City of Biddeford
Cable T.V. Committee
May 14, 2018 4:30 PM
15 Columbus Way, Biddeford, Maine

[Agenda Items Carried Forward - No Quorum April 2018]

1. **Roll Call**
2. **Welcome Guests**
3. **Approval of Minutes**
   3.1. Minutes of February 12, 2018
   Cable TV Committee Minutes - Draft
4. **New Business**
   4.1. Financials: FY18 Status Update
   Cable TV - YTD Budget Review.pdf
   4.2. Financials: FY19 Proposed Budget
   Proposed Budget: Community TV
   4.3. Status of Committee Membership: - Michael Tremblay, Resignation / Kyle Taylor, No response

5. **Old Business**
   5.1. Update: TWC/Charter Concerns and Information Request
   December 2016 Cable TV Committee Responses from Charter
   2012-2015 TWC Franchise Fee Reports
   Charter (TWC) Service Map
   2016 TWC Price List
   2015 TWC Price List
   2014 TWC Price list
   2013 TWC Price List
   5.2. Legislative Issue Update: Non-Discrimination Bill, "Channel Slamming"
   MMA Article
   Bristol Selectmen letter from October 2017
   PEG Non-Discrimination Bill
   Update Email - PEG Non-Discrimination Bill, Legislative Status
6. **Other Business**
   6.1. Update: Council, Board and Commission Member Interviews - Programming (Toni Sipka)

7. **Next Meeting Review** - *Scheduled for June 11, 2018 at 4:30 p.m.*
8. **Adjourn**

CITY OF BIDDEFORD

CABLE T.V. COMMITTEE

SCHEDULED MEETING – FEBRUARY 12, 2018

The meeting of the Cable T.V. Committee was called to order at 4:30 p.m. on February 12, 2018 in the Biddeford Public Access Building. Present were Committee Members Toni Sipka, Don Harper, City Councilor Mike Swanton, and Lou Belanger. Members Bob Mills, Debi Davis, Mike Tremblay and Kyle Taylor were absent. Also present was the City's Chief Operating Officer Brian Phinney and Public Access Director Steve Pulos.

Old Business:

The last meeting of the Cable TV Committee was on January 9, 2017. Brian Phinney reminded everyone that Time Warner Cable answered most of the Committee's questions regarding the City's concerns and issues and informed the Committee he will update them at the next meeting.

Toni inquired as to the letter she drafted last year regarding fundraising efforts to support Public Access. Her intent was to mail this letter, if approved, to businesses and to actively solicit support. Brian Phinney informed her that he spoke to Keith Jacques, the City's Attorney, who emphasized the importance of the wording in this letter. You cannot, in any way, give the impression you are soliciting revenue for services. Brian said he has been putting together a file with wording from other public access stations regarding how they deal with advertising and said he believes it can be done.

Toni asked Brian if he has made a decision on her request to have members of the City's council, boards and commissions on her show for the audience to get to know them and what they do. Brian said he thinks this is a good idea and Toni said she will draft a letter for his approval.

New Business:

Steve Pulos updated the Committee on proposed changes to cable access across the country. He reported that cable companies are channel swapping to higher tier channels for local stations and there is a petition circulating among Maine cities and towns to keep the public access stations on their current lower-tier channels.

Brian Phinney stated that the bill before the State Legislature is prohibiting the cable company from doing this unless they get authorization from the franchise holder.

It was noted that the franchise agreement expires in 2020.

Steve Pulos suggested Public Access host a show explaining the possible channel swapping and Toni said she would call someone from the Legislature involved to come on her show.

Steve Pulos also mentioned a trend happening in southern states where franchise fees are being collected by counties and then split among the cities in the counties.

Don Harper stated customers are still being charged for cable boxes they use just to view public access and it is in the franchise agreement that they should not be charged. Brian Phinney agreed that customers should only be charged for a cable box if they are also receiving other cable channels.

It was on Motion duly made by Lou Belanger, and seconded by Don Harper, unanimously

RESOLVED: To Elect Mike Swanton to the Position of Chairman of the Cable T.V. Committee.

There was a short discussion regarding the above nomination and it was noted that the council member is usually voted the chairman because that person can easily act as the liaison between the council and the committee.

Don Harper read from the January 9, 2017 Minutes which included acceptance of the November 14, 2016 Minutes, as written, and the old business which was basically what the Committee just went over tonight. There was no new business at that meeting.

It was on Motion duly made by Mike Swanton, and seconded by Don Harper, unanimously

RESOLVED: To Approve the Minutes of January 9, 2017, as Read.

It was decided that the next Public Access Meeting will be on Monday, March 12th, 2018 at 4:30 in the Public Access building.

There being no further business, it was on Motion duly made by Don Harper, and seconded by Toni Sipka, unanimously

RESOLVED: To adjourn.

The Meeting ended at 5:25.

Respectfully submitted by P. Conway

A19/19

FY2018 YTD Budget Review

ORG	OBJECT	ACCT DESCRIPTION	BUDGET	ACTUAL YTD EXPENSES / RECEIPTS	REMAINING BALANCE +/-	% COLLECTED
31138	40130	Cable Franchise Excise Tax Rev	$268,000.00	$290,876.28	$22,876.28	109%
31138	40500	Investment Income Revenue	$200.00	$26.31	($173.69)	13.2%
31138	60101	Dept Manager Salary Exp	$0.00	$0.00	$0.00	0.0%
31138	60102	Mid Mgmt Hrly Employee Wage Ex	($57,006.00)	($48,582.99)	$8,423.01	85.2%
31138	60105	F-T Employee Wage Exp	($63,072.00)	($53,897.01)	$9,174.99	85.5%
31138	60106	P-T Employee Wage Exp	($8,640.00)	($2,837.56)	$5,802.44	32.8%
31138	60111	Overtime Wage Expense	$0.00	$0.00	$0.00	0.0%
31138	60129	Insurance Buyout Pay	$0.00	$0.00	$0.00	0.0%
31138	60201	FICA/Medicare-ER Share Exp	($9,978.00)	($5,720.50)	$4,257.50	57.3%
31138	60202	MPERS Employer Share Exp	($6,055.00)	($3,992.89)	$2,062.11	65.9%
31138	60203	457 Plan-Employer Share Exp	($1,710.00)	$0.00	$1,710.00	0.0%
31138	60210	HPHC Ins Employer Share Exp	($43,247.00)	($27,105.64)	$16,141.36	62.7%
31138	60212	S-T Disability ER Share Exp	($116.00)	($69.07)	$46.93	59.5%
31138	60213	L-T Disability ER Share Exp	($363.00)	($257.76)	$105.24	71.0%
31138	60217	RHSA Plan ER Share	($1,950.00)	($1,245.00)	$705.00	63.8%
31138	60256	Dues/Memberships Expense	$0.00	$0.00	$0.00	0.0%
31138	60301	Legal Services Expense	($500.00)	$0.00	$500.00	0.0%
31138	60325	Postage/Shipping Expense	($25.00)	$0.00	$25.00	0.0%
31138	60370	Workers Comp Insurance Exp	($460.00)	($59.00)	$401.00	12.8%
31138	60400	Electricity Expense	($3,120.00)	($2,529.35)	$590.65	81.1%
31138	60401	Water Expense	($384.00)	($194.84)	$189.16	50.7%
31138	60402	Phone/Celular/Paging Exp	($2,232.00)	($2,181.71)	$50.29	97.7%
31138	60404	Sewer User Fee Expense	($500.00)	$0.00	$500.00	0.0%
31138	60405	Heating Fuel Expense	($3,483.00)	($3,395.30)	$87.70	97.5%
31138	60406	Fiber/Internet Expense	($4,260.00)	($3,764.29)	$495.71	88.4%
31138	60450	Building Repair/Maint Exp	($6,485.00)	($3,974.27)	$2,510.73	61.3%
31138	60500	Admin/Office Supp/Eqt Non-Cap	($200.00)	($17.49)	$182.51	8.7%
31138	60501	Operating Supp/Eqt Non-Cap	($4,500.00)	($613.60)	$3,886.40	13.6%
31138	60509	Cleaning Supplies Expense	($360.00)	$0.00	$360.00	0.0%
31138	60752	Note/BAN Principal Expense	($32,920.00)	($2,696.50)	$30,223.50	8.2%
31138	60753	Note/BAN Interest Expense	($5,260.00)	$0.00	$5,260.00	0.0%
31138	60797	Miscellaneous Expense	$0.00	$0.00	$0.00	0.0%
31138	60799	Transfer Out to Other Funds	($10,000.00)	($10,000.00)	$0.00	100.0%
		Totals (expense)	($266,826.00)	($173,134.77)	$93,691.23	
		Totals (revenue)	$268,200.00	$290,902.59	$22,702.59	

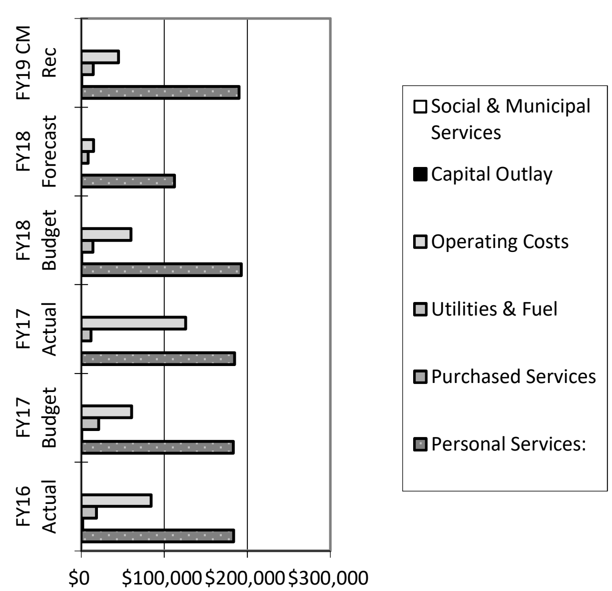
City of Biddeford, Maine
FY2019

Budget: Community TV Center Operations

Account Number: 31138

	FY16 Actual	FY17 Budget	FY17 Actual	FY18 Budget	FY18 YTD	FY19 Dept Head	FY19 Manager's Rec
Personnel Services:	$183,274	$182,981	$184,567	$192,597	$112,132	$189,845	$190,165
Purchased Services	$1,568	$525	$0	$525	$0	$525	$525
Utilities & Fuel	$18,277	$20,897	$11,454	$13,979	$8,261	$14,190	$14,190
Operating Costs	$83,891	$60,746	$125,508	$59,725	$14,578	$44,724	$44,724
Capital Outlay	$0	$0	$0	$0	$0	$0	$0
Social & Municipal Services	$0	$0	$0	$0	$0	$0	$0
TOTALS:	**$287,010**	**$265,149**	**$321,530**	**$266,826**	**$134,970**	**$249,284**	**$249,604**

Graphic Representation



FRINGE BENEFIT IMPACT (Estimated):	
FICA	**$10,137**
Workers Comp	**$467**
Health Insurance	**$40,178**
Retirement	**$7,903**
Unemployment	**$131**
Other Insurance	**$2,434**
Total Fringe Benefit Impact	**$61,251**
# of Full Time Employees	**3.95**

	FY18 Budget	FY19 Manager's Rec	Dollar Change	Percentage Change
Personal Services:	$192,597	$190,165	-$2,432	-1.3%
Purchased Services	$525	$525	$0	$0
Utilities & Fuel	$13,979	$14,190	$211	$0
Operating Costs	$59,725	$44,724	-$15,001	-25.1%
Capital Outlay	$0	$0	$0	N/A
Social & Municipal Serivces	$0	$0	$0	N/A
TOTALS:	**$266,826**	**$249,604**	**-$17,222**	-6.5%

Personnel Services

Account Number	Description	FY16 Actual	FY17 Budget	FY17 Actual	FY18 Budget	FY18 YTD 02/28/18	FY19 Dept Head	FY19 Mgr's Rec
60101	Dept Manager Salary Exp	$55,635	$56,396	$57,997	$0	$37,491	$0	$0
60102	Mid Mgmt Hrly Employee Wa	$0	$0	$0	$57,006	$0	$57,900	$57,900
60105	F-T Employee Wage Exp	$61,265	$61,341	$62,197	$63,072	$41,592	$64,233	$64,233
60106	P-T Employee Wage Exp	$10,618	$6,124	$5,912	$8,640	$2,014	$8,320	$8,640
60111	Overtime Wage Expense	$0	$0	$0	$0	$0	$0	$0
60201	FICA/Medicare-ER Share Exp	$9,237	$9,620	$8,859	$9,978	$4,608	$10,137	$10,137
60202	MPERS-Employer Share Exp	$5,460	$5,483	$5,910	$6,055	$3,339	$6,166	$6,166
60203	457 Plan-Employer Share Exp	$0	$1,692	$0	$1,710	$0	$0	$0
60210	HPHC Ins Employer Share Ex	$40,215	$39,763	$41,174	$43,247	$21,768	$40,178	$40,178
60212	S-T Disability ER Share Exp	$101	$116	$110	$116	$57	$116	$116
60213	L-T Disability ER Share Exp	$322	$357	$376	$363	$200	$369	$369
60216	Delta Dental ER Share	$0	$0	$0	$0	$0	$0	$0
60217	RHSA Plan ER Share	$0	$1,560	$1,553	$1,950	$1,005	$1,958	$1,958
60256	Dues/Memberships Expense	$0	$50	$0	$0	$0	$0	$0
60370	Workers Comp Insurance Exp	$422	$479	$479	$460	$59	$467	$467
Totals		$183,274	$182,981	$184,567	$192,597	$112,132	$189,845	$190,165

Purchased Services

Account Number	Description	FY16 Actual	FY17 Budget	FY17 Actual	FY18 Budget	FY18 YTD 02/28/18	FY19 Dept Head	FY19 Mgr's Rec
60301	Legal Services Expense	$296	$500	$0	$500	$0	$500	$500
60320	Advertising	$360	$0	$0	$0	$0	$0	$0
60325	Postage/Shipping Expense	$0	$25	$0	$25	$0	$25	$25
60330	Equipment Rent/Lease Exp	$912	$0	$0	$0	$0	$0	$0
Totals		$1,568	$525	$0	$525	$0	$525	$525

Utilities & Fuel

Account Number	Description	FY16 Actual	FY17 Budget	FY17 Actual	FY18 Budget	FY18 YTD 02/28/18	FY19 Dept Head	FY19 Mgr's Rec
60400	Electricity Expense	$2,828	$3,120	$2,650	$3,120	$1,599	$3,120	$3,120
60401	Water Expense	$276	$276	$263	$384	$124	$456	$456
60402	Phone/Celular/Paging Exp	$1,672	$2,352	$1,270	$2,232	$1,328	$2,304	$2,304
60404	Sewer User Fee Expense	$0	$500	$0	$500	$0	$480	$480
60405	Heating Fuel Expense	$2,287	$3,483	$3,166	$3,483	$2,463	$3,570	$3,570
60406	Fiber/Internet Expense	$11,215	$11,166	$4,105	$4,260	$2,747	$4,260	$4,260
Totals		$18,277	$20,897	$11,454	$13,979	$8,261	$14,190	$14,190

