

What's Ahead for Goshen's Effort to Tackle the Challenge of Higher Speed Internet Access?

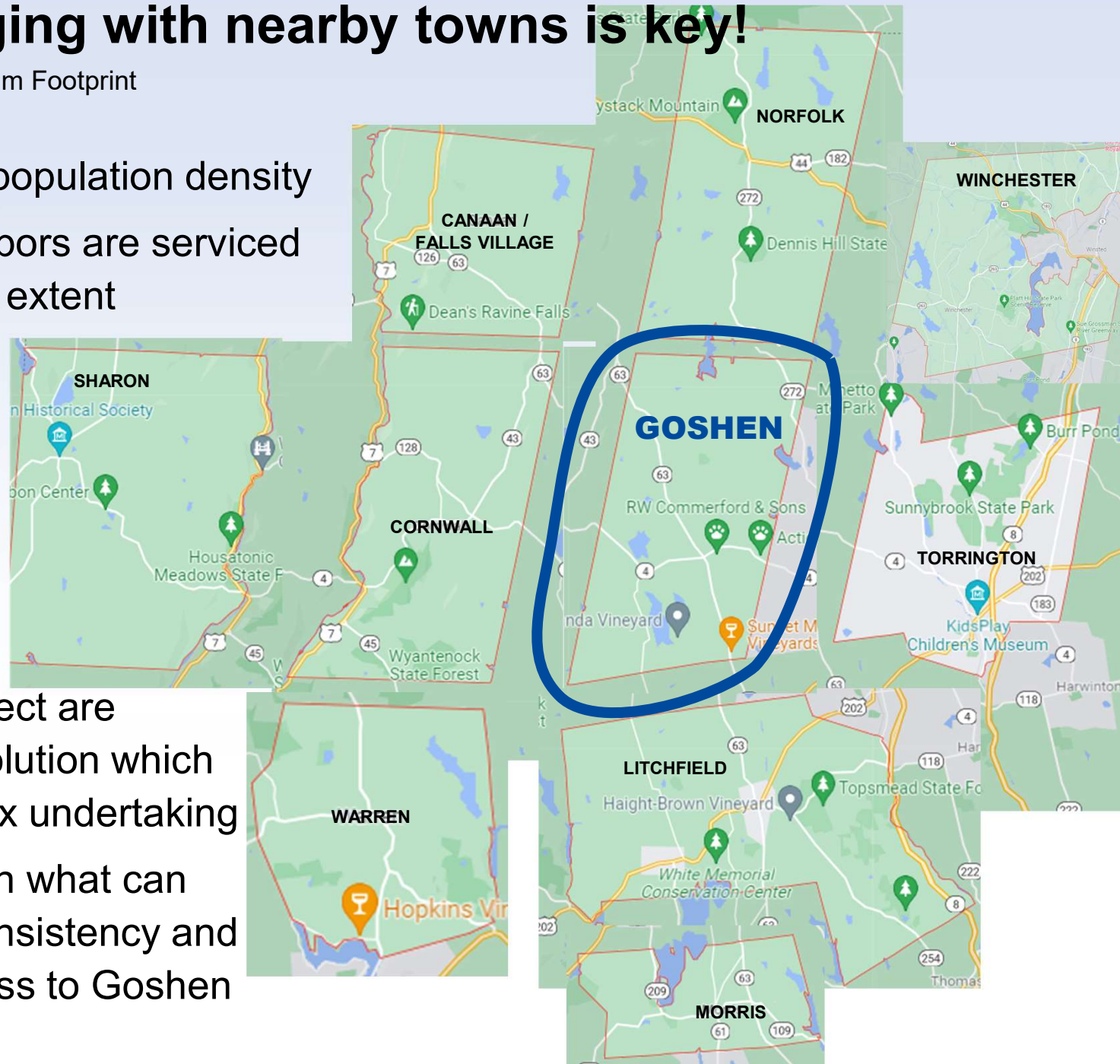


December 20, 2021

Learning & Engaging with nearby towns is key!

Goshen is at the center of the Optimum Footprint

- Similar rural nature & population density
- Most immediate neighbors are serviced by Optimum to a large extent
- Sharon, Cornwall & Canaan have and are doing extensive work pursuing options
- No need to reinvent the wheel !
- NW COG & NW Connect are focused on regional solution which maybe a more complex undertaking
- Objective is to focus on what can improve the overall consistency and speed of internet access to Goshen



A Few Towns have been Very Busy – Others Not so Much

- **Torrington:** NW COG underwrote a prefeasibility engineering study for the City of Torrington completed by Pike Telecom in April 2021. This report concluded that a complete buildout of a Fiber to the Home network (1Gbps) would cost roughly \$33 million assuming 100% homes are passed, 50-60% adoption (“take”) rate requiring a cost of \$70-\$80/mo. Presently, Torrington has 100% coverage from Optimum and only 55% subscribe to services. The City says they have an active and open dialogue with Optimum but otherwise do not have a dedicated broadband effort. As a city, their data is not as useful for Goshen.
- **Sharon:** Launched SharonConneCT Task Force in mid 2020, completed a successful survey in Sept2020 which supported the town conducting an RFP to complete an engineering/business plan study for the town. Results are expected on Jan 10, 2021 – information that will be very helpful to applications in Goshen. 35% of population supported pursuit of improved internet (via survey) – have full town leadership support.
- **Cornwall:** Completed survey but lower response rate (10-15%). Ran into organization challenges, effort has stalled somewhat. 3-4 dedicated folks still around eager to regain focus – Cornwall is 90% Optimum town, Newly elected Selectman has media background and may resuscitate effort – current focus on EDC. Did WiFi in Cornwall Bridge / West Cornwall, somewhat independently not CEN (given location of drops)
- **Falls Village / Canaan:** Very active knowledgeable leader and supportive First Selectman who know Broadband dynamics very well and eager to see Sharon data. Long history with leadership of NW Connect and NW COG. Focused on other muni-network successes and engaged actively with the Institute for Self Reliance & Community Networks and GeoPartner data.
- **Litchfield:** Strong Broadband Committee now focused on pursuing a Wifi-mesh network to cover much of the town center, stretching to Bantam and the East Litchfield firehouse. Leadership actively involved with NW Connect. Wifi Mesh would use the CEN network as a backhaul network initially for the town green.
- **Norfolk:** Led by the head of NW Connect, Pursued effort to build out a muni-fiber network but interrupted.

Goshen is Not Late to Broadband - Need a Strategy

Several efforts seem to have stalled give the complexity of the issue and some legal challenges

