

BIRMINGHAM AREA CABLE BOARD MEETING

Wednesday, November 20, 2019 at 7:45 am

***Village of Beverly Hills

Council Chambers***

18500 West 13 Mile Road

1. Roll Call
2. Approve Meeting Minutes for Cable Board Meeting of October 16, 2019-M
3. Public Comments
4. Municipal Support Services Grant Request- Village of Franklin-M
5. Treasurer's Report
6. Committee Reports
 - a. Cable Action Committee
 - b. PEG Committee
7. Executive Director's Report
8. Provider Related Topics
 - a. Comcast
 - b. AT&T
 - c. WOW
9. BAPA/BAMA Report
10. Old Business
11. New Business
12. Public Comments
13. Board Comments
14. Adjourn

PEG Committee meeting immediately following BACB meeting

BIRMINGHAM AREA CABLE BOARD MEETING MINUTES – October 16, 2019

Present: Abraham, Eick, Fenberg, McLain - Birmingham
 Burry, Delaney, Gugni – Beverly Hills
 Mydloski – Franklin

Absent Shand – Birmingham
 Borgon – Beverly Hills

Also Present: White - BACB Executive Director
 Currier – Attorney for Cable Board
 Rota – Bloomfield Community Television

McLain called the meeting to order at 7:45AM in the Village of Beverly Hills Municipal Building at 18500 W. Thirteen Mile Road.

APPROVE MINUTES OF CABLE BOARD MEETING HELD September 18, 2019.

Motion by Delaney, seconded by Gugni to approve the minutes of the Regular Cable Board Meeting on September 18, 2019, as presented.

Motion Passed (8-0).

PUBLIC COMMENTS

Hildreth Buterbaugh, former BACB member, had two (2) items to discuss: 1) “Fast Connect” was a product of Comcast which allowed the storage of passwords and login IDs. “Fast Connect” disappeared several times over the years and at the beginning of this year it has disappeared permanently. After during some research and then contacting White, he finally received a call from Comcast which informed him that the company was no longer doing business with “Fast Connect”. Why hadn’t the customers been informed of this since this service was part of the customer’s bill? He was concerned about what had happened to all his passwords and login IDs and 2) He was not happy that Turner Classic Movies was no longer being carried by Comcast. Bottom line, Comcast has poor communication with the public and owes them an explanation. McLain explained that Turner had moved to a different package and she believed there was a notification in all subscribers’ bills. In White’s report which would be given later in the meeting, she has a further explanation. McLain advised that if subscribers have a problem with their bill to call the provider and ask to be connected with the Retention Dept. to discuss it. She also suggested that reviewing the bills on a quarterly basis would be very beneficial. White would research and find out what happened to his passwords and other information.

Fenberg suggested Buterbaugh go to a physical store to review his bill instead of calling and speaking with a representative.

COMMITTEE REPORTS

Cable Action Committee

Abraham reported there was no meeting this month. The meetings are scheduled for the first Thursday of the month. The next meeting would be Thursday, November 7 at 4:30 PM. at the Baldwin Public Library in Birmingham.

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PEG Committee

Bob Borgon was not in attendance. White had no report as it was determined that there was no immediate need for a PEG Committee meeting last month.

EXECUTIVE DIRECTOR'S REPORT

White referred to her monthly report dated October 9, 2019. There were five (5) complaints since the date of her last report. The first (1st) complaint came from a Beverly Hills resident who was having all the utility lines buried and received several quotes to do so: WOW- free; Comcast - \$1,700.00; AT&T – quote was even higher. White explained that the BACB had no control over the amount charged for this type of work; however, she advised the resident to discuss/negotiate the fee with the AT&T technical team. This complaint was closed. The second (2nd) complaint came from a Beverly Hills resident who was upset by the profanity used in a movie he was watching on WOW cable. After contacting WOW, the cable company provided information from the FCC regarding this topic. WOW also provided a link to an article with more information on the same subject. This complaint was closed. The third (3rd) and fourth (4th) complaints were from a property manager of the Williamsburg of Birmingham condos. The first complaint requested that Comcast bury a line which it did. This complaint was closed. The second complaint was for WOW to remove a line which was improperly attached to one of the buildings. This complaint is pending as a technical team was needed to address the concern. The fifth (5th) complaint came from a Beverly Hills resident concerning an old pole with WOW cable lines on his property that was leaning over. The resident wanted it removed. This complaint was pending.