Other Operating Costs

Account Number	Description	FY16 Actual	FY17 Budget	FY17 Actual	FY18 Budget	FY18 YTD 02/28/18	FY19 Dept Head	FY19 Mgr's Rec
60450	Building Repair/Maint Exp	$6,694	$7,371	$3,822	$6,485	$1,394	$6,485	$6,485
60500	Admin/Office Supp/Eqt Non-C	$902	$500	$17	$200	$0	$200	$200
60501	Operating Supp/Eqt Non-Cap	$5,071	$5,000	$1,438	$4,500	$487	$4,500	$4,500
60509	Cleaning Supplies Expense	$0	$0	$0	$360	$0	$360	$360
60752	Note/BAN Principal Expense	$59,500	$36,178	$106,934	$32,920	$2,697	$18,277	$18,277
60753	Note/BAN Interest Expense	$10,129	$8,597	$10,297	$5,260	$0	$4,903	$4,903
60797	Miscellaneous Expense	$395	$100	$0	$0	$0	$0	$0
60799	Transfer Out to Other Funds	$1,200	$3,000	$3,000	$10,000	$10,000	$10,000	$10,000
Totals		$83,891	$60,746	$125,508	$59,725	$14,578	$44,724	$44,724

DEPARTMENT PERSONAL SERVICES BUDGET WORKSHEET
Fiscal Year 2019 BUDGET

DEPARTMENT: 31138 Community TV Center Operations

CLASSIFICATION	EMP #	POSITION	YEAREND ANNUALIZED TOTAL	REQUESTED	CITY MANAGER RECOMMEND.	COUNCIL APPROP.	LAST NAME
COMMUNITY TV DIRECTOR	58540	1	57,678.40	57,900.24	57,900.24		PULOS
ADMINISTRATIVE ASST.	12968	1	19,683.30	19,759.01	19,759.01		CONWAY
COMMUNITY TV ASSISTANT	10210	1	44,304.00	44,474.40	44,474.40		DAUDELIN
P-T BROADCAST ASSISTANTS	30	1	8,606.90	8,640.00	8,640.00		0
TOTAL BUDGETED POSITIONS		**4**	**130,272.60**	**130,773.65**	**130,773.65**		

Fiscal Year 2019
Budget Request

March 9, 2018 **Department:** Community TV Center Operations

Account Title: Dept Manager Salary Exp

Department Number: 31138 Account Number: 60101

FY2016 Actual	FY 2017 Budget	FY 2017 Actual	FY 2018 Budget	FY 2018 Est. Expended
$55,635.44	$56,396.00	$57,997.10	$0.00	$0.00

FY-2019 Budget	Department Request	City Mgr Recommendation	Council Action	Increase (Decrease)
	$0.00	$0.00		$0.00

Support for Budget Request: Provide justification for the budget request using as much detail as possible to support it. Examples of acceptable support include unit costs, quantity estimates, price quotes, etc. Requests based solely on a percentage increase above the previous budget will not be accepted. Use additional sheets if necessary.

Due to reorganization in FY17, the Dept. Manager Salary now appears in 60102

Fiscal Year 2019
Budget Request

March 9, 2018 **Department:** Community TV Center Operations

Account Title: Mid Mgmt Hrly Employee Wage Ex

Department Number: 31138 Account Number: 60102

FY2016 Actual	FY 2017 Budget	FY 2017 Actual	FY 2018 Budget	FY 2018 Est. Expended
$0.00	$0.00	$0.00	$57,006.00	$57,456.57

FY-2019 Budget	Department Request	City Mgr Recommendation	Council Action	Increase (Decrease)
	$57,900.24	$57,900.24		($57,006.00)

Support for Budget Request: Provide justification for the budget request using as much detail as possible to support it. Examples of acceptable support include unit costs, quantity estimates, price quotes, etc. Requests based solely on a percentage increase above the previous budget will not be accepted. Use additional sheets if necessary.

Public Access director salary

Fiscal Year 2019
Budget Request

March 9, 2018 **Department:** Community TV Center Operations

Account Title: F-T Employee Wage Exp

Department Number: 31138 Account Number: 60105

FY2016 Actual	FY 2017 Budget	FY 2017 Actual	FY 2018 Budget	FY 2018 Est. Expended
$61,264.69	$61,341.00	$62,197.19	$63,072.00	$67,678.60

FY-2019 Budget	Department Request	City Mgr Recommendation	Council Action	Increase (Decrease)
	$64,233.41	$64,233.41		($63,072.00)

Support for Budget Request: Provide justification for the budget request using as much detail as possible to support it. Examples of acceptable support include unit costs, quantity estimates, price quotes, etc. Requests based solely on a percentage increase above the previous budget will not be accepted. Use additional sheets if necessary.

Employee wages for Community TV assistant and administrative assistant

Fiscal Year 2019
Budget Request

March 9, 2018 **Department:** Community TV Center Operations

Account Title: P-T Employee Wage Exp

Department Number: 31138 Account Number: 60106

FY2016 Actual	FY 2017 Budget	FY 2017 Actual	FY 2018 Budget	FY 2018 Est. Expended
$10,617.60	$6,124.00	$5,912.00	$8,640.00	$5,021.56

FY-2019 Budget	Department Request	City Mgr Recommendation	Council Action	Increase (Decrease)
	$8,320.00	$8,640.00		($8,640.00)

Support for Budget Request: Provide justification for the budget request using as much detail as possible to support it. Examples of acceptable support include unit costs, quantity estimates, price quotes, etc. Requests based solely on a percentage increase above the previous budget will not be accepted. Use additional sheets if necessary.

Wages for P-T employees providing videographer services.

Desc	*Rate/hr*	*Ave Hrs*	*# Meetings/Yr*	*Subtotal*
Airport Com.	$16.00	1	12	$192.00
Capital Proj	$16.00	1	12	$192.00
City Council	$16.00	2	32	$1,024.00
Budget Com	$16.00	2	20	$640.00
Finance Com	$16.00	1.5	24	$576.00
Planning Board	$16.00	2	12	$384.00
Policy Com	$16.00	2	12	$384.00
ZBA	$16.00	1	12	$192.00
Special Meetings	$16.00	3	40	$1,920.00
Admin Time	$16.00	1	176	$2,816.00
				$8,320.00

Ave Hrs/Wk		4.9
Rate	$	16.00
Wk/Yr		52
	$	4,076.80

Fiscal Year 2019
Budget Request

March 9, 2018 **Department:** Community TV Center Operations

Account Title: FICA/Medicare-ER Share Exp

Department Number: 31138 Account Number: 60201

FY2016 Actual	FY 2017 Budget	FY 2017 Actual	FY 2018 Budget	FY 2018 Est. Expended
$9,236.53	$9,620.00	$8,859.44	$9,978.00	$9,963.00

FY-2019 Budget	Department Request	City Mgr Recommendation	Council Action	Increase (Decrease)
	$10,137.06	$10,137.06		($9,978.00)

Support for Budget Request: Provide justification for the budget request using as much detail as possible to support it. Examples of acceptable support include unit costs, quantity estimates, price quotes, etc. Requests based solely on a percentage increase above the previous budget will not be accepted. Use additional sheets if necessary.

Employee salary expense form payroll worksheet

Fiscal Year 2019
Budget Request

March 9, 2018 **Department:** Community TV Center Operations

Account Title: MPERS-Employer Share Exp

Department Number: 31138 Account Number: 60202

FY2016 Actual	FY 2017 Budget	FY 2017 Actual	FY 2018 Budget	FY 2018 Est. Expended
$5,459.70	$5,483.00	$5,910.09	$6,055.00	$6,119.00

FY-2019 Budget	Department Request	City Mgr Recommendation	Council Action	Increase (Decrease)
	$6,166.41	$6,166.41		($6,055.00)

Support for Budget Request: Provide justification for the budget request using as much detail as possible to support it. Examples of acceptable support include unit costs, quantity estimates, price quotes, etc. Requests based solely on a percentage increase above the previous budget will not be accepted. Use additional sheets if necessary.

Employee salary expense from payroll worksheet

Fiscal Year 2019
Budget Request

March 9, 2018 **Department:** Community TV Center Operations

Account Title: 457 Plan-Employer Share Exp

Department Number: 31138 Account Number: 60203

FY2016 Actual	FY 2017 Budget	FY 2017 Actual	FY 2018 Budget	FY 2018 Est. Expended
$0.00	$1,692.00	$0.00	$1,710.00	$0.00

FY-2019 Budget	Department Request	City Mgr Recommendation	Council Action	Increase (Decrease)
	$0.00	$0.00		($1,710.00)

Support for Budget Request: Provide justification for the budget request using as much detail as possible to support it. Examples of acceptable support include unit costs, quantity estimates, price quotes, etc. Requests based solely on a percentage increase above the previous budget will not be accepted. Use additional sheets if necessary.

No employee election

Fiscal Year 2019
Budget Request

March 9, 2018 **Department:** Community TV Center Operations

Account Title: HPHC Ins Employer Share Exp

Department Number: 31138 Account Number: 60210

FY2016 Actual	FY 2017 Budget	FY 2017 Actual	FY 2018 Budget	FY 2018 Est. Expended
$40,214.90	$39,763.00	$41,173.99	$43,247.00	$41,082.00

FY-2019 Budget	Department Request	City Mgr Recommendation	Council Action	Increase (Decrease)
	$40,178.48	$40,178.48		($43,247.00)

Support for Budget Request: Provide justification for the budget request using as much detail as possible to support it. Examples of acceptable support include unit costs, quantity estimates, price quotes, etc. Requests based solely on a percentage increase above the previous budget will not be accepted. Use additional sheets if necessary.

Employee salary expense from payroll worksheet

Fiscal Year 2019
Budget Request

March 9, 2018 **Department:** Community TV Center Operations

Account Title: S-T Disability ER Share Exp

Department Number: 31138 Account Number: 60212

FY2016 Actual	FY 2017 Budget	FY 2017 Actual	FY 2018 Budget	FY 2018 Est. Expended
$101.11	$116.00	$109.86	$116.00	$113.00

FY-2019 Budget	Department Request	City Mgr Recommendation	Council Action	Increase (Decrease)
	$115.50	$115.50		($116.00)

Support for Budget Request: Provide justification for the budget request using as much detail as possible to support it. Examples of acceptable support include unit costs, quantity estimates, price quotes, etc. Requests based solely on a percentage increase above the previous budget will not be accepted. Use additional sheets if necessary.

Employee salary expense from payroll worksheet

Fiscal Year 2019
Budget Request

March 9, 2018 **Department:** Community TV Center Operations

Account Title: L-T Disability ER Share Exp

Department Number: 31138 Account Number: 60213

FY2016 Actual	FY 2017 Budget	FY 2017 Actual	FY 2018 Budget	FY 2018 Est. Expended
$322.16	$357.00	$375.84	$363.00	$360.00

FY-2019 Budget	Department Request	City Mgr Recommendation	Council Action	Increase (Decrease)
	$368.63	$368.63		($363.00)

Support for Budget Request: Provide justification for the budget request using as much detail as possible to support it. Examples of acceptable support include unit costs, quantity estimates, price quotes, etc. Requests based solely on a percentage increase above the previous budget will not be accepted. Use additional sheets if necessary.

Employee salary expense from payroll worksheet

Fiscal Year 2019
Budget Request

March 9, 2018 **Department:** Community TV Center Operations

Account Title: Delta Dental ER Share

Department Number: 31138 Account Number: 60216

FY2016 Actual	FY 2017 Budget	FY 2017 Actual	FY 2018 Budget	FY 2018 Est. Expended
$0.00	$0.00	$0.00	$0.00	$0.00

FY-2019 Budget	Department Request	City Mgr Recommendation	Council Action	Increase (Decrease)
	$0.00	$0.00		$0.00

Support for Budget Request: Provide justification for the budget request using as much detail as possible to support it. Examples of acceptable support include unit costs, quantity estimates, price quotes, etc. Requests based solely on a percentage increase above the previous budget will not be accepted. Use additional sheets if necessary.

N/A

Fiscal Year 2019
Budget Request

March 9, 2018 **Department:** Community TV Center Operations

Account Title: RHSA Plan ER Share

Department Number: 31138 Account Number: 60217

FY2016 Actual	FY 2017 Budget	FY 2017 Actual	FY 2018 Budget	FY 2018 Est. Expended
$0.00	$1,560.00	$1,552.50	$1,950.00	$0.00

FY-2019 Budget	Department Request	City Mgr Recommendation	Council Action	Increase (Decrease)
	$1,957.50	$1,957.50		($1,950.00)

Support for Budget Request: Provide justification for the budget request using as much detail as possible to support it. Examples of acceptable support include unit costs, quantity estimates, price quotes, etc. Requests based solely on a percentage increase above the previous budget will not be accepted. Use additional sheets if necessary.

Desc	Percentage	Unit	Rate	Subtotal
2 Employees	100%	52.2	30	$1,566.00
1 Employee	50%	52.2	15	$391.50
				$1,957.50

Fiscal Year 2019
Budget Request

March 9, 2018 **Department:** Community TV Center Operations

Account Title: Dues/Memberships Expense

Department Number: 31138 Account Number: 60256

FY2016 Actual	FY 2017 Budget	FY 2017 Actual	FY 2018 Budget	FY 2018 Est. Expended
$0.00	$50.00	$0.00	$0.00	$0.00

FY-2019 Budget	Department Request	City Mgr Recommendation	Council Action	Increase (Decrease)
	$0.00	$0.00		$0.00

Support for Budget Request: Provide justification for the budget request using as much detail as possible to support it. Examples of acceptable support include unit costs, quantity estimates, price quotes, etc. Requests based solely on a percentage increase above the previous budget will not be accepted. Use additional sheets if necessary.

N/A

Fiscal Year 2019
Budget Request

March 9, 2018 **Department:** Community TV Center Operations

Account Title: Legal Services Expense

Department Number: 31138 Account Number: 60301

FY2016 Actual	FY 2017 Budget	FY 2017 Actual	FY 2018 Budget	FY 2018 Est. Expended
$296.00	$500.00	$0.00	$500.00	$0.00

FY-2019 Budget	Department Request	City Mgr Recommendation	Council Action	Increase (Decrease)
	$500.00	$500.00		($500.00)

Support for Budget Request: Provide justification for the budget request using as much detail as possible to support it. Examples of acceptable support include unit costs, quantity estimates, price quotes, etc. Requests based solely on a percentage increase above the previous budget will not be accepted. Use additional sheets if necessary.