NW Council of Government Towns Broadband Efforts

Barkhamsted	First Selectman researching		Don Stein, First Selectment (also on NW CT board)
Burlington	Nothing evident		
Colebrook	Nothing evident		
Cornwall	Internet Committee	https://cornwallct.org/cornwall-internet-committee	Gary Steinkohl , Chair
	CTAC		No representative
Falls Village/Canaan	Town Committee - Formed 2/23/2021 w 9 members, last meeting June. Very active knowledgeable group - paid for GeoPartners to do broadband analytics for town - useful financial info for Canaan, available to Goshen for ~\$1,500	http://expressoptimizer.net/projects/Canaan/ https://www.geopartnersllc.com/	Henry Todd, First Selectman Chair Felicia, Jones, former NW Connect
Goshen	Town Committee		
	CTAC		David Rosaler, rep
Hartland	Nothing evident		
Harwinton	Nothing evident		
Kent	Town Committee - Formed 11/12/21, one meeting, discussed fact that they have much to learn, need more members, etc. Sharon Connect attended to provide them guidance		No chair - Jean Speck, First Selectman
Litchfield	Town Committee, very organized, advanced w Wifi mesh proposals for downtown, have engaged with CEN and 3rd party ISPs		John Morosani, Chair, on NW Connect board
	CTAC - original founding member		Stephen Simonin, Chair
Morris	Nothing evident		Ben Paletsky, former NW Connect
New Hartford			
Norfolk	Town Committee, 9 members, last meeting Sept21, few agendas and even fewer minutes		Kim Maxwell, Chair (also Pres of NW Connect)
North Canaan	Nothing evident		
Roxbury	Nothing evident - need more investigation - further south		
Salisbury	Nothing now but expected to organize in early 2021		Kitty Kiefer, former NW Connect
Sharon	Task Force - Sharon Connect - Contracted engineering study - Due in Jan2022	https://sharonconnect.org/	Jill Drew , CoPres
Torrington	NW COG led RFP for 1st Level Engineering Study for FTTH for Torrington - Sept2020		
	CTAC		Lucille Paige, rep
Warren	CTAC		John Angevine, rep
Washington	Planning Commission - drafting RFP for Phase 1 of FTTH network - April 2021, Gorra said hopes to assemble committee this year		Wayne Hileman, Chair (also Chair of NW Connect)
Winchester	Task force under evaluation		

Northwest CT Last Set of Regional Objectives (Jan 2020)

<https://northwest-connect.org/>

The Basic Idea

Three models have emerged for municipal fiber optic networks: (1) the municipality owns and operates the network, usually through a municipal electric or telephone utility and often with federal or state subsidies; (2) a private partner such as Google installs and operates a network with substantial inducements; and (3) the municipality installs and owns the wiring on the poles, a private partner installs home wiring and electronics and other network electronics. We know of only two cities that have adopted the last of these options, but it is the one most attractive to us. We do not have electric utilities, we are not getting subsidies, and our thin housing footprint makes a fully private arrangement infeasible. We need to treat networks like we treat roads.

1. For our purposes we need to think of networks divided into the following pieces: (1) fiber optic cabling on the poles or underground (no electronics, just wire); (2) drop-wire from the pole to the premises, an Optical Network Termination (ONT), other electronics, and in-house wiring; (3) an Optical Line Termination (OLT) at the other end, usually in a cluster with other electronics and often in an unmanned Hut, and (4) back-haul, fiber optic connections from the Hut to resources such as the Internet. The reason for isolating the pole wiring from electronics is that wiring without electronics can secure loans with forty year terms, whereas wire with electronics will be less than twenty.

2. We propose a three-way partnership. Municipalities will own the trunk wiring on the poles, but no electronics. One or more private organizations will install and own drop wiring and all premises electronics, and huts at the other end. We will then use the Connecticut Education Network (CEN) for back-haul. CEN has a point of presence in most if not all of our municipalities, either at a school or a library. The private partner will also provide operations and maintenance, to be paid for through Internet access fees. The private partner will also pay for lease costs from CEN and, likely but not certain, a small lease fee to the municipalities for use of its wire.

3. Municipalities will thereby get a universal fiber optic network for the least amount of funding in practical terms, with the least monthly cost per home. Private partners will incur most of its capital expense when a customer has subscribed, reducing their capital risks considerably. CEN needs more customers; if it becomes the back-haul of choice for many municipalities, it can substantially increase its services to schools, libraries, municipal departments, and other natural customers for a network that has been cut off from state funding. Furthermore, all partners have skin in the game, a good condition for working together over the long haul.

4. For reasons we explain below, we are now recommending that one or more municipalities in our region take the role of pioneer and develop a universal municipal network along these lines. Norfolk is the current candidate and is working to this end. Other municipalities are stirring; some are looking at alternatives that do not involve community funding but do not offer universal service. We are encouraging them. When a few municipalities have networks up and running, we will form a regional entity that can serve as a single point of contact for the network supplier and provide common terms for that organization.



Northwest
Connect

Getting Goshen up to Broadband “SPEED”

Don't call it Broadband anymore given that is an FCC term defined by 25Mbps – We're focused on High Speed Internet Access

What do we know about our broadband access?

- Serviced entirely by Optimum (now Altice) with 100% of homes passed with some form of coaxial cable / nodes
- Largely a rural town with 5 acre zoning outside of 2 denser communities, Tyler Lake and Woodridge Lake
- Limited commercial activity – 2 (~3) state roads – existing service from CEN to Town Hall, Firehouse and Goshen Center
- Based on FCC definition, Goshen has Broadband access – Efforts in Washington underway to increase to 100Mbps
- Network infrastructure is not presently known but assumed to be undersized given exponential increase in data streaming
- No Fiber to the Home exists - Majority of coaxial copper cable hung (HFC) on Eversource utility poles – Woodridge Lake wiring is underground as is power. Number of homes per node is unclear but critical to understanding capacity bottlenecks
- Surrounded by towns who are each pursuing independent efforts to expand high speed internet access but most have a mix of cable companies and/or satellite due to a lack of 100% coverage.

How does Optimum or a New Entrant Look at Goshen?

County overall has had limited population growth, aging population = restrain capital expenditure

- Population of 2,863, 68 miles of roads (53 of which are paved)
- More than 1,300 unique households (HH) based on voter registration – 4 clusters
- NW Connect suggested 1,679 households across 85 road miles
- Need to map where existing CEN and 3rd party fiber already exists along town roads
- NW Connect suggested 11 road miles of fiber in Goshen vs 24 in Cornwall
- Need to cross reference information to get more accurate homes/mile across town
- Ultimately assess a cost per mile to hang fiber – then cost to reach each home

Facts have changed

- Housing has increased as folks move out of city – 2nd homes are now 1st homes
- Hybrid work is now a structural change – bandwidth demands have increased
- Remote work is also fast-growing trend – Need solid infrastructure for new residents
- Company objectives and customer demands are no longer consistent

Learning more about our town infrastructure will help

Better Understanding the Town's network should help our engagement with Optimum to be more specific – Maps, Maps, Maps

- Most state broadband info driven by census data – definitions of “underserved”
- AdvanceCT says Goshen has 1,098 households – Voter data says 1,300+ homes
- Defining location of utility poles, # of homes per street and ultimately distance of homes from poles will dictate cost estimate and economic viability of a new fiber network
- This process can be easily done by each town to create town based economic models for a muni-owned fiber network.
- Ultimately digitizing our public works info

SOUTH

Allen Street
Allyn Road
Apley Road
Bare Hill Road
Beech Hill Road
Benjamin Lane
Birchwood Lane
Brooks Road
Brush Hill Road
Chatham Court
Craig Lane
Crossman Road
Davidson Road
Deer Run Lane
Deming Road
East Cornwall Road
East Street South
Elementary Drive
Eli Bunker Road
Four Winds Road
Hemlock Hill Road
Laurel Hill Lane
Lucas Road
Lyman Lane
Marshpaug Road
Meadowcrest North
Mill Street
Newcomb Road
Old Middle Street
Pie Hill Road
Pond Ridge Drive
Reservoir Road
School Hill Road
Seeley Road
Sharon Turnpike
Shearshop Road
Sunset Drive
Thompson Road
Torrington Road
Town Hill Road
Turkey Hollow Lane
West Street
Whispering Pines Lane

NORTH

5 1/2 Mile Road
Bartholomew Hill Road
Blackland Road
East Street North
Gray Lane
Hageman Shean Road
Hall Meadow Road
Hillhouse Road
Holmes Road
Ivy Mountain Road
Jakes Road
North Goshen Road
North Street
Rock House Road
Stonebridge Lane
Sucker Brook Road
Tamarack Lane
West Side Road
Whist Pond Road
Winchester Road

