

## PSC Meeting Testimony – 9/22/21

Good morning and thank you for the opportunity to come before you today. My name is Brent Golleher and I am the Senior Manager of Government Affairs for Charter Communications.

Charter is a leading connectivity company providing superior communications and video products and services through our Spectrum brand and investing in broadband infrastructure, technology, and people powering the future. We serve over 163,000 customers in 43 communities in LA and employ 268 Louisianans.

I am here today to discuss Hurricane Ida and her aftermath. Charter initiated its disaster preparedness and recovery activities prior to the storm. This included mobilizing our operations personnel, securing supplies, generators, fuel, and other critical items. Additionally, we contacted the power companies prior to the storm to discuss post-hurricane remediation and coordination. I made contact with emergency officials, elected leaders, and members of the regulatory community to remind them that I was Charter's local contact and to bring any inquiries my way. Also, I do not have to remind you in the aftermath of Laura, a law was passed to better establish emergency plans. I am pleased to say we filed our emergency plan with the PSC this summer. Thank you for your commitment to safety and recovery.

In the aftermath of the storm, we first prioritized ensuring that all of our employees were safe and accounted for. Next, our teams engaged in a damage assessment of our plant. That assessment made clear that Ida damaged a large portion of our network across Louisiana, particularly across the I-12 corridor between Baton Rouge and Slidell and our coastal Louisiana footprint in Lafourche and Terrebonne Parishes. After the storm, we have had over 900 dedicated crewmembers from our local teams, neighboring Spectrum regions, and contractors work tirelessly every day to restore service.

Today, service has been restored to over 2/3 of our customers. This weekend, we made significant strides in the Northshore and continued making progress in Tangipahoa. We are close to full restoration of services in the Slidell area and our goal is to achieve near 100% restoration of services in the Hammond area before the end of the month (accounting for isolated incidents or issues). Service for customers in the Houma and Thibodaux areas continue to be impacted by the loss of power to homes and businesses, or to the Spectrum network that serves them.

Our restoration timeline remains highly dependent on various factors, including commercial power restoration to our network and to our customers. As I mentioned earlier, our interactions and direct communications with power companies is a key component of the restoration process.

In a perfect world, we would have advance notice of where electric restoration work is occurring so that our operations crews can quickly follow. This ensures a smooth transition and minimal outage times between restorations. For this storm, we have had to interact with

five different power companies in our areas. While some challenges exist in this process, we always strive for better coordination and believe it would have been more beneficial to have a better understanding of power companies' plans for restoration.

Additionally, we have run into two other problems. First, we have encountered other crews cutting our critical communication fiber lines. This created new damage that unnecessarily consumed our time and critical resources. For example, we experienced one line that was cut on three separate occasions from other crews. These are costly mistakes from a time and resource perspective.

Second, lodging has presented a major challenge. The closest area where we could find available rooms for our crews at the beginning of assessment was in Lafayette. That introduced additional travel time that diminished our restoration efforts.

We deeply appreciate our customers' patience as our teams restore service as quickly and safely as possible. This was the biggest test our Louisiana network has had since Katrina - in fact, it had a more significant impact on our service area than Katrina. Please be assured that restoration efforts continue as our dedicated men and women are out reconnecting customers as we speak. We ask customers to please contact us at 1-833-267-6094 for any issues they may be experiencing. Thank you for the opportunity to be here today. I am happy to answer any questions.