

**Minutes**

WiredWest Board of Directors and Executive Committee Meeting

Online

Wednesday, January 20, 2021, 6:30 pm

Attending: Kent Lew, Doug McNally, Sheila Litchfield, Jeff Piemont, Kathy Soule-Regine, David Dvore, MaryEllen Kennedy, Jim Drawe, Don

Called to order at: 6:36 pm

**Approval of the warrant by Executive Committee**  5 minutes

Moved: Kent

Seconded: MaryEllen

Roll call vote:

Kent y

David y

Doug Y

MaryEllen Y

Approved unanimously

**Approval of Minutes** *December 16* 5 minutes

Moved: Jeff

Seconded: Sheila

Approved unanimously by voice vote

**Report from the Executive Director**  15 minutes

Jim sent documents to delegates to be discussed.

Signups – Becket 42% (619+136), Heath also increasing – up to 253. Monthly margin is $86,000/month with current numbers; expects about $1,000,000 per year at current run rate. Per customer cost should go down by about $6, probably next month. Doug hopes the cost of 2nd Gb circuit will be offset by the price drop, but we should be fine even with current prices. New Salem is working to correct some errors in disconnected/cancelled information in the CRM.

Kathy discussed difference between disconnected and cancelled. If someone is disconnected due to non-payment, then reconnected – does their status change back to activated (needed for billing)? Doug thought MLP Manager would be notified before disconnecting – Kent does not think so. Kent has found some of the customer billing notices end up in SPAM folder. Kathy – WCF follows up with phone calls, but people may not pick up an unknown number. Doug - we should ask WCF that the MLP manager be notified before disconnecting. Jim will ask WCF to do this for us. Jim – reconnect would incur $99 charge, which we want to avoid. Jim will request that we have access to the accounts payable aging reports.

We don’t have a policy for phone service when service is suspended – if too long may need to charge as standalone. Add to agenda for next meeting.

Distribution report – Excess Revenue Calculation 2021. It has a P&L tab used for the calculations. Overall seeing a 42% profit margin. Kent would like to see a separate accumulated town P&L for quarter ends.

Refund status report: Jim posted numbers. He sent email to the withdrawn towns notifying how many refunds still pending.

**Environmental Monitoring** 10 minutes

Have towns received a contract? No news from Jim. John Leary still looking at vendors, so no towns have gotten contracts yet.

**Backhaul and Redundancy** 20 minutes

Jim has requested that the MBI increase their redundancy, Bill Ennen responded favorably. WCF  
 buying a circuit from Greenfield to Springfield. Doug – Joe Parda has been pushing WCF to create redundancy within the network once the towns are connected. Jim has asked John Leary to address possible redundant connections using neighboring towns.

**Finance Report**  10 minutes

Setting up electronic payments to power companies and auto pays. They will still be on the warrant.

**Town updates** 20 minutes

**Other business which could not be reasonably foreseen within 48 hours of meeting**

Billing for installations – it seems simpler to have Westfield bill the customer for installation overcharges.

Jeff – customers are confused about whether they have signed up due to earlier campaigns. Now some signed up twice after reminders, confusing the numbers. Jim thought the kickoff meetings were helpful in clarifying this. Kent sent email to town customers with a screenshot of the signup page to help them know if they’ve signed up. Doug has all subscribers in Mailchimp and communicates, publicized that folks who haven’t had an email have not signed up yet. Kathy recommends using the Queries tab in the CRM to find folks who may not have completed their application.

**Confirm next BoD meetings**

February 17 6:30pm

Future - every 3rd Wednesday at 6:30pm

**Adjourn 7:44pm**

Kent moved, Jeff seconded