FINANCIAL

The account balances for MBS, BBCU and Beverly Hills accounts as of September 30, 2019 were emailed to all Board members and she also provided hard copies for the Board at the meeting, as well as budget to actual figures.

Since the last Board meeting White has written several checks on behalf of the BACB, most of which were for the grants that had been awarded last month and the insurance bills. The largest one was the quarterly contract payment to BCTV.

ADDITIONAL NOTES:

There is a new WOW escalation team representative based in Michigan and she provided his name and contact information.

She reported that some studies of cable TV bills had found hidden fees above the advertised rate. Based on these studies it was concluded that these hidden fees add as much as 24% to the cost of the bill. Consumer Reports has launched a website, “whatthefee.com” which highlights the fees and charges which may not be part of the advertised rate.

The change involving Turner Classic Movies being moved to the Sports Entertainment Package had already been discussed earlier in the meeting. This change took place on October 10, 2019.

Delaney had comments regarding the profanity rule in the past. Currier explained that the past rule had disappeared and McLain explained the BACB's policy regarding profanity.

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Abraham inquired if the parental controls related to channels or particular programs. Currier said they would block channels not programs.

PROVIDER RELATED TOPICS

a. Comcast

There was no representative present. However, White received a call from Mazurek who shared a news release that Comcast was bumping up its internet speeds for about 85% customers in Michigan. Those who lease a Gateway will automatically receive the new speeds without having to reset their modem. However, those customers who purchased their own modems should check on line to see if new devices were needed to handle the faster speeds. McLain described the difficulties which might occur if the equipment was not up-to-date.

McLain will follow up with Mazurek about the questions regarding security and passwords.

b. AT&T/Uverse/Direct TV

There was no representative present.

c. WOW

There was no representative present. McLain will reach out to the new contact person.

BAPA/BAMA REPORT

Rota referred to his memo to BACB dated October 9, 2019. He listed the completed **BAMA** Programs which were six (6) regularly scheduled municipal meetings, the BACB meeting, the Parks and Recreation meeting, the Zoning Board of Appeals meeting, and the Advisory Parking Committee meeting.

For the **BAPA** Programs, from the BACB area individual producers and organizations, twenty-two (22) programs were taped, all of which he listed.

PRODUCER WORKSHOP - BCTV is offering a one-on-one session for those who are interested in producing their own show and for those who want to volunteer and experience “behind the scenes”, as well as do some programming. Please call 248-433-7790 and BCTV will schedule a date and time for you.

The triax has arrived and has been installed in the truck. The equipment for Bingham Farms was currently being installed at their office and, hopefully, by the end of the month the first meeting would be taped.

McLain thanked Rota for assisting with all the infrastructure and presentation for Bingham Farms. This evening she would be doing a presentation on the guidelines on how to run, produce and “perform” on a televised municipal meeting.

OLD BUSINESS

McLain gave a brief overview of the NATOA meetings she attended. Before the meeting, the new FCC 621 order which impacts cable franchising had been announced and went into effect

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September 26. It was a fascinating discussion with a lot of information from those all over the United States. White would be sending out information to the Board members. McLain personally spent time with those who were actually doing the appeal. She gave a brief overview. On our behalf, Currier would be closely monitoring the situation. No one was sure when this Order would be in effect as it depended on the litigation and appeal process. Some believe that the cable providers would begin making changes on their side which could affect our revenue stream for the fourth (4th) quarter and not show up until February 2020. The four (4) municipalities, their Clerks, their staff, their managers and their Councils have been advised that a revenue stream change may be coming and any communication they receive from providers should be directed toward their attorney and ultimately to Currier. Currier added more details relating to the appeal process. He has also requested that the material he had shown McLain which was very good be distributed to the Board. White would be emailing McLain's and Currier's documents to the members.

Another interesting NATOA meeting concerned the Smart Pole designs which center around the engineering and fabrication of poles and delivery systems in municipalities for small cells. BACB does not actively handle such matters; however, it does have to do with telecommunications, keeping people informed and rights of way. She brought back a brochure from one vendor which appeared to be very interesting, showing some innovative designs.