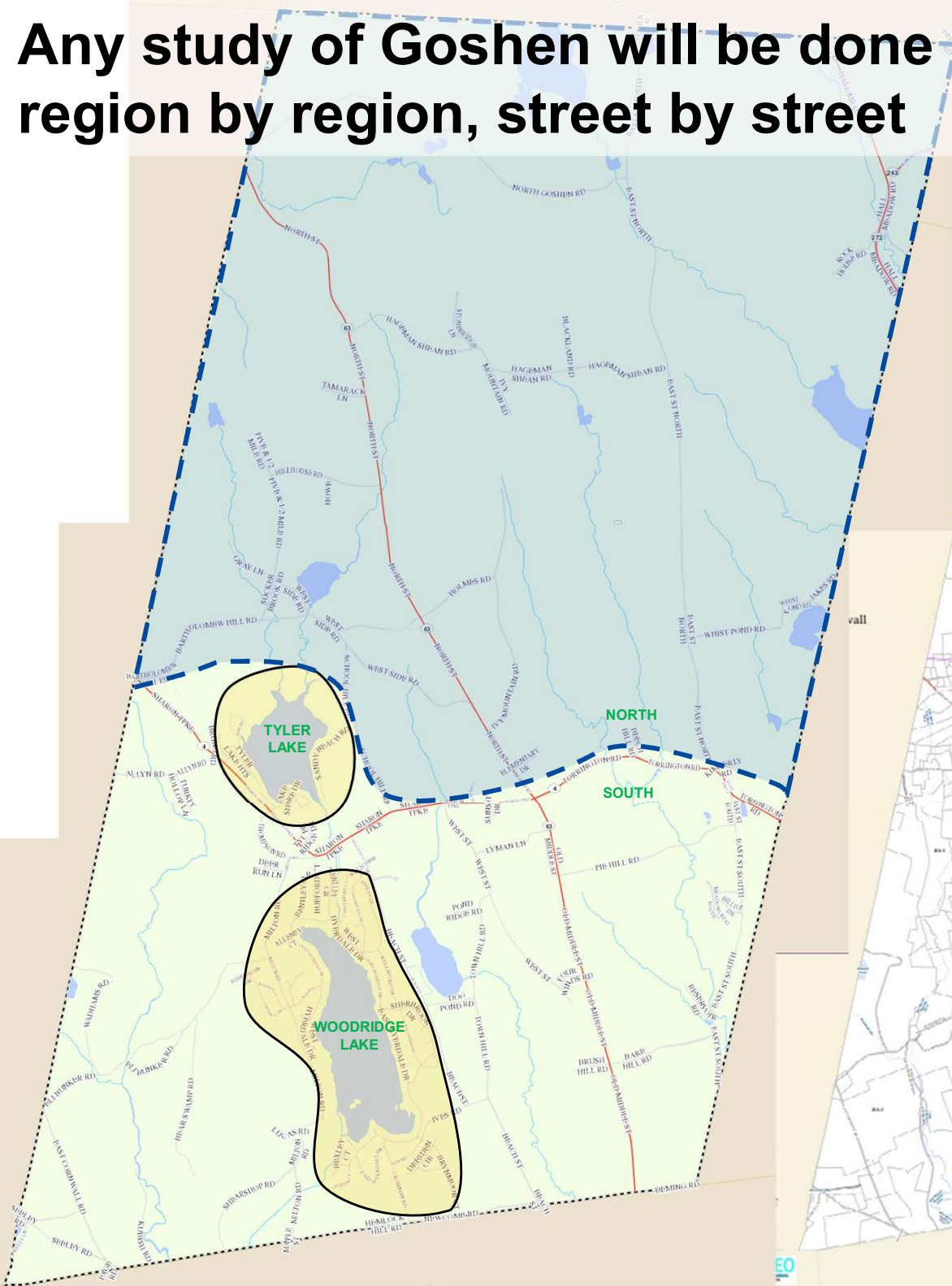
TYLER LAKE

Breguet Road
Bruno Road
Center Road
Cottage Grove Road
Flora Road
Lake Shore Drive
Park Road
Sandy Beach Road
Sunset Ridge Road
Tyler Lake Heights
Tyler Lake Heights Ext.

