

**Subject:** Comcast informal survey

**Date:** Sunday, December 9, 2018 at 3:42:11 PM Mountain Standard Time

**From:** Bart Smith

**To:** Greg Harrigan, Bart Smith, O'Nan: Chuck & Sue S181 Grp B, O'Nan: Chuck S181 Grp B, Bowen: Marge S175 Grp A

**CC:** Chris DeBrusk, Hawkins: Kevin and Jean L166 Grp A

Hi All-

Just a quick summary of what I've heard back so far via email regarding the Comcast Option#2 proposal:

There are 184 lots in our town: 139 lots with homes, 3 lots actively building homes, and 42 empty lots.

Total number surveyed via email: 177 (some lot owners have not shared their email address)

Number that responded: 64

Number of lot owners who said YES to a 7-year contract: 19

Number of lot owners who said YES to a shorter contract: 12

Number of lot owners who couldn't commit either way (MAYBE), because of unanswered questions: 12

Number of lot owners who said NO under any conditions: 21

Most common questions/concerns:

- What happens if I move or sell my house, am I committed to the 7 year term?
- If the town agrees, are all lot owners required to pay in, even those with no homes, or those who don't use the service?
- What about rate increases after the 7 year term?
- What is the cost of the equipment – DVRs, multiple boxes, modems?
- What are the additional costs and fees?
- Can someone opt out and use another provider, eg Direct TV or Century Link?
- What about availability/cost of additional channels not listed as part of the base service?
- Concern over the reliability and quality of service from Comcast.
- There was a large range in responses, from very enthusiastic to vehemently opposed.

We'll discuss this at our town council meeting tomorrow (Monday, 12/10) at 6:30pm, at the town pump house.

Thanks,

Bart Smith

Interlaken Town Clerk

(435) 565-3812

**Subject:** RE: [EXTERNAL] Re: Comcast at Interlaken

**Date:** Monday, December 10, 2018 at 2:56:07 PM Mountain Standard Time

**From:** Baxter, Luke

**To:** Interlaken Mayor

**CC:** Interlaken Clerk

I think these are good questions. I will answer these below in red to keep things easier to navigate.

- What happens if I move or sell my house, am I committed to the 7 year term? **The term commitment is with the town, not the homeowner. So if a home is sold, the homeowner will have no further obligation so long as they return their cable equipment to Comcast if they don't want the service in their new home.**
- If the town agrees, are all lot owners required to pay in, even those with no homes, or those who don't use the service? **Comcast would bill for all lots with homes on them. But empty / undeveloped lots would not be charged until the lot owner builds a home and connects service.**
- What about rate increases after the 7 year term? **Ideally we would want to start discussions about either terminating or renewing the agreement after the initial term. Generally we have an auto renewal clause of 90 days to allow us to negotiate new terms without shutting services down but in reality it will be advantageous for both parties to negotiate a new agreement after the initial term.**
- What is the cost of the equipment – DVRs, multiple boxes, modems? **Primary equipment (HD cable box, and wifi modem) will be included at no additional cost. If a resident wishes to add additional equipment such as a DVR, then they would be billed directly for additional requested equipment or programming.**
- What are the additional costs and fees? **Only additional costs / fees would be taxes and franchise fees and any additional services that the resident may request on top of what Interlaken is paying for.**
- Can someone opt out and use another provider, eg Direct TV or Century Link? **For Option 2, Comcast will bill for all homes. However the homeowner can still use another provider if they prefer but we would still bill for that address.**
- What about availability/cost of additional channels not listed as part of the base service? **Any additional services Comcast offers beyond the base package will be available to all addresses within Interlaken. The resident would only be billed the price difference between packages. For example, the television package we would provide is called the Digital Starter package and is normally \$70.99 per month. If a resident wanted to upgrade to the next package up, which is called Digital Preferred, they would normally be billed a total of \$88.99. But since Interlaken is providing the base package of Digital Starter, the resident would only pay the price difference of \$18.00 between the two packages.**
- Concern over the reliability and quality of service from Comcast. **I would need to know a little more background about this question. But reliability is absolutely something that anyone should be concerned about. Are we 100% reliable? No, and I don't think that is possible as there are different challenges any telecom provider will face in network reliability (damage to the network by a third party, hardware failures, or even the wiring within the home). But we strive to ensure that our customers have a consistent, positive experience. If an issue arises, we would want to fix it for the resident rather than making them suffer through poor service quality. I think we are pretty reliable and have a consistent reputation for being one of the best internet providers in the nation as a result.**
- There was a large range in responses, from very enthusiastic to vehemently opposed. **This sounds like most communities. There will always be positive and negative responses and that's where making a decision for the community is challenging. We have people who love and hate Comcast and our competitors have the same relationship with their customers who also love or hate them. Our hope is that more people like what we offer than those who don't like us but only an adequate amount of input from your residents will give you the appropriate input needed to make a decision.**

Agenda 15: FY2018 and FY2019 Water Revenue

**FY2018 Water Revenue Summary**

<b>Revenue Source</b>	<b>FY2018 Budgeted</b>	<b>Collected (12/10/18)</b>	<b>Receivables (12/10/18)</b>	<b>Total Billing</b>
Base Usage Fee	157,721.00	156,818.00	732.00	157,550.00
Overage Charges	7,500.00	6,201.86	1,619.29	7,821.15
Late Fees	225.00	900.00	250.00	1,150.00
<b>TOTALS</b>	165,446.00	163,919.86	2,601.29	166,521.15

**FY2019 Water Revenue Budget Projection**

<b>Revenue Source</b>	<b>FY2019 Budgeted</b>	<b>Projected</b>
Base Usage Fee	157,721.00	169,378.54
Overage Charges	8,000.00	10,330.54
Late Fees	-	500.00
<b>TOTALS</b>	165,721.00	180,209.08