

SELECT BOARD MEETING AGENDA

DATE: Monday, February 12, 2018 at 6:30 pm

HELD: Public Safety Complex (2nd Floor Meeting Room) 20 George Bennett Rd, Lee

The Select Board reserves the right to make changes as deemed necessary during the meeting. Public Comment limited to 3 minutes.

1. Call meeting to Order – 6:30 pm
2. Public Comment
3. Toby Van Aken, Transfer Station Manager
 - a. Old Container – Request permission from the Select Board to sell the old container
 - b. Annual Facility Report – Present the Select Board with the report for approval
4. Julie Glover, Town Administrator
 - a. Racetrack Application Amendment
 - b. 2018 Voter's Guide
 - c. Library Furnace
 - d. \$500 Unanticipated Funds (HealthTrust Wellness)
 - e. Paperless meetings
 - f. Miscellaneous
5. Motion to accept the Consent Agenda as presented:
 - a. Planning Board Notice
 - b. Fire Warden Request Form
 - c. Select Board Meeting Minutes from 1/22/2018 and 1/29/2018
 - d. Manifest #16
 - e. Weeks Payroll Ending February 4, 2018
6. Correspondence – Comcast Annual Customer Notice
7. Motion to enter into Non-Public Session–NH RSA 91-A:3 II (a), (d) and (e)
Roll Call Vote required.
8. Motion to seal the Non-Public Session Minutes (if necessary.) Roll Call Vote required.
9. Miscellaneous/Unfinished Business
10. Adjournment

Posted: Town Hall, Public Safety Complex, Public Library and on leenh.org on February 9, 2018

Individuals needing assistance or auxiliary communication equipment due to sensory impairment or other disabilities should contact the Town Office at 659-5414. Please notify the town six days prior to any meeting so we are able to meet your needs.



TOWN of LEE
7 MAST RD, LEE, NH 03861
(603) 659-5414

Office Use Only

Meeting Date: 2-12-2018

Agenda Item No. 3a

BOARD OF SELECTMEN
MEETING AGENDA REQUEST
2/12/2018

Agenda Item Title: Transfer Station Closed Container

Requested By: Toby Van Aken

Date: 2/8/2018

Contact Information: tvanaken@leenh.org

Presented By: Toby Van Aken, Transfer Station Manager

Description: Request permission from the Select Board to look into selling the old open container at the Transfer Station.

Financial Details:

Legal Authority NH RSA 41:8

Legal Opinion: Enter a summary; attach copy of the actual opinion

REQUESTED ACTION OR RECOMMENDATIONS:

Move to grant the Transfer Station Manager permission to investigate selling one of the Town of Lee's old closed containers.



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Meeting Date: February 12, 2018

Agenda Item No. 3b

BOARD OF SELECTMEN
MEETING AGENDA REQUEST
2/12/2018

Agenda Item Title: Transfer Station Facility Report

Requested By: Toby Van Aken, Transfer Station Manager

Date: 2/8/2018

Contact Information: 659-2239

Presented By: Toby Van Aken

Description: Present the Board with the 2017 Annual Facility Report to the DES for approval and signature.

Financial Details: N/A

Legal Authority Env-SW 1105.13

REQUESTED ACTION OR RECOMMENDATIONS:

MOTION: Move to accept the Transfer Station's 2017 Annual Facility Report to the Department of Environmental Services.

6. Facility Operator Information (Env-Sw 1105.13(c))

Name	Certificate Number	Expiration Date	Still Working at Facility as of December 31?
1. SEE ATTACHED SHEET		/ /	<input type="checkbox"/> Yes <input type="checkbox"/> No
2.		/ /	<input type="checkbox"/> Yes <input type="checkbox"/> No
3.		/ /	<input type="checkbox"/> Yes <input type="checkbox"/> No
4.		/ /	<input type="checkbox"/> Yes <input type="checkbox"/> No
5.		/ /	<input type="checkbox"/> Yes <input type="checkbox"/> No

Additional Facility Operator Information is attached to this Annual Facility Report.

7. Waste and Recyclables Received & Shipped (Env-Sw 1105.13(e), Env-Sw 1105.13(f))

Type of Waste

<input checked="" type="checkbox"/> Ash	<input checked="" type="checkbox"/> Electronic Waste	<input checked="" type="checkbox"/> Scrap Metal
<input type="checkbox"/> Asbestos	<input type="checkbox"/> Food Waste	<input checked="" type="checkbox"/> White Goods
<input checked="" type="checkbox"/> Bulky Waste	<input type="checkbox"/> Infectious Waste	<input type="checkbox"/> Other:
<input checked="" type="checkbox"/> C&D Debris	<input checked="" type="checkbox"/> Municipal Solid Waste	<input type="checkbox"/> Other:
<input type="checkbox"/> Contaminated Soil	<input checked="" type="checkbox"/> Recyclable Materials	<input type="checkbox"/> Other:

Quantity of Waste

Quantity of Waste Received		Quantity of Waste Shipped	
Non-Recyclable Waste Received:		Non-Recyclable Waste Shipped:	
From NH Sources	MSW 1014.81 tons	To NH Destinations	MSW 1014.81 tons
From Out-of-State Sources	0 tons	To Out-of-State Destinations	0 tons
Total Received	1014.81 tons	Total Shipped	1014.81 tons
Recyclables Received:		Recyclables Shipped:	
From NH Sources	553.77 tons	To NH Destinations	553.77 tons
From Out-of-State Sources	0 tons	To Out-of-State Destinations	0 tons
Total Received	553.77 tons	Total Shipped	553.77 tons

8. Estimated Quantity of Waste Stored at the Facility as of December 31, 2017 (Env-Sw 1105.13(i))

Type of Waste	Quantity Onsite as of Dec. 31	Type of Waste	Quantity Onsite as of Dec. 31
Ash	WOOD STOVE EST .02 tons	Municipal Solid Waste	14.5 tons
Asbestos	0 tons	Recyclable Materials	82.58 tons
Bulky Waste	EST .2 5 tons	Scrap Metal	EST 4.0 tons
C&D Debris	EST 5.0 tons	White Goods	EST .50 tons
Contaminated Soil	0 tons	Other:	
Electronic Waste	.75 tons	Other:	
Food Waste	0 tons	Other:	
Infectious Waste	0 tons	Other:	

9. Bypass and Residual Waste (Env-Sw 1105.13(g))

Waste	Total Quantity Generated	Quantity Shipped to NH Destination(s)	Quantity Shipped to Out-of-State Destination(s)
Bypass Waste	N/A tons	tons	tons
Residual Waste	N/A tons	tons	tons
Leachate	N/A gallons	gallons	gallons

10. Facilities Producing Certified Waste-Derived Products (Env-Sw 1105.13(h))

Type of Waste-Derived Product Produced	Quantity Produced	Quantity Distributed for Use	Estimated Quantity Stored at Facility as of December 31
NONE	tons	tons	tons
	tons	tons	tons
	tons	tons	tons
	tons	tons	tons

I certify that all waste-derived products distributed by the facility for use met the applicable standards for distribution and use pursuant to Env-Sw 1500.

OR

I CAN NOT certify that all waste-derived products distributed by the facility for use met the applicable standards for distribution and use pursuant to Env-Sw 1500, and have attached a detailed explanation of the situation and actions taken or being taken to remedy the problem.

11. Other Activities Taking Place at the Facility

<input type="checkbox"/> Burn Pile	<input checked="" type="checkbox"/> Refrigerant Removal	<input checked="" type="checkbox"/> Swap Shop
<input type="checkbox"/> Food Waste Composting	<input checked="" type="checkbox"/> Leaf & Yard Waste Composting	<input type="checkbox"/> Other:
<input checked="" type="checkbox"/> Used Oil Collection	<input checked="" type="checkbox"/> Sharps Collection	<input type="checkbox"/> Other:
<input checked="" type="checkbox"/> Used Oil Burner: EPA ID No. NHD 500008248		
Universal Waste Collection		
<input checked="" type="checkbox"/> Antifreeze	<input checked="" type="checkbox"/> Batteries (Rechargeable)	<input checked="" type="checkbox"/> Fluorescent Lamps
<input checked="" type="checkbox"/> Batteries (Automotive)	<input checked="" type="checkbox"/> Cathode Ray Tubes (CRTs)	<input checked="" type="checkbox"/> Mercury-Containing Devices

12. Summary and Assessment of Environmental Monitoring (Env-Sw 1105.13(j))

None required and none undertaken.

None required, but environmental monitoring was undertaken voluntarily. A summary and assessment of the environmental monitoring is attached.

Environmental monitoring is required by this facility's permit and/or the Solid Waste Rules. A summary is:

Attached to this report; or

Provided in the following documents previously submitted to NHDES as indicated below:

Date Submitted

Title of Document

Type of Monitoring

13. Public Benefit Discussion (Env-Sw 1105.13(k))

- None required by the facility's permit.
- Public benefit discussion is required by the facility's permit. A discussion is attached to this report.

14. Compliance Certification (Env-Sw 1105.13(l) or Env-Sw 1105.13(m))

I certify that the facility is in compliance with the requirements of the following:

Yes	No	N/A	
<input checked="" type="checkbox"/>	<input type="checkbox"/>		The facility's current operating plan;
<input checked="" type="checkbox"/>	<input type="checkbox"/>		All terms and conditions of the facility's permit;
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Env-Sw 900 for asbestos, ash, contaminated soils, infectious waste, and/or tires;
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Env-Hw 1100 for the management of Universal Wastes;
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Env-Hw 807 for the management of Used Oil; and
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Env-A 1000 for the operation of a burn pile.

If you have checked "No" above, attach an explanation and proposed schedule for achieving compliance.

15. Signature (Env-Sw 1105.13(o))

By signing below, I affirm that the material and information submitted in this report is correct and complete to the best of my knowledge and belief, and that I am the permittee or a person duly authorized to sign for the permittee.

Signature of the Permittee or Duly Authorized Representative

Date

Printed Name

Title

This report contains 5 attached pages.