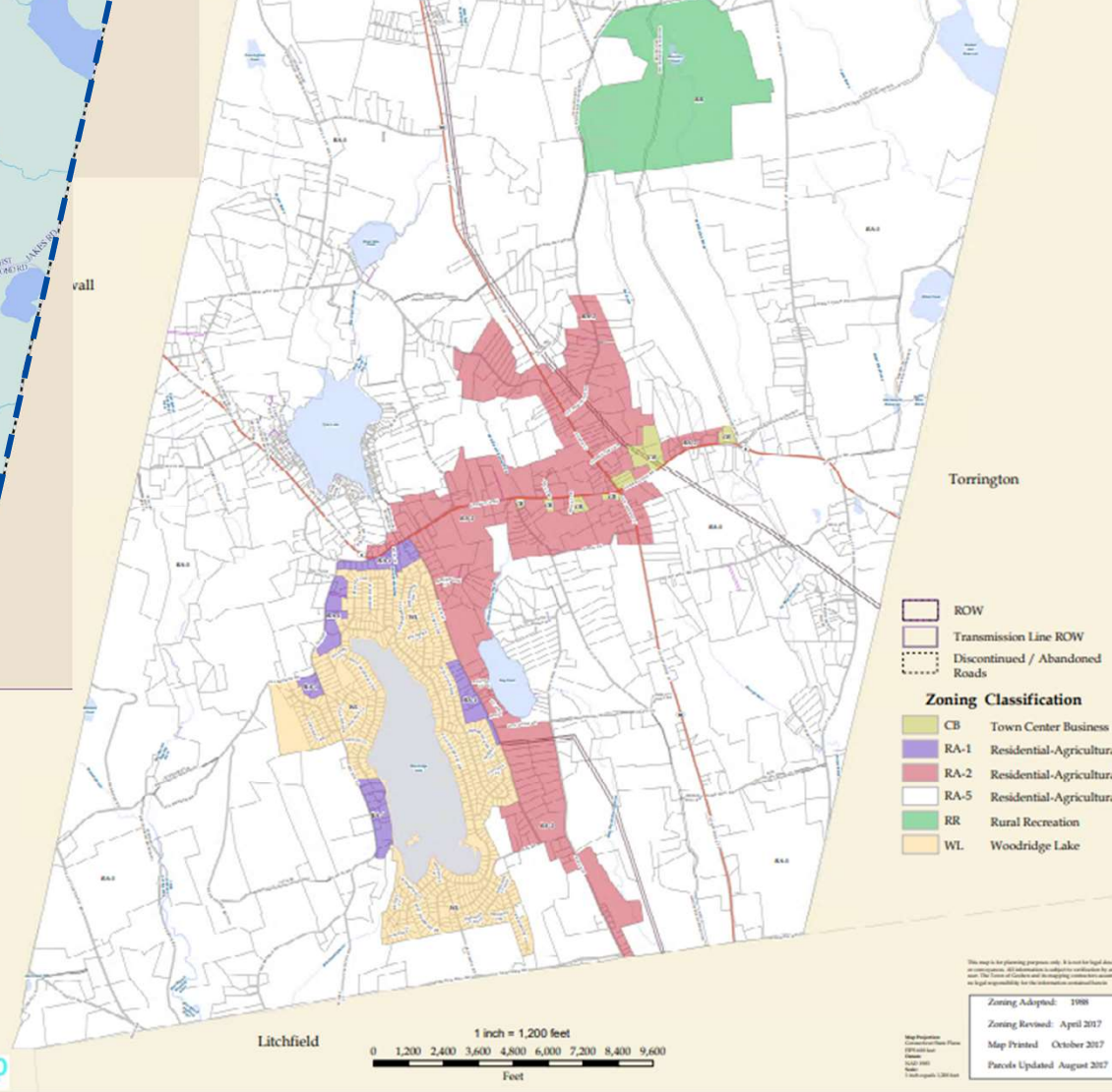
WOODRIDGE LAKE

East Hyerdale Drive
Beach Street
Ashley Drive
Bentley Circle
Wellsford Drive
Milton Road
Sherbrook Drive
West Hyerdale Drive
Weldon Court
Shelbourne Drive
Brynmoor Court
Cornwall Drive
Canterbury Court
Bueford Court
Paxton Court
Dresden Circle
Belshyre Court
Benjamin Court
Rockwall Court
Sutton Court
Equestrian Drive
Allenby Court
Valcove Court
Squire Court
Hyerdale Court
Redwood Court
Shelbourne Court
Woodale Court
Wynwood Court
Ives Road
Dresden Court East
Dresden Court West
Bexley Court

Any study of Goshen will be done region by region, street by street



HOUSEHOLDS IN GOSHEN	
AREA	% Total
Goshen North of Rt 4	24%
Goshen South (ex Lakes)	27%
Tyler Lake area	7%
Woodridge Lake	42%
TOTAL	100%



This map is for planning purposes only. It is not for legal description or other purposes. All information is subject to change without notice and we legal responsibility for the information contained herein.

Zoning Adopted: 1988
Zoning Revised: April 2017
Map Printed: October 2017
Parcels Updated: August 2017

Initial Action Plan – Organize a Task Force

Consistent with the Guidelines presented by NW ConneCT in June 2020

- Target & recruit a group of interested residents to contribute to this effort
- Define a mission statement
 - *Draft Mission: This group will explore and pursue options to comprehensively increase internet access speeds and quality for all households of Goshen and work with the First Selectman's office to put such actions in place.*
- What is the Objective? Define Scope (Wireless or wired?)
 - Higher speed? How much? Choice/Competition? Symmetrical Speed? Fiber to the Home? Mesh WiFi?
- First Action - Complete a comprehensive survey targeting a high response rate
 - Objective to complete survey in early 2022 upon consummation of expanded group of individuals
 - Survey should have broad and repeated distribution of multiple forms including email, website, Town Topics as well as other town mailings, possibility including tax notifications or other.
 - Questions should be simple but specific – Independent website can offer guidance about how to answer questions regarding their current service
- Open a direct dialogue with Optimum to learn more about their specific capital spending plans in the Goshen area as well as nearby towns
- Upon completion of survey, hold a Community Meeting to discuss the findings
- Extrapolate findings from the Sharon study to Goshen

A Collection of Nearby Citywide Fiber Networks Built Out

Community Networks is a Resource to Small Towns Across the US Pursuing Options beyond their current ISPs



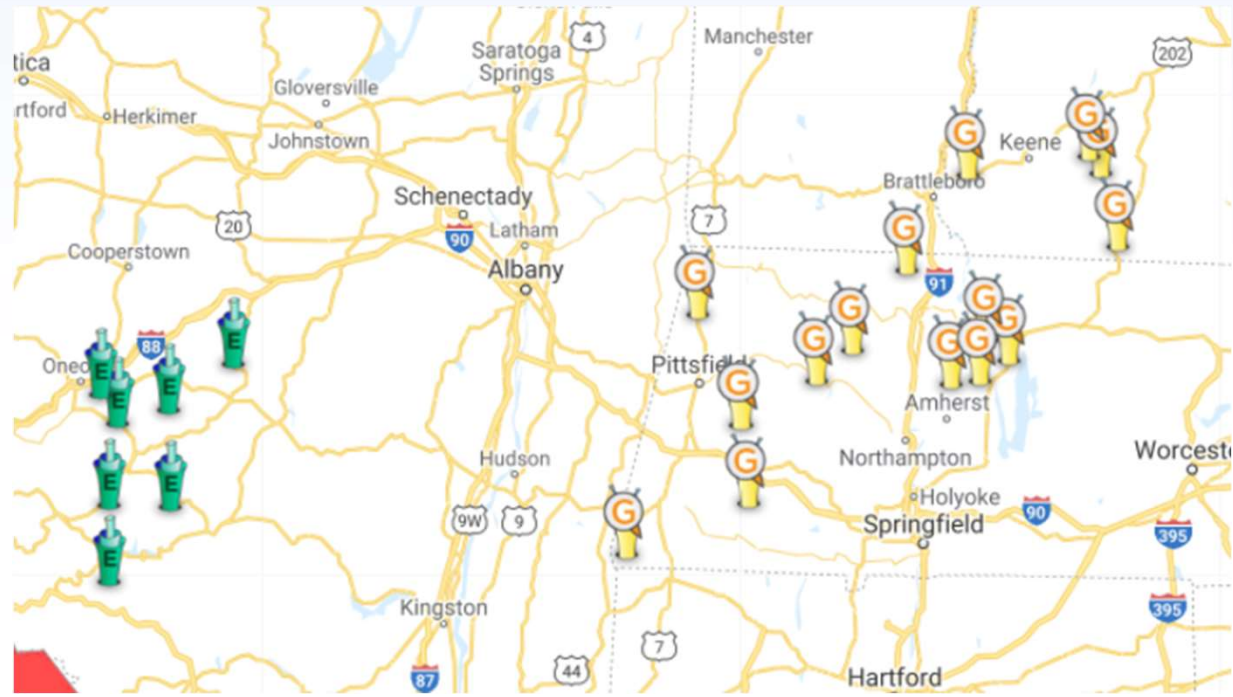
<https://muninetworks.org/content/videos>

A project of the



- Provides assistance securing capital, grants and experienced advisors
- Has been active in Western, MA given several fiber buildouts for towns far smaller than Goshen – Mt Washington has <150 residents
- Sertex is local CT company building out several networks and completing RFP for Sharon. Hope to meet.

<https://www.sertexbroadband.com/>



<https://muninetworks.org/communitymap>

Consumer Advocacy – What do you Pay? Work Together

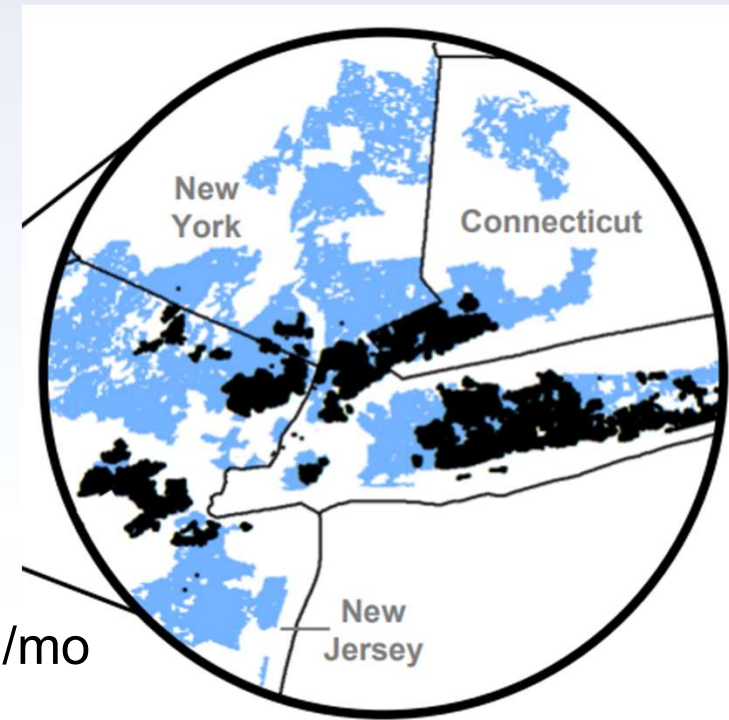
Encouraging and educating customers about prices, options, technology should be a key platform

