

Memo

To: Mayor and Council
cc: Department Heads
From: Pat MacQueen
Date: November 16, 2009
Re: Manager's Report

PUC Hearing

On Tuesday November 3, 2009, I attended the PUC pre-conference hearing on the CPD complaint against PSNH in which the City has filed as an intervener. As an intervener, I was asked to speak on behalf of the City. I basically just reviewed the points in our motion to intervene filing saying that if PSNH was refusing to talk to CPD who has been trying to develop an operation in Berlin, then we had a serious concern about it. Not many of the other interveners showed up (probably because it was Election Day) and most of the time was taken with CPD making their case and PSNH defending their position.

Some of the arguments made by PSNH at this hearing in its defense were the following:

- PSNH says that CPD is trying to force its uneconomic product onto PSNH. PSNH has no long-term obligation to CPD and PSNH doesn't want to deal with CPD's "litigious and slanderous" approach. CPD is still litigating a 20-year old issue before the Supreme Court with PSNH at the same time CPD wants to negotiate a PPA with PSNH.
- PSNH says its customers have paid \$2 billion in the past under laws which required PSNH to buy power from uneconomical suppliers. Those laws no longer apply and there is no current requirement that PSNH buy power from anyone. PSNH says that it make no profit on PPA's.

- PSNH says it is just 5% of the market so there is no reason CPD, if it has an economic product, can't sell to the other 95% of the market.
- "If Berlin thinks CPD is so great, Berlin can be a 'load aggregator'".

Probably, the most note-worthy thing that came out of the hearing was PSNH's attorney saying that there has not been and there is not currently any agreement between Laidlaw and PSNH for a long-term purchase power agreement. He said all that existed was what he referred to as a 'term sheet' which he explained as some sort of agreement that sets ground rules for negotiations over the issue of a long-term PPA.

In any event, the PUC determined that the matter will go forward for adjudicative proceeding and that a scheduling order for this would be issued.

ATV Connector Trail Opening

There was a very good turn out for the Grand Opening of the Berlin Cross Town Connector Trail. Well over 100 ATV's showed up from all over New England to participate in this event which started at the Jericho Mountain State Park parking lot on November 7. Mayor Bertrand introduced Senator John Gallus and Executive Councilor Ray Burton to say a few words before the procession began. Then all 100+ ATV's started across the Connector Trail to Tondreau Park where Mayor Bertrand read a proclamation which is attached and cut a ribbon next to the new Informational Kiosk which will provide information on the trail and the rules of the road for ATV trail users. The procession then proceeded to Success Pond Road where the trail hooks up with all the ATV trails in Success.

Since the opening there have been a few glitches which are being worked out. Overall, it seems like a great beginning to a new opportunity for ATV riders in Berlin.

155B Order on Downtown Property

Bids for the demolition work on the northern parcel of the Kandel downtown burnt out properties were opened last week. Five bids were received and Arnold Drouin was again the low bidder. The work on the remaining parcel should begin tomorrow.

BIDPA Trip To WREN In Bethlehem

Several members of the BIDPA Board took a trip to Bethlehem to view the operations of Women's Rural Entrepreneurial Network (WREN) in Bethlehem's downtown area. Norm Charest and I also went along on that trip which turned out to have a very good meal prepared by one of the participants in the WREN program included with it. Basically, WREN is a non-profit group which assists entrepreneurial women in developing their businesses. It has a retail outlet in which people starting small businesses can sell their products. They

also rent out space to small businesses. The facility and operation in Bethlehem is quite impressive

WREN has given and is giving consideration to opening up some sort of operation in Berlin's downtown. BIPDA is interested in filling its Rite-Aid building. It is these over-lapping interests that led to the discussion between the two agencies. After a tour and the meal, a very interesting discussion was held between the two groups on whether and how the two might be able to work together to further develop Berlin's downtown.

NH Grand Website

The Coos County Roger Brooks marketing effort now has a web site which can be visited. It is www.nhgrand.com. This site will for the first time provide an all inclusive website that will provide tourists with all the information they need to plan their vacations and trips to northern New Hampshire. The press release for this is attached.

There will be a meeting on the Northern NH Branding project Wednesday, November 18 at 6:00p.m. at the College in the Bistro Meeting Space

NSP Environmental Release

Attached is a copy of an environmental release received from CDFA which authorizes us to now actually use and spend the \$4.3M in neighborhood stabilization funds that the City has been awarded.

Time Warner Cable "Price Adjustment"

Attached is a letter from Time Warner Cable concerning their 2010 "price adjustment" notice. Although you would never know it from the letter, I have to assume that this is a price increase rather than a price reduction.