Complete and return this form by MARCH 31 to:

NHDES, Waste Management Division, Solid Waste Management Bureau
 PO Box 95, 29 Hazen Drive, Concord, NH 03302-0095
 FAX: (603) 271-2456 * Email: solidwasteinfo@des.nh.gov

NAME	CERT. NUMBER	CERT. RE-NEWAL	LEVEL	DATE
RANDY STEVENS	150	AUGUST	SENIOR	2018
WARREN HATCH	1470	MARCH	OPERATOR 3	2018
PETER HOYT	2304	APIRL	OPERATOR 3	2018
CHIPMAN BELYEA	3465	NOVEMBER	OPERATOR 3	2018
LARRY REOLA	30708	MAY	OPERATOR	2018
MATT DWYER	4802	APRIL	OPERATOR	2018
JEFF GEDDIS	4960	DEC	OPERATOR	2018
DENNIS FREEMAN	4961	DEC	OPERATOR	2018
TOBY VAN AKEN	30713	MAY	OPERATOR 4	2018



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Meeting Date: February 12, 2018

Agenda Item No. 4a

BOARD OF SELECTMEN
MEETING AGENDA REQUEST
2/12/2018

Agenda Item Title: Racetrack License Amendment

Requested By: Lee USA Speedway

Date: 2/8/2018

Contact Information: Judy MacDonald

Presented By: Julie Glover, Town Administrator

Description: **Section 2:** Motor vehicle racetracks may be open and may operate from April 1 through October 31 each year for automobile, go-cart and motorcycle racing only. Vehicular racing shall be limited in total operating hours per race date, including warm-up, to eight (8) hours inclusive. At no time shall said operating and warm-up time begin before 12:00 PM. No racing may be started after 11:30 PM and all racing is to stop by 12:00 midnight.

Section 20: The Selectmen may waive or alter the provisions of these regulations for due cause shown.

Financial Details: n/a

Legal Authority NH RSA 31:41-a; Lee Racetrack Ordinance

REQUESTED ACTION OR RECOMMENDATIONS:

MOTION: Move to extend the operation time to 12:00pm -10:00pm on the following dates: April 15, 2018 (Rain Date April 22, 2018); October 6, 2018 (Rain Dates October 20th & 22nd) and October 7, 2018 (Rain Dates October 27th & 28th).

**2018 LICENSE to OPERATE a MOTOR VEHICLE RACETRACK
IN THE TOWN OF LEE**



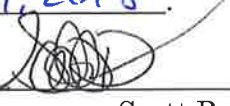
A license to conduct motor vehicle racing at the **Lee USA Speedway** during the time period of April 14 – October 28, 2018 is hereby granted SUBJECT TO all provisions of the Town of Lee *Racetrack Ordinance* adopted on March 10, 1977 by the Annual Town Meeting, and SUBJECT TO any revisions or amendments to the Ordinance as hereinafter enacted.

The Select Board grants approval with the understanding that failure to comply with the provisions of the Ordinance shall be grounds for revocation or suspension of this license.

No practice or tire testing dates are permitted

<u>23 RACES</u>	<u>CATEGORY</u>	<u>3 TEST & TUNE</u>
1) Sunday, April 15, 2018	ACT Governor Cup 150 w/NECL	1) Saturday, April 14, 2018
2) Sunday, May 6, 2018	TBA	2) Saturday, May 19, 2018
3) Saturday, May 12, 2018	TBA	3) Friday, October 5, 2018
4) Sunday, May 20, 2018	TBA	
5) Friday, May 25, 2018	TBA	
6) Friday, June 1, 2018	NASCAR Racing – Season Opener	<u>RAIN DATES</u>
7) Friday, June 8, 2018	NASCAR Racing	1) Saturday, April 21, 2018
8) Friday, June 15, 2018	NASCAR Racing	2) Sunday, April 22, 2018
9) Friday, June 22, 2018	NASCAR Racing	3) Friday, September 7, 2018
10) Friday, June 29, 2018	NASCAR Racing	4) Sunday, September 23, 2018
11) Friday, July 6, 2018	NASCAR Racing	5) Sunday, October 14, 2018
12) Friday, July 13, 2018	NASCAR Racing	6) Friday, October 19, 2018
13) Friday, July 20, 2018	NASCAR Racing	7) Saturday, October 20, 2018
14) Friday, July 27, 2018	NASCAR Racing	8) Sunday, October 21, 2018
15) Friday, August 3, 2018	NASCAR Racing	9) Friday, October 26, 2018
16) Friday, August 10, 2018	NASCAR Racing - ISMA	10) Saturday, October 27, 2018
17) Friday, August 17, 2018	NASCAR Racing	11) Sunday, October 28, 2018
18) Friday, August 24, 2018	NASCAR Racing	
19) Friday, August 31, 2018	NASCAR Racing	
20) Saturday, Sept. 22, 2018	TBA	
21) Saturday, October 6, 2018	Octoberfest – Qualifying	
22) Sunday, October 7, 2018	Octoberfest – Features	
23) Saturday, October 13, 2018	TBA	

Dates of operation were approved by the Select Board on Jan. 29, 2018.

 John LaCourse, Chairman Cary Brown Scott Bugbee

 Building Inspector Police Chief Fire Chief

 Date Date Date

 Town Administrator Date

2018 LEE USA SPEEDWAY TENTATIVE SCHEDULE

NO.	DAY	DATE		RACE EVENT	RAIN DATES	NO.	TEST & TUNE
	Saturday	4/14/2018	noon - 6pm	Test & Tune		1	Test & Tune
1	Sunday	4/15/2018	12 noon	ACT Governor Cup 150 w/NECL			OP - 12 - 10 PM
	Saturday	4/21/2018		Test & Tune - Rain Date	1		
	Sunday	4/22/2018		ACT Rain Date	2		OP - 12 - 10 PM
2	Sunday	5/6/2018		TBA			
3	Saturday	5/12/2018		TBA			
	Saturday	5/19/2018	noon - 6pm	Test & Tune		2	
4	Sunday	5/20/2018		TBA			
5	Friday	5/25/2018		TBA			
6	Friday	6/1/2018	4pm	NASCAR Racing- Season Opener			
7	Friday	6/8/2018	4pm	NASCAR WEEKLY RACING			
8	Friday	6/15/2018	4pm	NASCAR WEEKLY RACING			
9	Friday	6/22/2018	4pm	NASCAR WEEKLY RACING			
10	Friday	6/29/2018	4pm	NASCAR WEEKLY RACING			
11	Friday	7/6/2018	4pm	NASCAR WEEKLY RACING			
12	Friday	7/13/2018	4pm	NASCAR WEEKLY RACING			
13	Friday	7/20/2018	4pm	NASCAR WEEKLY RACING			
14	Friday	7/27/2018	4pm	NASCAR WEEKLY RACING			
15	Friday	8/3/2018	4pm	NASCAR WEEKLY RACING			
16	Friday	8/10/2018	4pm	NASCAR WEEKLY RACING - ISMA			
17	Friday	8/17/2018	4pm	NASCAR WEEKLY RACING			
18	Friday	8/24/2018	4pm	NASCAR WEEKLY RACING			
19	Friday	8/31/2018	4pm	NASCAR WEEKLY RACING			
	Friday	9/7/2018	4pm	Rain Date	3		
20	Saturday	9/22/2018		TBA			
	Sunday	9/23/2018		TBA - Rain Date	4		
	Friday	10/5/2018	3pm	Test & Tune		3	Test & Tune
21	Saturday	10/6/2018	12 noon	Oktoberfest - Qualifying			OP - 12 - 10 PM
22	Sunday	10/7/2018	12 noon	Oktoberfest - Features			OP - 12 - 10 PM
23	Saturday	10/13/2018	12 noon	TBA			
	Sunday	10/14/2018		Rain Date	5		
	Friday	10/19/2018		Test & Tune	6		
	Saturday	10/20/2018		Oktoberfest - Qualifying	7		OP - 12 - 10 PM
	Sunday	10/21/2018		Oktoberfest - Features	8		OP - 12 - 10 PM
	Friday	10/26/2018		Test & Tune	9		
	Saturday	10/27/2018		Oktoberfest - Qualifying	10		OP - 12 - 10 PM
	Sunday	10/28/2018		Oktoberfest - Features	11		OP - 12 - 10 PM

2018 TOWN WARRANT FOR THE TOWN OF LEE
As amended at the February 3, 2018 Deliberative Session

ARTICLE 1 To choose all necessary Town Officers for the ensuing year:

BOARD OF SELECTMEN

(1) 3 YR TERM – John LaCourse

MODERATOR

(1) 2 YR TERM – Jan Neill

TRUSTEE OF THE TRUST FUND

(1) 3 YR TERM – Karen Long

ADVISORY BUDGET COMMITTEE

(2) 3 YR TERM – Pat Barbour

Cord Blomquist

(1) 1 YR TERM – Tom Murdoch

SUPERVISORS OF THE CHECKLIST

(1) 6 YR TERM - Marian Kelsey

CEMETERY TRUSTEE

(1) 3 YR TERM – Jacquelyn Neill

LIBRARY TRUSTEES

(1) 3 YR TERM – Annamarie Gasowski

ARTICLE 2

Are you in favor of the adoption of Amendment No.1-2018 as proposed by the Planning Board for the Town **Zoning Ordinance** as follows?

Article II, Definition

Accessory Dwelling Unit: Shall mean a separate dwelling unit which is contained within or attached to a single family residence on a conforming lot. Such unit shall have no more than two bedrooms and shall be no larger than eight hundred (800) sq. feet. ~~The primary unit shall~~ **One of the units must** be owner occupied.

Note: Deleted language is crossed out; new language is in ***bold italics***

ARTICLE 3

Are you in favor of the adoption of Amendment No. 1-2018 as proposed by the Planning Board for the **Town Building Regulations** as follows?

Article II, Definitions

Accessory Dwelling Unit: Shall mean a separate dwelling unit which is contained within or attached to a single family residence on a conforming lot. Such unit shall have no more than two (2) bedrooms and shall be no larger than eight hundred (800) sq. feet. ~~The primary unit shall~~ **One of the units must** be owner occupied.

Note: Deleted language is crossed out; new language is in ***bold italics***

Articles 2 & 3 are intended to correct a defect in the changes made to the Zoning and Building regulations last year in order to comply with a new State law allowing Accessory Dwelling Units.

