

Cooper Select Board's Meeting

Dec. 1, 2011

Held at the Grange Hall

Attending: Donna Timpe, Micah Perkins, Ronnie Flood, Ann Marie Flood, Sandy Lyon, Joanne Mc, Bill Kridder Sr. , Louis Tonizzo, Stuart Shotwell, Danny Sullivan, Debbie Kinney, Rojean Tulk, Bruce Ballentine, Cindy Walker, Karen Holmes, John Viselli (18 attending)

Starting time: 6:36 p.m.

Agenda Item 1: Treasurers Warrant was reviewed and signed.

Agenda Item 2: APO (Animal Control Officer) Larry Colarusso is being paid on this warrant; however, Larry requested the Select Board consider giving him a raise. It was decided to ask Larry Colarusso to attend the Select Board meeting in 2 weeks, on Dec. 15<sup>th</sup>. Larry will be paid the agreed upon amount for now. After meeting with Larry, the Select Board will make a decision whether to offer the APO a raise.

Agenda Item 3: Bruce Ballentine, Vice President of operations for Fair Point, was asked to speak about progress on repairing our service so far. Three people from Fair Point attended the meeting today, Rojean Tulk and Cindy Walker, who is director of the service center. Bruce said that Cindy will report back to us on what she has done at the service end. The first issue Bruce will address is service quality; down by river the devise was broken, it is now replaced with all new equipment. New copper has been used down 191, all new. Two Units are new and connected to the all copper cable. Connection issues have been addressed. Tree trimming has occurred for 3 weeks. He feels the service quality has improved dramatically. Bruce believes they have taken care of what was promised. They had someone going house to house to check on service. Bruce had someone go around and they did take care of a serious issue in a field near a house. If you have further issues, let him know, we have Bruce's cell phone number and email, and he will come here to address future problems.

Rojean Tulk spoke about an individual who had received 2 months credit, and Danny Sullivan raised his hand. She said that attendees at the previous meeting considered it to be appropriate compensation. Rojean has since received a phone call, someone who stated they had received a bill and what about the proposed credit? Rojean said we should receive a 2 month credit on the December bill, or possibly January; 98% can expect it in December. Rojean wants a phone call if we don't see it, so she can be sure it comes in the January bill.

Cindy Walker, Director of the Service Center in New Hampshire where our calls for repairs go, said she is sorry. Cindy apologized on behalf of her team. There is no excuse for the bad behavior we received from Customer service. There are 43 representatives. 38 were called by Cooper residents. She listened to the calls; some were okay, some definitely were not. Disciplinary action has been taken. Retraining has occurred, especially on the importance of the customer. Cindy said that only 2 calls have come in since the last time Bruce was here. She mentioned some redundant issue we may see; where do you live? This is necessary for Authentication of address. During outages, people want recovery. Fair Point has to safe guard to be sure that we are who we say we are; so they authenticate. That is why they will not let you call you call in for someone else. These procedures are designed to protect customers. Fair Point needs to provide good customer service. Cindy was shocked and embarrassed by the service we had received.

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Cindy asked if there were any questions. Sandy asked about making a report of lost service for her mother late at night? What steps should someone take to re[port lost service for someone else? Cindy said that they *should have taken the call*. If it happens again, I should call Cindy.

Bruce asked again for questions, and Louis Tonizzo asked if he could have their phone numbers. The Select Board thanked them for coming. The Fair Point representatives let the meeting, and several others followed to ask questions regarding "Connect ME Grants".

You may contact Cindy Walker at 207-400-7172 and her email is [cwalker@fairpoint.com](mailto:cwalker@fairpoint.com)

Agenda Item 4: Tax acquired property near town line will be returned to the family if a family member wants to pay the back taxes. Ann Marie explained the process to follow; she will take care of the paperwork.

Agenda Item 5: Bill Krigger Sr. was here to present a bill for work done on the Cemeteries. Sandy explained the answer she gave to a question about placement of Christmas wreaths at the Cemeteries. She had assured the person that the intent was to remove old flowers not Christmas Wreaths. They will be left in place. The Select Board confirmed that, and so did Bill.

Agenda Item 6: An update on the status of the Grant: the December meeting of the CCC/Cathance Grange Hall Committee was changed to Wednesday Dec. 7 due to the need to be at the Post office meeting on Dec. 12<sup>th</sup> at 6:30 at the Meddybemps Community Center. Dec. 7<sup>th</sup> will be devoted to working on the Grant. Ann Marie will ask Marjorie Withers, who has written grants, if she is available to help us with this grant. ANYONE is welcome to attend to help on Dec.7, 6:30 p.m. here at the Hall.

Agenda Item 7: Ronnie had an update on the replacement of the furnace down stairs. He talked about the problems with the current one, and then presented a proposal to replace using Sheridan Smith's Company. Everyone liked the idea of supporting a local person with our business. A furnace quote was given. Ronnie said FEMA money that is left over may be enough to pay for furnace if we decide to do that. Micah asked for a phone number so that he can ask some more questions. Pat Burke was the employee Ronnie was talking to. The only thing left to do with the FEME money is to put 3 culverts down. He has already purchased everything needed, and is willing to do the work for free if needed. FEMA does not want the money returned, so we can use some of it on the furnace.

Ann Marie said we still have close to the \$5,000 because we did the fund raiser and received a donation; all that was paid out is the electric, which is small. Micah asked for comments. A question was asked: what we should do to repair roads? The answer was that State funds are sent for that purpose. What kind of fuel will the new furnace use? It is an oil system. Micah wants to ask a few questions before we spend \$5,000.

We will move forward on the furnace.

Agenda Item 8: It was repeated that we need to have Cooper Town Services moved to this building as soon as possible. One resident asked who they should sue if they fell on her doorstep. This is a concern,

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and Ann Marie proposed that we meet ½ hour before Select Board Meetings, during, after the meeting for ½ hour. Ann Marie also wants to discuss with Sandy, but she thinks we could do a couple hours on alternate Saturdays. Sandy agreed to her ideas. Ann asked if she could send a notice out this week? Yes, it was agreed. Residents will walk upstairs until the heating system is in place.

Agenda Item 9: The Rabies clinic was a success. Little River Veterinary Clinic will come back when asked.

Agenda Item 10: Micah said the Cooper Town Website is ready to launch. He asked how do they get the Tax Maps? It was suggested that Micah ask Dan Ackley or Lynn Brown. We would also like to add building permits, Tax books, and applications for homestead exemptions. Micah will send the website address to Sandy and she will send to this distribution list. Micah said the site they have is free up to a certain size. We can also put the calendar on, to let everyone know what is happening in Town.

Agenda Item 11: No progress on a Town attorney: Micah will try again before next meeting.

Agenda Item 12: Ann Marie said the audit is complete. Due to the expected full agenda tonight, she did not bring it, but she will bring to next meeting. Everything looks good, only a couple of small suggestions for next year.

Agenda Item 13: Bill Krigger asked if we can put someone in charge of Cemeteries? Sandy said we had discussed that at a previous Select Board Meeting and decided to put an article in the next Town warrant to form a new cemetery committee. Bill would like to see it form sooner so that we can start putting in roads and selling lots. Ronnie said we also need to elect a sexton to oversee the cemeteries. We need someone willing to put in the work. We will need to have an access road so you don't have to drive over someone's lot. It was agreed that we will all be involved and everyone will have a chance to have input. John asked about guidelines, and Micah said the state has them but they are pretty loose. We will be able to decide on many issues.

Meeting Adjourned at 7:22 p.m.

The meeting next week will be Dec. 15<sup>th</sup> at 6:30 p.m.