- Goshen residents should get the best pricing from Optimum and know more about their options for the 3 services that are offered (TV, internet and phone)
- Educate residents about other video offerings and their pricing offered via internet
- Possibly find volunteers to assist elderly or those less familiar with installation help
- What do you pay for your internet service? What is in the fine print? Teaser rates?
- 300 Mbps of symmetrical fiber is now being offered by Optimum in NY for \$30/mo as they seek to compete with Verizon Fios which offers it for \$40/mo.
 - Optimum is offering 1Gbps @ \$50/mo plus \$300 up front vs. Verizon @ \$70/mo

Where is Optimum's Fiber? Not in NW Connecticut

Frontier is expanding far more aggressively since emerging from bankruptcy in April 2021

- AlticeUSA (Optimum) is focused on FTTH expansion but not in rural areas
- They have concentrated on Long Island, Westchester, Fairfield counties and some New Jersey
- Target adding 1mm FTTH customers in 2022
- HFC uses Fiber for network backhaul increasing capacity of existing coax network into the home
- 12/31/20 - 266 homes per node and a bandwidth capacity of at least 750MHz throughout
- AlticeUSA passes 9.2mm homes w/ 5mm customers or a 55% penetration rate and average ARPU of \$141/mo



■ HFC Passings
■ Fiber (FTTH) Passings

HFC Hybrid-Fiber Coaxial

Our FTTH network build, which would enable us to deliver more than 10 Gbps broadband speeds to meet the growing data needs of residential and business customers, is underway. Concurrent to our FTTH network deployment, we also continue to upgrade our existing HFC network through the deployment of digital and data over cable service interface specification ("DOCSIS") 3.0 technology in order to roll out enhanced broadband services to customers. One Gbps broadband services are available in the majority of our footprint and will continue to expand across our service areas throughout 2021. Altice USA's broadband service provides a connectivity experience to support the most data-intensive activities, including streaming 4K ultra-high-definition ("UHD") and high-definition ("HD") video on multiple devices, online multi-player video game streaming platforms, video chatting, streaming music, high-quality virtual- and augmented reality experiences, and downloading large files.

Note - information from Altice USA 10Q & 10K as filed with SEC. ARPU – Average revenue per user

“Cablevision of Litchfield”

Goshen is the 4th largest Litchfield customer base based on NWCT data

- On Dec 1, 2021, the Office of Education, Outreach and Enforcement (EOE) requested the Public Utilities Regulatory Authority (PURA) to open an investigation into customer complaints during calendar 2020
- PURA case coordinator is Lisa Lewis who can be reached at lisa.lewis@ct.gov
- To register for email updates, register here:

<http://www.dpuc.state.ct.us/DPUCPublicList.NSF>

	Subscribers	% total
Torrington	9,277	45%
New Fairfield	3,680	18%
Litchfield	2,516	12%
Goshen	1,064	5%
Cornwall	717	3%
Morris	697	3%
6 Top Towns	17,951	87%

NORTHWEST CONNECT COMMUNITY DATA SUMMARY									
* June 2018 Bill Data-all Frontier & Cox may not be 25_3Mbps							2018 CERC Data Lists As Primary Pro		
			S&P GLOBAL BB BILLING Data by Carrier by Zip						
Participating Town in Litchfield County (Other County)			2018 CERC Total Housing Units	Charter- Cablevision Spectrum Comcast Frontier Cox					
1	Barkhamsted	06063	1505		912		289		
		06065			291		55	45	
2	Bridgewater	06752	892		555		178		
3	Burlington	06013	3529			2125	1150		
4	Canaan	06031	782	193	10	583	21		
5	Colebrook	06021	829		99		4		
6	Cornwall	06754	1043	264					
		06796		453		160	18		
7	Goshen	06756	1679	1064	98		52		
8	Harford	06827	854		222		18	21	
		06091			140		26	57	
9	Harwinton	06791	2230	690	1162	59	228		
10	Kent	06757	1660	102	621	14	18		
		06785		14	329		26		
11	Litchfield	06759	4137	2278	46		437		
		06778		238		14	26		
	Morris	06763	1290	697	189		25		
13	New Fairfield	06812	5705	3680		67	1259		
14	New Hartford	06057	2757	68	1777	72	430		
15	New Milford	06755	11561		222		77		
		06776			7180		1992		
16	Norfolk	06058	923	159	24	533	30		
17	North Canaan	06024	1462			268	12		
		06018				853	44		
18	Roxbury	06783	1210		664		225		
0	Salisbury	06039	2723			757	39		
	s	06068				1099	57		
20	Sharon	06069	1975	290	101	1126	34		
21	Sherman	06784	1708		990		349		
22	Torrington	06790	16911	9277	44		4513		
23	Warren	06754	845	264	197	32	19		
24	Washington	06777	2268	499	419		6		
		06793		12	600		27		
		06794		83	533		23		
25	Winchester/Winsted	06098	5590	287	3347		810		
			76,065	20,612	20,782	7,762	12,542		

Informative interview w AlticeUSA CEO about Outlook

<https://www.cnbc.com/video/2021/03/01/altice-usa-ceo-dexter-goei-says-pay-tv-providers-will-stop-offering-cable.html?jwsourc=cl>

- Argues FTTH is simply superior technology, less expensive to operate and something they need to shift their entire network to – they've upgraded 20% so far
- HFC with DOCSIS 3.0 simply cannot accommodate 1G rates across wide networks
- All customers are upgrading their speeds especially through the pandemic – it is simply inevitable and up and down need to match and need it to be symmetrical
- Economics of linear cable TV are getting worse as OTT takes over (over the top streaming services offerings). He sees a time when Cable TV is no longer offered



Primary Objectives for Goshen ConneCT (name?)

Organize group of volunteers to advocate for Goshen residents and advise First Selectman on best course of action

EDUCATE

- Bring the community up to speed on what is going on around us
- Explain changes to technology and help ensure residents are getting the best rates, service and options
- Teach community how to run and record “speedtests” properly

INVESTIGATE

- Survey Goshen residents to gauge their opinions about how important this is
- Understand from them about what should be done next
- Using data from our neighbors, explore fiber options for Goshen

ADVOCATE

- Engage in dialogue with Altice USA (Optimum) to learn what is ahead
- Recommend to First Selectman best options for Goshen

Appendix

Other Materials





STATE OF CONNECTICUT
PUBLIC UTILITIES REGULATORY AUTHORITY

DOCKET NO. 21-12-01

PURA INVESTIGATION INTO CABLEVISION OF CONNECTICUT, CABLEVISION OF LITCHFIELD, AND CABLEVISION OF SOUTHERN CONNECTICUT – COMPLIANCE WITH CUSTOMER SERVICE REQUIREMENTS OF CONN. GEN. STAT. § 16-331J

NOTICE OF PROCEEDING

By letter dated December 1, 2021 (Application), and pursuant to §§ 16-41, 16-331j and 16-331o of the General Statutes of Connecticut (Conn. Gen. Stat.), the Office of Education, Outreach and Enforcement (EOE) requests that the Public Utilities Regulatory Authority (Authority) open an investigation into customer complaints lodged against Cablevision of Connecticut, Cablevision of Litchfield, and Cablevision of Southern Connecticut, collectively d/b/a Altice USA, Inc. (Altice). The Application asserts that, during calendar year 2020, EOE received over 600 complaints from Altice customers, and year-to-date an incremental 300 complaints have been received, all regarding issues such as excessive telephone wait times and busy signals, improperly long appointment windows, last-minute or no-notice appointment cancellations and failure to respond to service interruptions in a timely manner. Application, p. 1.