ARTICLE 4

Shall the Town vote to adopt the provisions of RSA 72:28-b, All Veterans' Tax Credit? If adopted, the credit will be available to any resident, or the spouse or surviving spouse of any resident, who (1) served not less than 90 days on active service in the armed forces of the United States and was honorably discharged or an officer honorably separated from services and is not eligible for or receiving a credit under RSA 72:28 or RSA 72:35. If adopted, the credit granted will be \$500, the same amount as the standard or optional veterans' tax credit voted by the Town under RSA 72:28. If the credit is adopted, any person desiring to claim the credit will be required to file an application with the assessor by April 15 of the tax year. (The Select Board recommends this article.) Majority Vote Required

The State adopted the All Veterans' Tax Credit (RSA 72:28-b) last year which now allows all veterans, not just those who served during certain wars or conflicts, to apply for the \$500 tax credit, as long as you meet the other criteria. Veterans who are already receiving the credit do not need to reapply.

ARTICLE 5

To see if the Town will vote to raise and appropriate a sum not to exceed Two Hundred Fifty Thousand Dollars (\$250,000) for the purchase of a parcel of land (approximately 5.4 acres) from the Lee Church Congregational, which includes the Parish House (aka Parsonage.) The Parish House shall be removed from the parcel no later than July 1, 2019. The parcel abuts the Town property that includes Town Hall, the Annex, the Library, the Historical Museum, and the Tool Shed w/Tramp Room. Said sum includes the purchase price, demolition and hazardous material abatement costs, and transactional costs. The total sum shall come from the Unassigned Fund Balance and no amount to be raised from taxation. (The Select Board recommends this article.) Majority Vote Required

The Town Center has only .35 acres of buildable land out of a total area of 1.42 acres due to wetlands and setback requirements (the buildings now located there predate zoning requirements.) This small parcel has been a problem for town center committees for more than a decade. Purchasing the parcel from the church would expand the total useable acreage to 3.29, allowing for greater flexibility of expanding the library, building new town offices, and providing adequate parking, both now and in the future.

A number of the following Articles propose either depositing funds into, or utilizing funds from, Capital Reserve Funds. Saving money in Capital Reserve Funds helps to balance the tax rate by reducing the impact of one-time large expenditures by saving a portion of the cost every year so it is available when a capital purchase becomes necessary.

ARTICLE 6

To see if the Town will vote to raise and appropriate a sum not to exceed One Hundred Fifteen Thousand Dollars (\$115,000) for schematic design, preliminary engineering, and construction management fees for renovations and an addition to the existing Library; renovations to Town Hall, the Historical Museum, and Tool Shed w/Tramp Room; and building new Town Offices. And to further authorize withdrawal of \$80,500 from the Town Building Capital Reserve Fund and \$34,500 from the Lee Library Building Capital Reserve Fund. (The Select Board recommends this article.) Majority Vote Required

In 2016, a Facilities Committee was appointed by the Select Board to assist the Board with making informed decisions regarding a long-range plan related to future uses of municipal buildings. With assistance from an architect and input from the Board, Library Trustees and the public (through information sessions), a final report was issued in August 2017 that recommended a comprehensive plan for the existing buildings located at the Town Center and for building new Town Offices. In the fall of 2017, the Select Board created a Town Center Vision Committee to assist in educating the public about the facilities plan. If this warrant article passes, the Board will engage the services of an architect and construction manager to further develop the plan, in anticipation of presenting a request to the voters in March 2019 to move forward with construction.

ARTICLE 7

To see if the Town will vote to raise and appropriate a sum not to exceed Fifty-Seven Thousand Dollars (\$57,000) for the purchase of a Fire Command Vehicle and related safety equipment and to authorize the withdrawal of this amount from the Fire Equipment Capital Reserve Fund for this acquisition. (The Select Board recommends this article.) Majority vote required.

This vehicle will replace the 2010 Ford F-150 that was transferred from the Police Department to the Fire Department in 2014, which did not pass inspection recently due to the deteriorating body. The cost of repair greatly exceeded the value of the vehicle. The new vehicle will be an SUV fully equipped to include a command box with command board, two mobile radios, lights and sirens, lettering, and installation costs. It will efficiently and effectively assist the fire department in the accountability of Firefighters and EMS personnel on scene, improve radio communication, and assist in planning and coordination of fire ground operations in a multitude of incidents including but not limited to structure fires, motor vehicle accidents, carbon monoxide incidents, ice and water rescues, hazardous materials incidents, missing persons, and mass casualty situations.

ARTICLE 8

Shall the Town of Lee raise and appropriate as an operating budget, not including appropriations by special warrant articles and other appropriations voted separately, the amounts set forth on the budget posted with the warrant or as amended by vote of the first session, for the purposes set forth therein, totaling **\$4,065,766**. Should this article be defeated, the default budget shall be **\$3,900,046**, which is the same as last year, with certain adjustments required by previous action of the Select Board or by law; or the governing body may hold one special meeting, in accordance with RSA 40:13, X and XVI, to take up the issue of a revised operating budget only. (The Select Board recommends this article.) Majority vote required.

This operating budget warrant article does not include appropriations contained in ANY other warrant articles. The entire budget is available online at leenh.org under News & Events; below is a summary line item comparison between the current budget and the proposed FY 19 budget.

Operating Budget Comparison

Account	FY18 Approved	FY19 Proposed	+/-
Selectmen's Office - 41301	\$138,702	\$143,849	\$5,147
Elections & Registrations - 41401	\$9,600	\$11,620	\$2,020
Town Clerk/Tax Collector - 41411	\$94,603	\$92,848	(\$1,755)
Financial Administration - 41501	\$98,647	\$99,577	\$930
IT Expenses - 41502	\$86,600	\$81,600	(\$5,000)
Assessing - 41521	\$31,700	\$33,700	\$2,000
Legal Fees - 41531	\$15,000	\$15,000	\$0
Personnel Administration - 41551	\$814,672	\$822,013	\$7,341
Planning & Zoning - 41911	\$111,157	\$114,027	\$2,870
Government Buildings - 41941	\$102,574	\$99,002	(\$3,572)
Cemetery - 41951	\$ 6,300	\$ 6,300	\$0
Insurance - 41961	\$42,495	\$44,096	\$1,601
*Other General Government - 41991	\$1,136	\$	(\$1,136)
** Police Department - 42101	\$634,354	\$703,951	\$69,597
Dispatch - Police & Fire - 42111	\$18,852	\$15,157	(\$3,695)
Ambulance - 42151	\$19,776	\$19,963	\$187
Fire Department - 42201	\$433,947	\$457,485	\$23,538
Code Enforcement - 42401	\$43,000	\$54,549	\$11,549
Emergency Management - 42901	\$7,600	\$7,600	\$0
Highway Department - 43111	\$493,543	\$497,967	\$4,424
Transfer Station - 43211	\$171,967	\$168,935	(\$3,033)
Solid Waste Disposal - 43241	\$129,577	\$139,070	\$9,493
Water Treatment, Distr & Conservation - 43311	\$200	\$200	\$0
Animal Control - 44141	\$1,000	\$1,000	\$0
Health Service Agencies - 44151	\$17,876	\$20,878	\$3,002
General Assistance Administration - 44411	\$5,700	\$5,700	\$0
Direct Welfare Assistance - 44421	\$24,500	\$24,500	\$0
Parks & Recreation - 45201	\$36,555	\$46,200	\$9,645
*** Library - 45501	\$191,712	\$229,607	\$37,895
Patriotic Purposes - 45831	\$500	\$500	\$0
Culture & Recreation - 45891	\$0	\$ 1,000	\$1,000
Conservation - 46191	\$5,300	\$0	(\$5,300)
Long Term Debt - 47111	\$90,000	\$90,000	\$0
Interest on Long Term Debt - 47211	\$21,978	\$17,873	(\$4,105)
TOTAL OPERATING BUDGET	\$3,901,123	\$4,065,766	\$164,643

4.22% increase

* Mid year pay increases were allocated to FY18 Dept. Budgets from the Other General Govt Account, which originally had \$45,000 budgeted. Wage increases have already been distributed to the proposed FY19 Department Budgets

** Includes funding for an 8th Police Officer

*** Library Budget now includes Ancillary Payroll Costs, such as medical insurance and NHRS

ARTICLE 9

To see if the Town will vote to raise and appropriate the sum of One Hundred Fifty-Five Thousand dollars (\$155,000.00) to be deposited into the Fire Equipment Capital Reserve Fund. (The Select Board recommends this article.) Majority vote required.

This fund was created in 1958 to save money for purchases of fire equipment, such as the new Tanker 3 that was purchased in FY2016 at a cost of \$430,000 and the proposed Fire Command Vehicle in this year's Warrant. This fund has a current balance of \$303,367.

ARTICLE 10

To see if the Town will vote to raise and appropriate the sum of Fifty-Five Thousand dollars (\$55,000.00) to be deposited into the Highway Equipment Capital Reserve Fund. (The Select Board recommends this article.) Majority vote required.

The Town created this Capital Reserve Fund in 1977 for the replacement of Highway Equipment, such as the new Plow Truck that was purchased in FY18 for \$181,000. This fund has a current balance of \$137,625.

ARTICLE 11

To see if the Town will vote to raise and appropriate the sum of One Hundred Thousand dollars (\$100,000.00) to be deposited into the Town Buildings Capital Reserve Fund. (The Select Board recommends this article.) Majority vote required.

The Town created this Capital Reserve Fund in 1988 and the fund has been used for improvements to existing Town buildings, as well as to fund studies for proposed renovations or for new buildings. This fund has a current balance of \$206,067.

ARTICLE 12

To see if the Town will vote to raise and appropriate the sum of Sixty Thousand dollars (\$60,000.00) to be deposited into the Highway Dept. Road and Bridge Improvement Plan Capital Reserve Fund. (The Select Board recommends this article.) Majority vote required.

This Fund was created in 2002 to for the eventual replacement of the 5 bridges, 3 big culverts, and road reconstruction or major road projects. At this time there are 4 remaining bridges and 3 big culverts that will eventually need to be replaced (High Road bridge was replaced in 2011-12 with an 80% State Grant.) This fund has a current balance of \$401,061.

ARTICLE 13

To see if the Town will vote to raise and appropriate the sum of Twenty-five Thousand dollars (\$25,000.00) to be deposited into the Fire Ponds and Cisterns Capital Reserve Fund. (The Select Board recommends this article.) Majority vote required.