Proclamation

Whereas, the City of Berlin is centrally located in an active area of All Terrain Vehicle (ATV) use; and

Whereas, the City of Berlin is creating a 21st century center of commerce focused on a community effort based on a variety of local and regional outdoor recreational experiences; and

Whereas, the City of Berlin is the host community for the Jericho Mountain State Park which contains 7,500 acres of ATV trails on beautiful wooded parkland; and

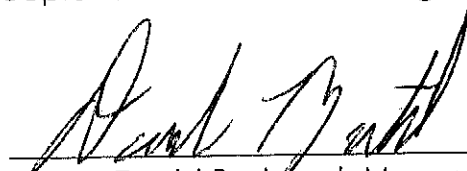
Whereas, the Berlin City Council recognizes the importance of connecting the Success Trails on the east side of the City to the Jericho Mountain State Park Trails located on the west side of the City to encourage even more growth of ATV activity; and

Whereas, the connected trail will provide riders with close to 100 miles of ATV trails, with more mileage expected to be available in the future; and

Whereas, the City of Berlin will work to safely promote active ATV use through its downtown in an effort to promote economic activity; and

Whereas, the City of Berlin welcomes all terrain vehicles and encourages everyone to visit its unique Jericho Mountain State Park and the connecting trail systems, boasting some of the best views in New England.

As Mayor of the City of Berlin, I hereby proclaim the opening of this cross-town connector ATV trail as a grand beginning of another great recreational asset and opportunity for the many people in New England who enjoy trail-riding, and I wish to warmly welcome these people to the finest trail-riding venue in New England.



David Bertrand, Mayor
City of Berlin, New Hampshire



Contact: Samantha Kenney Maltais
Title: Northern NH Branding Project Manager
Address: 1 Middle Street, Suite 201
Lancaster, NH 03584
Phone: (603) 788-2700 ext. 40
E-mail: Samantha@ncic.org

FOR IMMEDIATE RELEASE

NEW COUNTY-WIDE TOURISM WEBSITE LAUNCHED

Coos County, N.H. – The Northern New Hampshire Branding project was pleased to announce the launch of Coos County’s first comprehensive tourism website, www.nhgrand.com, on Friday, November 13.

“For the first time Coos County will have an all-inclusive website that will provide tourists with all the information they need to plan their vacations to Northern N.H.,” said Cathy Conway, VP of Economic Development at the Northern Community Investment Corporation, the company overseeing the project. “This is a very exciting opportunity for us.”

The website will feature “Pick your Season” and “Pick your Passion” options for the user as well as searches by type of activity, restaurant or lodging establishment and by radius. The site also features a section for industry members that will help connect northern New Hampshire businesses with marketing, advertising and educational opportunities throughout the region and the state. A virtual press room will aid in getting the information about Northern N.H. to New England and beyond.

“We have so many things here in Coos County that would impress any traveler,” said Samantha Kenney Maltais, the Northern NH Branding Project Manager. “This website will give us the tool we need to connect with the 80% of all travelers who use internet to plan that plan their vacations.”

To form a larger list of searchable businesses, N.H. Grand asks that owners register their businesses in the industry section. The listing is free and listings on the www.nhgrand.com site will automatically populate the State of N.H.’s official tourism site, www.visitnh.gov. In addition to the traffic on this new Coos website, all tourism businesses who are not currently listed on www.visitnh.gov will automatically be listed – giving exposure to the more than 2 million unique visitors who use state tourism site,” Said Alice DeSouza, Director of Travel & Tourism. “We are so pleased to see Coos County get the prominence it deserves in the promotion of New Hampshire.”

“This is a great opportunity for our businesses – large and small,” said Kenney Maltais. “Not only can visitors search for these businesses, but a mapping feature will also create

a route with several destination points, making it quick and easy for the visitor to reach the business' front door."

Through collaboration with Peter Riviere at Coos Economic Development Corporation (CEDC) all www.northnh.com traffic will automatically be pointed to this new site, again, providing more exposure to all the tourism businesses listed on the site.

The www.nhgrand.com site was developed by Silvertch of Manchester, N.H. Silvertch is also the developer of sites for companies such as Life is Good and Miss America Pageant.

For more information on the Northern N.H. marketing efforts or registering your business on the website, please contact Samantha Kenney Maltais at (603) 788-2700 ext. 40 or Samantha@ncic.org.



Information on Berlin Officials Session with Roger Brooks
Wednesday, November 18
White Mountain Community College – Bistro Meeting Space
6:00 pm to 7:30 pm

What is this meeting?

A workshop for the City of Berlin with rural tourism development specialist, Roger Brooks of Destination Development International. This session will be designed to talk with officials about their plans for Berlin, how to move those plans forward and what to do next. This includes the Northern N.H. Branding project and how Berlin can become a key component of that.