In response, the Authority is conducting this contested proceeding pursuant to Conn. Gen. Stat. §§ 16-9, 16-41, 16-331j, and 16-331o to address the issues raised in the Application. Additional information is available at the Authority's website: <http://www.ct.gov/pura/> regarding the procedural practices of the Authority and subsequent filings to the Authority. **The PURA case coordinator assigned to this docket is Lisa Lewis, who can be reached via email at lisa.lewis@ct.gov.**

**DESIGNATION OF THE OFFICE OF EDUCATION,
OUTREACH, AND ENFORCEMENT AS A PARTY**

Pursuant to Conn. Gen. Stat. § 16-19j(a), the Authority designates EOE as a Party to this proceeding. The prohibition against ex parte communications is waived between EOE and the public, regulated entities, and other parties. However, the prohibition on ex parte communications remains in effect between PURA decisional staff and any Parties in this proceeding, including EOE.

PARTIES TO THE PROCEEDING

In addition to EOE, the Authority designates the following as Parties to this proceeding: Cablevision of Connecticut, Cablevision of Litchfield, Cablevision of Southern Connecticut, Altice, the Office of Consumer Counsel (OCC), and the Commissioner of the Department of Energy and Environmental Protection (DEEP Commissioner). Conn. Agencies Reg. § 16-1-15 requires Parties to serve a copy of each filed document to every person or entity on the service list, which is available on the Authority's website at <http://www.ct.gov/pura>. In addition, all Parties are required to

provide two (2) copies of all materials submitted in this docket directly to the OCC. Those copies should be addressed directly to the OCC, not the Authority.

REQUEST FOR PARTY OR INTERVENOR STATUS

Other persons seeking Party or Intervenor status in this proceeding are requested to file a motion in accordance with Conn. Gen. Stat. § 4-177a no later than **January 7, 2022** before 4:00 p.m. Eastern time. Such motion must be served on all persons/entities on the PURA service list for this proceeding. Unless otherwise directed, the Authority will allow Parties seven (7) calendar days from the date a motion is received by the Authority to respond. For requests for extensions of time or routine motions, the Authority will allow four (4) calendar days. Each person seeking Party or Intervenor status may designate up to two persons for inclusion on the service list. Others who wish to receive e-mail notifications, but do not seek official status in the matter, may register on the PURA website for an e-mail notification account at <http://www.dpuc.state.ct.us/DPUCPublicList.NSF>.

EX PARTE COMMUNICATION PROHIBITED

With the limited exception for EOE staff noted above, the Authority strictly observes the prohibition on ex parte communication under Conn. Gen. Stat. § 4-181. As such, there may be no communication, direct or indirect, with Commissioners or the Authority's decisional staff on any issue of fact or law pertaining to this matter unless that communication takes place in the course of a noticed hearing or meeting, or is made in writing and submitted in the docket with copies supplied to all other designated Parties. Communication with PURA's case coordinator regarding scheduling is permitted.

ELECTRONIC SUBMISSION OF FILINGS

The Authority requires electronic submission of motions and all other all filings in lieu of paper, **unless otherwise specified**, using the Authority's online filing links and instructions at <http://www.ct.gov/pura>. Persons filing electronically or wishing to be listed as a contact must create an account through the Authority's website under Docket Services (Make a Web Filing). Once registered, you may proceed to the Docket Database Web Filing System to log on and submit your filing. Unless otherwise specified, filings are due by 4:00 p.m. on or before any required date. For account or login assistance, please contact the DEEP HelpDesk at 860-424-3882 or Deep.Helpdesk.Footprints@ct.gov. For document filing assistance, please contact the PURA Executive Secretary at 860-827-2836 or PURA.ExecutiveSecretary@ct.gov.

CONFIDENTIAL DOCUMENTS

The Authority operates with the strong presumption that all documents filed with it are public records subject to the right of public inspection and copying in accordance with the Connecticut Freedom of Information Act, Conn. Gen. Stat. § 1-200 *et seq.* In those exceptional circumstances where a Party or Intervenor believes that information it intends to file is confidential under law, it may file a Motion for a Protective Order requesting an exemption from public disclosure. The Motion must provide specific legal

arguments with reference to state or federal law describing with supporting facts why the information should be kept confidential. A certified affidavit supplied by a competent witness in support of the Motion, a proposed protective order and nondisclosure agreement must be appended to the Motion. **Until otherwise directed by the Authority, all confidential material must be submitted electronically by email to Jeff.Gaudiosi@ct.gov.** The email's subject line shall state in all capital letters **"CONFIDENTIAL MATERIAL - NOT FOR PUBLIC DISCLOSURE."** Each page of any electronic confidential information shall also contain a header **"CONFIDENTIAL – NOT FOR PUBLIC DISCLOSURE."** The associated motion for a protective order shall be filed publicly.

OUT-OF-STATE ATTORNEYS

Attorneys not licensed by Connecticut must follow Connecticut's [pro hac vice procedures](#) in order to appear before PURA in any administrative proceeding.

REQUESTS FOR ACCOMMODATION

DEEP is an Affirmative Action/Equal Opportunity Employer that is committed to complying with the requirements of the Americans with Disabilities Act (ADA). If you are seeking a communication aid or service, have limited proficiency in English, wish to file an ADA or Title VI discrimination complaint or require some other accommodation, including equipment to facilitate virtual participation, please contact the DEEP Office of Diversity and Equity at (860) 418-5910 or via email at deep.accommodations@ct.gov. Any person needing an accommodation for hearing impairment may call the State of Connecticut relay number, 7-1-1. In order to facilitate efforts to provide an accommodation, please request all accommodations as soon as possible following notice of any agency hearing, meeting, program or event.

Dated at New Britain, Connecticut this 10th day of December, 2021.

PUBLIC UTILITIES REGULATORY AUTHORITY



Jeffrey R. Gaudiosi, Esq.
Executive Secretary



GOSHEN
CONNECTICUT



STATE OF CONNECTICUT

PUBLIC UTILITIES REGULATORY AUTHORITY

Last Revised July 20, 2020

Cable Sector Frequently Asked Questions

PURA Cable Sector Regulation Information

Who regulates cable rates?

Under state and federal law, PURA is unable to regulate cable rates.

Does PURA regulate satellite providers of television service?

PURA does not have jurisdiction over satellite providers of television service. Although the Authority does not have jurisdiction, the Connecticut Department of Consumer Protection may be able to assist you with unresolved complaints involving satellite providers of television service. You may write to Consumer Protection at the following address:

Department of Consumer Protection
165 Capitol Avenue
Hartford, CT 06106

Customer Complaints Related to Cable Service

Who should I contact about a cable company related complaint?

You should always contact your cable company first when you have a complaint. In many cases, the customer service representatives at your cable company will be able to assist you and solve your problem. The telephone number for your cable company should be on your cable bill.

Your cable company has jurisdiction over the following issues:

- Programming carried on the system. With the exception of rules that require cable systems to carry certain local broadcast stations, cable systems decide which programming services to carry. Therefore, you should contact your cable system if it has dropped a particular channel.
- Carriage of FM and AM radio stations.
- Charges for pay-per-view or pay-per-channel programming. The rates charged for this type of programming are not regulated.

