

**New Hampshire Electric Cooperative, Inc.
Minutes of the Meeting of the Broadband Committee
Remote Zoom Meeting
December 16, 2020 10:30 a.m. – 12:00 p.m.**

Present:

Committee Members: William Darcy, Dan Senie, Leo Dwyer, Tom Mongeon, Alana Albee, Carolyn Kedersha, Jeff Morrill

NHEC Employees: Steve Camerino, Geoff Ziminsky, Drew Dunagin, Jim Bakas, Mike Licata and Edee Murphy (recording)

Others Present: Bob Cruickshank (Contractor), Mike Reed (Mission Broadband), John Dougherty (Mission Broadband)

Chair Dwyer called the meeting to order at 10:30 a.m.

Mr. Cruickshank thanked everyone for the successful ribbon cutting ceremony.

Mr. Bakas reported that the systems are up and running. There is some temporary make ready work that needs to be done and we are working on the schedule; approximately 3-4 weeks to completion for the fiber portion. Remaining electrical work is slated to be complete by this Friday.

Mr. Reed mentioned there are four customers who now have service; two in Lempster and two in Colebrook. He added that 125 postcards have been sent out so far and now that splicing is done, postcards may be mailed out on a street-by-street basis. Billing and service order processes are up and running. There are tracking reports relating to the postcards and letters that go out and measuring the responses.

Mr. Licata reported that a tracking dashboard will be developed of all the calls into Granite State, the take rate, service issues, etc. He mentioned Lynne Turmel has developed an online web form that has been live since yesterday where members can enter their information to develop a customer outreach list; Granite State reps will utilize this form so everyone is using one point of contact versus multiple spreadsheet we are using now. Ms. Turmel is developing additional marketing tools including door hangers, etc. He also mentioned that once editing is finished on the ribbon cutting video, it will be broadly distributed to media and stakeholders.

Upon motion of Mr. Senie, seconded by Mr. Darcy, it was

VOTED: That the committee move into executive session at 10:43 a.m. for the purpose of discussing confidential legal matters and other issues.

The vote was unanimous.

The committee came out of executive session at 12:17 p.m.

Adjournment

Chair Dwyer adjourned the meeting at 12:19 p.m.