Contingency line for legal matters associated with current cable television franchise agreement.

Desc	*Unit*	*Rate*	*Subtotal*
Legal	1	$500.00	$500.00

Fiscal Year 2019
Budget Request

March 9, 2018

Department: Community TV Center Operations

Account Title: Advertising

Department Number: 31138

Account Number: 60320

FY2016 Actual	FY 2017 Budget	FY 2017 Actual	FY 2018 Budget	FY 2018 Est. Expended
$360.00	$0.00	$0.00	$0.00	$0.00

FY-2019 Budget	Department Request	City Mgr Recommendation	Council Action	Increase (Decrease)
	$0.00	$0.00		$0.00

Support for Budget Request: Provide justification for the budget request using as much detail as possible to support it. Examples of acceptable support include unit costs, quantity estimates, price quotes, etc. Requests based solely on a percentage increase above the previous budget will not be accepted. Use additional sheets if necessary.

N/A

Fiscal Year 2019
Budget Request

March 9, 2018 **Department:** Community TV Center Operations

Account Title: Postage/Shipping Expense

Department Number: 31138 Account Number: 60325

FY2016 Actual	FY 2017 Budget	FY 2017 Actual	FY 2018 Budget	FY 2018 Est. Expended
$0.00	$25.00	$0.00	$25.00	$0.00

FY-2019 Budget	Department Request	City Mgr Recommendation	Council Action	Increase (Decrease)
	$25.00	$25.00		($25.00)

Support for Budget Request: Provide justification for the budget request using as much detail as possible to support it. Examples of acceptable support include unit costs, quantity estimates, price quotes, etc. Requests based solely on a percentage increase above the previous budget will not be accepted. Use additional sheets if necessary.

Contingency for certified mail postage related to current franchise agreement

Desc	*Unit*	*Rate*	*Subtotal*
Postage contingency	1	$25.00	$25.00

Fiscal Year 2019
Budget Request

March 9, 2018 **Department:** Community TV Center Operations

Account Title: Workers Comp Insurance Exp

Department Number: 31138 Account Number: 60370

FY2016 Actual	FY 2017 Budget	FY 2017 Actual	FY 2018 Budget	FY 2018 Est. Expended
$422.00	$479.00	$479.00	$460.00	$479.00

FY-2019 Budget	Department Request	City Mgr Recommendation	Council Action	Increase (Decrease)
	$467.48	$467.48		($460.00)

Support for Budget Request: Provide justification for the budget request using as much detail as possible to support it. Examples of acceptable support include unit costs, quantity estimates, price quotes, etc. Requests based solely on a percentage increase above the previous budget will not be accepted. Use additional sheets if necessary.

Employee salary expense from payroll worksheet

Fiscal Year 2019
Budget Request

March 9, 2018 **Department:** Community TV Center Operations

Account Title: Electricity Expense

Department Number: 31138 Account Number: 60400

FY2016 Actual	FY 2017 Budget	FY 2017 Actual	FY 2018 Budget	FY 2018 Est. Expended
$2,827.76	$3,120.00	$2,649.98	$3,120.00	$2,624.24

FY-2019 Budget	Department Request	City Mgr Recommendation	Council Action	Increase (Decrease)
	$3,120.00	$3,120.00		($3,120.00)

Support for Budget Request: Provide justification for the budget request using as much detail as possible to support it. Examples of acceptable support include unit costs, quantity estimates, price quotes, etc. Requests based solely on a percentage increase above the previous budget will not be accepted. Use additional sheets if necessary.

Desc	*Unit*	*Rate*	*Subtotal*
Monthly Electricity Expense	12	$260.00	$3,120.00

Fiscal Year 2019
Budget Request

March 9, 2018 **Department:** Community TV Center Operations

Account Title: Water Expense

Department Number: 31138 Account Number: 60401

FY2016 Actual	FY 2017 Budget	FY 2017 Actual	FY 2018 Budget	FY 2018 Est. Expended
$275.63	$276.00	$263.13	$384.00	$283.96

FY-2019 Budget	Department Request	City Mgr Recommendation	Council Action	Increase (Decrease)
	$456.00	$456.00		($384.00)

Support for Budget Request: Provide justification for the budget request using as much detail as possible to support it. Examples of acceptable support include unit costs, quantity estimates, price quotes, etc. Requests based solely on a percentage increase above the previous budget will not be accepted. Use additional sheets if necessary.

Desc	*Unit*	*Rate*	*Subtotal*
Monthly Water Bill	12	$38.00	$456.00

Fiscal Year 2019
Budget Request

March 9, 2018 **Department:** Community TV Center Operations

Account Title: Phone/Celular/Paging Exp

Department Number: 31138 Account Number: 60402

FY2016 Actual	FY 2017 Budget	FY 2017 Actual	FY 2018 Budget	FY 2018 Est. Expended
$1,671.92	$2,352.00	$1,270.36	$2,232.00	$2,143.83

FY-2019 Budget	Department Request	City Mgr Recommendation	Council Action	Increase (Decrease)
	$2,304.00	$2,304.00		($2,232.00)

Support for Budget Request: Provide justification for the budget request using as much detail as possible to support it. Examples of acceptable support include unit costs, quantity estimates, price quotes, etc. Requests based solely on a percentage increase above the previous budget will not be accepted. Use additional sheets if necessary.

Desc	*Unit*	*Rate*	*Subtotal*
Fairpoint Phone Lines (2)[1]	12	$108.00	$1,296.00
Cell Phones	12	$84.00	$1,008.00
			$2,304.00

[1]Fairpoint dedicated lines (security system, fire system)

Fiscal Year 2019
Budget Request

March 9, 2018 **Department:** Community TV Center Operations

Account Title: Sewer User Fee Expense

Department Number: 31138 Account Number: 60404

FY2016 Actual	FY 2017 Budget	FY 2017 Actual	FY 2018 Budget	FY 2018 Est. Expended
$0.00	$500.00	$0.00	$500.00	$0.00

FY-2019 Budget	Department Request	City Mgr Recommendation	Council Action	Increase (Decrease)
	$480.00	$480.00		($500.00)

Support for Budget Request: Provide justification for the budget request using as much detail as possible to support it. Examples of acceptable support include unit costs, quantity estimates, price quotes, etc. Requests based solely on a percentage increase above the previous budget will not be accepted. Use additional sheets if necessary.

Desc	*Unit*	*Rate*	*Subtotal*
Sewer Fee	12	$40.00	$480.00
			$0.00
			$480.00

Fiscal Year 2019
Budget Request

March 9, 2018 **Department:** Community TV Center Operations

Account Title: Heating Fuel Expense

Department Number: 31138 Account Number: 60405

FY2016 Actual	FY 2017 Budget	FY 2017 Actual	FY 2018 Budget	FY 2018 Est. Expended
$2,286.86	$3,483.00	$3,165.75	$3,483.00	$3,554.34

FY-2019 Budget	Department Request	City Mgr Recommendation	Council Action	Increase (Decrease)
	$3,570.00	$3,570.00		($3,483.00)

Support for Budget Request: Provide justification for the budget request using as much detail as possible to support it. Examples of acceptable support include unit costs, quantity estimates, price quotes, etc. Requests based solely on a percentage increase above the previous budget will not be accepted. Use additional sheets if necessary.

Desc	*Unit*	*Rate*	*Subtotal*
Propane (gallon delivered)	1750	$2.04	$3,570.00
			$0.00
			$3,570.00

Fiscal Year 2019
Budget Request

March 9, 2018

Department: Community TV Center Operations

Account Title: Fiber/Internet Expense

Department Number: 31138

Account Number: 60406

FY2016 Actual	FY 2017 Budget	FY 2017 Actual	FY 2018 Budget	FY 2018 Est. Expended
$11,214.81	$11,166.00	$4,105.26	$4,260.00	$4,130.51

FY-2019 Budget	Department Request	City Mgr Recommendation	Council Action	Increase (Decrease)
	$4,260.00	$4,260.00		($4,260.00)

Support for Budget Request: Provide justification for the budget request using as much detail as possible to support it. Examples of acceptable support include unit costs, quantity estimates, price quotes, etc. Requests based solely on a percentage increase above the previous budget will not be accepted. Use additional sheets if necessary.

Desc	*Unit*	*Rate*	*Subtotal*
TWC/Spectrum (package phone and internet	12	$355.00	$4,260.00
			$0.00
			$4,260.00

Fiscal Year 2019
Budget Request

March 9, 2018 **Department:** Community TV Center Operations

Account Title: Building Repair/Maint Exp

Department Number: 31138 Account Number: 60450

FY2016 Actual	FY 2017 Budget	FY 2017 Actual	FY 2018 Budget	FY 2018 Est. Expended
$6,694.00	$7,371.00	$3,822.00	$6,485.00	$5,009.00

FY-2019 Budget	Department Request	City Mgr Recommendation	Council Action	Increase (Decrease)
	$6,485.00	$6,485.00		($6,485.00)

Support for Budget Request: Provide justification for the budget request using as much detail as possible to support it. Examples of acceptable support include unit costs, quantity estimates, price quotes, etc. Requests based solely on a percentage increase above the previous budget will not be accepted. Use additional sheets if necessary.

Desc	*Unit*	*Rate*	*Subtotal*
Plowing & Sanding	10	$250.00	$2,500.00
General Maintenance	3	$300.00	$900.00
Maint. Building Security	2	$400.00	$800.00
Plumbing/Heating Service	3	$95.00	$285.00
Fire Ext. Inspection	1	$400.00	$400.00
Pest Control	4	$400.00	$1,600.00
			$6,485.00

Fiscal Year 2019
Budget Request

March 9, 2018 **Department:** Community TV Center Operations

Account Title: Admin/Office Supp/Eqt Non-Cap

Department Number: 31138 Account Number: 60500

FY2016 Actual	FY 2017 Budget	FY 2017 Actual	FY 2018 Budget	FY 2018 Est. Expended
$901.89	$500.00	$17.42	$200.00	$195.00

FY-2019 Budget	Department Request	City Mgr Recommendation	Council Action	Increase (Decrease)
	$200.00	$200.00		($200.00)

Support for Budget Request: Provide justification for the budget request using as much detail as possible to support it. Examples of acceptable support include unit costs, quantity estimates, price quotes, etc. Requests based solely on a percentage increase above the previous budget will not be accepted. Use additional sheets if necessary.

Desc	*Unit*	*Rate*	*Subtotal*
General Office Supplies	1	$200.00	$200.00

Fiscal Year 2019
Budget Request

March 9, 2018 **Department:** Community TV Center Operations

Account Title: Operating Supp/Eqt Non-Cap

Department Number: 31138 Account Number: 60501

FY2016 Actual	FY 2017 Budget	FY 2017 Actual	FY 2018 Budget	FY 2018 Est. Expended
$5,071.20	$5,000.00	$1,437.94	$4,500.00	$2,437.00

FY-2019 Budget	Department Request	City Mgr Recommendation	Council Action	Increase (Decrease)
	$4,500.00	$4,500.00		($4,500.00)

Support for Budget Request: Provide justification for the budget request using as much detail as possible to support it. Examples of acceptable support include unit costs, quantity estimates, price quotes, etc. Requests based solely on a percentage increase above the previous budget will not be accepted. Use additional sheets if necessary.

Desc	*Unit*	*Rate*	*Subtotal*
Equipment Repair[1]	1	$2,000.00	$2,000.00
Operating Supplies[2]	1	$2,500.00	$2,500.00
			$4,500.00

[1]Contingency for small equipment repairs and upgrades at PA and cablecasting sites

[2]Contingency for operating equipment

Fiscal Year 2019
Budget Request

March 9, 2018 **Department:** Community TV Center Operations

Account Title: Cleaning Supplies Expense

Department Number: 31138 Account Number: 60509

FY2016 Actual	FY 2017 Budget	FY 2017 Actual	FY 2018 Budget	FY 2018 Est. Expended
$0.00	$0.00	$0.00	$360.00	$180.00

FY-2019 Budget	Department Request	City Mgr Recommendation	Council Action	Increase (Decrease)
	$360.00	$360.00		($360.00)

Support for Budget Request: Provide justification for the budget request using as much detail as possible to support it. Examples of acceptable support include unit costs, quantity estimates, price quotes, etc. Requests based solely on a percentage increase above the previous budget will not be accepted. Use additional sheets if necessary.

Desc	*Unit*	*Rate*	*Subtotal*
Cleaning Supplies for Facility	12	$30.00	$360.00

Fiscal Year 2019
Budget Request

March 9, 2018 **Department:** Community TV Center Operations

Account Title: Note/BAN Principal Expense

Department Number: 31138 Account Number: 60752

FY2016 Actual	FY 2017 Budget	FY 2017 Actual	FY 2018 Budget	FY 2018 Est. Expended
$59,500.02	$36,178.00	$106,934.42	$32,920.00	$20,614.86

FY-2019 Budget	Department Request	City Mgr Recommendation	Council Action	Increase (Decrease)
	$18,276.73	$18,276.73		($32,920.00)

Support for Budget Request: Provide justification for the budget request using as much detail as possible to support it. Examples of acceptable support include unit costs, quantity estimates, price quotes, etc. Requests based solely on a percentage increase above the previous budget will not be accepted. Use additional sheets if necessary.

Principal Payment on Building Renovation Internal Loan

Desc	*Unit*	*Rate*	*Subtotal*
Internal Renovation Loan	1	$18,276.73	$18,276.73
			$0.00
			$18,276.73

Reduction due to cank loan paid off as per Concil Authorization
Last payment on sewer loan (2018)

FY2017 Actual expense reflects payoff of bank loan loan

Annual internal payment (1/1/17)	$	44,484.65
Annual bank loan payment (9/26/16)	$	13,827.32
Internal loan payoff (6/14/17)	$	45,925.95
Sewer contruction payment (7/2/16)	$	2,696.50
	$	106,934.42

Fiscal Year 2019
Budget Request

March 9, 2018 **Department:** Community TV Center Operations

Account Title: Note/BAN Interest Expense

Department Number: 31138 Account Number: 60753

FY2016 Actual	FY 2017 Budget	FY 2017 Actual	FY 2018 Budget	FY 2018 Est. Expended
$10,129.01	$8,597.00	$10,296.66	$5,260.00	$5,260.95

FY-2019 Budget	Department Request	City Mgr Recommendation	Council Action	Increase (Decrease)
	$4,902.58	$4,902.58		($5,260.00)

Support for Budget Request: Provide justification for the budget request using as much detail as possible to support it. Examples of acceptable support include unit costs, quantity estimates, price quotes, etc. Requests based solely on a percentage increase above the previous budget will not be accepted. Use additional sheets if necessary.