Who should attend?

- Every city elected official
- County elected officials
- City staff (city management, planning department, parks and rec., etc.)
- Economic Development: staff and board members
- Chamber of Commerce: staff and board members
- Main Street Program
- AVER
- Local businesses (hoteliers, restaurants, retailers, activity vendors, event organizers)
- The Local Press
- Historical Societies, Garden Clubs, etc.

What is the focus of the workshop?

Environmental Review Release Authority to Use NSP Grant Funds

To: Mr. Patrick MacQueen City Manager City of Berlin 168 Main Street Berlin, NH 03570		Copy To: Donna Lane Grant Administrator 60 Ragged Cove Lane Conway, NH 03818	
		Grant Number:	09-053-NSPH
		Awardee:	City of Berlin
		Project Name:	Neighborhood Stabilization
		Award Amount:	\$4,300,000
		Governor and Council Approval Date:	September 23, 2009
CDFA received your Request for Release of Funds and Certification on:		September 22, 2009	
		Date of Release	October 8, 2009

All objections, if received, have been considered. And the minimum waiting period has transpired.

You are hereby authorized to use funds provided to you for the Grant Number listed above. File this form for proper record keeping, audit, and inspection purposes

Alice Veenstra, Chief Community
 Development Officer
 Name & Title of Authorizing Officer


 Signature of Authorizing Officer

11/10/09
 Date Signed



November 4, 2009

Dear City/Town Official:

Please find enclosed a copy of our 2010 price adjustment notice that customers in your community will receive with their next statement from Time Warner Cable. In the face of a struggling regional economy, increased costs of doing business and last winter's severe ice storms, in 2009 Time Warner Cable continued to invest in its infrastructure to increase network reliability and deliver additional services to customers. This year we were able to deliver advanced voice, video and data services to many new areas as well as increase the availability of our services to thousands of new homes.

Connecting our customers to entertainment, information and each other is the focus of everything we do and we demonstrated this commitment in many ways this year. Time Warner Cable achieved a milestone with the launch of 100+ High Definition channels to a majority of our service area with plans to expand to other areas in 2010. Late last year we increased our standard Road Runner speeds from 7 Mbps to 8 Mbps with plans to increase to 10 Mbps next year. Our local programming efforts increased as well - covering dozens of local high school sports games as well as highlighting important health and economic issues affecting customers across Maine and New Hampshire.

Our local focus also includes providing quality customer care – delivered by the over 1,000 Maine and New Hampshire Time Warner Cable employees. With 24/7 local Call Center support and 17 office locations across our service area, we strive to create a simple and easy customer service experience. Additional efforts on this front include improved appointment windows for installation and service calls as well as increased weekend appointment availability.

Our investment and commitment to the local communities that we serve will continue in 2010 and we look forward to working with you and your community. Please feel free to contact us if you have any questions.

Sincerely,

Time Warner Cable's Government Relations Team

Melinda Poore, Vice President, Government Relations & Communications

Mike Edgecomb, Government Relations Manager

Shelley Winchenbach, Government Relations Manager

2010 PRICES

One-Time Service Charges

	2010 Price
Pay Per View Movies	\$3.99/ea
Pay Per View Events	varies by event
Pay Per View Adult	\$13.99/ea
Movies On Demand—New Releases*	\$3.99/ea
Movies On Demand—Movie Favorites*	\$1.99/ea
Movies On Demand—Adult*	\$13.99/ea

Installation/One-Time Service Fees

	2010 Price
Door to Door Collection	\$37.00
Returned Check Fee	\$20.00
Unwired Installation	\$61.55
Pre-Wired Installation	\$42.64
Digital Phone Installation	\$42.64
Road Runner Installation	\$42.64
Additional Outlet at Install	\$29.39
Additional Outlet Separate Trip	\$43.19
Truck Trip	\$52.32
Upgrade to Standard or Above	\$29.99
Upgrade to Other New Services (no truck trip required)	\$1.99
Non-Pay Reconnect	\$42.64
Home Networking Installation (up to two computers)	\$49.99
Home Networking Installation (each additional computer)	\$49.99
Payment Fee (with live agent)	\$5.00

Franchise Fees and Sales Tax

Programming prices do not include tax and franchise fees. Each municipality sets the franchise fee percentage therefore they will vary. You may see a slight increase in both sales tax and franchise fees because they are calculated as a percentage of your service costs.

Access Fees

Some towns or cities may charge an access fee that covers the cost of providing local access programming. Contact information for your community's Local Franchising Authority can be viewed at www.linexwarecable.com/NewEngland in the Community menu.

