

46.



City of West Allis Matter Summary

7525 W. Greenfield Ave
West Allis, WI 53214

File Number	Title	Status
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2008-0110 Communication In Committee

Time Warner Cable communication regarding a \$5.00 processing fee to customers making a payment with a Time Warner representative over the phone, effective April 15, 2008.

Introduced: 3/4/2008

Controlling Body: License & Health Committee

Disapprove &

PLACE ON FILE

COMMITTEE RECOMMENDATION

ACTION DATE:	MOVER	SECONDER		AYE	NO	PRESENT	EXCUSED
MAR 04 2008			Barczak				
			Czaplewski	✓			
		✓	Dobrowski	✓			
			Kopplin	✓			
			Lajsic				
		✓	Narlock	✓			
			Reinke				
			Sengstock				✓
			Vitale				
			Weigel				
		TOTAL		4			1

SIGNATURE OF COMMITTEE MEMBER

Kurt Kopplin
 Chair Vice-Chair Member

COMMON COUNCIL ACTION *Disapprove &* **PLACE ON FILE**

ACTION DATE:	MOVER	SECONDER		AYE	NO	PRESENT	EXCUSED
MAR 04 2008			Barczak				
			Czaplewski				
			Dobrowski				
		✓	Kopplin				
			Lajsic				
			Narlock	✓			
			Reinke				
			Sengstock				
			Vitale				
			Weigel				
		TOTAL					

UNANIMOUS



OFFICE OF THE MAYOR
RECEIVED

FEB 21 2007

WEST ALLIS, WI

February 14, 2008

Mayor Jeannette Bell
City of West Allis
7525 West Greenfield Avenue
West Allis, WI 53214

Dear Mayor Bell:

I am writing to inform you that beginning Tuesday, April 15, 2008, Time Warner Cable will assess a \$5.00 processing fee to customers that choose to make a payment with a Time Warner Cable representative over the phone.

Time Warner Cable customers will continue to have the ability to make payments at no additional charge using the following options:

1. Customers can make a one time payment through their checking account or credit card at no charge using our automated system.
2. Customers can go to Time Warner Cable's PayXpress Online Account Management Program at timewarnercable.com. Customers can manage their cable account by viewing their statement and make payments at no charge.
3. Customers can sign up for Time Warner Cable's Reoccurring Automated Direct Debit program by completing the registration form found on the back of the billing statement.

We will begin notifying customers through bill messages February 15, 2008 – March 15, 2008. The messages will read:

Effective Tuesday, April 15, 2008 Time Warner Cable will begin assessing a \$5.00 processing fee for customers that choose to make their payment over the telephone with a Time Warner Cable Representative. Customers are reminded and invited to use any one of our free payment options:

1. *Time Warner Cable's PayXpress Online Account Management Program at timewarnercable.com*
2. *Time Warner Cable's Automated Payment system accessible by calling the Customer Service telephone number*
3. *Time Warner Cable's Reoccurring Automated Direct Debit - see the back of this billing statement for more information on the Automated Direct Debit program*

As always, please feel free to contact me at 414.277.4193 with any questions or concerns.

Sincerely,

Celeste Flynn
Director, Public Affairs