

AGENDA REPORT

To: Mayor Pat Humphrey and the Clare City Commission
From: Ken Hibl, City Manager
Date: August 11, 2016
Re: Waste Water Treatment Plant IT Service Connectivity

For the Agenda of August 15, 2016

Background. Our Wastewater Treatment Plant is wirelessly connected to our IT system via an antenna link between our downtown water tower and the plant. We've been experiencing significant connectivity problems for several months. We've spent considerable time and effort in trouble-shooting the problem with limited success until our wireless service provider, on his own initiative, completed an aerial drone survey and determined our antenna at the plant was the issue – it is not being “seen” by the antenna at the water tower/is far too short to ensure continuous, uninterrupted connectivity.

We've researched the costs associated with increasing the height of the antenna at the plant and determined there are other options that are far more cost-effective – namely cable service.

Neither Charter Communications nor WinnTelcom currently provide cable service to the plant. Charter is approximately two blocks distance from the plant and informed us they would extend their service to us for an installation fee of \$100 and a monthly service fee. But they've reneged on those initial cost estimates and informed us the cost to extend their service to the plant will exceed \$10K (*see copy of att'd cost co-pay document*) with our cost being \$5,676.56.

While the “new” Charter costs are less expensive than a new antenna, we are not ready to commit to Charter until can determine whether WinnTelcom would be willing to extend their service to the plant – and if so, for how much.

Steve has initiated those discussions with WinnTelcom, but we haven't received a definitive thumbs up/down from them. We are hopeful they can provide us an answer on Monday. If their response is that they will not be able to extend the service, then we have little choice but to accept the “held-hostage” offer of Charter and will ask the City Commission to authorize the expenditure of those fees. But if WinnTelcom informs us that they need additional time to evaluate our request and to provide us a cost of providing the service, we will ask that you set this agenda matter aside pending final information from WinnTelcom.

Issues & Questions. Should the City Commission approve the expenditure of funds to extend Charter cable service the City's waste water treatment plant?

Alternatives.

1. Approve the expenditure of funds to extend cable service to the plant.
2. Do not approve the expenditure of funds.
3. Set the decision aside to a subsequently scheduled public meeting.

Financial Impact. Charter's proposal will cost us \$5,676.56 for extension of the service and a subsequent monthly fee.

Recommendation. We will provide you a recommendation on Monday evening pending further discussions with WinnTelecom. If they cannot extend the service to the plant, I recommend that the Commission authorize the expenditure of funds to facilitate the extension of Charter Cable services to our water treatment plant by adoption of 2016-096 (*to be provided Monday evening*).

Attachments.

1. Charter Co-Pay Agreement.
2. Resolution 2016-096 – not attached.

NON-STANDARD INSTALLATION PAYMENT AGREEMENT

Date: 08/11/2016
 Customer Name: **CLARE WATER TREATMENT**
 Customer Address: 11175 S EBERHART AVE
 City, State, Zip Code: CLARE, MI, 48617
 Location Number: 48617961110090

Dear Dale,

Thank you for your interest in becoming a Spectrum Business customer. We have completed a site survey of your address and have determined that your location is accessible only by performing a non-standard installation. Our company’s policy regarding non-standard installation is to offer you the opportunity to pay for a portion of the non-standard installation costs so that we may service your business. Spectrum Business will absorb the first \$5,000 in costs for the non-standard installation.

The estimated cost for the non-standard installation of Spectrum Business Services to your location is \$5384.83

Summary of Spectrum Business Non-Standard Installation Costs

Total Non-Standard Installation Costs:	\$Enter Total Cost of Construction
Spectrum Business pays for the first \$5,000	-\$5,000.00
Total Customer Pays:	\$5676.56

If you wish to proceed with the installation of Spectrum Business Services, please acknowledge your agreement by signing below, as directed. Once Spectrum Business receives this Agreement signed by you, the non-standard installation will be scheduled. In addition, you will see a “Construction Fee” line item on your first bill from Spectrum Business as shown in the above table “Total Customer Pays.”

You understand and agree that Spectrum Business shall own the plant installed and it shall constitute the personal property of Spectrum Business of which Spectrum Business shall exclusive and sole right to control and use such plant.

Please return a signed copy of this letter by selecting one (1) of the following methods:

- U.S. Postal Service**
 Spectrum Business
 Attention: Sales Support Team
 3605 Hwy 52 North, Building 002
 Rochester, MN 55901

2. **Fax:**
Spectrum Business
Attention: Sales Support Team
(877) 813-2307

3. **Email:**
Spectrum Business Sales Support Team
dlspectrumbusinesssalessupport@charter.com

If Spectrum Business does not receive this letter of acceptance within 10 business days, Spectrum Business, will consider this a rejection of this offer for Spectrum Business installation.

If you have any questions or concerns, please call Sales Support at 1-855-558-6793

Sincerely,

Spectrum Business

Customer Acknowledgement: _____ Date: _____

Spectrum Business™ is the brand name for the commercial services of Charter Communications