NEW BUSINESS

None

PUBLIC COMMENTS

None

BOARD COMMENTS

Burry had questions about which lines on the poles were necessary and which could be removed due to non-usage. McLain explained that the providers were the only ones aware of which lines were "live"; however, she defined the different provider lines according to the colors. Cable providers can check particular locations, such as your home. If requested, White could send such a request to the providers on your behalf.

There being no further business, the meeting was adjourned at 8:40 AM.



32325 Franklin Road, Franklin, Michigan 48025

FAX: (248-626-0538

(248) 626-9666

October 30, 2019

Ms. Cathy White
Birmingham Area Cable Board
P.O. Box 165
Birmingham, MI 48012

RE: Request of Grant Funds, November 2019 meeting

Dear Ms. White:

In October 2018, Franklin Village requested and were approved for: grant funds to cover cost relating to website support for that year of $\$150 \times 12$ months = $\$1,800$; grant funds to cover Comcast related costs for the Village Hall of $\$138.69 \times 12$ months = $\$1,664.28$; and grant funds to cover Comcast related costs for Kreger House of $\$213.36 \times 12$ months = $\$2,560.32$ totaling $\$6,024.60$

The costs for the Comcast service have increased slightly, at this time the Village is requesting:

- grant funds to cover cost relating to website support for the coming year of $\$150 \times 12$ months = $\$1,800$.
- grant funds to cover Comcast related costs for the Village Hall of $\$138.69 \times 12$ months = $\$1,664.28$
- grant funds to cover Comcast related costs for Kreger House of $\$218.32 \times 12$ months = $\$2,619.84$

At this time the Village is requesting:
Total of this request is $\$6,084.12$

The Village continues its support of the cable board. These efforts to utilize technology will help us provide information to the public, and is vital in our efforts to offer effective, efficient, service in our community.

Warmest Regards,

James V. Creech
Franklin Village Administrator

Vendor Code Post Date	Vendor Name Activity	Inv/Check #	Description	Invoice Amt	Check Amt
00047	COMCAST				
11/13/2018	INVOICE	12/29 STMT	11/27-12/26	213.51	
11/20/2018	CHECK	GEN 30200			213.51
12/13/2018	INVOICE	12/13/18 K	12/27-1/26	213.51	
12/27/2018	CHECK	GEN 30284			213.51
01/13/2019	INVOICE	1/13/19 STMT	1/27-2/26	218.32	
01/30/2019	CHECK	GEN 30371			218.32
02/13/2019	INVOICE	2/13 STMT K	2/27-3/26	218.32	
03/05/2019	CHECK	GEN 30448			218.32
03/13/2019	INVOICE	3/13/19 STMT	3/27-4/26	218.32	
03/25/2019	CHECK	GEN 30519			218.32
04/13/2019	INVOICE	4/13/19 STMT	4/27-5/26	218.32	
04/23/2019	CHECK	GEN 30588			218.32
06/25/2019	INVOICE	6/13/19 STMT	6/27-7/26	446.36	
06/25/2019	CHECK	GEN 30744			446.36
07/23/2019	INVOICE	7/13/19 STMT	7/27-8/26	218.32	
07/23/2019	CHECK	GEN 30813			218.32
08/13/2019	INVOICE	8/13/19 STMT	8/27-9/26	219.34	
08/28/2019	CHECK	GEN 30899			219.34
09/13/2019	INVOICE	9/13/19 STMT	9/27-10/26	218.83	
09/24/2019	CHECK	GEN 30971			218.83
10/22/2019	INVOICE	10/13/19 STMT	10/27-11/26	218.87	
10/22/2019	CHECK	GEN 31065			218.87
Total:				2,622.02	2,622.02
Net of 11 Invoices / 11 Checks					
00048	COMCAST CABLE				
11/06/2018	CHECK	GEN 30115			138.59
11/25/2018	INVOICE	11/25 STMT V	12/5-1/04	138.59	
12/04/2018	CHECK	GEN 30210			138.59
01/17/2019	CHECK	GEN 30349			138.55
01/25/2019	INVOICE	1/25/19 V	CABLE/INTERNET	138.55	
02/12/2019	CHECK	GEN 30383			138.55
02/25/2019	INVOICE	2/25/19 STMT	3/5-4/4	138.55	
03/05/2019	CHECK	GEN 30449			138.55
03/25/2019	INVOICE	3/25/19 STMT	4/5-5/4	138.55	
04/09/2019	CHECK	GEN 30540			138.55
04/25/2019	INVOICE	4/25/19 STMT	5/5-6/4/19	138.55	
05/07/2019	CHECK	GEN 30599			138.55
05/25/2019	INVOICE	5/25/19 STMT	6/5-7/4 PRIOR CHECK IS LOST IN MAIL?	287.11	
06/04/2019	CHECK	GEN 30676			287.11
06/25/2019	INVOICE	6/25/19 STMT	7/5-8/4	138.56	
07/09/2019	CHECK	GEN 30762			138.56
07/25/2019	INVOICE	7/25/19 STMT	8/5-9/4/19	138.56	
08/06/2019	CHECK	GEN 30824			138.56
08/25/2019	INVOICE	8/25/19 STMT	9/5-10/4	138.56	
09/10/2019	CHECK	GEN 30909			138.56
09/25/2019	INVOICE	9/25/19 STMT	10/5-11/4	138.56	
10/08/2019	CHECK	GEN 30980			138.56
Total:				1,534.14	1,811.28
Net of 10 Invoices / 12 Checks					277.14
1 invoices and 23 checks for 2 vendors:				4,156.16	4,433.30

