 **Resolve Date**

Days to Refer : 1
Days to Resolve : 0

1656 [REDACTED]
 [REDACTED]
 [REDACTED]

Work Phone
Home Phone [REDACTED]

Cell Phone

Billing 2017-02-09 Lori Doughty
 ACCT: [REDACTED] 8102 -
 Customer ordered Direct TV, but when the installers came out to his place, they couldn't get a signal. He contacted AT&T and asked if he could get Uverse for the same price and was told yes. Additionally, he was told that the payments already made for Direct TV would be credited to his Uverse

Closed/Resolved

account. Customer has reference and order numbers for all transactions. When customer received his first bill, it was well beyond the agreed amount and there were no credits attached. He contacted AT&T and was told his bill is correct. Additionally, no one at AT&T could find his former order for Direct TV or the credits promised even though he provided reference numbers. Please have an account manager contact Mr. [REDACTED].

Called in Date 2017-02-09 **Refer Date** 2017-02-09 **Resolve Date** 2017-02-10 **Days to Refer** : 0 **Days to Resolve** : 1

1657 [REDACTED]
 [REDACTED]
 [REDACTED]
Work Phone [REDACTED]
Home Phone

Cell Phone

Billing 2017-02-09
 ACCT: [REDACTED] 8658 -
 Customer is moving out of U.S. for work and called Comcast to cancel service. He asked if there was a cancellation fee and was told that there is not. When he dropped off his equipment, he asked again, and was told that there will not be a cancellation fee as he is

Open

moving out of country and Comcast is not available where he will be relocating. One month later, he receives a bill for cancellation. Customer contacted Comcast and was told that the cancellation fee is waved only if he is military. Please, have an account manager contact him. Thank you.

Called in Date 2017-02-20	Refer Date 2017-02-09	Resolve Date	Days to Refer : -11	Days to Resolve : 0
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1658	██████████	<u>Service/Repair</u> 2017-02-10	<u>Open</u>
██████████	██████████	Customer"s modem is a hotspot and he can"t get anyone to help him or tell him how to remove this feature. Please have an account manager or technician contact him. Thank you. Comcast	
Work Phone			
Home Phone	██████████		
Cell Phone			

Called in Date 2017-02-13	Refer Date 2017-02-10	Resolve Date	Days to Refer : -3	Days to Resolve : 0
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1659	██████████	<u>Service/Repair</u> 2017-02-14	<u>Open</u>
██████████	██████████	Customer Account #:	
██████████	██████████	8-11-1 -	
Work Phone		Customer has repeatedly	

Home Phone [REDACTED]

contacted Comcast customer service for technical issues involving her cable television and phone. Customer has not received adequate service and is still having issues. Please have an account manager contact her. Thank you.

Cell Phone

Called in Date 2017-02-14

Refer Date 2017-02-14 **Resolve Date**

Days to Refer : 0 **Days to Resolve** : 0

Media Network of Waterford

Organization Bi-Monthly Report –Summary February 2017

Still working with Comcast to iron out some quality issues.

Ribbon cutting was a huge success with many people attending and visiting throughout the day.

Staff working on Tricaster to allow one-click LIVE to AIR options.

Purchased new state of the art edit workstations for Diana and Whitney, and an Ergonomic, High Quality Computer Chair for Denise. Replaced equipment cabinets.

We are again holding a Kids Video Camp and it is scheduled for June 19-23, 2017.

Attendance for workshops has increased tremendously in the last month. There has been an increase in all of the workshops but the most popular class has been our editing workshop.

Demand for VHS to DVD conversions is up from last month.

The STEM program at Mott (Science, Technology, Engineering and Math) has discovered that we have nice equipment and we are training them on the field camera which they have been checking out to create videos.

The Mott Robotics Team (Team 2612) has been using the studio with a greenscreen to create a video that will be used in their First Robotics competition.

Will be going over to the Library to show staff how to use video cameras in March, so they can record workshops and events.

S.A.Y. Seniors and You video group are learning how to edit programs that they have recorded, also Josh will be getting our mini Tri-Caster ready for Senior Center use of taping events.

Installing LED lighting throughout the facility. Had photos made for framing. Had bathroom updated for community. Created show posters for each show aired/airing on channel.

Creating Facebook invitations for Ribbon Cutting and sent out email. Ordering Food and picking up beverages, snacks and decorations for ribbon cutting.

Had a demonstration with a pod-caster on equipment that is preferably used and reliable. We are having intermittent problems with our current pod-cast recording.

Sound proofed the audio room. Had a MNOW Radio banner made for the audio room, and for use in the community. Replaced the chairs in the audio room. Winterized the control room.

Township of Waterford

Cable Coordinator Report February 2017

Submitted by Gary Allison

2016 4th quarter franchise and PEG fees were received. Comcast saw a 4.5% increase from the 4th quarter in 2015. AT&T saw a 17.1% decrease from the 4th quarter in 2015. The Cable Department contacted AT&T regarding the significant decrease and they attributed it to customers choosing other options for television, particularly online services. However, as stated, Comcast maintains a quarterly and annual increase in cable subscribers.

2017's customer complaints are up approximately 55% from this time in 2016. The majority of complaints are with Comcast billing.

The 2017 Waterford Cable Commission Scholarship is now open to applications from graduating seniors that are Waterford residents. Applications are accepted until May 12, 2017.

Inside Waterford was produced for the first time in the new studio. We are currently working on a new look for the program.

The State of the Township was produced on February 15, 2017 at Overtyme Grill. It was a fantastic showing and the event will air on Municipal Channel 20 until June 2017.

Monthly reports for December 2016 and January 2017 were submitted for the record to the Waterford Township Board of Trustees.

The Cable Department is preparing the 2016 End of Year Report for the Township and expects to have it submitted to the Board of Trustees in February.

2017 Major Productions

Township Promotional Video

DPW documentary

Civic Awareness Series