

Metuchen TV/Technology Committee Minutes
May 28, 2020 meeting

Beatrice Moskowitz Mike Guarino Jan Zimmerman Ira Grubman Jack Mori
Jeremiah Ostlund Michael Rappaport David Lanton Council Liaison Jason Delia
New member: Daryl Richardson

Administration

-The meeting was called to order by Mike at 8:05pm. Mike first indicated that due to the Pandemic we are meeting virtually tonight and for the immediate future; also limited access re any complaints or correspondence;

- Mike then noted he had previously circulated the January Minutes for approval, which were formally approved as presented;

On-going Matters

-Jan noted that she had contacted Congressman Pallone's office re online complaints regarding the recently publicized price increase by Altice for both cable and internet access, effective in February 2020. Based on the resident's inquiry if there was any formal approval process, it was noted that while such increases are to be filed with the BPU, consumers had little recourse due to the lack of competition.

-Several Committee members noted they had reviewed their bills, with some noting an increase and others not, which may depend on the level of service each has in place;

-Michael R. noted that he had a recent service outage issue and inquired as to whether there's any way to determine if it is an individual situation or impacting a certain area. David noted he had received a message for an outage when he called Customer Service, which indicated it was for a sector;

-Jen then advise an a recent internet order had been issued by the state, indicating that service could not be disconnected for non-payment during the Pandemic; Jason suggested that a public service message be posted on Metuchen social media platforms to advise the public and all agreed;

-In connection with the Mayor's request to explore alternative internet resources the SubCommittee is developing a Frequently Asked Questions document to assist residents in understanding what other types of services residents are available (e.g., streaming, Hulu, Roku, etc.) to provide their needs and will circulate a draft to the Committee for review.

-As a follow-up to the issue discussed last meeting on the issue of assisting Borough Hall in a proposed project to transition to electronic forms and records going forward, it was suggested to put that on hold until after the Pandemic. Jason will touch base with the new Borough Administrator and/or Jay Muldoon is in his new position of Special Projects Coordinator, when appropriate..

There being no further business, it was discussed and agreed to confirm our next meeting date and the meeting was adjourned at approximately 8:55 pm.

M. Guarino 6/20