Vendor Code Post Date	Vendor Name Activity	Inv/Check #	Description	Invoice Amt	Check Amt
00238	REVIZE LLC				
09/27/2019	INVOICE	8890	WEBSITE	1,800.00	
10/15/2019	CHECK	GEN 31031			1,800.00
Total:				1,800.00	1,800.00
Net of 1 Invoices / 1 Checks					
Total 1 invoice and 1 check for 1 vendor:				1,800.00	1,800.00

MEMORANDUM

DATE: November 11, 2019

TO: Board Members

FROM: Cathy White

Re: Monthly Report

CUSTOMER COMPLAINTS

We have received six (6) complaints since the date of my last report. Complaint No. 2019-36 (which is related to Complaint No. 2019-35) was submitted to Comcast on behalf of a Beverly Hills resident who has an old pole with cable lines on his property that is leaning over and that he would like removed. A complaint was originally sent to WOW but the resident was advised that the Comcast lines had to be removed first before WOW could remove its lines. The resident had difficulty getting this taken care of by Comcast and requested our assistance. After submitting the formal complaint to Comcast, the escalation team was able to resolve this matter. The Comcast lines have been removed and Complaint No. 2019-26 is now closed.

Complaint No. 2019-37 was received from a Beverly Hills resident who cancelled his AT&T services and was informed that his telephone and internet charges would be terminated on May 9, 2019. However, he continued to receive notices that \$93.55 was due for internet service after the termination date. He was not able to resolve this with AT&T and mailed AT&T a check for this amount because he received a notice that collection agency and lawyer fees may be imposed. Since he was billed for service after the service had been terminated, he is seeking assistance in getting a refund for \$93.55. This complaint is pending.

Complaint No. 2019-38 was received from a Birmingham resident who was trying to ascertain why her monthly bill from AT&T kept increasing and wanted help figuring out how to reduce her costs. The AT&T escalation team representative contacted her and stayed on the line while the business department worked with her to find a more affordable package for this resident. Her monthly cost will be less expensive in the future and this complaint is now closed.

Complaint No. 2019-39 was submitted to Comcast on behalf of a Birmingham resident who was experiencing a loss of service and could not get it restored in a timely manner. The complaint was submitted in the morning and by early evening her service was working properly again. She

was also offered an \$8.00 credit for the two days she was without service, which she accepted. This complaint is now closed.

Complaint No. 2019-40 was received directly through our website from a Birmingham resident who was unhappy about the fact that Comcast eliminated several channels during the course of the resident's 2-year contract, including most recently Turner Classic Movies, with no reduction in the monthly bill. An escalation team representative discussed this matter with the subscriber and added TMC as a promotion for 6 months. The subscriber's account was credited to cover the cost for the next 6 months and this complaint is now closed.

Complaint No. 2019-41 submitted to Comcast on behalf of a Franklin resident who was seeking to get a temporary line buried but was unable to find out whether the job had been scheduled and when the work would be completed. This complaint is pending.

FINANCIAL

The account balance for the MBS, BBCU and Beverly Hills accounts as of October 31, 2019 will be e-mailed to all Board members. This information will also be provided via hard copies at the meeting, as well as budget to actual figures.

