

New Ashford MLP and Whip City Meeting

New Ashford Town Hall

December 28, 2022

MLP Present: Ken McInerney (MLP Manager), Jason Jayko

Whip City: Caitrin Ferriter, Andrew Short

Others Present: Lori Jayko

Meeting opened at 2:47

1. Introduction: Andrew is taking over as account manager for New Ashford. Christina Mabrice is now in charge of billing and Chris Tougas is taking over the accounting system. There are 7 Fiber Techs that each have a service truck at their house and one is always on call. Whip City is working on an outage management system for their electric customers and plans to have it ready for fiber customers within a year and a half. If there is a problem, customers will get a text message and they will be able to look up information on the website.

2. Contract Renewal: Whip City accepted all proposed changes to the contract. The old contract expires in 2024 and the new contract offers a 5, 7, or 10-year option. The ISP fee for a 5-year contract is \$28 per subscriber/per month, for a 7-year is \$27.25 and for a 10-year is \$26. The new contract factors out reliance on the number of other subscribers. The project management fee rose from 6% to 10% to stay competitive with the market. Installation costs and collections of fees will be broken down and reported to towns. The MLP is interested in signing a ten-year contract.

3. Outstanding Items: The CAF 2 will be left open until June, to allow for all residences in Becket to be included.

The resident picked to have the stamper box keeps it for two years and then a different resident gets picked. If someone opts out, someone else is picked. The MLP will bear the \$908 installation fee every two years until the project meets the ten-year mark. Caitrin will confirm the \$343 yearly maintenance cost. Whip City is looking at a router to satisfy the speed-test requirement, making stamper boxes unnecessary.

The town is holding a Special Town Meeting to approve appropriation for costs on the outstanding bills.

The MLP requests that pole numbers be included on repair bills and going forward all costs associated with a repair will be bundled.

Maintenance costs for ONT's, of \$5.28 per ONT, will be billed in January for \$2,106.48. The MLP requested that Whip City provide a forecast of when costs are expected in 2023, such as the ONTs, stamper boxes, maintenance, etc. Caitrin will get more information about the 7210 router.

The MLP is looking at reducing the seasonal reconnection fee from \$100 to \$50.

Residential routers for upgrades are being tested by Whip City.

Meeting adjourned at 4:26