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Questions or complaints handled by the Authority include:

- Customer service problems, including billing disputes, office hours, telephone availability of personnel, installations, outages and service calls.
- Signal quality, including interference and reception difficulties.
- Use of public, educational, and governmental (PEG) channels. These channels may be required as part of the franchise agreement. Your local franchise authority can provide information on any terms or conditions of use.

You should contact the FCC if you have complaints or questions about the following issues:

- Equal Employment Opportunity (EEO) complaints. Contact the FCC, Media Bureau, Policy Division, EEO Branch, 445 12th Street, S.W., Washington, D.C. 20554.
- Signal leakage from cable systems, which can result in interference to other users of the spectrum, including aeronautical services. Contact 1-888-225-5322 or send your inquiry to FCC, Consumer & Governmental Affairs Bureau, 445 12th Street, S.W., Washington, D.C. 20554.
- Cable home wiring questions. If you believe that your cable company has violated the rules governing your ability to access and to use cable home wiring, please send a letter outlining the facts to the FCC, Media Bureau, Policy Division, 445 12th Street, S.W., Washington, D.C. 20554.
- Commercial limits for children's programming. Write to the FCC, Enforcement Bureau, Investigations & Hearings Division, 445 12th Street, S.W., Washington, D.C. 20554.
- Indecency and obscenity. Generally, the rules concerning the content of programming on cable channels are not as strict as the rules concerning programming content on non-cable channels. If you object to programming on a cable system, you may contact the FCC to determine what rules may be applicable and what action may be appropriate. Call 1-888-225-5322 or send your inquiry to FCC, 445 12th Street, S.W., Washington, D.C. 20554.

You can contact the FCC for assistance in understanding cable regulations at the following telephone numbers and addresses:

- Written communications: Federal Communications Commission, General Cable Inquiries, 445 12th Street, S.W., Washington, D.C. 20554;
- Telephone assistance: 1-888-225-5322 to have fact sheets describing various aspects of cable regulations sent to you or to ask questions; or
- You can access recent Commission decisions regarding cable regulations via the Commission's Internet site, www.fcc.gov.

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Cable Service Rates Information

My monthly bill shows charges for various fees. What are these?

There are two types of fees that cable operators may be required to pay, although both of these fees are typically referred to as franchise fees. The first type of fee is a regulatory fee, and the second type of fee is a negotiated fee. Cable operators are allowed to be reimbursed for both types of fees by recovering the costs from subscribers.

Regulatory Fees: Connecticut does not impose a license fee, but does impose other costs, as listed below.

FCC Fee: The Federal Communications Commission requires payment from the cable operator on an annual basis to offset the cost of federal regulation. Depending on your cable operator, this fee may be called an "FCC Fee," "FCC Mandated Fee," or "Regulatory Fee."

Negotiated Fees/Franchise Fees: Under federal law, non-capital costs relating to license requirements are considered franchise fees and may be passed onto subscribers. For example, cable operators are required to set aside channels for public, educational, and governmental ("PEG") use. The monies spent to maintain the PEG access studio, equipment, and personnel are considered franchise fees and may be passed on to subscribers. Fees vary based on franchise area. These fees appear on monthly bills as "Franchise Fees," "Franchise Costs" or "Access Fees."

Gross Earnings Tax: The history of the gross earnings tax dates back to 1965. At that time, the existing gross earnings tax in Connecticut General Statutes (Conn. Gen. Stat.) §12-258 was revised by the Legislature to add cable television systems at a rate of six percent. In 1971, the rate was changed to eight percent. Public Act 81-255 increased the rate again to nine percent. Finally, Public Act 89-251 reduced the rate to the current five percent.

Cable television systems itemize the gross earnings tax, sometimes identified as the franchise fee, on the monthly cable bills. This is confusing to many subscribers. They believe they are being taxed incorrectly because the sales tax is computed on the total bill, including the gross earnings tax. However, we have been advised by the Department of Revenue Services (DRS) that this treatment is correct.

DRS states that the gross earnings tax is a tax on the company, like the federal income tax or state property tax. As such it is an expense of the company. According to Conn. Gen. Stat. §12-407(8), the "Sales Price" of a company's product or service, upon which sales tax is computed, includes "the cost of materials used, labor or service cost, interest charged, losses or other expenses." Although cable television systems have chosen to treat this one expense differently by identifying it separately on your bill, the gross earnings tax is, by statutory definition, a part of the sales price and, therefore subject to sales tax.

If you have further questions, DRS's Taxpayer Service Division may be reached by phone toll-free at 1-800-382-9463.

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Is the cable operator allowed to charge sales tax?

Yes. Cable operators may charge subscribers a Connecticut sales tax for the lease of remote controls. The tax must be itemized separately on your bill.

Cable Billing Information

Is my cable company allowed to bill me in advance?

Yes, Connecticut regulations allow cable operators to bill subscribers up to two months in advance. However, most cable operators providing service in Connecticut only require payment for one month in advance.

When is payment for my cable bill due?

Connecticut regulations require cable operators to include a specific due date on subscribers' bills. The due date must be at least five business days from the date the bill was mailed. Your bill should be paid by the specified due date.

When is my account considered delinquent for non-payment?

A subscriber's account can be considered delinquent if payment has not been received by the cable operator thirty days after the due date shown on the subscriber's bill.

Is my cable operator allowed to charge me a late fee?

Yes, but only after the following conditions are met: (1) a subscriber's account must be considered delinquent, meaning payment has not been received within thirty days from the bill due date; (2) the cable operator must provide the subscriber a written late charge notice; and (3) the subscriber must be given eight days from the date the amount becomes delinquent to pay the balance due. If an account meets these conditions, cable operators are allowed to charge up to five percent on the balance due in the form of a one-time late fee. A late fee cannot be imposed on any charge that is in dispute while the complaint mechanism outlined below is being followed.

Is my cable operator allowed to disconnect my service for non-payment?

Cable operators are allowed to disconnect cable service for non-payment under the following conditions: (1) a subscriber's account must be considered delinquent; (2) the cable operator must give the subscriber written termination notice; and (3) the subscriber must be given at least eight business days from the mailing date of the termination notice to pay the balance due.

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What can I do if I disagree with a charge on my cable bill?

Subscribers who disagree with a charge on their cable bill should contact the cable operator as outlined below:

Subscribers should immediately contact the cable operator to file a billing complaint. Under Connecticut regulations, the cable operator must be contacted within thirty days from the due date shown on the subscribers' bill. The cable operator is required to investigate and respond with a decision within thirty business days of receipt of a billing complaint.

Establishing Cable Service

What information should I receive before I subscribe to cable television?

Connecticut regulations require cable operators, upon request, to give potential subscribers written notice of their services, rates, charges, and billing practices before a subscription agreement is reached. The billing practices notice should include the cable operator's policies regarding frequency and timing of bills, payment requirements necessary to avoid account delinquency, billing dispute resolution procedures, and late payment penalties.

Cable Programming Information

Why does programming differ from community to community?

Under federal law, cable operators are allowed to select the programming they want to carry and to package that programming in a manner they determine is best. Cable operators consider a number of factors when deciding how to package their programming. Legal, technical, financial, and demographic factors can influence the cable operator's decision to carry certain channels. For example, federal regulations require cable operators to include certain over-the-air broadcast channels along with other local channels on the basic service tier.

Are cable operators required to carry local broadcast programming?