Interest Payment on Building Renovation Internal Loan

Desc	*Unit*	*Rate*	*Subtotal*
Internal Renovation Loan	1	$4,902.58	$4,902.58
			$0.00
			$4,902.58

Reduction due to bank loan payoff and final payment of sewer loan in FY18

Fiscal Year 2019
Budget Request

March 9, 2018 **Department:** Community TV Center Operations

Account Title: Transfer Out to Other Funds

Department Number: 31138 Account Number: 60799

FY2016 Actual	FY 2017 Budget	FY 2017 Actual	FY 2018 Budget	FY 2018 Est. Expended
$1,200.00	$3,000.00	$3,000.00	$10,000.00	$10,000.00

FY-2019 Budget	Department Request	City Mgr Recommendation	Council Action	Increase (Decrease)
	$10,000.00	$10,000.00		$0.00

Support for Budget Request: Provide justification for the budget request using as much detail as possible to support it. Examples of acceptable support include unit costs, quantity estimates, price quotes, etc. Requests based solely on a percentage increase above the previous budget will not be accepted. Use additional sheets if necessary.

City Manager adjustment as a percentage of administrative costs

Desc	*Unit*	*Rate*	*Subtotal*
Transfer Out - Admin Finance Support	1	$10,000.00	$10,000.00
			$0.00
			$10,000.00

From:	Poore, Melinda S <Melinda.Poore@charter.com>	Sent:	Fri 12/9/2016 9:42 AM
To:	Phinney, Brian		
Cc:	Winchenbach, Shelley J		
Subject:	Biddeford ME Info Request		
Message	franchise fee reports.pdf (456 KB) 2016 Price List.pdf (81 KB) 2014 Price list.pdf (107 KB) 2015 Price List.pdf (72 KB) 2013 Prices.pdf (148 KB)		

Hi Brian,
Below are responses to most of the questions, I'm still tracking down some information. Please let me know if you have any questions.

Best,
Melinda

TWC Concerns and Information Request

1. The Public Access facility, located at 15 Columbus Way in Biddeford reports concerns with the integrity of the cable feed have gone unanswered.

    a. Would you please provide a record of service calls originating from 15 Columbus Way by date, topic, and resolution?

    I checked with Mike Leonard from Charter who said that Steve Pulos has only called a couple of times regarding connectivity at various venues around town but did not raise any issues specifically about 15 Columbus Way. If there have been ongoing issues, we have not been made aware.

2. The Cable TV Committee reports "significant" concern by subscribers related to "puzzle picture", "video freezing", "lost signal", "different sound quality on Channel 3 and 85", and "general poor picture quality". The reports are anecdotal in nature at this time.

    a. Would you audit your records for Biddeford subscribers and report on the number of complaints from subscribers related to these reported issues? It would be beneficial to have street addresses so we can geocode to see if there is a particular part of the City that is experiencing an issue, if supported by data.

    We do not have any written complaints on file and we can't quantify the number of calls where a customer may have mentioned signal quality issues. There was an event that impacted a number of channels on 11/18/16 that degraded our video service in multiple areas. The event began at 9am and was resolved by 3:30pm. I have checked with our engineering team and there have not been any widespread issues ongoing issues but I will look into this further.

    The best way for us to effectively manage any signal level issues that customers may be experiencing is to work with them one on one, check signal levels and set up a service call for one of our technicians to go out and assess the home. There are a number of factors that could be impacting their service quality.

3. The Cable TV Committee reports that subscribers report paying for the cable box even when they are not cable subscribers. This is anecdotal at this time.

   a. Would you provide an audit of subscribers, showing service level and cable box fee (free or paid) for each year 2014-2016 YTD with subscriber totals?

   Looking into this information request.

4. The Cable TV Committee reports receiving complaints from subscribers that TWC instructs subscribers to buy their own cable modem as a way of reducing the monthly charges but when a problem arises, TWC "blames" the subscriber's equipment and says there is nothing that can be done because they have no ownership.

   a. Would you audit your records and report on the number of subscribers that have customer-owned modems vs TWC-supplied modems?

   b. Would you cross-reference these lists with customer complaint reports as a way of confirming or refuting the assertion that complaints from customer-owned modems go unresolved, or are unresolved at a much higher rate that TWC-supplied modem customers?

   The Cable TV Committee's authority is only related to video services, broadband services are not covered under the franchise agreement.

5. The Cable TV Committee reports receiving complaints of high TWC costs.

   a. Please provide a summary of established customer costs for services provided by year and item (2013-2016 TYD) along with an explanation of regular billing increases. The intent is not to see the "special" or :introductory rates" but rather how fees have increased for established customers and how such increases are determined.

   Attached are copies of the pricing lists from 2013-2016. The primary increase in our video services are due to an increase in programming costs to carry these channels.

6. The Cable TV Committee reports receiving reports that customers are dropping TWC as their provider due to poor service and product quality.

   a. Would you audit your records and provide a summary of the adds/drops in customers for 2013-2016 YTD? See attached franchise fee reports for subscriber numbers.

   b. Would you also provide a copy of the annual Franchise Reconciliation Report for 2013 through the latest franchise fee payment period?

   Franchise fee reports attached. These were sent to the City to accompany the franchise fee checks.

7. As per Article 3, Section 3.1, please identify any area within the City of Biddeford not being served by the franchisee due to minimum density requirement (15 homes per mile) or other criteria.

   Coverage map sent previously. There are no areas in the City that meet the density requirement that we do not serve.

8. As per Article 3, Section 3.2(a):

   i. Given the video and sound quality issues reported, please confirm that all residents of the City (served within the density criteria) have available a minimum 750 MHz Cable System, fully capable of carrying at least 110 video channels in the downstream direction and 4 video channels in the upstream direction, with the 750 MHz Cable System designed for not less than 500 MHz, or its equivalent, of video transmissions with 200 MHz reserved for future digital or analog two-way transmissions?

   ii. What is the current MHz load for the Cable System and is any of the 200 MHz reserve being used?

   iii. Please confirm that the Cable System architecture utilizes fiber to all nodes within the City, and identify and nodes not served.

   Charter's cable system in the City of Biddeford is a 750 MHz system and we manage the bandwidth on our system so that we can deliver our services to customers. We do have fiber optics that feed the nodes.

2. As per Article 3, Section 3.2(c):

   i. Given the reports of poor picture and sound quality, is there a way that TWC can demonstrate that the Cable System is transmitting City-specific access programming and Franchisee's commercial programming at an appropriate quality/speed to all Biddeford customers?

   Our network meets all technical specifications. If customers are experiencing signal quality issues, that is something that needs to be addressed on a case by case basis. There are multiple factors that could be impacting a customer's service.

3. As per Article 3, Section 3.3:

   i. Please provide the standard installation rate and the change in that rate from 2014 through 2016 YTD. See attached price lists.

   ii. Provide a summary of the number of subscribers by year (2014-2016 YTD), that have been charged the standard rate, and those that have been charged for a customized installation.

This information is not available.

4. As per Article 4, Section 3.4: In the process of confirming these; will follow up.

i. Please confirmation that each of the municipal and school buildings listed below receive free of charge, (1) drop and Standard Service Package

- City Hall (205 Main Street)
- Biddeford Police Station (39 Alfred Street)
- Biddeford Fire Department (152 Alfred Street)
- J. Richard Martin Community Center (189 Alfred Street)
- Biddeford Wastewater Treatment Plant (63 Water Street)
- Biddeford Public Access (15 Columbus Way)
- Biddeford Public Work (371 Hill Street)
- Biddeford High School (10-20 Maplewood Avenue)
- J.F. Kennedy School (64 West Street)
- Biddeford Primary School (320 Hill Street)
- Biddeford Middle School (335 Hill Street)
- Biddeford Middle School
- McArthur Library (270 Main Street)

Search Results A/P

View All First 1-3 of 3 Last

Business Unit	Voucher ID	Invoice Number	Gross Invoice Amount	Payment Amount	Invoice Date	Short Vendor Name	Vendor ID	Name 1	Voucher Style	Related Voucher	Entry Status	Voucher Source
14700	00581963	FF01251328423801	284238.01	284238.01	03/25/2013	ME BIDDEF-001	0000051673	CITY OF BIDDEFORD	Regular	(blank)	Postable	EDI
14700	00516560	102912196719	1967.19	1967.19	10/29/2012	ME BIDDEF-001	0000051673	CITY OF BIDDEFORD	Regular	(blank)	Postable	Online
14700	00516556	102912760441	7604.41	7604.41	10/29/2012	ME BIDDEF-001	0000051673	CITY OF BIDDEFORD	Regular	(blank)	Postable	Online

Search Results

View All First 1-3 of 3 Last

Business Unit	Voucher ID	Invoice Number	Gross Invoice Amount	Payment Amount	Invoice Date	Short Vendor Name	Vendor ID	Name 1	Voucher Style	Related Voucher	Entry Status	Voucher Source
14010	02600685	FF2221821A15	268772	268772	03/15/2016	ME BIDDEF-001	0000051673	CITY OF BIDDEFORD	Regular	(blank)	Postable	EDI
14010	01644693	FF2221821A14	271055.13	271055.13	03/20/2015	ME BIDDEF-001	0000051673	CITY OF BIDDEFORD	Regular	(blank)	Postable	EDI
14010	00725965	FF2221821A13	275094.02	275094.02	03/15/2014	ME BIDDEF-001	0000051673	CITY OF BIDDEFORD	Regular	(blank)	Postable	EDI

TIME WARNER CABLE New England Division

2012 Franchise Fee Worksheet

2221-821 Town of Biddeford
City manager
205 Main Street
Biddeford, ME 04005-

	January	February	March	April	May	June	July	August	September	October	November	December
Basic	$96,917.97	$95,072.71	$95,208.50	$94,774.98	$96,746.39	$98,176.08	$97,994.67	$97,050.29	$95,250.81	$93,242.11	$91,033.28	$88,948.19
Standard	$210,861.33	$209,311.38	$211,142.31	$211,777.69	$218,591.67	$223,345.54	$223,577.78	$223,496.52	$223,210.00	$218,734.39	$215,125.25	$211,192.08
Digital	$57,195.24	$57,498.48	$57,585.65	$57,642.13	$58,743.39	$59,508.99	$59,713.23	$58,299.52	$57,689.11	$57,126.55	$56,994.48	$56,277.75
Premium	$19,843.50	$19,688.22	$19,785.61	$20,160.33	$20,315.15	$21,318.75	$21,222.43	$20,267.53	$20,561.68	$19,985.42	$19,930.78	$19,445.88
Equipment	$42,316.57	$43,053.31	$43,019.25	$43,303.92	$44,629.87	$45,017.18	$45,261.36	$45,994.10	$46,607.24	$47,115.88	$46,841.43	$45,441.49
Install	$3,896.62	$5,700.96	$4,856.66	$4,187.53	$4,579.65	$5,877.59	$5,774.98	$12,036.09	$5,665.22	$5,515.28	$6,340.52	$6,289.60
Pay Per View	$13,640.68	$11,189.04	$11,551.11	$13,935.00	$11,996.33	$12,809.54	$11,707.96	$9,733.89	$12,958.50	$10,582.31	$9,816.93	$11,423.44
Other	$0.00	$0.00	$0.00	$0.00	$811.51	($50.00)	($55.00)	$0.00	$0.00	$0.00	$0.00	$0.00
Bad Debt	($6,267.17)	($1,435.01)	($872.85)	($910.74)	($1,869.78)	($4,790.49)	($5,907.26)	($4,746.29)	($8,872.01)	($3,848.26)	($5,299.04)	($2,803.40)
Advertising	$16,048.86	$18,988.42	$17,912.35	$21,938.62	$21,158.91	$22,694.02	$20,757.98	$20,470.66	$26,460.57	$35,405.29	$32,391.77	$17,565.58
Home Shopping	$2,870.90	$2,705.52	$2,362.79	$2,310.58	$2,726.89	$2,702.98	$2,755.03	$2,557.88	$2,448.52	$2,538.34	$2,569.00	$3,085.74
Total Revenue	$457,324.50	$461,773.03	$462,551.38	$469,120.04	$478,429.98	$486,610.18	$482,803.16	$485,160.19	$481,979.64	$486,397.31	$475,744.40	$456,866.35
Rate	5.00%	5.00%	5.00%	5.00%	5.00%	5.00%	5.00%	5.00%	5.00%	5.00%	5.00%	5.00%
Subscribers	5950	5932	5949	5928	5928	5930	5955	5917	5884	5764	5678	5576
Revenue Fee	$22,866.22	$23,088.65	$23,127.57	$23,456.00	$23,921.50	$24,330.51	$24,140.16	$24,258.01	$24,098.98	$24,319.87	$23,787.22	$22,843.32
Total Franchise Fee	$22,866.22	$23,088.65	$23,127.57	$23,456.00	$23,921.50	$24,330.51	$24,140.16	$24,258.01	$24,098.98	$24,319.87	$23,787.22	$22,843.32

Payments and Adjustments

Date	Description	Ref Num	Amount
03/31/2013	Payment		$284,238.01
		Total	$284,238.01

Year to Date Summary

Total Revenue	$5,684,760.16
Revenue Fee	$284,238.01
Total Franchise Fee	$284,238.01
Less Payments	$284,238.01
Total Due	$0.00

TIME WARNER CABLE

2013 Franchise Fee Worksheet

New England Division

2221-821 Town of Biddeford
City manager
205 Main Street
Biddeford, ME 04005-

	January	February	March	April	May	June	July	August	September	October	November	December
Basic	$86,773.98	$85,823.90	$87,416.59	$89,287.59	$90,443.53	$91,210.88	$90,392.09	$90,483.86	$89,197.92	$87,699.43	$84,756.68	$83,363.21
Standard	$207,303.06	$206,416.76	$214,006.12	$218,947.21	$221,347.95	$222,185.36	$223,654.00	$223,691.28	$221,151.94	$218,998.81	$211,894.82	$209,729.02
Digital	$55,655.78	$55,394.59	$55,630.66	$56,518.49	$56,981.14	$57,147.00	$57,176.62	$57,389.17	$57,753.45	$57,225.15	$55,609.28	$54,721.41
Premium	$18,771.54	$16,880.03	$16,322.71	$17,194.94	$18,263.61	$19,316.17	$19,492.53	$19,751.83	$14,675.29	$20,122.68	$20,544.19	$20,514.64
Equipment	$44,384.93	$44,107.94	$44,252.95	$44,902.86	$45,861.46	$46,222.00	$45,910.74	$45,900.94	$45,365.87	$44,908.57	$44,004.47	$43,453.99
Install	$5,634.88	$5,297.98	$6,157.45	$5,094.49	$5,330.00	$6,030.92	$5,972.84	$6,489.56	$5,465.45	$6,131.81	$5,770.29	$4,248.59
Pay Per View	$10,371.22	$12,333.72	$11,760.44	$13,108.03	$8,710.97	$9,823.84	$9,491.11	$8,928.33	$11,506.57	$7,665.80	$10,615.16	$10,007.78
Other	$0.00	$45.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$45.00	$0.00	$0.00
Bad Debt	($5,289.18)	($992.56)	$769.47	($6,245.21)	($1,541.67)	$685.65	($1,653.65)	($6,344.84)	($6,344.50)	($4,384.29)	($38.61)	($1,811.35)
Advertising	$12,536.99	$15,684.13	$17,760.95	$19,952.60	$22,301.97	$20,963.53	$18,264.11	$18,803.35	$16,643.46	$18,228.06	$18,139.86	$18,476.54
Home Shopping	$2,698.97	$2,266.13	$2,385.66	$2,342.21	$2,416.51	$2,648.35	$2,751.58	$2,552.24	$2,470.67	$2,523.66	$2,863.36	$2,853.38
Total Revenue	$438,842.17	$443,257.62	$456,463.00	$461,103.21	$470,115.47	$476,233.70	$471,451.97	$467,645.72	$457,886.12	$459,164.68	$454,159.50	$445,557.21
Rate	5.00%	5.00%	5.00%	5.00%	5.00%	5.00%	5.00%	5.00%	5.00%	5.00%	5.00%	5.00%
Subscribers	5465	5440	5473	5558	5664	5707	5635	5647	5593	5478	5372	5310
Revenue Fee	$21,942.11	$22,162.88	$22,823.15	$23,055.16	$23,505.77	$23,811.68	$23,572.60	$23,382.29	$22,894.31	$22,958.23	$22,707.98	$22,277.86
Total Franchise Fee	$21,942.11	$22,162.88	$22,823.15	$23,055.16	$23,505.77	$23,811.68	$23,572.60	$23,382.29	$22,894.31	$22,958.23	$22,707.98	$22,277.86