The Town created this Capital Reserve Fund in 2005 for the repair and replacement of fire ponds and cisterns which assist the fire department with water supply and improves the fire insurance rates as determined by the Insurance Services Office (ISO.) Voters approved using \$62,340 in FY18 to rebuild the fire ponds/dry hydrants on Tamarack Road and James Farm Road. This fund has a current balance of \$144,673.

ARTICLE 14

To see if the Town will vote to raise and appropriate the sum of Fifteen thousand dollars (\$15,000) to be deposited into the Internal Service Fund for Accrued Benefits. (The Select Board recommends this article.) Majority vote required.

In 1992, the Town created an Expendable Trust Fund for the purpose of paying severance benefits owed to employees at retirement or termination. This fund has a current balance of \$49,447.

ARTICLE 15

To see if the Town will vote to raise and appropriate the sum of Twenty Thousand dollars (\$20,000.00) to be deposited into the Transfer Station Equipment Capital Reserve Fund. (The Select Board recommends this article.) Majority vote required.

The Town created this Capital Reserve Fund in 2006 for the purpose of purchasing equipment for the Transfer Station, such as the Roll-off Container purchased in FY2015 and a Bobcat in FY17. This fund has a current balance of \$126,345.

ARTICLE 16

To see if the Town will vote to raise and appropriate the sum of Six thousand dollars (\$6,000.00) to be deposited into the Recreation Capital Reserve Fund. (The Select Board recommends this article.) Majority vote required.

The Town created this Capital Reserve Fund in 1993 for the purpose of providing recreational facilities, such as the playing fields and pavilion at Little River Park. The Recreation Commission planted shade trees last fall utilizing these funds. This fund has a current balance of \$26,195.

ARTICLE 17

To see if the Town will vote to raise and appropriate the sum of Fifteen thousand dollars (\$15,000.00) to be deposited into the Revaluation Capital Reserve Fund. (The Select Board recommends this article.) Majority vote required.

The Town created this Capital Reserve Fund in 1994 for the purpose of funding the cost of Town-wide revaluations, which are required by the State every five years. A statistical revaluation was conducted in 2016. periodic revaluations adjust for natural market-driven fluctuations in property values and help ensure that the value of your property is proportional to all other property in the Town. This fund has a current balance of \$31,072.

ARTICLE 18

Shall the Town vote to authorize that expenditures from the Public Safety Special Duty Revolving Fund also be utilized for the purpose of purchasing equipment for the Fire Department? The Town established this fund in 2011 pursuant to NH RSA 31:95-h. Revenues received from outside agencies for special duty are deposited into this fund. (The Select Board recommends this article.) Majority vote required.

A company that utilizes a Special Detail Officer or Firefighter is billed for their time, payroll expenses, and equipment. The money is deposited into the Fund and it is used to pay these costs so that the Town does not incur additional expenses. In FY16 the voters approved a change to this revolving fund to allow the Police Department to utilize this money to purchase equipment, such as police cruisers. If this article passes, the fire department will also be able to use the fund to purchase equipment.

ARTICLE 19

To see if the Town will vote to raise and appropriate the sum of Three Thousand Four Hundred Nine and 99/100 Dollars (\$3,409.99) from the sale of timber on the Maud Jones Memorial Forest to be deposited into the Conservation Land Stewardship Trust Fund previously established for the purpose of enhancing the stewardship of Town-owned conservation lands or interests in lands. This sum to come from the unassigned fund balance. No amount to be raised from taxation. (The Select Board recommends this article.) Majority vote required.

The Conservation Land Stewardship Trust Fund was created in 2011. In 2014, timber was harvested from Maud Jones but the sale proceeds were never appropriated via a warrant article to move them into the Trust Fund. This article corrects that deficiency.

ARTICLE 20

To see if the Town will grant an easement to the Society for the Protection of New Hampshire Forests for the purpose of adding 7.49 acres of the Lee Town Forest to the existing Conservation Easement (Strafford County Registry of Deeds, Book 3628 Page 0102, March 26, 2008) held by the Society for the Protection of New Hampshire Forests. (The Select Board recommends this article.) Majority vote required.

These 7.49 acres were set aside from the original conservation easement as a potential site for Town building expansion; however, a valuable vernal pool was subsequently discovered on the parcel, rendering it not suitable for buildings. The costs for putting this property under conservation easement will be minimal and will be funded by Lee's Conservation Fund and monies donated by the children, parents, and teachers at Mast Way School. No additional amount will be raised from taxation.

ARTICLE 21

To see if the Town will vote to authorize the Select Board to grant an easement/license on property owned by the Town for the purpose of installing a solar panel array at or adjacent to the Public Safety Complex and/or Transfer Station in connection with a proposed Solar Power Purchase Agreement, with an option to purchase the array, for a term not to exceed 35 years. (The Select Board recommends this article.) Majority vote required.

The Lee Energy Committee has proposed the installation of a solar panel array, the purpose of which will be to save the Town money on its electric bills, as well as to promote green energy. Under a Solar Power Purchase Agreement (PPA) there are no upfront costs to the Town; after 5 years, the solar array can be purchased or we can keep purchasing the electricity under the PPA. The Town could save an estimated \$140,000 - \$200,000 over 20 years. A number of surrounding towns (Durham, Brentwood, Nottingham) have entered into similar agreements.

ARTICLE 22

Shall the Town of Lee express its support for New Hampshire to join efforts in Massachusetts and Maine for the exploration of offshore wind power by asking the Town Clerk to, within 60 days of a positive vote, request that the Select Board write a letter to Governor Chris Sununu that urges him to request the federal Bureau of Ocean Energy Management to appoint and convene a bi-partisan task force of stakeholders to move forward on including offshore wind energy in the State’s suite of renewable energy options. Floating wind turbines, floated far offshore in federal waters are barely visible from 20 miles away, and could contribute toward the goal of using 100% renewable energy by the year 2050. (The Select Board recommends this article.) Majority vote required.

This article was submitted by petition. A bipartisan NH legislative study committee report in 2015 concluded that " the wind resource of New Hampshire's coast has the potential to generate significant amounts of electricity and that offshore wind development has the potential to generate significant economic activity within Portsmouth Harbor, other coastal communities, and even communities farther inland. It is estimated that up to 2.8 GW of generation capacity exists 3 or more miles off of our coast. The purpose of the Task Force is to incorporate stakeholder input into research and feasibility analysis; however the creation of a Task Force does not commit the State to construction of a wind facility. There are 15 active Task Forces nationwide.

ARTICLE 23

To see if the Town will vote to establish a contingency fund for Fiscal Year 2019 for unanticipated expenses that may arise and further to raise and appropriate twenty thousand dollars (\$20,000) to go into the fund. This sum to come from the Unassigned Fund Balance and no amount to be raised from general taxation. Any appropriation left in the fund at the end of the year will lapse to the general fund. The governing body shall annually publish a detailed report of all expenditures from the fund. (The Select Board recommends this article.) Majority vote required.

RSA 31:98-a; 32:11 allows Towns to establish a contingency fund by warrant article for the purpose of unanticipated expenses; the Select Board will have the authority to expend these funds. A report of all expenditures from this fund appears each year in the Annual Report. This authorization lapses at the end of each fiscal year and would have to be re-authorized by the voters through a warrant article each year.

TOWN OF LEE
7 Mast Road
Lee, New Hampshire
03861

VOTER INFORMATION GUIDE

Prepared by the Office of the Select Board, Town Hall - 7 Mast Road, Lee, NH 03861 - 659-5414 - www.leenh.org

TOWN ELECTION/BALLOT SESSION

Tuesday, March 13th

Public Safety Complex, 20 George Bennett Road, Lee

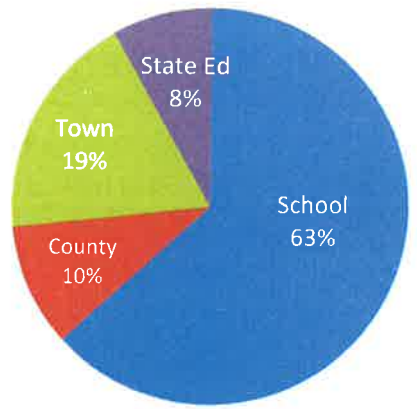
Polls Open 7:00 am – 7:00 pm

This Voters' Guide is distributed to help Lee citizens prepare for the Official Ballot Voting (SB2) by providing information to enable you to make informed decisions prior to entering the voting booth. The Guide contains all of the Warrant Articles as discussed and amended at the Deliberative Session on February 3th, along with brief, explanatory notes. You can bring this Guide with you on Election Day.

If you have questions or need additional information, please feel free to contact the Selectmen's Office at 659-5414. If you have questions about voting eligibility or absentee ballots, please contact the Town Clerk's Office at 659-2964.

Sign up for the E-Crier, Lee's electronic newsletter, to receive weekly updates, calendar items, special events, election results, etc. Just go to www.leenh.org and click on "Subscribe to E-Alerts"

Tax Year	School	County	Town	State Ed	Total
2017	19.02	2.86	5.67	2.39	29.94





TOWN of LEE
7 MAST RD, LEE, NH 03861
(603) 659-5414

Office Use Only

Meeting Date: February 12, 2018

Agenda Item No. 4d

BOARD OF SELECTMEN
MEETING AGENDA REQUEST
2/12/2018

Agenda Item Title: Health Trust Wellness Program

Requested By: Julie Glover, Town Administrator

Date: 1/31/2018

Contact Information: 603-659-5414

Presented By: Julie Glover

Description: Request that the funds provided by the Health Trust for the Wellness Program be approved for use towards campaigns within the Wellness Program. Employees participate in various campaigns within the Health Trust Wellness Program as presented by the Wellness Coordinator throughout the 2018 calendar year.

Financial Details: \$500.00

Legal Authority: NH RSA 31:95-b Appropriation for Funds Made Available During Year
“...authorizing...the board of selectmen... to apply for, accept and expend, without further action by the town or village district meeting, unanticipated money from the state, federal or other governmental unit or a private source which becomes available during the fiscal year.”

Legal Opinion: Enter a summary; attach copy of the actual opinion

REQUESTED ACTION OR RECOMMENDATIONS:

Move to accept \$500.00 received from the Health Trust for the Wellness Program, funds to be spent on campaigns within the Wellness Program and grant Lee Town employees permission to participate in campaigns within the Health Trust Wellness Program as presented by the Wellness Coordinator throughout the 2018 calendar year.