Yes, but this is subject to negotiation between the cable operators and broadcasters. Federal law provides broadcasters the option of either requiring a cable operator serving the relevant market to carry its station ("must-carry"), or requesting compensation from the cable operator for the right to carry the broadcaster's station ("retransmission consent"). Many larger broadcasters choose retransmission consent, and the resultant compensation from cable operators is often passed through to subscribers in the form of a "Broadcast TV Fee" or similar charge. Many smaller broadcasters choose to invoke their must-carry rights.

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Advance CT is Promoting CT for new biz formation but sends wrong message



Connecticut is #1 for Broadband Access in the U.S.

Connecticut's broadband infrastructure is ready for the post-pandemic world. Over 98% of Connecticut households have access to high-speed internet with the state ranking #1 in the country for overall connectivity. With the 6th fastest internet speed in the country Connecticut is ready to ensure your business that your business thrives whether your employees are in the office or working from home.

STATE BROADBAND OFFICE

The State Broadband Office was created to facilitate the availability of broadband access to every state citizen and to increase access to and the adoption of ultra-high-speed gigabit-capable broadband networks. Connecticut's goal is to bring high-speed broadband internet to all Connecticut residents by September 2022 and install numerous free Wi-Fi areas throughout the state.

BROADBAND ACCESS FOR EVERYONE

Gov. Ned Lamont and the cable/internet industry has been supporting the adoption of broadband through the state's Everybody Learns initiative, delivering over 140,000 thousand laptops to students in need and free and low-cost service (starting at \$10/month) to low-income persons offered by the members of the **New England Cable & Telecommunications Association**. These programs, like Comcast's Internet Essentials program, for instance, are available to consumers across Connecticut.

EAST HARTFORD, FIBERCITY

The fastest internet connections in the country are coming to Connecticut, and East Hartford will be the first to receive it. As the state's first FiberCity, East Hartford will benefit from an all-fiber, 10-gig-enabled broadband network by 2024. Unlike basic internet cable, fiber is known to send data more quickly and boost security, reliability and affordability for all residents. Fiber will be laid underground starting in 2022 and will be available free of charge to all businesses and residents.

<https://profiles.ctdata.org/>

<https://s3-us-west-2.amazonaws.com/cerc-pdfs/2021/Goshen.pdf>

<https://www.ctdata.org/geospatial-data-tools-gis>

2021 Town Profile

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Current Population

Goshen, Connecticut

2,883

General

ACS, 2015–2019

Goshen State

Land Area mi^2	44	4,842
Population Density people per mi^2	66	738
Number of Households	1,098	1,370,746
Median Age	49.8	41.0
Median Household Income	\$109,886	\$78,444
Poverty Rate	5%	10%

Economy

Top Industries

CT Department of Labor, 2019

Employment Employers Av. Wages

1 Construction	60	18	\$81,691
2 Local Government	47	10	\$46,540
3 Manufacturing	34	6	\$31,806
4 Profess., Sci., & Tech Services	23	11	\$214,329
5 Retail Trade	22	5	\$49,041
All Industries	385	94	\$53,300

SOTS Business Registrations

Secretary of the State, June 2021

Total Active Businesses 376

New Business Registrations by Year

2001 18	2006 25	2011 13	2016 24
2002 19	2007 37	2012 27	2017 14
2003 25	2008 11	2013 16	2018 23
2004 27	2009 28	2014 19	2019 20
2005 30	2010 21	2015 13	2020 20

Key Employers

Data from municipalities, 2021

- 1 Torrington Country Club
- 2 Goshen Oil Co Inc
- 3 Litchfield Equities
- 4 L & L Mechanical LLC
- 5 Fay & Wright Excavating Inc.

Schools

CT Department of Education, 2020-21

School Districts

Available Grades	Total Enrollment	Pre-K Enrollment	4-Year Grad Rate (2018-19)
Regional School District 06	880	42	98%
Statewide	513,079	15,300	88%

Demographics

ACS, 2015–2019

Age Distribution

Age Group	Goshen	State
Under 10	236 8%	11%
10 to 19	328 11%	13%
20 to 29	305 11%	13%
30 to 39	307 11%	12%
40 to 49	272 9%	13%
50 to 59	474 16%	15%
60 to 69	536 19%	12%
70 to 79	331 11%	7%
80 and over	94 3%	5%

Race and Ethnicity

Race/Ethnicity	Goshen	State
Asian Non-Hispanic (NH)	<1%	4%
Black NH	<1%	10%
Hispanic or Latino/a Of any race	2%	16%
White NH	93%	67%
Other NH, incl. American Indian, Alaska Native, Native Hawaiian or Pacific Islander	4%	3%

Language Spoken at Home

Language	Goshen	State
English	78 95%	85%
Spanish	1 12%	1%

Educational Attainment

Education Level	Goshen	State
High School Diploma Only	19 27%	27%
Associate Degree	8 12%	12%
Bachelor's Degree	22 23%	23%
Master's Degree or Higher	17 21%	21%

Housing

ACS, 2015–2019

Housing Metric	Goshen	State
Median Home Value	\$329,900	\$275,400
Median Rent	\$1,810	\$1,180
Housing Units	1,507	1,516,629

Owner-Occupied	Goshen	State
Detached or Semi-Detached	66 95%	95%
Vacant	10 27%	10%

Smarter Balanced Assessments

Met or exceeded expectations, 2018/19

Assessment	Math	ELA
Regional School District 06	67%	78%
Statewide	48%	56%

2021 Town Profile

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Current Population

Goshen, Connecticut

2,883

Labor Force

CT Department of Labor, 2020

Labor Force Metric	Goshen	State
Employed	1,486	1,724,621
Unemployed	85	148,010

Unemployment Rate

Self-Employment Rate*

*ACS, 2015–2019

Catchment Areas of 15mi, 30mi, and 60mi



Access

ACS, 2015–2019

Access Metric	Goshen	State
Mean Commute Time Pre-Covid	36 min	26 min
No Access to a Car	2 9%	9%
No Internet Access	10 12%	10%

Commute Mode

Commute Mode	Goshen	State
Public Transport	2 5%	5%
Walking or Cycling	1 3%	3%
Driving	86 92%	92%
Working From Home Pre-Covid	4 5%	5%

Public Transit

Public Transit Service	State
CTtransit Service	-
Other Public Bus Operations	-
Train Service	-

Fiscal Indicators

CT Office of Policy and Management, SFY 2017-18

Municipal Revenue	
Total Revenue	\$10,987,841
Property Tax Revenue	\$10,425,518
per capita	\$3,609
per capita, as % of state av.	119%
Intergovernmental Revenue	\$176,481
Revenue to Expenditure Ratio	109%

Municipal Expenditure

Municipal Expenditure	
Total Expenditure	\$10,083,644
Educational	\$7,342,541
Other	\$2,741,103

Grand List

Grand List	
Equalized Net Grand List	\$795,171,986
per capita	\$276,197
per capita, as % of state av.	180%
Comm/Indust. Share of Net Grand List	3%

Actual Mill Rate

Equalized Mill Rate

19.60

13.07

Municipal Debt

Municipal Debt	
Moody's Rating	-
Total Indebtness	\$1,149,879
per capita	\$399
per capita, as % of state av.	16%
as percent of expenditures	11%

Annual Debt Service

as % of expenditures

\$0

0%

Search AdvanceCT's SiteFinder, Connecticut's most comprehensive online database of available commercial properties. ctdata.org/sitefinder

About Town Profiles

The Connecticut Town Profiles are two-page reports of demographic and economic information for each of Connecticut's 169 municipalities. Reports for 2016-2019 are available from profiles.ctdata.org.

Feedback is welcome, and should be directed to info@ctdata.org.

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