Payments and Adjustments

Date	Description	Ref Num	Amount

Year to Date Summary

Total Revenue	$5,501,880.37
Revenue Fee	$275,094.02
Total Franchise Fee	$275,094.02
Less Payments	$0.00
Total Due	$275,094.02

2014 Franchise Fee Worksheet

TIME WARNER CABLE

New England Division

2221-821 Town of Biddeford
City manager
205 Main Street
Biddeford, ME 04005-

	January	February	March	April	May	June	July	August	September	October	November	December
Basic	$82,600.34	$82,094.16	$78,013.40	$73,813.59	$75,376.31	$76,903.38	$77,648.35	$77,940.19	$78,239.50	$77,553.22	$78,861.55	$73,801.46
Standard	$206,314.96	$204,938.37	$206,124.20	$219,357.27	$223,723.05	$222,981.03	$221,408.50	$221,263.14	$217,638.34	$215,595.31	$208,413.12	$203,932.88
Digital	$53,967.18	$53,164.30	$53,942.18	$66,560.50	$69,781.05	$69,794.50	$69,082.79	$68,601.32	$68,097.89	$67,109.26	$65,434.97	$65,134.18
Premium	$20,365.82	$20,332.32	$20,810.35	$21,807.07	$22,082.58	$22,485.48	$22,042.64	$21,882.93	$22,155.31	$21,908.98	$21,225.26	$22,054.62
Equipment	$42,999.81	$42,565.52	$42,252.64	$36,906.05	$36,959.04	$37,382.60	$37,109.69	$37,268.80	$37,106.81	$36,390.22	$35,512.64	$35,144.00
Install	$4,326.23	$3,453.50	$3,246.29	$4,218.83	$3,812.38	$4,489.12	$4,580.63	$5,450.29	$5,389.54	$4,378.93	$2,721.51	$4,222.39
Pay Per View	$10,778.68	$10,072.96	$8,616.06	$12,741.47	$8,295.53	$8,323.07	$8,195.55	$10,021.53	$8,626.11	$8,616.00	$9,687.82	$11,088.62
Other	$60.00	$0.00	$0.00	$50.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Bad Debt	($3,840.36)	($341.94)	($273.00)	($2,068.59)	($4,177.46)	($3,242.30)	($5,146.88)	($9,376.76)	($5,556.42)	($1,702.97)	($4,832.89)	($1,774.89)
Advertising	$11,041.09	$15,737.31	$19,241.31	$17,837.23	$19,879.82	$23,245.07	$17,540.45	$22,904.73	$33,055.72	$38,129.89	$37,164.21	$17,015.53
Home Shopping	$3,048.14	$2,684.63	$2,504.00	$2,504.46	$2,828.43	$2,851.17	$2,773.81	$2,729.43	$2,699.06	$2,798.10	$2,762.47	$3,041.05
Total Revenue	$431,661.89	$434,701.13	$434,477.43	$453,727.88	$458,560.73	$465,213.12	$455,235.53	$458,685.60	$467,451.86	$470,776.94	$456,950.66	$433,659.84
Rate	5.00%	5.00%	5.00%	5.00%	5.00%	5.00%	5.00%	5.00%	5.00%	5.00%	5.00%	5.00%
Subscribers	5268	5271	5563	5531	5521	5537	5563	5545	5527	5521	5539	5559
Revenue Fee	$21,583.09	$21,735.06	$21,723.87	$22,686.39	$22,928.04	$23,260.66	$22,761.78	$22,934.28	$23,372.59	$23,538.85	$22,847.53	$21,682.99
Total Franchise Fee	$21,583.09	$21,735.06	$21,723.87	$22,686.39	$22,928.04	$23,260.66	$22,761.78	$22,934.28	$23,372.59	$23,538.85	$22,847.53	$21,682.99

Payments and Adjustments

Date	Description	Ref Num	Amount

Year to Date Summary

Total Revenue	$5,421,102.61
Revenue Fee	$271,055.13
Total Franchise Fee	$271,055.13
Less Payments	$0.00
Total Due	$271,055.13

TIME WARNER CABLE New England Division

2015 Franchise Fee Worksheet

2221-821 Town of Biddeford
City manager
205 Main Street
Biddeford, ME 04005-

	January	February	March	April	May	June	July	August	September	October	November	December
Basic	$78,412.08	$78,959.21	$80,414.64	$82,047.34	$83,882.84	$85,716.86	$86,134.81	$85,513.45	$85,582.69	$84,225.97	$81,964.28	$80,292.43
Standard	$199,767.20	$197,961.11	$201,737.44	$205,767.28	$210,051.00	$211,548.01	$210,759.33	$209,658.07	$206,938.89	$206,784.00	$198,981.28	$197,247.28
Digital	$65,623.98	$64,538.56	$64,837.93	$65,567.75	$66,715.37	$66,928.92	$65,914.92	$65,388.38	$65,089.78	$65,103.39	$63,028.87	$61,984.64
Premium	$23,432.93	$24,889.50	$25,130.70	$26,076.39	$26,491.45	$27,001.90	$27,371.53	$27,974.89	$27,707.96	$27,964.60	$27,335.81	$27,165.81
Equipment	$34,815.01	$34,424.37	$34,964.92	$35,853.85	$36,553.91	$37,688.44	$37,638.38	$37,424.99	$37,144.09	$36,931.07	$35,749.60	$35,340.05
Install	$3,374.18	$3,783.44	$3,994.11	$5,200.57	$3,771.17	$5,019.46	$5,254.08	$5,006.62	$4,712.06	$4,709.53	$5,074.31	$4,803.28
Pay Per View	$12,274.03	$11,521.95	$9,465.54	$9,300.76	$16,132.60	$9,130.03	$9,065.91	$9,719.53	$8,139.04	$9,658.49	$10,916.13	$8,920.70
Other	$0.00	$0.00	$0.00	$0.00	$1,467.05	$0.00	$2,297.59	$624.42	($2,539.12)	$241.54	$0.00	$0.00
Bad Debt	($3,903.94)	($2,849.51)	($2,656.47)	($2,551.59)	($4,926.49)	($3,505.95)	($2,326.78)	($4,621.47)	($6,027.84)	($4,472.58)	($3,580.33)	($2,101.03)
Advertising	$12,119.38	$14,210.07	$18,026.30	$16,098.94	$21,091.70	$17,358.81	$15,564.82	$19,183.20	$19,784.30	$20,126.79	$24,559.67	$20,033.47
Home Shopping	$3,037.34	$2,940.37	$2,844.93	$2,564.20	$2,999.38	$3,022.41	$3,026.08	$2,972.49	$2,911.77	$3,021.00	$3,171.11	$3,114.61
Total Revenue	$428,952.19	$430,379.07	$438,760.04	$445,925.49	$464,229.98	$459,908.89	$460,700.67	$458,844.57	$449,443.62	$454,293.80	$447,200.73	$436,801.24
Rate	5.00%	5.00%	5.00%	5.00%	5.00%	5.00%	5.00%	5.00%	5.00%	5.00%	5.00%	5.00%
Subscribers	5577	5599	5629	5647	5662	5634	5631	5634	5610	5618	5602	5588
Revenue Fee	$21,447.61	$21,518.95	$21,938.00	$22,296.27	$23,211.50	$22,995.44	$23,035.03	$22,942.23	$22,472.18	$22,714.69	$22,360.04	$21,840.06
Total Franchise Fee	$21,447.61	$21,518.95	$21,938.00	$22,296.27	$23,211.50	$22,995.44	$23,035.03	$22,942.23	$22,472.18	$22,714.69	$22,360.04	$21,840.06

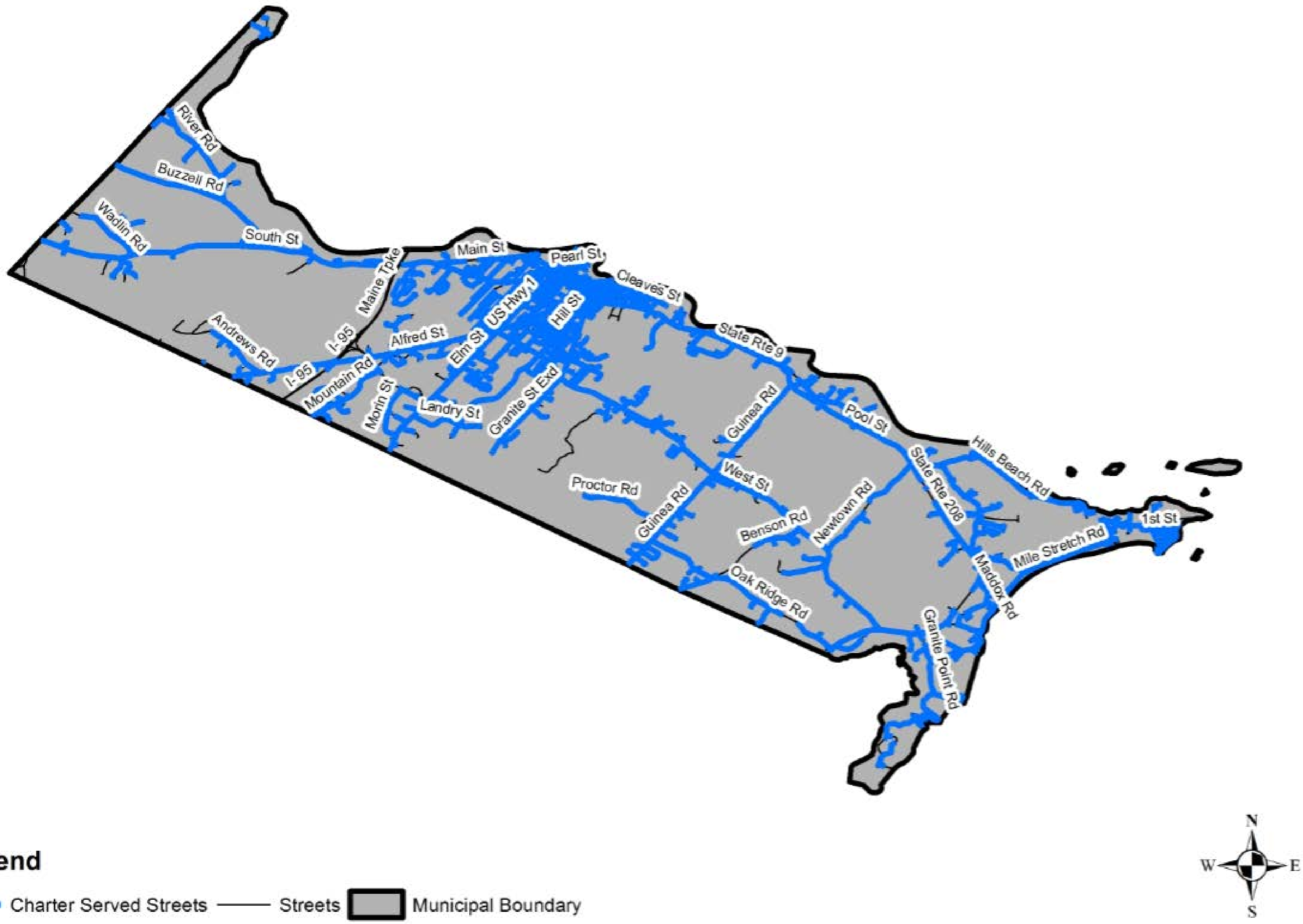
Payments and Adjustments

Date	Description	Ref Num	Amount

Year to Date Summary

Total Revenue	$5,375,440.29
Revenue Fee	$268,772.00
Total Franchise Fee	$268,772.00
Less Payments	$0.00
Total Due	$268,772.00

CHARTER TOWN OF BIDDEFORD, ME SERVED STREETS



Legend

Charter Served Streets — Streets — Municipal Boundary

Service Rates

EFFECTIVE FEBRUARY 2016

Berlin, Gorham, Shelburne, Lancaster, Whitefield, Dalton, Groveton, Randolph, Biddeford, Saco, Old Orchard Beach, Rumford, Andover, Dixfield, Hanover, Mexico, Peru, Roxbury, Boothbay, Southport, Bristol, South Bristol, Newcastle, Rockport, Fairfield, Unity, Thorndike, Hartland, St. Albans, Palmyra, Detriot, West Gardiner, Richmond, Windsor, Whitefield, Jefferson, Litchfield, Wales, Leeds, Turner, Buckfield, Poland, Minot, Oxford

TV SERVICES AND PACKAGES

Starter TV[1]	$ 21.00
In Hartland Only	$ 20.99
Essential TV[2]	$ 49.99
(includes Starter TV and selection of 40+ cable networks)	
Standard TV	$ 77.99
In Hartland Only	$ 71.99
(includes Starter TV)	
Preferred TV	$ 87.99
In Hartland Only	$ 81.99
(includes Starter TV, Standard TV, Variety Pass)	
Variety Pass	$ 10.00
HD Pass	$ 4.95
TWC Sports Pass	$ 10.00
TWC Movie Pass	$ 10.00
Family Choice[3]	$ 12.99
Broadcast TV Surcharge	$ 3.75
Sports Programming Surcharge	$ 5.00

1 Subscription to Starter TV is required for all TV Packages.

2 Cannot be combined with any other tiers. Restricted to Standard Definition non-DVR equipment only. Other restrictions apply.