Citizens Bank*
New Hampshire
011401533

569012



Health Account
PO BOX 617
CONCORD, NH 03302-0617

DATE
Jan 5, 2018

AMOUNT
\$500.00

Pay Five Hundred Dollars and 00 Cents

TO THE ORDER OF **Town of Lee**
7 Mast Road
Lee, NH 03825



⑈ 569012 ⑈ ⑆ 011401533 ⑆ 3303178579 ⑈



Health Account

569012

Vendor ID
3826

Vendor
Town of Lee

Check Date
01/05/2018

Voucher Number
90197358

Invoice Number
COORD18

Description
COORD18

Document Date
01/02/2018

Amount
\$500.00

TOTALS: \$500.00



Health Account

569012

Vendor ID
3826

Vendor
Town of Lee

Check Date
01/05/2018

Voucher Number
90197358

Invoice Number
COORD18

Description
COORD18

Document Date
01/02/2018

Amount
\$500.00

1/17
Denise Duval

TOTALS: \$500.00

**TOWN OF LEE PLANNING BOARD
7 MAST ROAD
LEE, NH 03861
Planning Board Public Notice**

The Town of Lee Planning Board will conduct a public meeting on February 8, 2018 at 7:00 pm at the Public Safety Complex, 20 George Bennett Road, Lee NH on the following application:

An application for a re-subdivision of a previously approved subdivision SCRD Plan #111-091, known as the Cheney Lee & Southeast Gravel. The applicant proposes to re-subdivide/reconfigure the existing duplex lots into single family lots. The properties are located on Daniels Drive and are known as Lee Tax Map # 03-07-3400; 03-07-2900; 03-07-2800; 03-07-2700;-03-07-3000; 03-07-3300 & 03-07-3100. This is an application acceptance hearing and a possible final hearing.

You are invited to appear in person or by representation of agent of counsel and state reasons why these applications should or should not be accepted/approved. Application information is on file at the Office of Planning & Zoning located at the Lee Town Hall.

POSTED AT THE LEE TOWN HALL AND THE OFFICE OF PLANNING & ZONING, ON WEDNESDAY, JANUARY 17, 2018 AT 12:00 NOON.

2018 Reappointment

District: 32

Location		Lee							Check box if Participated in Training per Res 5605	Write NO below if individual will not be reappointed	
Title	LName	FName	Addr	City	Can Issue Permit	Can issue Notice	Home#	Bus#	Email		
Deputy Warden	Brothwell	Daniel	4 Bliss Rd	Deerfield	yes	yes	603-834-2662	603-659-5411	dbrothwell@leefire.org	<input type="checkbox"/>	NO
Deputy Warden	Eaton	Emery	75 Fox Garrison	Lee	yes	yes	603-235-9403		eaton@leefire.org	<input type="checkbox"/>	
Deputy Warden	Lombardo	Joseph	4 Riverside farm Drive	Lee Epping	YES	YES	603-659-7203	603-679-8001	jlombardo@leefire.org	<input type="checkbox"/>	
Deputy Warden	Nemet	Scott	14 Swain Rd	Bennington Barrington	YES	YES	603-244-8229	603-659-5411	snemet@leefire.org	<input type="checkbox"/>	
Warden	Hoyt	Peter	280 North River Rd	Lee	YES	YES	603-659-7790		phoyt@leefire.org	<input type="checkbox"/>	
Deputy Warden	Allen	Ben	35 Warren Rd	Barrington	Yes	Yes	603-842-0781		ba50ford@comcast.net		
Deputy Warden	Skerry	Devon	1 Sheep Rd	Lee	Yes	Yes	603-533-5408		dskerry@leefire.org		

PH 2/18

Forest Fire Warden Approval

1/8/18

Date

Forest Ranger Approval

Date

The Selectmen/Mayor/Town/City Manager recommends the above named persons:

Chairman, Mayor, Town/City Manager

Selectman

Selectman

Director

Date

Mail Documents back to:

**Forests and Lands
172 Pembroke Rd
Concord NH 03301**

RSA 227-L:7 Forest Fire Warden Appointment

- I. The selectmen of towns and the mayors of cities shall, and other citizens may, recommend to the director the names of such persons as may in their estimation be fit to fill the offices of forest fire warden and deputy forest fire warden in their respective towns and cities.
- II. After investigation the director shall appoint from the persons so recommended no more than once competent person in each town or city to be the forest fire warden for the town or city, and such deputy forest fire wardens as the director deems necessary. In such towns or cities where the fire chief is not the appointed town or city forest fire warden, the fire chief shall be appointed as a deputy forest fire warden. The director may appoint a forest fire warden or deputy forest fire warden for 2 or more towns or parts of towns.



January 24, 2018

Board of Selectmen
Town of Lee
7 Mast Road
Lee, NH 03824



Re: Annual Customer Notice

Dear Chairman and Members of the Board:

Each year Comcast provides its customers with annual notices, including such information as Comcast's customer privacy policy, payment procedures, equipment compatibility and billing dispute and complaint procedures.

In accordance with RSA 53-C:3-d, enclosed please find a copy of the inserts received by customers in their bills during **2017**. In addition, please find a copy of the Affidavit submitted to the Attorney General's Office certifying the inclusion of such documents into customer bills during the **2017** calendar year.

Should you have any questions, please do not hesitate to contact me at 603.334.3603.

Very truly yours,

Jay Somers

Jay Somers, Sr. Manager
Government & Regulatory Affairs



January 24, 2018

Board of Selectmen
Town of Lee
7 Mast Road
Lee, NH 03824

Re: Municipal Emergency Reporting Procedure Reminder

Dear Chairman and Members of the Board:

In our effort to better assist our municipal customers, we are writing once again to provide you with the emergency reporting procedures for certain outside plant and service problems.

In the event that any municipal building experiences problems with downed cable drops, signal transport issues with I-NET or Video Return Lines, Public, Education and Government (PEG) Access channels or to have our technical or construction staff on-site during an emergency, please follow the steps detailed below:

MUNICIPAL - EMERGENCY/TROUBLE REPORTING PROCEDURES

(Please note the XOC telephone number listed below IS NOT for public dissemination)

- **STEP 1** Dial: **1-877-359-1821** (24/7 – XOC)
- **STEP 2** Select: **Option # 4 - Greater Boston** or Western NE regions
- **STEP 3** Select: **Option # 4** - Commercial Accounts, Municipalities, Utilities, Police & Fire
- **STEP 4** Reason for call:
 - Option # 1 - Down Wires (will be prompted to enter zip code)
 - Option # 2 - Pole or all other Municipal Issues
- **STEP 5** Speak with Rep. and **obtain job reference #**

The above steps will put you in touch with our Excellence Operations Center (XOC), 24-hours a day, and seven days a week. ***Once again, please note this telephone # IS NOT for public dissemination.***

Please do not hesitate to contact me at 603.334.3603 should you have questions.

Very truly yours,

Jay Somers

Jay Somers, Sr. Manager
Government Affairs

AFFIDAVIT

Customer Annual Notice

I, Ronni Summerton, certify that Comcast of Connecticut/Georgia/Massachusetts/New Hampshire/New York/North Carolina/Virginia/Vermont, LLC, Comcast of Maine/New Hampshire, Inc., Comcast of Massachusetts/New Hampshire, LLC and Comcast of New Hampshire, Inc. complied with New Hampshire RSA 53-C:3-d (Notices to Subscribers Regarding Quality of Service) by providing each customer located in the communities attached hereto an insert regarding 1) **Customer Privacy Notice**, 2) **Notice to Customers Regarding Equipment Compatibility & Important Information**. Each notice was submitted with subscriber bills in February and September of 2017 respectively.



Signature

Ronni Summerton

Print Name

1/24/18

Date

Attachments



X65688

Comcast Customer Privacy Notice For Cable Video, High-Speed Internet, Phone, and Home Security Services

Why is Comcast providing this notice to me?

As a subscriber to cable service or other services provided by Comcast, you are entitled under Section 631 of the federal Cable Communications Policy Act of 1984, as amended, (the "Cable Act") to know the following:

- the limitations imposed by the Cable Act upon cable operators in the collection and disclosure of personally identifiable information about subscribers;
- the nature of personally identifiable information we collect;
- the nature of the use of personally identifiable information;
- under what conditions and circumstances we may disclose personally identifiable information and to whom;
- the period during which we maintain personally identifiable information;
- the times and places at which you may have access to your personally identifiable information; and
- your rights under the Cable Act concerning personally identifiable information and its collection and disclosure.

Personally identifiable information is information that identifies a particular person; it does not include de-identified, anonymous, or aggregate data that does not identify a particular person or persons. This notice is also provided to you in accordance with applicable California law, which only applies to our customers located in California who are served by a cable television corporation.

In addition, Section 222 of the Communications Act of 1934, as amended, (the "Communications Act") provides additional privacy protections for certain information related to our phone and Internet services:

- information about the quantity, technical configuration, type, destination, location, and amount of your use of the phone and Internet services; and
- information contained on your bill concerning the type of phone and Internet services and features you receive.

That information is known as customer proprietary network information or CPNI for short. This notice, which includes our CPNI Policy, describes what CPNI information we obtain, how we protect it, and how it may be used. If you are a customer of our phone and Internet services, you have the right, and Comcast has a duty, under the Communications Act and applicable state law, to protect the confidentiality of CPNI. In addition, the FCC's rules provide additional privacy protections specific to our phone services that we describe in this notice.

We explain below under "**HOW DO I GIVE OR WITHHOLD MY APPROVAL FOR COMCAST TO USE CPNI TO MARKET ADDITIONAL PRODUCTS AND SERVICES TO ME?**" how you can approve our use of CPNI or withdraw your approval in the event Comcast decides to use CPNI for marketing purposes.

Special Note: Our CPNI Policy applies to the voice and Internet communications-related services provided by the applicable Comcast operating company that delivers those services to our customers.

In this notice, the terms "Comcast," "we," "us," or "our" refer to the operating company, subsidiaries or affiliates of Comcast Cable Communications, LLC that (i) owns and/or operates the cable television system in your area pursuant to a cable television franchise with the local franchising authority, or (ii) is the operating company that delivers voice services in your area. The term "you" refers to you as a subscriber to one or more of our cable service and other services.

