

CC 16

CC 222 89 256

CITY COUNCIL MEETING
SEPTEMBER 19, 1984

CABLE TELEVISION
SERVICE
COMPLAINT
RESOLVED

City Clerk Reimche presented the following correspondence which had been received from King Videocable Company concerning a complaint which had been received from Mr. Miller regarding his cable service.

"Re: correspondence from Mr. Joe Miller 1022 Tudor

Service problems to 1022 Tudor have been corrected with replacement of the tap (the connection of the individual drop to the main feeder cable). The service technician who had been to the Miller home previously was new to the system and had not been able to located the service box.

We are concerned with giving all of our customers quality service and reception. However our system is an inter-related series of pieces and solving a problem sometimes takes time to find all of the pieces of a problem.

I have spoken to Mrs. Miller and she is pleased with her reception at this time.

Cordially,

s/Deanna Enright
General Manager"

Mrs. Reimche further reported that she had called Mr. Miller to ascertain if he, in fact, felt that the problem had been resolved and he indicated that it had.

No further action was taken by the Council on the matter.

RECEIVED

1984 SEP 19 AM 8 55

ALICE M. REIMCKE
CITY CLERK
CITY OF LODI


King Videocable Company 1521 South Stockton
Lodi, California 95240

September 18, 1984

City Council
City of Lodi
Lodi, CA 95240

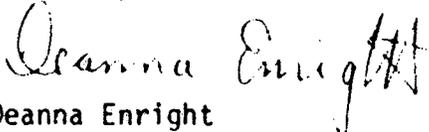
Re: correspondence from Mr. Joe Miller 1022 Tudor

Service problems to 1022 Tudor have been corrected with replacement of the tap (the connection of the individual drop to the main feeder cable). The service technician who had been to the Miller home previously was new to the system and had not been able to locate the service box.

We are concerned with giving all of our customers quality service and reception. However our system is an inter-related series of pieces and solving a problem sometimes takes time to find all of the pieces of a problem.

I have spoken to Mrs. Miller and she is pleased with her reception at this time.

Cordially,


Deanna Enright
General Manager

RECEIVED

1984 SEP 19 11 0 55

ALICE M. RENICHE
CITY CLERK
CITY OF LODI

King Videocable Company



1521 South Stockton
Lodi, California 95240

September 18, 1984

City Council
City of Lodi
Lodi, CA 95240

Re: correspondence from Mr. Joe Miller 1022 Tudor

Service problems to 1022 Tudor have been corrected with replacement of the tap (the connection of the individual drop to the main feeder cable). The service technician who had been to the Miller home previously was new to the system and had not been able to locate the service box.

We are concerned with giving all of our customers quality service and reception. However our system is an inter-related series of pieces and solving a problem sometimes takes time to find all of the pieces of a problem.

I have spoken to Mrs. Miller and she is pleased with her reception at this time.

Cordially,

Deanna Enright

Deanna Enright
General Manager