3 Family Choice cannot be combined with any other video programming. Family Choice not available in all areas.

PREMIUM SERVICES

HBO®	$ 16.99
Showtime®	$ 15.99
The Movie Channel™	$ 15.99
STARZ®	$ 15.99
Cinemax®	$ 15.99
EPIX®	$ 9.99
Encore Pass	$ 6.99

ADULT PREMIUM SERVICES

Playboy TV	$ 12.95
Penthouse	$ 12.95
Hustler	$ 12.95
VIVID	$ 12.95
TEN	$ 12.95
REAL	$ 12.95
Manhandle	$ 12.95
Adult 3-Pack	$ 24.95

By subscribing to these services, customer agrees to be bound by the terms of TWC's Subscriber Agreement which can be found at http://help.twcable.com/html/twc_sub_agreement.html. Time Warner Cable leases CableCARDs™ for $2.50 per month, per CableCARD™, for use in customer-owned retail CableCARD™-compatible devices. Our leased digital converters also include either a CableCARD™ or integrated security inside the device. Our lease rate for digital converters that contain a CableCARD™ includes a $2.50 imputed charge for the CableCARD™. If you lease a CableCARD™ in lieu of such a digital converter, we now offer a prospective monthly credit to reflect the difference between the standard lease rates of digital converters and CableCARDs™. Please contact us by filling out the form available via the following link if you believe you may be eligible for or would like more information regarding this credit: http://www.twc.com/CableCARD.

For customers receiving service through commercial accounts or bulk arrangements, some products, pricing and other information contained herein may not apply. Please refer to the terms and conditions of the separate agreement. Where terms are inconsistent with information in the Service Rates, the terms and conditions of the separate agreement will apply.

Some restrictions apply. Starter TV service must be purchased to subscribe to any other optional video service or tier services. Pricing, programming and packaging subject to change without notice. Service prices shown are monthly and do not include sales tax, installation fees, franchise fees and FCC user fees. Not all equipment supports all services. All services may not be available in all areas. Subject to change without notice. Additional charges apply for installation, equipment, surcharges, applicable taxes and fees.

For TWC store locations, please visit twc.com/stores

Time Warner Cable®

1-800-TWCABLE
twc.com

For our latest special offers and promotions, please visit twc.com

11 2 (10, 20, 21, 30, 40, 41, 50, 60, 70) 21 18 (801-805) 22 21 (821) 25 76 (841, 842) 89 16 (422-428, 501-505 507, 520) 89 23 (303, 310, 311, 314-316, 318, 322) 89 24 (206, 211-214, 218, 406-411, 413)

6082-RC-NE-0216

INTERNATIONAL PREMIUMS

Arabic		
(ART)	$	12.99
Cantonese		
(TVB Jade World - TVB1, TVB2, TVBe, TVBS & CCTV4)	$	39.99
Filipino		
(Filipino Pass Plus - Filipino On Demand, GMA Life, GMA Pinoy, GMA DWLS Radio, GMA DZBB Radio & TFC)	$	24.99
French		
(TV5MONDE)	$	9.99
German		
(DW Amerika)	$	9.99
Hindi		
(Hindi Star Pass – STAR India PLUS, STAR India GOLD, Life OK & APB News)	$	19.99
(Hindi Pass – STAR India PLUS, Sony & Zee TV)	$	24.99
(Hindi Pass Plus – STAR India PLUS, Sony, Zee TV, Life OK, Willow, TV Asia, NDTV 24/7 & ITV Gold)	$	39.99
(Hindi Passport – STAR India PLUS, Sony, Zee TV, Life OK, Willow, TV Asia, NDTV 24/7, STAR India GOLD, Filmy, UTV Movies, ITV Gold & Eros Now)	$	69.99
Italian		
(Rai Italia)	$	9.99
Japanese		
(TV JAPAN)	$	24.99
Mandarin		
(Mandarin Language Package - CCTV -4, CTI Zhong Tian, Phoenix InfoNews & Phoenix North America)	$	19.99
(Mandarin ETTV Passport ETTV China, ETTV Drama, ETTV Financial News, ETTV News, ETTV NY & Yoyo TV)	$	19.99
(Mandarin Pass Plus - CCTV -4, CTI Zhong Tian, ETV China, ETTV Drama, ETTV Financial News, ETTV News, ETTV NY, Phoenix InfoNews, Phoenix North America & Yoyo TV)	$	29.99
Polish		
(TV Polonia & Polskie Radio)	$	19.99
Russian		
(Russian Language Package - C1R, RTN, RTVi & TV 1000 Russian Kino)	$	25.99
Vietnamese		
(Vietnamese Pass - SBTN & TVBV)	$	19.99

SEASONAL SPORTS SERVICES

ESPN Full Court , ESPN GamePlan, MLB Extra Innings, MLS Direct Kick, NBA League Pass, NHL Center Ice		Varies

ON DEMAND & PAY-PER-VIEW

On Demand (New Releases & Classic Movies, Adult & Special Events)		Varies
Pay-Per-View (Special Events, Adult Blocks)		Varies
Disney On Demand	$	3.99
Disney Family Movies On Demand	$	4.99
Here TV On Demand	$	7.99
Too Much For TV On Demand	$	14.99

INTERNET

Everyday Low Price	$	14.99
Basic	$	49.99
Standard	$	59.99
Turbo Upgrade[4]	$	10.00
Extreme Upgrade[4]	$	20.00
Ultimate Upgrade[4]	$	50.00
Home WiFi	$	4.99

[4] Turbo, Extreme or Ultimate Upgrade can be added to Standard.

HOME PHONE

Home Phone National	$	39.95
Home Phone State	$	29.95
Global Penny Phone Plan (additional)	$	2.95
Private Listing (per phone number)	$	4.00

EQUIPMENT & EXTRAS

Digital, HD, DVR or HD-DVR Set-Top Box and Remote Package (includes Set-Top Box and Remote)	$	11.75
DVR Service Fee (per DVR)	$	12.99
Enhanced DVR (per DVR)	$	15.99
Whole House DVR or Enhanced Whole House DVR Service (per WH-DVR)	$	19.99
The Guide	$	3.25
CableCARD™ (each)	$	2.50
Digital Adapter and Remote	$	3.25
Internet Modem Lease	$	10.00

INSTALLATION

Video Installation, Primary Outlet (Unwired or prewired)	$	47.99
Internet Installation	$	47.99
Home Phone Installation	$	47.99
Additional Outlet at Time of Installation	$	24.99
WH-DVR Installation	$	49.99
Home WiFi Installation (per device)	$	49.99
Easy Connect Rescue Fee	$	29.99
Easy Connect Shipping Charge	$	9.99
Trip Charge[5]	$	39.99

[5] Applicable when adding and/or relocating outlet, upgrading and/or downgrading services and picking up equipment. Applicable if technician determines that the problem is not related to Time Warner Cable's service or equipment. This charge may be waived if the customer subscribes to the Time Warner Cable Service Protection Plan.

OTHER SERVICE CHARGES

Deposit Fee		$50-100.00
Equipment Reactivation Fee	$	5.99
Field Collection/Trip Charge Fee	$	25.00
Late Fee		1.5%
Reconnect Fee	$	29.99
Returned Payment Fee	$	25.00

UNRETURNED/LOST/DAMAGED EQUIPMENT

CableCARD™	$	50.00
Digital Set-Top Box	$	175.00
HD Set-Top Box	$	175.00
HD-DVR	$	250.00
Modem	$	75.00
MR DVR	$	300.00
MTA	$	75.00
Tuning Adapter		$50 -75.00
Wireless Modem	$	100.00
Wireless MTA	$	125.00

Service Rates

EFFECTIVE MAY 2015

BERLIN, GORHAM, SHELBURNE, LANCASTER, WHITEFIELD, DALTON, GROVETON, RANDOLPH, BIDDEFORD, SACO, OLD ORCHARD BEACH, RUMFORD, ANDOVER, DIXFIELD, HANOVER, MEXICO, PERU, ROXBURY, BOOTHBAY, SOUTHPORT, BRISTOL, SOUTH BRISTOL, NEWCASTLE, ROCKPORT, FAIRFIELD, UNITY, THORNDIKE, HARTLAND, ST. ALBANS, PALMYRA, DETRIOT, WEST GARDINER, RICHMOND, WINDSOR, WHITEFIELD, JEFFERSON, LITCHFIELD, WALES, LEEDS, TURNER, BUCKFIELD, POLAND, MINOT, OXFORD

TV SERVICES AND PACKAGES

Starter TV[1]	$ 20.99
Essential TV[2] (includes Starter TV and selection of 40+ cable networks)	$ 49.99
Standard TV (includes Starter TV)	$ 74.99
Preferred TV (includes Starter TV, Standard TV, Variety Pass)	$ 82.49
Variety Pass	$ 10.00
HD Pass	$ 4.95
TWC Sports Pass	$ 8.99
TWC Movie Pass	$ 7.99
Family Choice[3]	$ 12.99
Broadcast TV Surcharge	$ 2.75
Sports Programming Surcharge	$ 2.75

[1] Subscription to Starter TV is required for all TV Packages.

[2] Cannot be combined with any other tiers. Restricted to Standard Definition non-DVR equipment only. Other restrictions apply.

[3] Family Choice cannot be combined with any other video programming. Family Choice not available in all areas.

PREMIUM SERVICES

HBO®	$ 16.99
Showtime®	$ 14.95
The Movie Channel™	$ 14.95
STARZ®	$ 14.95
Cinemax®	$ 14.95
EPIX®	$ 9.99
Encore Pass	$ 6.99

ADULT PREMIUM SERVICES

Playboy TV	$ 12.95
Penthouse	$ 12.95
Hustler	$ 12.95
VIVID	$ 12.95
TEN	$ 12.95
REAL	$ 12.95
Manhandle	$ 12.95
Adult 3-Pack	$ 24.95

By subscribing to these services, customer agrees to be bound by the terms of TWC's Subscriber Agreement which can be found at http://help.twcable.com/html/twc_sub_agreement.html. Time Warner Cable leases CableCARDs™ for $2.50 per month, per CableCARD™, for use in customer-owned retail CableCARD™-compatible devices. Our leased digital converters also include either a CableCARD™ or integrated security inside the device. Our lease rate for digital converters that contain a CableCARD™ includes a $2.50 imputed charge for the CableCARD™. If you lease a CableCARD™ in lieu of such a digital converter, we now offer a prospective monthly credit to reflect the difference between the standard lease rates of digital converters and CableCARDs™. Please contact us by filling out the form available via the following link if you believe you may be eligible for or would like more information regarding this credit: http://www.twc.com/CableCARD.

For customers receiving service through commercial accounts or bulk arrangements, some products, pricing and other information contained herein may not apply. Please refer to the terms and conditions of the separate agreement. Where terms are inconsistent with information in the Service Rates, the terms and conditions of the separate agreement will apply.

Some restrictions apply. Starter TV service must be purchased to subscribe to any other optional video service or tier services. Pricing, programming and packaging subject to change without notice. Service prices shown are monthly and do not include sales tax, installation fees, franchise fees and FCC user fees. Not all equipment supports all services. All services may not be available in all areas. Subject to change without notice. Additional charges apply for installation, equipment, surcharges, applicable taxes and fees.

For TWC store locations, please visit twc.com/stores

Time Warner Cable

1-800-TWCABLE
twc.com

For our latest special offers and promotions, please visit twc.com

11 2 (10, 20, 21, 30, 40, 41, 50, 60, 70) 21 18 (801-805) 22 21 (821) 25 76 (841, 842) 89 16 (422-428, 501-505 507, 520) 89 23 (303, 310, 311, 314-316, 318) 89 24 (206, 211-214, 218, 406-411, 413)

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INTERNATIONAL PREMIUMS

Arabic	
(ART)	$ 12.99
Cantonese	
(TVB Jade World - TVB1, TVB2, TVBe, TVBS & CCTV4)	$ 39.99
Filipino	
(Filipino Pass Plus - Filipino On Demand, GMA Life, GMA Pinoy, GMA DWLS Radio, GMA DZBB Radio & TFC)	$ 24.99
French	
(TV5MONDE)	$ 9.99
German	
(DW Amerika)	$ 9.99
Hindi	
(Hindi Star Pass – STAR India PLUS, STAR India GOLD, Life OK & APB News)	$ 19.99
(Hindi Pass – STAR India PLUS, Sony & Zee TV)	$ 24.99
(Hindi Pass Plus – STAR India PLUS, Sony, Zee TV, Life OK, Willow, TV Asia, NDTV 24/7 & ITV Gold)	$ 39.99
(Hindi Passport – STAR India PLUS, Sony, Zee TV, Life OK, Willow, TV Asia, NDTV 24/7, STAR India GOLD, Filmy, UTV Movies, ITV Gold & Eros Now)	$ 69.99
Italian	
(Rai Italia)	$ 9.99
Japanese	
(TV JAPAN)	$ 24.99
Mandarin	
(Mandarin Language Package - CCTV -4, CTI Zhong Tian, Phoenix InfoNews & Phoenix North America)	$ 19.99
(Mandarin ETTV Passport ETTV China, ETTV Drama, ETTV Financial News, ETTV News, ETTV NY & Yoyo TV)	$ 19.99
(Mandarin Pass Plus - CCTV -4, CTI Zhong Tian, ETV China, ETTV Drama, ETTV Financial News, ETTV News, ETTV NY, Phoenix InfoNews, Phoenix North America & Yoyo TV)	$ 29.99
Polish	
(TV Polonia & Polskie Radio)	$ 19.99
Russian	
(Russian Language Package - C1R, RTN, RTVi & TV 1000 Russian Kino)	$ 25.99
Vietnamese	
(Vietnamese Pass - SBTN & TVBV)	$ 19.99

SEASONAL SPORTS SERVICES

ESPN Full Court , ESPN GamePlan, MLB Extra Innings, MLS Direct Kick, NBA League Pass, NHL Center Ice	Varies

ON DEMAND & PAY-PER-VIEW

On Demand (New Releases & Classic Movies, Adult & Special Events)	Varies
Pay-Per-View (Special Events, Adult Blocks)	Varies
Disney On Demand	$ 3.99
Disney Family Movies On Demand	$ 4.99
Here TV On Demand	$ 7.99
Too Much For TV On Demand	$ 14.99

INTERNET

Standard Internet	$ 57.99
Basic Internet	$ 47.99
Everyday Low Price Internet	$ 14.99
Turbo Upgrade[4]	$ 10.00
Extreme Upgrade[4]	$ 20.00
Ultimate Upgrade[4]	$ 50.00
Home WiFi	$ 4.99

[4] Turbo, Extreme or Ultimate Upgrade can be added to Standard Internet.

