

CC 222
CC 16
2/24/86
CITY COUNCIL MEETING
SEPTEMBER 5, 1984

LODI CABLE T.V.
COMPLAINT

City Clerk Reimche presented the following letter which had been received from Joe V. Miller, 1022 Tudor, Lodi.

"Council people,

For the past several months my wife and I have been complaining to King Video Cable - Lodi about poor reception on our television.

In early June we contacted King Video Cable and complained of poor picture quality. A repairman was dispatched. He inspected the underground cable to our home. He explained to my wife that "severe" problem existed with the cable in the Royal Crest area. Furthermore, he stated that he was the only repairman for Lodi and he was only authorized to repair minor problems - and that ours was major in nature. We were told we would have to wait until they had hired more repair personnel. We waited.

Approximately one (1) month elapsed at which time we sent a letter to King Video Cable stating that we were tired of waiting and that if repairs were not made within ten (10) days we would complain formally to the City Council. The repairman was dispatched promptly and some adjustments were made - and there was some improvement in the t.v. picture, yet far from acceptable. The repairman stated that our reception was "as good as it would get" until the major repairs were made.

One more month elapsed - poor reception persisted. Another call to King Video Cable - again the repairman was dispatched. More minor adjustments - poor quality reception persisted. The repairman then indicated that our reception was "as good as could be had" in Lodi.

Shortly thereafter - King Video Cable called my wife and indicated that we would receive one (1) month's credit, but that no further compensation would be allotted.

Currently we have poor reception and a dismal picture on our Showtime channel.

We have, on several occasions, observed friend's televisions and we were surprised at the "perfect" reception they received.

We feel that we are entitled to much better reception and are writing to you to make you aware of how unhappy we are with our current cable reception and their apparent apathy in regards to improving our current cable system.

We cordially invite each and every one of you to our home in order to observe the t.v. reception we are receiving. You may then decide for yourselves if this is the best reception to be found in Lodi.

Sincerely,
s/Joe V. Miller
1022 Tudor
Lodi, CA 95240"

Council referred the matter to Staff for follow-up.

RECEIVED

17th, August 1984

1984 AUG 20 AM 9:13

Councilpeople,

ALICE M. REIMCHE
CITY CLERK

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