*Some channels and services not available in all areas. The prices in this notice reflect the retail prices for some of our products and services. Some customers may receive promotional pricing and/or optional channel line ups. Prices for service for those customers who subscribe to special promotional offers and/or packages may not necessarily be reflected in this notice.

December 2009

Dear Valued Customer,

Time Warner Cable is proud to serve as your local provider for all your video, voice and high speed services. We spent the last year investing \$65 million in our infrastructure to increase network reliability and deliver additional services to our customers.

More Services, Features, Channels and Speed for our Customers:

- Launching 100 or more HD channels to a majority of our service area in 2009 with plans to expand to other areas in 2010.
- Providing customers with an extra boost of speed when downloading large files with PowerBoost technology.
- Extending broadband availability to rural portions of Maine and New Hampshire. In 2009, we made high speed internet available to thousands of additional homes in our service area.
- Providing over 400 hours of local programming each year—covering dozens of local high school sports games and highlighting important health and economic issues affecting customers across Maine and New Hampshire.
- Improving appointment windows for installation and service calls as well as increasing weekend appointment availability.
- Keeping our commitment to local customer service with 24/7 Call Center support and 17 office locations across Maine and New Hampshire.

Connecting Our Communities:

Time Warner Cable's investments go beyond our innovative efforts to keep customers connected to entertainment, information and each other. For more than 30 years we have contributed to the local communities we serve in a number of ways.

- Extensive Local On-Demand library focusing on people and places in New England.
- Over 700 schools and libraries across our service area have free access to cable television and high speed internet.
- Dozens of local charities benefit from our support—including hundreds of hours our employees spend volunteering.

Our 2010 pricing information provided on the inside of this brochure will take effect with your January bill. We know you have choices when it comes to selecting providers for your video, internet and phone services; we appreciate your business and look forward to serving you.

Thank you for choosing Time Warner Cable.

Regards,



Keith Burkle, RVP of Operations, New England

V06
N-41210

2010 PRICES

Monthly Service Pricing		2010 Price/mo.
Basic		
Digital/DVR/HD Converter		\$19.50
EarthLink (with any other service)		\$7.34 ea
Road Runner (with any other service)		\$46.95*
Road Runner Lite (with any other service)		\$46.95*
Road Runner Basic (with any other service)		\$23.95**
Road Runner Turbo (in addition to standard Road Runner)		\$29.95***
Cable CARD		\$9.95
Home Networking		\$1.75
Digital Video Recorder (DVR) Service		\$9.95
Digital Phone		\$10.95
Digital Phone Voicemail		\$39.95
Unlimited In-State Digital Phone Service		\$3.95
Private Listing		\$29.95
Non-listed phone number (Private Listing)		\$4.00
Premium Channels		
First Movie Channel		\$4.00
(includes network's corresponding "On Demand" service where available)		
Each Additional Movie Channel		\$12.95
(includes network's corresponding "On Demand" service where available)		
Additional Digital Services		
Some services not available in all areas.		
HD Premium Tier		\$4.95
(MGM HD, Smithsonian HD, RFD HD, MAV, Universal HD)		
Movie Tier		\$5.95
(Encore Plex Pac, IFC, Flix, Retro-Plex, Indie-Plex)		
Sports Tier		\$3.95
(Three regional Fox College Sports channels, Fox Sports en Español, FUEL, Tennis Channel, CBS C TV, NHL Network, Sportsman Channel, Big Ten, GOL)		
Monthly Package Pricing		2010 Price/mo.
Please note that some of our packages are not available in all areas.		
Classic Cable		\$58.00
Digital Cable		\$67.95
Talk and Surf†		\$83.95
Digital Cable and Road Runner High Speed Online		
Watch and Talk		\$108.95
Digital Cable and Digital Phone		
Watch and Talk Plus		\$131.95
Digital Cable with two premium channels and Digital Phone		
Watch and Surf†		\$111.95
Digital Cable and Road Runner High Speed Online		
Watch and Surf Plus†		\$134.95
Digital Cable with two premium channels and Road Runner High Speed Online		
All the Best†		\$146.95
Digital Cable, Road Runner High Speed Online and Digital Phone		
All the Best Plus†		\$167.95
Digital Cable with two premium channels, Road Runner High Speed Online and Digital Phone		
All the Best Premium†		\$186.95
Digital Cable with four premium channels, Road Runner High Speed Online and Digital Phone		
* Price is \$49.99 as a stand alone service.		
** Price is \$28.99 as a stand alone service.		
*** Price is \$34.99 as a stand alone service.		
†EarthLink may be used as the High Speed Online choice in any monthly package.		