HOME PHONE

Home Phone National	$ 39.95
Home Phone State	$ 29.95
Global Penny Phone Plan (additional)	$ 2.95
Private Listing (per phone number)	$ 4.00

EQUIPMENT & EXTRAS

Digital, HD, DVR or HD-DVR Set-Top Box and Remote Package (includes Set-Top Box and Remote)	$ 10.25
Digital, HD, DVR or HD-DVR Set-Top A/O and Remote Package (includes Set-Top Box, Remote, and Additional Outlet Service Fee)	$ 11.75
DVR Service Fee (per DVR)	$ 12.95
Enhanced DVR (per DVR)	$ 15.95
Whole House DVR or Enhanced Whole House DVR Service (per WH-DVR)	$ 19.99
CableCARD™ (each)	$ 2.50
Digital Adapter and Remote	$ 2.75
The Guide	$ 3.27
Additional Outlet (A/O) Service Fee (For 2nd and each additional Set-Top Box or CableCARD™)	$ 1.50
Internet Modem Lease	$ 8.00

INSTALLATION

Video Installation, Primary Outlet (Unwired or prewired)	$ 47.99
Internet Installation	$ 47.99
Home Phone Installation	$ 47.99
Easy Connect Rescue Fee	$ 29.99
Easy Connect Shipping Charge	$ 9.99
Trip Charge[5]	$ 39.99

[5] Applicable when adding and/or relocating outlet, upgrading and/or downgrading services and picking up equipment. Applicable if technician determines that the problem is not related to Time Warner Cable's service or equipment. This charge may be waived if the customer subscribes to the Time Warner Cable Service Protection Plan.

UNRETURNED/LOST/DAMAGED EQUIPMENT

CableCard™	$ 50.00
Digital Set-Top Box	$ 175.00
HD Set-Top Box	$ 175.00
HD-DVR	$ 250.00
Modem	$ 75.00
MR DVR	$ 300.00
MTA	$ 75.00
Tuning Adapter	$50 -75.00
Wireless Modem	$ 100.00
Wireless MTA	$ 125.00

By subscribing to these services, customer agrees to be bound by the terms of TWC's Subscriber Agreement which can be found at http://help.twcable.com/html/twc_sub_agreement.html. Time Warner Cable leases CableCARDs™ for $2.50 per month, per CableCARD™, for use in customer-owned retail CableCARD™-compatible devices. Our leased digital converters also include either a CableCARD™ or integrated security inside the device. Our lease rate for digital converters that contain a CableCARD™ includes a $2.50 imputed charge for the CableCARD™. If you lease a CableCARD™ in lieu of such a digital converter, we now offer a prospective monthly credit to reflect the difference between the standard lease rates of digital converters and CableCARDs™. Please contact us by filling out the form available via the following link if you believe you may be eligible for or would like more information regarding this credit: http://www.twc.com/CableCARD.

For customers receiving service through commercial accounts or bulk arrangements, some products, pricing and other information contained herein may not apply. Please refer to the terms and conditions of the separate agreement. Where terms are inconsistent with information in the Service Rates, the terms and conditions of the separate agreement will apply.

Some restrictions apply. Starter TV service must be purchased to subscribe to any other optional video service or tier services. Pricing, programming and packaging subject to change without notice. Service prices shown are monthly and do not include sales tax, installation fees, franchise fees and FCC user fees. Not all equipment supports all services. All services may not be available in all areas. Subject to change without notice. Additional charges apply for installation, equipment, surcharges, applicable taxes and fees.

For TWC store locations, please visit twc.com/stores

Service Rates

EFFECTIVE MARCH 2014

BERLIN, GORHAM, SHELBURNE, LANCASTER, WHITEFIELD, DALTON, GROVETON, RANDOLPH, BIDDEFORD, SACO, OLD ORCHARD BEACH, RUMFORD, ANDOVER, DIXFIELD, HANOVER, MEXICO, PERU, ROXBURY, BOOTHBAY, SOUTHPORT, BRISTOL, SOUTH BRISTOL, NEWCASTLE, ROCKPORT, FAIRFIELD, UNITY, THORNDIKE, HARTLAND, ST. ALBANS, PALMYRA, DETRIOT, WEST GARDINER, RICHMOND, WINDSOR, WHITEFIELD, JEFFERSON, LITCHFIELD, WALES, LEEDS, TURNER, BUCKFIELD, POLAND, MINOT, OXFORD

TV SERVICES AND PACKAGES

Starter TV[1]	$ 20.99
Essential TV[2] (includes Starter TV and selection of 40+ cable networks)	$ 49.99
Standard TV (includes Starter TV)	$ 74.99
Preferred TV[3] (includes Starter TV, Standard TV, Variety Pass)	$ 82.49
Variety Pass	$ 10.00
HD Pass	$ 4.95
TWC Sports Pass	$ 8.99
TWC Movie Pass	$ 5.95
Family Choice[4]	$ 12.99
Broadcast TV Fee	$ 2.25

[1] Subscription to Starter TV is required for all TV Packages. Starter TV-only customers requiring equipment to view certain channels may obtain it for that purpose at no charge.

[2] Cannot be combined with any other tiers. Restricted to Standard Definition non-DVR equipment only. Other restrictions apply.

[3] Viewing on certain television sets may require additional equipment that can be provided by Time Warner Cable or that may be available for purchase from retail stores in certain locations.

[4] Family Choice cannot be combined with any other video programming. Family Choice not available in all areas.

PREMIUM SERVICES

HBO®	$ 14.95
Showtime®	$ 14.95
The Movie Channel™	$ 14.95
STARZ®	$ 14.95
Cinemax®	$ 14.95

ADULT PREMIUM SERVICES

Playboy TV	$ 12.95
Penthouse	$ 12.95
Hustler	$ 12.95
TEN	$ 12.95
REAL	$ 12.95
Manhandle	$ 12.95
Adult 3-Pack	$ 24.95

Time Warner Cable®

1-800-TWCABLE
twc.com

For our latest special offers and promotions, please visit twc.com

6082-RC-0314

11 2 (10, 20, 21, 30, 40, 41, 50, 60) 21 18 (801-805) 22 21 (821) 25 76 (841, 842) 89 16 (422-428, 501-505 507, 520) 89 23 (303, 310, 311, 314-316, 318) 89 24 (206, 211-214, 218, 406-411, 413)

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INTERNATIONAL PREMIUMS

Arabic	
(ART)	$ 12.99
Cantonese	
(TVB Jade World - TVB1, TVB2, TVBe, TVBS & CCTV4)	$ 39.99
Filipino	
(Filipino Pass Plus - Filipino On Demand, GMA Life, GMA Pinoy, GMA DWLS Radio, GMA DZBB Radio & TFC)	$ 24.99
French	
(TV5 Monde)	$ 9.99
German	
(DW Amerika)	$ 9.99
Hindi	
(Hindi Star Pass – Star Plus, Star Gold, Life OK & APB News)	$ 19.99
(Hindi Pass – Star Plus, Sony & Zee TV)	$ 24.99
(Hindi Pass Plus – Star Plus, Sony, Zee TV, Life OK, Willow, TV Asia, NDTV 24/7 & ITV Gold)	$ 39.99
(Hindi Passport - Star Plus, Sony, Zee TV, Life OK, Willow, TV Asia, NDTV 24/7, Star Gold, Filmy, UTV Movies, iTV Gold & Bollywood On Demand)	$ 69.99
Italian	
(Rai Italia)	$ 9.99
Japanese	
(TV Japan)	$ 24.99
Mandarin	
(Mandarin Language Package - CCTV -4, CTI Zhong Tian, Phoenix InfoNews & Phoenix North America)	$ 19.99
(Mandarin ETTV Passport ETTV China, ETTV Drama, ETTV Financial News, ETTV News, ETTV NY & Yoyo TV)	$ 19.99
(Mandarin Pass Plus - CCTV -4, CTI Zhong Tian, ETV China, ETTV Drama, ETTV Financial News, ETTV News, ETTV NY, Phoenix InfoNews, Phoenix North America & Yoyo TV)	$ 29.99
Polish	
(TV Polonia & Polskie Radio)	$ 19.99
Russian	
(Russian Language Package - C1R, RTN, RTVi & TV 1000 Russian Kino)	$ 25.99
Vietnamese	
(Vietnamese Pass - SBTN & TVBV)	$ 19.99

SEASONAL SPORTS SERVICES

ESPN Full Court, ESPN GamePlan, MLB Extra Innings, MLS Direct Kick, NBA League Pass, NHL Center Ice	Varies

ON DEMAND & PAY-PER-VIEW

On Demand	Varies
(New Releases & Classic Movies, Adult & Special Events)	
Pay-Per-View (Special Events, Adult Blocks)	Varies
Disney On Demand	$ 3.99
Disney Family Movies On Demand	$ 4.99
Here TV On Demand	$ 7.99
Too Much For TV On Demand	$ 14.99

INTERNET

Standard Internet	$ 57.99
Basic Internet	$ 47.99
Everyday Low Price Internet	$ 14.99
Turbo Upgrade[5]	$ 10.00
Extreme Upgrade[5]	$ 20.00
Ultimate Upgrade[5]	$ 50.00
Home WiFi	$ 9.95
Music To-Go	$ 14.95
Music Pack	$ 9.95
Variety Pack	$ 7.95
Funways	$ 4.95

[5] Turbo, Extreme or Ultimate Upgrade can be added to Standard Internet.

HOME PHONE

Home Phone National	$ 39.95
Home Phone State	$ 29.95
Global Penny Phone Plan (additional)	$ 2.95
Private Listing (per phone number)	$ 4.00

EQUIPMENT & EXTRAS

Digital, HD, DVR or HD-DVR Set-Top Box Package	$ 10.25
(includes Set-Top Box and Remote)	
Digital, HD, DVR or HD-DVR Set-Top A/O Package	$ 11.75
(includes Set-Top Box, Remote, and Additional Outlet Service Fee)	
DVR Service Fee (per DVR)	$ 12.95
CableCARD™ (each)	$ 2.50
The Guide	$ 3.27
Additional Outlet (A/O) Service Fee	$ 1.50
(For 2nd and each additional Set-Top Box or CableCARD™)	
Internet Modem Lease	$ 5.99

INSTALLATION

Video Installation, Primary Outlet (Unwired or prewired)	$ 47.99
Internet Installation	$ 47.99
Home Phone Installation	$ 47.99
Easy Connect Rescue Fee	$ 29.99
Easy Connect Shipping Charge	$ 9.99
Trip Charge[6]	$ 39.99

[6] Applicable when adding and/or relocating outlet, upgrading and/or downgrading services and picking up equipment. Applicable if technician determines that the problem is not related to Time Warner Cable's service or equipment. This charge may be waived if the customer subscribes to the Time Warner Cable Service Protection Plan.

UNRETURNED/LOST/DAMAGED EQUIPMENT

CableCARD™	$ 50.00
Digital Set-Top Box	$ 175.00
HD Set-Top Box	$ 175.00
HD-DVR	$ 250.00
Modem	$ 75.00
MR DVR	$ 300.00
MTA	$ 75.00
Tuning Adapter	$ 50 -75.00
Wireless Modem	$ 100.00
Wireless MTA	$ 125.00

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Service Rates

YORK

INDIVIDUAL MONTHLY SERVICE RATES

Basic†	$ 20.99
Classic (includes Basic)	$ 73.29
Over 75 channels of local programming and cable networks.	
Digital Cable Package (Equipment included)	$ 82.49
Digital Tier (Requires Classic Cable and Equipment)	$ 8.99
TV Essentials (Equipment is not included)	$ 49.99
TV Essentials with Lite Internet (Equipment is not included)	$ 74.99
Equipment package, first outlet	$ 8.99
Converter	$ 7.99
Remote	$ 0.50
Navigator	$ 0.50
Additional converter, each	$ 7.99
Additional remote, each	$ 0.50
DVR or HD/DVR Service	$ 12.95
Whole House DVR Service (per server)	$ 19.99
Time Warner Cable Sports Pass	$ 8.99
Time Warner Cable Movie Pass	$ 5.95
Time Warner Cable HD Pass	$ 4.95
Family Choice Tier	$ 12.99
CableCARD™	$ 2.50
Standard Internet (with any other service)‡	$ 49.99
Ultimate Internet (add on to Standard Internet)	$ 50.00
Extreme Internet (add on to Standard Internet)	$ 20.00
Lite Internet (with any other service)‡‡	$ 25.99
Basic Internet (with any other service)‡‡‡	$ 34.99
Turbo Internet (add on to any Internet Standard price)	$ 9.95
Earthlink (with any other service)	$ 49.99
Home WiFi	$ 9.95
Internet Modem Leasing	$ 3.95
Phone	$ 39.95
Global Penny Phone Plan	$ 2.95
Private Listing Fee	$ 4.00
Unlimited In State Phone Service	$ 29.95

PREMIUM CHANNELS

First Movie Channel	$ 14.95
Each Additional Movie Channel	$ 12.95

Contact us to learn how you can save money by bundling our services. TWC.com

INTERNATIONAL PREMIUM CHANNELS – PACKAGES

Mandarin Passport (Includes CCTV-4, CTI Zhong Tian Channel, Phoenix, Phoenix, NA)	$ 19.99
Hindi Passport (Includes ZEE TV, SET Asia, TV Asia)	$ 29.99
Filipino Pass Plus (Includes GMA Pinoy, GMA LIfe, DWLS. DZBB, TFC)	$ 24.99
Russian Passport (Includes Channel One Russia, RTV, RTN, TV 1000 Russian Kino)	$ 25.99

INTERNATIONAL PREMIUM CHANNELS – ALA CARTE

Rai Italia	$ 9.99
ART	$ 12.99
TV JAPAN	$ 24.99
TV Polonia	$ 19.99
TV5MONDE	$ 9.99
SBTN	$ 14.99
DW Amerika	$ 9.99
Bollywood Hits On Demand	$ 9.99

SUBSCRIPTION SERVICES

Time Warner Cable 3D Pass	$ 10.00
Here! TV (Here! TV On Demand included)	$ 7.99
Howard TV On Demand	$ 13.99
Too Much For TV	$ 14.99
The Disney Channel On Demand	$ 3.99
Disney Family Movies On Demand	$ 4.99

ON DEMAND PRICING

Movies On Demand-New Releases (each)**	$ 3.99
Movies On Demand-Movie Favorites (each)**	$ 1.99
Movies On Demand-Adult (each)**	$ 13.99

** Some channels and services not available in all areas.

PAY PER VIEW PRICING

Pay Per View Movies (each)	$ 3.99
Pay Per View Events	varies by event
Pay Per View Adult (each)	$ 13.99

INSTALLATION CHARGES

Installation of one product	$ 47.99
Installation of two products	$ 44.99
Installation of three products	$ 29.99
EZ Connect Shipping Fee	$ 9.99
EZ Connect Rescue OTC	$ 39.99
Professional Home Visit	$ 39.99

OTHER CHARGES

Unreturned Tuning Adapter	$50.00 – $75.00
Unreturned Cable Card	$ 50.00
Unreturned Digital Converter	$ 175.00
Unreturned HD Converter	$ 175.00
Unreturned HD-DVR	$250.00
Unreturned MR DVR	$300.00
Unreturned Modem	$ 75.00
Unreturned Wireless Modem	$100.00
Unreturned MTA	$ 75.00
Unreturned Wireless MTA	$ 125.00

Time Warner Cable®

* EarthLink may be used as the Internet choice in any monthly package. Lease of a modem or purchase of an approved modem required for Internet service. Approved modems can be found at www.twc.com/approveddevices.