I. Collection

What kind of information does this notice apply to?

The Cable Act applies to personally identifiable information that you have furnished to Comcast, or that Comcast has collected using the cable system, in connection with the provision of cable service or other services. The Communications Act applies to CPNI related to our regulated phone and Internet services, and certain orders of the Federal Communications Commission apply the CPNI rules to our interconnected voice over Internet protocol communications services.

Special Note: This notice only applies to our cable video service, our high-speed Internet service, our phone and communications services, and our home security service. It applies to you as a subscriber to one or more of these services as provided for by applicable law and except as otherwise noted. It does not cover information that may be collected through any other products, services, or websites, even if you access them through our cable services and even if they are co-branded with Comcast brands or the brands or logos of our affiliated companies. You should read the privacy policies for these other products, services, and



websites to learn how they handle your personal information. You can read the privacy policy for Comcast's web services at <http://xfinity.comcast.net/privacy/>.

For what purposes may Comcast collect personally identifiable information and CPNI?

The Cable Act authorizes Comcast as a cable operator to use the cable system to collect personally identifiable information concerning any subscriber for the following purposes:

- to obtain information necessary to render our cable service or other services to our subscribers; and
- to detect unauthorized reception of cable communications.

The Cable Act prohibits us from using the cable system to collect personally identifiable information concerning any subscriber for any purposes other than those listed above without the subscriber's prior written or electronic consent.

The Communications Act authorizes us to use, disclose, or permit access to individually identifiable CPNI in our provision of:

- the telecommunications services from which this information is derived; or
- services necessary to, or used in, the provision of these services, including the publishing of directories.

The Communications Act prohibits us from using CPNI for any purposes other than those listed above except as permitted or required by law or with your approval.

What kind of personally identifiable information and CPNI does Comcast collect?

Comcast collects information from you at several different points when you request, turn on, and use our services under an account we create for you. Some of this information is personally identifiable information, but much of it is not. We collect certain personally identifiable information that our subscribers furnish to us in connection with the provision of cable service or other services. In order to provide reliable, high quality service to you, we keep regular business records containing information about you that may constitute personally identifiable information. These account records include some, but typically not all, of the following information:

- your name;
- service address;
- billing address;
- e-mail address;
- telephone number;
- driver's license number;
- social security number;
- bank account number; and
- credit card number.

With respect to phone services, examples of CPNI include information typically available from telephone-related details on your monthly bill:

- location of service;
- technical configuration of service;
- type of service;
- quantity of service;
- amount of use of service; and
- calling patterns

CPNI does not include your name, address, and telephone number because the Communications Act classifies that information as "subscriber list information" which is not subject to the CPNI protections. However, that information is also subject to certain protections as described below under "To whom may Comcast disclose personally identifiable information?" The FCC has not yet adopted specific rules or definitions regarding CPNI as it relates to Internet access.

We also collect and maintain certain other information about your account. For example, this information may include:

- your account number;
- billing, payment, and deposit history;
- additional service information;
- customer correspondence and communications records;
- maintenance and complaint information;
- the device identifiers and network addresses of equipment used with your account;
- records indicating the number of television sets, set-top boxes, modems, telephones, home security and automation devices, or other devices connected to our cable system; and
- additional information about the service options you have chosen.

Some of our services permit you to establish secondary accounts, and if you do so we collect similar information in order to establish and service the secondary accounts. During the initial provisioning of our services, and during any subsequent changes or updates to our services, Comcast may collect technical information about your televisions, any set-top boxes, computer hardware and software, cable modems, telephones, other cable or other service-related devices, home security and automation devices, and customization settings and preferences. Additionally, if you rent your residence, we may have a record of whether landlord permission was required prior to installing our cable services as well as your landlord's name and address.

What kind of information does Comcast collect if I use cable video services?

When you use cable video services, our cable system automatically



generates information about your use of the services and their features, and we collect much of this information as part of providing services to you. For example, we receive information about the use of set-top boxes, remote controls, electronic program guides, video players, applications, and other devices and software connected to our cable system. This information includes which channels, programs, and advertisements are viewed and for how long, for example. It may also include information about navigation through program guides and applications, and use of devices like remote controls and tablets. Except as described below, we collect this *activity data* without names and addresses or other personally identifiable information and we consider it *de-identified data*.

Our system may collect activity data with personally identifiable information for particular requests or transactions like when you order a pay-per-view program or purchase a product. This information typically consists of account and billing-related information such as the programs or other products, services, or features ordered so that you may be properly billed for them. Follow your program guide commands or any special instructions on your screen when you make these transactional requests. These commands and instructions will explain your choices so that you can complete or cancel your requests as you wish.

What kind of information do you collect and use to improve your cable services and deliver relevant advertising?

Comcast's cable system, set-top boxes, and other equipment generate activity data that we collect and store. We use this information for a number of purposes including to determine which programs are most popular, how many people watch a program to its conclusion, and whether people are watching commercials. As described below under "How does Comcast use personally identifiable information and CPNI?" we may also provide information like subscriber lists or certain de-identified, anonymous, and/or aggregate information (such as activity data) to third parties working on our behalf -- such as audience measurement or market research firms. We, or these firms, working as our service providers, may combine this information with aggregated or non-aggregated demographic information (such as census records) and other audience attributes, such as purchasing data, demonstrated interests (for example, in sports programs or movies), loyalty programs, organizational affiliations, advertiser customer lists, and the like to provide us with audience analysis data. We require third parties working on our behalf to treat all information we provide as confidential and to use it only for Comcast's business purposes. We may also work with academic or research interest groups to analyze de-identified, anonymous, and/or aggregate information we provide to them for specific purposes or projects.

We use this information and analysis to improve our cable video service and other services and make programming and advertising more relevant to our subscribers. We may also use this information to distribute and deliver relevant programming and advertising to you without disclosing personally identifiable information about you to programmers or advertisers. In addition to this privacy notice, we may provide additional notices to you regarding specific advertising or other initiatives. These notices will describe the initiatives in greater detail and may, as appropriate, contain information you can use to choose to participate, or not participate, in these initiatives.

II. Use

How does Comcast use personally identifiable information and CPNI?

We collect, maintain, and use personally identifiable information and CPNI as permitted by the Cable Act and the Communications Act and other applicable laws. We use this information primarily to conduct business activities related to providing you with our cable service and other services, and to help us detect theft of service. Generally speaking, we use personally identifiable information in connection with:

- billing and invoicing;
- administration;
- surveys;
- collection of fees and charges;
- marketing;
- service delivery and customization;
- maintenance and operations;
- technical support;
- hardware and software upgrades; and
- fraud prevention.

More specifically, we also use personally identifiable information to:

- install, configure, operate, provide, support, and maintain our cable service and other services;
- confirm you are receiving the level(s) of service requested and are properly billed;
- identify you when changes are made to your account or services;
- make you aware of new products or services that may be of interest to you;
- understand the use of, and identify improvements to, our services;
- detect unauthorized reception, use, or abuse of our services;
- determine whether there are violations of any applicable policies and terms of service;
- manage the network supporting our services;



- configure cable service and other service-related devices; and
- comply with law.

The Communications Act further permits Comcast to use, disclose, and permit access to CPNI obtained from our customers, either directly or indirectly, to:

- initiate, render, bill, and collect for telecommunications services;
- protect our rights and property, and protect our users of these services and other carriers from fraudulent, abusive, or unlawful use of, or subscription to, these services;
- provide any inbound telemarketing, referral, or administrative services to you for the duration of the call, if you initiated the call and you approve of the use of this information to provide these services; and
- to provide call location information concerning the user of a commercial mobile phone service.

Comcast may not use CPNI to market products and services to you other than enhancements to services you already have without your approval in accordance with our policies described below.

Comcast transmits, and may collect and store for a period of time, personally identifiable and non-personally identifiable information about you when you use our high-speed Internet and phone services to:

- send and receive e-mail, video mail, and instant messages;
- transfer and share files;
- make files accessible;
- visit websites;
- place or receive calls;
- leave and receive voice mail messages;
- use the applicable communications center or voice center;
- establish custom settings or preferences;
- communicate with us for support; or
- otherwise use the services and their features.

Comcast transmits, collects, and stores comparable information when you use our home security service. Our transmission, collection, and storage of this information is necessary to render the services. In certain situations, third-party service providers may transmit, collect, and store this information on our behalf to provide features of our services. These third parties are not permitted to use your personally identifiable information except for the purpose of providing these features.

How does Comcast use activity data and other data in connection with cable video service?

We associate activity data with particular devices such as set-

top boxes, portable devices, and other supported devices so that we know where to deliver the services and how to troubleshoot them. In general, Comcast uses de-identified and aggregate activity information to understand better how our customers use our products and services so that we can improve them, including by delivering more relevant content and advertising. We may try to determine how well our products and services deliver value to our customers, for example, by determining which programs are most popular, how many people watch a program to its conclusion, and whether and how often people are watching commercials. As discussed below, we may also combine activity data with other non-personally identifying demographic and similar information from our business records.

When we collect activity data, we may also use it to determine how many people view commercials (impressions) and to provide de-identified or aggregate reports to third-party advertisers. When we do this reporting on advertising impressions we do not provide any personally identifiable information about our subscribers to third-party advertisers. We, or our service providers, may combine de-identified activity data with other data to determine and report how an advertiser's messages are viewed, including on other platforms and services.

We may also use activity data to help us learn how popular certain programs are and how our customers as a whole generally prefer to view certain kinds of programming using cable video service (such as whether they like to watch certain programs live, or they prefer to view them when we offer them on demand, on mobile devices, or online). As described below, this may require us to compare or combine activity data on our cable system with online activity data. We may also use activity data to determine whether promoting content and services in certain ways helps attract a larger audience and more customers. While we may provide aggregate reports on these observations to programmers or others, we do not provide any personally identifiable information about our subscribers, or the activities of individual subscribers, to those programmers and others.

We may also use, or combine information about, your use of our cable services with other information we obtain from our business records (such as your Comcast account number or device identifiers), or from third parties, to deliver better and more relevant products, services and advertising. However, we do not store or share your activity data in association with your name or address, except as necessary to render or bill for our services. We may try to determine, using aggregated data, which groups of our customers use which of our products and services and how they use them. To do this we, or third parties working on our behalf, may combine demographic and other generally available information, or advertiser information, including purchasing data and membership in loyalty programs, with our subscriber lists.