CHECK DISBURSEMENT

One (1) check has been written since the date of our last meeting as follows:

1. Charter Township of Bloomfield (filming October sports): \$7,500.00

ADDITIONAL NOTES:

1. I have been working with our auditors from Plante & Moran to assist them in conducting the BACB annual audit. Our Treasurer has been involved as well. Everything is proceeding in a timely fashion and the audit will be presented at an upcoming meeting at the end of this year or early 2020.
2. The Birmingham Bloomfield Chamber of Commerce is having a holiday mixer event on December 11, 2019 at Oakland Hills Country Club from 5:30 pm to 8:00 pm. All interested Board Members are invited. The cost is \$45.00 per person but the Board can consider whether to cover this cost for Board Members who attend.
3. The Michigan Municipal Risk Management Association has forwarded a payment to BACB in the amount of \$928.00 as our share of the distribution of state pool excess assets. In addition, we received a payment in the amount of \$1,625.00 representing our share of the distribution of excess assets. These funds will be used to offset the cost of liability insurance for this fiscal year.
4. Comcast has notified us that effective October 29, 2019, a new Spanish-language channel (Kanal D Drama) will be added to the Xfinity Latino package. In addition, MVStv will be dropped from Xfinity Latino on December 5, 2019.
5. Comcast has also notified us that effective December 10, 2019, Comcast will no longer carry Starz Edge, Starz in Black, Starz Comedy, Starz Cinema and Starz Kids & Family. Effective December 10, 2019, Comcast will be adding Epix to certain packages and Starz

will no longer be available with those packages. Comcast has indicated that with Epix and associated content, subscribers will have unlimited access to hit films, critically acclaimed original series, documentaries and more, uncut and commercial-free. Finally, effective December 10, 2019, Comcast will no longer carry RetroPlex, IndiePlex, Encore Classic, Encore Suspense, Encore Family and Encore Espanol.

6. We have also been advised that Comcast's programming agreement with cable network FM expires on December 31, 2019 and this channel will no longer be available starting on January 1, 2020. Comcast maintains a website (www.xfinitytv.com/contractrenewals) and toll-free number (866-216-8634) that are updated regularly to provide notice of the programming contracts that are set to expire in the coming months and the channels that Comcast may or will lose the rights to continue carrying.



Bloomfield Community Television

Memorandum

Bloomfield Township

To: BACB

From: Steve Rota

Subject: Report October 17th, 2019 through November 20th, 2019

Date: November 14th, 2019

Cc: Greg Kowalski; Cathy White; Elaine McLain, Bob Borgon

BAMA Programs

During this time period we've completed seven regularly scheduled municipal meetings, the BACB meeting, Parks and Recreation meeting, Zoning Board of Appeals meeting, Advisory Parking Committee meeting, Multi Modal Transportation board meeting, Village of Bingham Farms Council meeting, Two Baldwin Library Board and Trust meetings, Joint City Commission Planning Board meeting and Special Birmingham Community Water Forum.

BAPA Programs

From BACB area individual producers and organizations we've taped 28 programs. From individuals:

- ❖ Inside City Hall November and December edition with Joe Valentine.
- ❖ Five *Patriot Lessons* hosted by Judge Michael Warren.
- ❖ Five *Michigan Entrepreneur* hosted by Tara Kachaturoff.
- ❖ *Six Eye on Oakland* hosted by Chuck Moss and David Potts.

From BACB area organizations:

- ❖ BACB Sports 'Football'.
- ❖ *Spectrum Orchestra*.
- ❖ *Birmingham Musicale*
- ❖ Senior Men's Club 'Alexander Zonjic Concert'
- ❖ *Plant Based Nutrition Support Group* Lecture.
- ❖ Daughters of American Revolution 'Annual Veterans Day Wreath Laying Ceremony in Shain Park'
- ❖ Two *Baldwin Public Library* Lectures.
- ❖ Two TCH *Women's Club* Lecture.

PRODUCER WORKSHOP

We are offering a one on one session for those who are interested in producing their own show and to those who want experience behind the scenes. Please call 248-433-7790 and we can schedule a date and time with you.

EQUIPMENT

The Village of Bingham Farms equipment has been installed and we taped our first meeting with the Village October 28th.