

# AGENDA ITEM - 03

**SHREWSBURY ELECTRIC  
&  
CABLE OPERATIONS  
COMMISSION MEETING**

**January 13, 2020  
7:00 PM**

**MINUTES**

**PRESENT: M. LEMIEUX  
K. MARSHALL  
M. REFOLO – Acting Chairman  
A. TRIPPI**

**ABSENT: R. HOLLAND - Chairman**

**OTHERS**

**PRESENT: M. HALE  
M. QUITADAMO  
R. IACCARINO  
J. LAVERTY  
J. MALAVER  
J. PRATT  
M. VIGEANT, Great Blue (Part-time)  
B. MOSS**

**1. Meeting Called to Order – 7:02 PM**

**2. 2019 Great Blue SELCO Customer Satisfaction Survey Presentation**

M. Hale introduced Michael Vigeant, Great Blue. Mr. Vigeant reviewed highlights of the SELCO Customer Satisfaction Study for September 2019. He stated that SELCO customers were selected at random and interviewed via either telephone or on-line.

M. Vigeant gave a brief overview of results stating that there were 66 questions for the Electric survey. For the Cable survey, there was a total of 302 telephone interviews and 185 online interviews; similar to the electric survey with fewer questions.

### **Electric Survey Results**

- Relationship with Customers – Customers rated SELCO very positive with 93% telephone responders and 91% on-line responders. This compared to a typical positive response in the 70<sup>th</sup> percentile for investor owned utilities.
- Rates – Not everyone interviewed knew SELCO's rates are among the lowest compared to surrounding communities. Great Blue suggested that SELCO promote the low rates and, if the rates at some point increase, explain why.
- First Contact Resolution – Very important. SELCO rated favorably with 90.0% telephone and 81.3% on-line customers.
- An average of 83.8% had a strong awareness of SELCO being community owned.
- Strong relationships with SELCO – 96.3% telephone and 93.6% on-line.
- Issues rated as important were rated in the following order:
  - #1. Reliability
  - #2. Cost of electricity
  - #3. Reduction of carbon footprint

### **Cable Survey Results**

- The average positive rating was 84.6%.
- Rates – An average of 69% were in favor of the current rates. Education needed to help customers understand how the rates are calculated
- Compared to other providers, SELCO's service considered middle to upper middle satisfaction.
- 74.6% satisfied with their current cable package. Satisfied with the quality.
- Satisfied with SELCO employee groups (i.e. Help Desk, CSRs, cable installers) – Numbers strong - mid 80's and 90's.
- If cost for Broadcast channels increases from \$16 to \$20, 38.7% likely to cancel.

- Customers prefer to keep the NFL Network.
- Most customers would switch to streaming upon cancelling their cable service.
- Customers are using “Watch TV Everywhere” more frequently.
- Majority of respondents not planning to cancel cable in the next 12 months.

In summary, M. Vigeant stated, compared to the other twelve Massachusetts municipalities that he completed surveys for, SELCO is rated in the top two/three.

M. Refolo suggested that SELCO promote the low electric rates more.

### **3. Review and Consider Approval – Bill Schedules**

The bill schedules were reviewed and approved.

### **4. Review and Consider Approval – Commission Minutes November 25, 2019**

M. Refolo asked if there were any comments regarding the minutes of the November 25, 2019 Commission meeting.

There being no comments,

*A motion:*

*Accept the November 25, 2019 Commission meeting minutes as presented.*

*Motion made by A. Trippi and seconded by K. Marshall.*

*Without further discussion, the motion was approved unanimously.*

### **5. Review and Consider Approval – Commission Minutes December 2, 2019**

M. Refolo asked if there were any comments regarding the minutes of the December 25, 2019 Commission meeting.

There being no comments,

*A motion:*

*Accept the December 2, 2019 Commission meeting minutes as presented.*

*Motion made by A. Trippi and seconded by K. Marshall.*

*Without further discussion, the motion was approved unanimously.*

#### **6. Review and Consider Approval – Electric December 2019 Cash Statements**

M. Quitadamo presented a review of the Electric December 2019 Cash Statements:

- Cash Receipts were \$39,531,838; 9% greater than 2018 and about 7% ahead of budget projection.
- Revenue receipts were even with 2018 and 3.5% more than budget.
- Total Cash Expenditures were \$37,155,222; even with 2018 and 3.5% less than budget.

*A motion:*

*Accept the December 2019 Electric Cash Statements.*

*Motion made by A. Trippi and seconded by K. Marshall.*

*Without further discussion, the motion was approved unanimously.*

#### **7. Review and Consider Approval – Cable December 2019 Cash Statements**

M. Quitadamo presented a review of the Cable December 2019 Cash Statements:

- Year-to-date Cash Receipts were \$21,609,295; 6% greater than 2018 and a point below forecast.
- Overall Cash Expenditures were \$16,522,674; 4% greater than 2018 and 3% lower than budgeted.
- Other Plant Investment – ISP and Digital upgrade expenditures were running about \$275,000 less than 2018 and \$336,000 under budget. Significant expenditures include \$146,000 for inventory and \$276,000 for Headend and Digital equipment.

- Total Available Funds were \$26,798,013; 40% higher than 2018 and 3% better than forecast.

*A motion:*

*Accept the December 2019 Cable Cash Statements.*

*Motion made by A. Trippi and seconded by K. Marshall.*

*Without further discussion, the motion was approved unanimously.*

## **8. Review and Consider Approval – Operating Brief**

M. Hale presented a brief overview of the Operating Brief:

- There's a decrease in the number of Internet subscribers, some attributed to "snow birds." Numbers to be monitored in the future.
- SELCO settled the contract with WHDH and WLVI for minimal increases.
- On December 31 2019, NCTC settled negotiations with Fox Cable Networks at slightly higher rates.
- SELCO's Transparency Statement will soon be ready for the Commission's review at the February Commission meeting.

## **9. Correspondence**

No correspondence

## **10. Other Business**

No other business.

## **11. Executive Session**

M. Hale requested that the Commission enter into Executive Session for the purpose of discussing the value of real property.

**A motion:**

***Per M.G.L. c. 30A, s. 21(a)(6) enter into Executive Session to consider the purchase, exchange, taking, lease or value of real property and not reconvene into Open Session.***

***Motion made by M. Refolo and seconded by A. Trippi.***

***Roll Call:***

<b>A. Trippi –</b>	<b>Yes</b>
<b>M. Lemieux –</b>	<b>Yes</b>
<b>M. Refolo –</b>	<b>Yes</b>
<b>K. Marshall –</b>	<b>Yes</b>

***Motion carried unanimously.***

**12. Open Meeting Adjourned – 8:00 PM**

The next SELCO Commission meeting scheduled for Monday, February 24, 2020 at 7:00 PM.

Respectfully submitted,



Anthony Trippi, Clerk  
SELCO Commission

**Referenced Documents and Authors**

2019 Great Blue SELCO Customer Survey  
Commission Meeting Minutes – November 25, 2019 – A. Trippi  
Commission Meeting Minutes – December 2, 2019 – A. Trippi  
Electric December 2019 Cash Statements – M. Quitadamo  
Cable December 2019 Cash Statements – M. Quitadamo