From this information, we or our third party providers prepare de-identified and aggregated reports about how groups of customers with common characteristics – such as age and gender, or a demonstrated interest in a particular third party product – use our services and respond to the programming and advertising that we distribute. We may use this information to improve and communicate with you about our own products and services, and also to help us deliver relevant information and advertising on behalf of other companies and advertisers to certain subscriber groups – known as *ad groups* – who may be most interested in this information and advertising. When we do this, we do not share your personally identifiable information with these advertisers, unless you provide your express consent.

We may also combine personally identifiable information, which we collect as described in this notice as part of our regular business records, with personally identifiable information obtained from third parties for the purpose of creating an enhanced database or business records. We may use this database and these business records for marketing, advertising, and other activities related to our cable service and other services. We also maintain records of research concerning subscriber satisfaction and viewing habits, which are obtained from subscriber interviews, questionnaires, and surveys or panels.

How does Comcast use information about use of cable video services on other platforms like websites or mobile applications?

We may compare or combine information such as *activity data* we receive when you use cable video services to view content or advertising with information about your use of content and advertising that we deliver on other platforms, such as on our Xfinity websites and mobile applications. We may also compare or combine this information or data with that generated by your viewing of advertising placed or sold by Comcast on other websites and mobile applications. We do this to better understand, among other things, how our customers access and use our products and services in all of the places that we offer them.

III. Disclosure

Under what circumstances may Comcast disclose personally identifiable information to others?

Comcast considers the personally identifiable information contained in our business records to be confidential. The Cable Act authorizes Comcast as a cable operator to disclose personally identifiable information concerning any subscriber if the disclosure is:

- necessary to render, or conduct a legitimate business activity related to, the cable service or other services provided to the subscriber;

- required by law or legal process (described below under “When is Comcast required by law to disclose personally identifiable information and CPNI by law?”); or
- of the names and addresses of subscribers for “mailing list” or other purposes (subject to each subscriber’s right to prohibit or limit this disclosure and the CPNI Policy described below under “How do I place myself on Comcast’s ‘do not call’ and ‘do not mail’ lists?”).

The Cable Act prohibits us as a cable operator from disclosing personally identifiable information concerning any subscriber for any purposes other than those listed above without the subscriber’s prior written or electronic consent.

To whom may Comcast disclose personally identifiable information?

We may disclose personally identifiable information as provided for in the Cable Act when it is necessary to render, or conduct a legitimate business activity related to, the cable service or other services we provide to you. These kinds of disclosures typically involve billing and collections, administration, surveys, marketing, service delivery and customization, maintenance and operations, incident verification and response, service notifications, fraud prevention, and services to improve our programming and advertising offerings, for example. We may also collect, use, and disclose information about you in de-identified, anonymous, or aggregate formats, such as ratings surveys and service usage and other statistical reports, which do not personally identify you, your particular viewing habits, or the nature of any transaction you have made over the cable system. The frequency of any disclosure of personally identifiable information varies in accordance with our business needs and activities.

The Cable Act authorizes Comcast as a cable operator to disclose limited personally identifiable information to others, such as charities, marketing organizations, or other businesses, for cable or non-cable “mailing list” or other purposes. From time to time we may disclose your name and address for these purposes. However, you have the right to prohibit or limit this kind of disclosure by contacting us by telephone at 1-800-XFINITY or by sending us a written request as described below under “How do I contact Comcast?” Any “mailing list” and related disclosures that we may make are limited by the Cable Act to disclosures of subscriber names and addresses where the disclosures do not reveal, directly or indirectly, (i) the extent of any viewing or other use by the subscriber of a cable service or other service provided by us; or (ii) the nature of any transaction made by the subscriber over our cable system.

We may sometimes disclose personally identifiable information about you to our affiliates or to others who work for us. We



may also disclose personally identifiable information about you to outside auditors, professional advisors, service providers and vendors, potential business merger, acquisition, or sale partners, and regulators. We make these disclosures as provided for in the Cable Act. Typically, we make these disclosures when the disclosure is necessary to render, or conduct a legitimate business activity related to, the cable service or other services we provide to you. We may be required by law or legal process to disclose certain personally identifiable information about you to lawyers and parties in connection with litigation and to law enforcement personnel.

If we (or our parent company) enter into a merger, acquisition, or sale of all or a portion of our assets, subscribers' personally identifiable information will, in most instances, be one of the items transferred as part of the transaction. If this notice will be changed as a result of a transaction like that, you should refer below under "Will Comcast notify me if it changes this notice?"

We may also use or disclose personally identifiable information about you without your consent to protect our customers, employees, or property, in emergency situations, to enforce our rights under our terms of service and policies, in court or elsewhere, and as otherwise permitted by law.

When may Comcast disclose personal information to others in connection with phone service?

Comcast may disclose to others personally identifiable information in connection with features and services such as Caller ID, 911/E911, and directory services as follows:

- We may transmit your name and/or telephone number to be displayed on a Caller ID device unless you have elected to block such information. Please note that Caller ID blocking may not prevent the display of your name and/or telephone number when you dial certain business or emergency numbers, 911, 900 numbers, or toll-free 800, 888, 877, 866 or 855 numbers.
- We may provide your name, address, and telephone number to public safety authorities and their vendors for inclusion in E911 databases and records, inclusion in "reverse 911" systems, or to troubleshoot 911/E911 record errors.
- We may publish and distribute, or cause to be published and distributed, telephone directories in print, on the Internet, and on disks. Those telephone directories may include subscriber names, addresses, and telephone numbers, without restriction to their use.
- We may also make subscriber names, addresses, and telephone numbers available, or cause such subscriber information to be made available, through directory assistance operators.

- We may provide subscribers' names, addresses, and telephone numbers to unaffiliated directory publishers and directory assistance providers for their use in creating directories and offering directory assistance services.
- Once our subscribers' names, addresses, and telephone numbers appear in telephone directories or directory assistance, they may be sorted, packaged, repackaged and made available again in different formats by anyone.

We take reasonable precautions to ensure that non-published and unlisted numbers are not included in our telephone directories or directory assistance services, but we cannot guarantee that errors will never occur.

When is Comcast required to disclose personally identifiable information and CPNI by law?

We make every reasonable effort to protect subscriber privacy as described in this notice. Nevertheless, we may be required by law to disclose personally identifiable information or individually identifiable CPNI about a subscriber. These disclosures may be made with or without the subscriber's consent, and with or without notice, in compliance with the terms of valid legal process such as a subpoena, court order, or search warrant.

For subscribers to our cable video service, Comcast may be required as a cable operator to disclose personally identifiable information to a third-party or governmental entity in response to a court order. If the court order is sought by a non-governmental entity, we are required under the Cable Act to notify the subscriber of the court order. If the court order is sought by a governmental entity, the Cable Act requires that the cable subscriber be afforded the opportunity to appear and contest in a court proceeding relevant to the court order any claims made in support of the court order. At the proceeding, the Cable Act requires the governmental entity to offer clear and convincing evidence that the subject of the information is reasonably suspected of engaging in criminal activity and that the information sought would be material evidence in the case.

For subscribers to our high-speed Internet, phone, and home security services, Comcast may be required to disclose personally identifiable information and individually identifiable CPNI to a private third party in response to a court order, and, if so, we are required to notify the subscriber of the court order. Comcast may also be required to disclose personally identifiable information and individually identifiable CPNI about subscribers to high-speed Internet, phone, and home security services to a government entity in response to a subpoena, court order, or search warrant, for example. We are usually prohibited from notifying the subscriber of any disclosure of personally identifiable information to a government entity by the terms of the subpoena, court order, or search warrant.



How does Comcast protect personally identifiable information?

We follow industry-standard practices to take such actions as are necessary to prevent unauthorized access to personally identifiable information by a person other than the subscriber or us. However, we cannot guarantee that these practices will prevent every unauthorized attempt to access, use, or disclose personally identifiable information.

How long does Comcast maintain personally identifiable information?

Comcast maintains personally identifiable information about you in our regular business records while you are a subscriber to our cable service or other services. We also maintain this information for a period of time after you are no longer a subscriber if the information is necessary for the purposes for which it was collected or to satisfy legal requirements. These purposes typically include business, legal, or tax purposes. If these purposes no longer apply, we will destroy, de-identify, or anonymize the information according to our internal policies and procedures.

IV. Customer Access and Choice

How can I see my personally identifiable information or CPNI and correct it, if necessary?

You may examine and correct, if necessary, the personally identifiable information regarding you that is collected and maintained by Comcast in our regular business records. In most cases, the personally identifiable information contained in these records consists solely of billing and account information. We will correct our records if you make a reasonable showing that any of the personally identifiable information we have collected about you is inaccurate.

If you have Internet access, you can view and change certain information yourself by going to www.comcast.com/myaccount and signing in with your Comcast username and password to access the My Account feature. If you are a home security customer, you can go to the subscriber portal at www.xfinity.com/xhportal.

You may also examine the records containing your personally identifiable information at your local Comcast office upon reasonable prior notice to us and during our regular business hours. If you wish to examine these records, please contact us by mail or telephone at 1-800-XFINITY, giving us a reasonable period of time to locate and, if necessary, prepare the information for review, and to arrange an appointment. You will only be permitted to examine records that contain personally identifiable information about your account and no other account.

If you make an affirmative, written request for a copy of your CPNI, we will disclose the relevant information we have to you at your

account address of record, or to any person authorized by you, if we reasonably believe the request is valid. However, subscribers to our phone services should be aware that we generally do not provide them with records of any inbound or outbound calls or other records that we don't furnish in the ordinary course of business (for example, as part of a bill) or which are available only from our archives, without valid legal process such as a court order. In addition, we cannot correct any errors in customer names, addresses, or telephone numbers appearing in, or omitted from, our or our vendors' directory lists until the next available publication of those directory lists. Further, we may have no control over information appearing in the directory lists or directory assistance services of directory publishers or directory assistance providers that are not owned by our subsidiaries or us.

Comcast reserves the right to charge you for the reasonable cost of retrieving and photocopying any documents that you request.

How do I manage or opt out of uses of information about my Comcast account?

