

Cable TV Advisory Council of Eastern Connecticut Meeting Minutes

July 19, 2023

The meeting was called to order at 5:31PM by Chair Michael Meinz.

Roll Call of Members

Members Attending: Michael Meinz, Stephen Marchesseault, Serg St. Felix

Members Absent: , Temosticles Valdes, Craig Merriman, Ed Berdick, Dan Cleary, Jeffrey Robillard, James Barnie

Breezeline representatives attending: Corey Foster

SEC-TV representative attending: Frank Facchini

Approval of Minutes

A motion to approve the minutes of the prior meeting was made Stephen Marchesseault and seconded by Michael Meinz The motion passed 2-0-1.

Treasurer

Michael Meinz reported the current balance is \$10,163.53

- Raigan Leveille (QCFF #1) \$1,050.00
- Zoe Miller (QCFF #2) \$750.00
- WebEx Annual Fee \$172.29

Correspondence

- None

Public Comment

- None

Breezeline

- Breezeline is undertaking several ESG projects. We have previously heard about the plan to place solar panels at the Montville head-end. Other projects include a new electric buck truck and other electric vehicles in the fleet.
- Breezeline plans to seek grants to fund improved connectivity in underserved (e.g. rural) areas.

SEC-TV

- Grant of \$186,000 approved for Waterford & Groton Community Access but not yet received. Will purchase new cameras and a new switcher for Waterford. Already replaced the playback software.
- Several new shows in production.

New Bussines

- Customer Service Review
 - Adopted root cause analysis techniques to understand real causes and create proper solutions. Proactively replacing equipment.
 - Adding more tutorials and FAQs to help customers resolved issues.
 - Adding more automation.
 - Increased call center staff.
 - Social media/chat support team

Old Business

- Killingly Film Festival sponsorship
 - Chair Michael Mainz and Vice-Chair Stephen Marchesseault attended the Quiet Corner Film Festival and presented the checks to the two PSA contest winners. The PSAs are playing on SEC-TV Waterford's channels.

Advisory Council Member Communications

- Sencore device in East Lyme has been failing. Breezeline will be replacing it.

Adjourn

The meeting was adjourned at 5:56PM

Respectfully submitted,
Michael Mainz