† Basic cable rates may vary by town, please call for actual rates. Rates subject to change. Some restrictions may apply. Not all services are available in all areas. Digital programming and channels are subject to change without notice. Applicable fees and taxes are not included.

‡ Internet Standard price is $51.00 as a stand alone service.

‡ EarthLink price is $54.95 as a stand alone service.

‡‡ Lite Internet price is $29.95 as a stand alone service.

‡‡‡ Basic Internet price is $39.95 as a stand alone service.

Time Warner Cable leases CableCARD™s for $2.50 per month, per CableCARD™, for use in customer-owned retail CableCARD™-compatible devices. Our leased digital converters also include either a CableCARD™ or integrated security inside the device. Our lease rate for digital converters that contain a CableCARD™ includes a $2.50 imputed charge for the CableCARD™. From time to time we may offer bundled packages that include one or more digital converters within the base package price. If you lease a CableCARD™ in lieu of such a digital converter, we now offer a prospective monthly credit to reflect the difference between the standard lease rates digital converters and CableCARD™s. Please contact us by filling out the form available via the following link if you believe you may be eligible for or would like more information regarding this credit: www.twc.com/cablecard.

UPDATED CHANNEL LINEUPS

Get the latest lineups online

We continually update our channel lineup to provide you with a robust variety of services.
To view the current line up visit our website at:
twc.com

Effective 3/1/2013 NE-RC-7089 York

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Where are the municipal meetings?

That's what Charter Communications cable subscribers and municipal officials will soon be asking as the Corporation rolls out its "digital encryption" project across the state. For 30 years, the local community television channels have occupied the single digit channel numbers adjacent to the commercial network channels and PBS. Charter is now moving them to the 1300 block of channels. Charter, whose cable television, internet and phone services are known as "Spectrum" for branding purposes, maintains that this move is necessary to "better maintain the integrity of its network and offer more enhanced features." Corporate public relations spokesperson Andrew Russell confirmed this statement with reporter Phil Blampied of Today River Valley on January 2nd but did not say why the local commercial channels or PBS were not also going to be moved to the 1300 block.

On October 13th of last year, Charter issued a notice to the Town of Bristol to this effect. The Selectmen subsequently issued a letter to Charter protesting that "[t]his high number (channel 1301) makes it effectively impossible to find the station by running through the channels. Keeping the channel in the vicinity of our local broadcast channels allows easy access for all viewers. We feel this is a betrayal of the principles behind our new franchise award to Charter Communications for service to the Town of Bristol."

Municipal meetings are typically carried on the basic tier of the local cable system along with Educational channels from the local schools and Public Access channels from non-profits and the community at large. Federal Statutes designate these as "PEG" channels for the Public, Educational and Governmental programing they provide. There are 72 PEG channels in Maine and most are operated by volunteers or employees of the Towns and school districts.

Tom Handel, Executive Director of the Portland Media Center said recently “These PEG channels have always been on the lowest tier, next to other local commercial channels for the convenience of their viewers, particularly homebound seniors who watch for municipal meetings and events. Moving them to the 1300 block is an affront to democracy and a great disservice to viewers’ ability to watch locally produced PEG programming.”

Melinda Kinney of the Charter Communications Portland Office claimed that by moving the channels to the 1300 block, it will be "consistent statewide and nationally."

Further research indicates that Charter has already made this move in other States, seemingly without regard to the needs of the community, prompting the term "channel slamming." In addition, Charter has been accused of violating Franchises in Massachusetts that specifically assign PEG channels to certain numbers where they have been located for more than 25 years.
http://acommunitytv.org/2014/10/charter-slams-northbridge-massachusetts-peg-channels-in-violation-of-franchise-agreement/

Written testimony from PEG station managers in Massachusetts that have been affected by this move by Charter has been independently verified by the Community Television Association of Maine (CTAM), www.ctamaine.org, an affiliate of Maine Municipal Association.

Speaking for CTAM, Secretary Brian Knoblock said that “Charter considers the 1300 block of channels as part of their ‘basic’ tier, which seems illogical, since you will not be able to see the PEG channels no matter what kind of a TV you own unless you rent a cable box from them and know where to locate the channel. We already know there will be a loss of viewership as demonstrated several years ago when many areas across the State became all digital with Time Warner. They moved the PEG channels to the 121 block which impacted people without a cable box. Folks didn’t know where to find the local channels and even if they knew the number, i.e. 121-1, most seniors could not navigate to it before the TV defaulted back to the channel they were on” Knoblock said.

Patrick Bonsant, Manager of Saco River Community Television in Hollis noted that “Of the four plans offered by Charter, the basic tier offering about 20 channels is the most affordable option. For around $30, subscribers get about 20 channels, and in our service area, SRC-TV has always tried to make this most affordable cable package the best value possible by offering not just municipal and school meetings but a wide variety of community profiles, documentaries, local talent forums, historical society presentations, public service announcements, graduation ceremonies, sporting events, fishing and gardening shows, church services, political opinion programs and local musical talent showcases among many other offerings. Now we're being slammed into the 1300 series and I believe this is a deliberate attempt to stifle the public interest and marginalize our community channels in the name of corporate profit. By requiring a box, Charter is improving yet another source of revenue from those who can least afford it, at the same time making the lucrative single digit channel slots formally occupied by PEG channels, available for lease to the highest bidders such as QVC” Bonsant said.

Another concern raised by Sally Hebert, President of CTAM, is that “all the commercial channels on their ‘basic’ tier are easily received by any ‘Smart’ flat screen TV but not the PEG channels in the 1300 block, so there may be cause for discriminatory action there as well.” Tony Vigue, retired manager of South Portland Community Television, has contacted Melinda Kinney at Charter on behalf of CTAM but she has not responded to this discrimination inquiry as of the date of publication.

“A bill will be proposed to the legislature that would prevent this from happening statewide,” Hebert said, “and we are hoping the legislature will make it retroactive in the next session. Basically, the proposed bill would duplicate the wording which is in use by the States of California and Illinois to prevent this regrettable action by Charter. Further, it will be recommended that this paragraph be added to Maine State Statute Title 30-A §3010, Paragraph 5. Several Representatives and Senators have been contacted and are receptive to this initiative," Hebert said.

Randy Visser, Co-Founder of CTAM, remarked "For the past thirty years we've been working to de-commercialize the television medium and introduce the concept of locally produced, community-based content that is unique to the places we live. This move will make it more difficult, and impossible in some cases, for seniors and working families to find these channels to watch their local meetings and community events. We should be treating these providers like the common-carrier utilities they've become. Cable companies use the same public right-of-ways the telephone industry uses. It's all data now. Why can't the State of Maine hold these powerful companies accountable in situations like this? We need to convince enough legislators that this action by Charter is not only detrimental to the municipality's ability to communicate with its citizens, but it also impacts the culture of the community," Visser said. He continues, "I travel around the country visiting these channels for my work as a video engineer. When the channels are properly funded and managed, the impact is huge. People understand that there is a neutral, non-commercial communication platform that is accessible to everyone. It keeps the political system, and the people managing our governmental systems, accountable. Video coverage neutralizes the traditional power-base and gives average people a voice. Local channels are becoming the real vanguard of our future communications democracy. It's time we began to pay attention to these important local conduits." Visser said.

Vigue also said in a recent interview at the Portland Media Center, "folks have relied on these channels being adjacent to the local commercial channels for 30 years and seniors are the primary viewers. They will be the last to know where to look for their municipal and school board meetings. Charter garners no revenue from their legal requirement to carry PEG channels so they are moving them to the least desirable location. It’s simple economics. The back story is, the fewer people that watch these channels, the less likely the towns will require increased franchise fees for operational funding and capital grants for programming equipment from the cable operator at franchise renewal time. PEG channels also provide free advertising for non-profits who provide valuable services in the community. That is considered to be ‘lost revenue’ to the cable operator who could be charging them for the ads. It is in their best economic interest to marginalize and minimize the importance of these sources of local non-commercial information in the community. For the most part, municipalities do not have the legal or monetary resources to challenge this action in court.”

Municipal Office, Town of Bristol, Maine
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Shelley Winchenbach
Director, Government Affairs – New England
Charter Communications
400 Old County Road
Rockland, ME 04841

October 24, 2017

Dear Ms. Winchenbach,

Thank you for your letter to Municipal Officials of October 13th, outlining the changes to Charter Communications' cable television service in this community.

As a Town that relies heavily on Public Access Channel 7 to reach out to our citizens, and in particular to the elderly and housebound, we the Selectmen of Bristol wish to protest in the strongest possible terms to the change of Channel 7 to Channel 1301. This high number makes it effectively impossible to find the station by running through channels. Keeping the channel in the vicinity of our local broadcast channels allows easy access for all viewers.

We understand that you may consider channel numbering to be a technical matter between you and Channel 7, but we feel that this is a betrayal of the principles behind our new franchise award to Charter Communications for service to the Town of Bristol. We believe that such action would have been unthinkable by the former Time Warner cable prior to its acquisition by Charter, and that it reflects poorly on your management's stewardship of the public monopoly you have been granted. We urge you to reconsider this decision.

Yours sincerely,

Chad Hanna	Paul Yates	Harry Lowd III
Chairman	Selectman	Selectman

An Act To Insure Non-Discriminatory Treatment of Public, Educational and Governmental Access Channels by the Cable Operator

Be it enacted by the People of the State of Maine as follows:

Sec. 1. 30-A MRSA §3010 is hereby amended to insert Paragraph 5A after Paragraph 5 as follows:

"For the purposes of this section, a cable television operator shall include multichannel video programming distributors as defined by federal law in 47 USC section 522(7) and the "local unit of government or the entity to which the local unit of government has assigned responsibility for managing PEG access channels" shall hereinafter be designated as the "PEG Originator".

Public, Educational, and Governmental channels hereinafter referred to as "PEG" channels shall be carried on the cable operators' basic cable or video service offerings or tiers. To ensure continuity of service to the subscriber, the PEG channels shall not be separated numerically from other local broadcast channels carried on the cable operators' basic cable or video service offerings or tiers and the channel numbers for the PEG channels shall be the same channel numbers used by the incumbent cable operator, unless prohibited by federal law. After the initial designation of PEG channel numbers, the channel numbers shall not be changed without the agreement of the PEG Originator, unless the change is required by federal law. This law shall be retroactive such that any PEG channels that have been moved without the consent of the PEG Originator will be restored to their original location and number."

Sec. 2. 30-A MRSA §3010 is further amended to insert Paragraph 5B after paragraph 5A as follows:

"PEG channels shall be afforded the same quality format as provided to other local broadcast channels on the basic cable or video service offerings or tiers. That is, if a high definition or current technology signal is sent to the cable operator by the PEG Originator, the cable operator shall not diminish, down convert or otherwise tamper with the signal quality or format provided to them. Said channel signals as delivered to the subscriber shall be of equivalent quality and format to the primary local broadcast signals carried on the system if provided as such by the PEG Originator. All cable television operators shall simultaneously carry each PEG access channel in both a high definition format and a standard digital format in the same manner as the primary local broadcast channels are provided, unless prohibited by federal law."

"Further, all cable television operators, when requested, shall not prohibit and shall assist in providing the PEG Originator with access to the entity that controls the Electronic Program Guide (EPG) so that subscribers may view, select and record PEG access channels in the same manner as local broadcast channels. In addition, PEG channels on the EPG will be identified in the same manner as local broadcast channels."

SUMMARY

This bill requires all cable operators in Maine to carry Public, Educational and Governmental (PEG) channels on the basic cable or video service offerings or tiers and such channels shall not be separated or moved numerically from other channels carried on the basic cable or video service offerings or tiers without the agreement of the local unit of government or the entity to which the local unit of government has assigned responsibility for managing PEG access channels (the PEG Originator), unless the change is required by federal law. In the event of transfer of the franchise license, the same channel numbers used by the incumbent cable operator shall be retained. This law shall be retroactive such that any PEG channels that have been moved without the consent of the PEG Originator will be restored to their original location and number..

Secondly, this bill requires all cable operators in Maine to work with the PEG Originator to insure that the signal sent from the point of origination to the cable operator and delivered to the cable subscriber is of the same quality and format as originally created without exception.

Third, this bill requires all cable operators to provide PEG operators access to the entity that controls the electronic programming guides in the same manner as the local broadcast channels if requested by the PEG Originator.

From: CTAM Info <info@ctamaine.org>
Sent: Thursday, February 22, 2018 2:49 PM
To: Tony Vigue
Subject: Fwd: 2-22-18 UPDATE: PEG ANTI-DISCRIMINATION BILL

Greetings friends,

I just spoke with Eric Feigenbaum who is a Senior Advisor to House Speaker Sara Gideon and he stated that Speaker Gideon was going to vote to approve this as emergency legislation so it can go forward.

Of course that is just one vote, but it is an important one. The bill needs a majority of the Legislative Council Committee. We heard last week that Senator Nathan Libby was also on board, if any of you have further info, let us know.

Eric said the cable companies have been "giving them a workover" about this bill and I'm sure they are. We remain undaunted since the language against "channel slamming" is already the law in two other States and the requirement for HD is clearly discriminatory if they don't provide it.

Unfortunately, we are not allow to testify in favor on Tuesday, only the Sponsor, Senator Miramant can speak. I'm not sure if opposition is allowed at this hearing.

Please keep the lines of communication open between you and your legislators to insure that the members of the LCC hear from you and any others that you feel will be impacted by this action by Charter.

Once again, members of the Legislative Council that will be hearing the bill next Tuesday are:

- Speaker Sara Gideon, Chair
- President Michael D. Thibodeau, Vice-Chair
- Senator Garrett P. Mason, Senate Majority Leader
- Senator Amy F. Volk, Senate Assistant Majority Leader
- Senator Troy D. Jackson, Senate Minority Leader
- Senator Nathan L. Libby, Senate Assistant Minority Leader
- Representative Erin D. Herbig, House Majority Leader
- Representative Jared F. Golden, House Assistant Majority Leader
- Representative Kenneth W. Fredette, House Minority Leader
- Representative Eleanor Espling, House Assistant Minority Leader

Thank you,

Tony Vigue
(207) 329-6243 (m)