You may opt out of receiving more relevant advanced advertising delivered with programs made available through our cable video service by going to <http://www.comcast.com/adservices>. Even if you opt out, you will still receive advertising and we will continue to send you Comcast marketing messages based on the way you use our products and services and the information we have collected about you.

How do I give or withhold my approval for Comcast to use CPNI to market additional products and services to me?

Various direct and indirect subsidiaries and affiliates of Comcast Cable Communications, LLC offer many communications-related and non-communications related services, such as high-speed Internet and home security services. From time to time we may like to use the CPNI information we have on file to provide you with information about our communications-related products and services or special promotions. Our use of CPNI may also enhance our ability to offer products and services tailored to your specific needs. In addition, Comcast also offers various other services that are not related to the services to which you subscribe. Under the CPNI rules, some of those services, such as Comcast cable video services, are considered to be non-communications related products and services. Therefore, you may be asked during a telephone call with one of our representatives for your oral consent to Comcast's use of your CPNI for the purpose of providing you with an offer for communications related or non-communications related products and services. If you provide your oral consent for Comcast to do so, Comcast may use your CPNI only for the duration of that telephone call in order to offer you additional services.



If you deny or restrict your approval for us to use your CPNI, you will suffer no effect, now or in the future, on how we provide any services to which you subscribe.

How do I place myself on Comcast's "do not call" and "do not mail" lists?

You may contact Comcast at 1-800-XFINITY to ask us to put your name on our internal company "do not call" and "do not mail" lists so that you do not receive marketing or promotional telephone calls or postal mail from us or made at our request. You also have the right to prohibit or limit disclosure of your personally identifiable information for "mailing list" or other purposes as described above in this notice by contacting us at 1-800-XFINITY.

If you prefer to contact Comcast in writing instead of by telephone, you may send a written request to the address listed below under "How do I contact Comcast?" Be sure to include your name and address, your Comcast account number, and a daytime telephone number where you can be reached in the event we have any questions about your request. The person who is identified in our billing records as the subscriber should sign the written request. If you have a joint account, a request by one party will apply to the entire account. If you have multiple accounts, your notice must separately identify each account covered by the request.

What email communications will Comcast send to me and how do I manage them?

We may send a welcome email and sometimes other information to new subscribers to our cable service and other services (including each new secondary account holder, where applicable). We may also send service-related announcements to our subscribers from time to time. For example, we may send you an email announcement about a pricing change, a change in operating policies, a service appointment, or new features of one or more of the cable service or other services you receive from us. You may not opt-out of these service-related communications. If you fail to check your primary email address for service-related announcements, you may miss important information about our services, including legal notices, for example.

We reserve the right to send you promotional or commercial email as permitted by applicable law. You can manage the promotional or commercial emails Comcast may send to you by following the instructions contained in the emails or by going to the Web page located at www.comcast.com/preferences and following the directions there. We may ask for additional information on this preferences page such as your zip code, for example. By providing this additional information to us we will be able to better inform you of the availability of special offers and promotions in your area. If you no longer wish to receive these emails you may opt-out of receiving them by going to the same page and changing your contact preferences.

What can I do if I think my privacy rights have been violated?

If you believe that you have been aggrieved by any act of ours in violation of the Cable Act or other applicable laws, we encourage you to contact us directly as described below in "How do I contact Comcast?" in order to resolve your question or concern. You may also enforce the limitations imposed on us by the Cable Act as applicable with respect to your personally identifiable information through a civil lawsuit seeking damages, attorneys' fees, and litigation costs. Other rights and remedies may be available to you under federal or other applicable laws as well. This customer privacy notice neither supersedes nor modifies any arbitration agreement to which you may be bound relating to the provision of our cable video service, our high-speed Internet service, our phone and communications services, or our home security service to you as a subscriber to one or more of these services.

Will Comcast notify me if it changes this notice?

As required by the Cable Act, we will provide you with a copy of this customer privacy notice at the time we enter into an agreement to provide any cable service or other service to you, and annually afterwards, or as otherwise permitted by law. You can view the most current version of this notice by going to www.comcast.com/Corporate/Customers/Policies/CustomerPrivacy.html

We may modify this notice at any time. We will notify you of any material changes through written, electronic, or other means and as otherwise permitted by law. If you find the changes to this notice unacceptable, you have the right to cancel your service. If you continue to use the service following notice of the changes, we will deem that to be your acceptance of and consent to the changes in the revised privacy notice. This includes your consent for any personally identifiable information that we may collect and use starting on the effective date of the revised notice, as well as for any personally identifiable information that we have collected prior to the effective date of the revised notice. However, we will only deem your continued use of the service to be your acceptance of and consent to changes in the revised privacy notice for changes made after December 31, 2006.

How do I contact Comcast?

If you have any questions or suggestions regarding this privacy notice, or wish to contact us about your personal information, please reach us as follows:

Phone: 1-800-XFINITY
Website: <http://customer.comcast.com/contact-us>
Mail: Comcast Cable Communications, LLC
Attn: Law Department - Customer Privacy Notice
One Comcast Center
Philadelphia, PA 19103-2838

Revised and effective: November 8, 2016

IMPORTANT INFORMATION FOR XFINITY TV CUSTOMERS



SERVICE PROBLEMS

You will find helpful information for troubleshooting TV picture or signal quality issues at www.xfinity.com/support. If the problem does not clear up, please feel free to chat with us at www.xfinity.com/support/contact-us or call us at 1-800-XFINITY, and a customer service representative will attempt to address that issue. We will try to resolve any complaints you have concerning the quality of our signals promptly and efficiently. We will respond to your report of a service interruption no later than 24 hours after you notify us, except in extraordinary circumstances or where conditions are beyond our control. We will respond to your report of other service problems no later than the next business day after you notify us. We may need access to your home in order to correct a service related issue. If a service call is required it will be scheduled at a time convenient to you. If you are dissatisfied with our resolution of your service problem, you may contact your local franchising authority to discuss the problem with your service. If your local franchise authority information is not listed on your bill, please call us at 1-800-XFINITY for the name and address of your local franchising authority.

SERVICE OR BILLING COMPLAINTS

Information regarding your XFINITY services and billing is available through My Account at www.xfinity.com. You also may download the XFINITY My Account app to your smartphone or other device for quick access to up to date information on your account. If you have a complaint regarding your XFINITY TV service or your bill, you will find information on contacting us through chat or by phone at <https://www.xfinity.com/support/contact-us>. Also, you can visit us at one of our XFINITY store locations. Visit <https://www.xfinity.com/support/service-center-locations/> to find the XFINITY store closest to you. If you wish to put your comments in writing, your letter should be addressed to us at the local address listed on the How To Reach Us insert.

We will try to resolve your complaint promptly. If you are dissatisfied with our resolution of your complaint, or we are unable to resolve your complaint, you may contact your local franchising authority to discuss your complaint. If your local franchise authority information is not listed on your bill, please call us at 1-800-XFINITY for the name and address of your local franchising authority.

If you have a complaint regarding closed captioning please email us at accessibility@comcast.com or call us at 1-855-270-0379.

MOVING

Before you move, please call us at 1-800-XFINITY. This is the best way for us to arrange for your service to be disconnected and to schedule an installation at your new home, if your new home is in our service area.

EQUIPMENT COMPATIBILITY

XFINITY TV service is encrypted and requires a TV Box, TV Adapter, CableCARD or other navigation device that is compatible with our system for each television you wish to use with our service. You may not be able to use special features or functions of your television, VCR or DVD player/recorder with XFINITY TV service. Some of these problems may be resolved

by the use of signal splitters, and/or other supplemental equipment that can be purchased from us or at electronic stores. Please call us if you would like to discuss the type of special equipment needed to resolve individual compatibility problems or if you have any questions regarding other equipment compatibility issues.

If you have a TiVo digital cable-ready DVR, you can access switched digital video services by obtaining a "tuning adapter" device. If you have a TiVo DVR or other digital cable-ready devices, you will need a TV Box, TV Adapter, or CableCARD from us to access switched digital video and other two-way cable services. Upon your request, we will provide you with the technical parameters necessary for a navigation device rented or acquired from retail outlets to operate with our system. Because of the need to protect our XFINITY TV service, we will not authorize the use of a navigation device that does not conform to all required signal security specifications. For information regarding other navigation devices, please go to <https://www.xfinity.com/support>.

REMOTE CONTROL UNITS

If you rent a TV Box or TV Adapter from us we will provide a compatible remote control. Also, you may purchase compatible remotes at local electronic stores or other retail outlets. A representative list of compatible remote control models currently available from local retailers includes: Philips PHL PMDVR8, RCA RCR612, and Sony RM-V202. A list of additional compatible remotes may be obtained from your local XFINITY store. Although these remote control units are compatible with the TV Box or TV Adapter that we currently offer, these remotes may not be functional if we change the type of TV Box or TV Adapter we rent. If you have any questions regarding whether a particular remote control unit would be compatible with our equipment, please contact us.

SERVICE CHANGES AND INSTALLATION

Standard installations are generally completed within 7 business days. If you change the services you receive, you may be subject to an installation or change of service charge. You may obtain additional information about our current services, fees and prices online at www.xfinity.com or by calling us at 1-800-XFINITY.

OTHER INFORMATION

Information on upcoming programmer contract expirations can be found at www.xfinitytv.com/contractrenewals or by calling 866-216-8634.

For those of our customers receiving service through commercial accounts, bulk rate arrangements or similar arrangements, some of the policies, procedures and services herein may not apply. Please call us at 1-800-XFINITY to talk to one of our customer service representatives for further information.

SERVICE AREA

MA, NH & ME

PHONE NUMBERS

Billing/Repair

1-800-COMCAST (266-2278)

New Services/Sales

1-800-COMCAST (266-2278)

After-Hours Repair

1-800-COMCAST (266-2278)

MAILING/OFFICE ADDRESS

Comcast
1 Comcast Center
Philadelphia, PA 19102

PUBLIC INFORMATION OFFICES

FRANCHISE AUTHORITIES

Consumer Division of
the Department of
Telecommunications and Cable
1-800-392-6066
1000 Washington Street, Suite 820
Boston, MA 02118

Office of the Attorney General
Consumer Protection and
Antitrust Bureau
33 Capital Street
Concord, NH 03301

Office of the Attorney General
Consumer Information and
Mediation Service
6 State House Station
August, ME 04333