

Item # 7

**Carson City
Agenda Report**

Date Submitted: October 7, 2008

Agenda Date Requested: October 16, 2008

Time Requested: 10 Minutes

To: Mayor and Supervisors

From: Lawrence A. Werner, P.E., P.L.S., City Manager

Subject Title: Presentation by Charter Communications regarding their new programming and channel lineup and possible action regarding the availability of the public access and government access channels.

Staff Summary: Charter Communications will be revising their channel line up on or after October 23, 2008. These changes will affect the availability of the public to view the public access and government access channels.

Type of Action Requested: (check one)

() Resolution

() Ordinance

(X) Formal Action/Motion

() Other (Specify)

Does This Action Require A Business Impact Statement: () Yes (X) No

Recommended Board Action: Action depends on discussion.

Explanation for Recommended Board Action: See Staff Summary.

Applicable Statue, Code, Policy, Rule or Regulation: N/A

Fiscal Impact: N/A

Explanation of Impact: N/A


Funding Source: N/A

Alternatives: N/A

Supporting Material: Letter and information from Charter Communications.

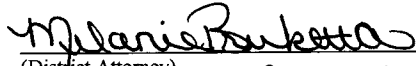
Prepared By: Janet Busse, Office Supervisor

Reviewed By:



(City Manager)

Date: 10-7-08



(District Attorney)

Date: 10-7-08



(Finance Director)

Date: 10-7-08

Board Action Taken:

Motion: _____

1) _____

Aye/Nay

2) _____

(Vote Recorded By)



C: BOS
L: [unclear]

SEP 22 2008

September 22, 2008

Mr. Larry Werner
City Manager
Carson City
201 North Carson Street
Carson City, NV 89701

Dear Mr. Werner:

In an effort to offer more high-definition channels, Charter is making changes to our HD pricing and packaging. If a customer's video subscription includes a standard definition channel that is also available in HD, the customer will automatically receive that HD channel at no additional cost. Please note that a customer must have an HD capable television and HD box to receive HD programming. Depending on the customer's subscription level for standard definition programming, a customer may experience a change in available HD channels.

Charter is also introducing greater flexibility and simplified pricing to meet individual customer preferences by offering a wide variety of customizable options. In doing so, our pre-packaged bundles known as "Big," "Bigger" and "Biggest," will no longer be available. Customers will retain all of the same programming services to which they currently subscribe.

Customers can now personalize their viewing experience with our Digital Package plus Premium Channel choices, as shown in the included sample channel line-up and rate card.

Charter Premium Channels combinations; HBO/Cinemax, Starz/Encore or Showtime/TMC, can now be added to customer packages at the following rates:

- 1st Charter Premium Channel Combination: \$14.00
- 2nd Charter Premium Channel Combination: \$12.00
- 3rd Charter Premium Channel Combination: \$10.00

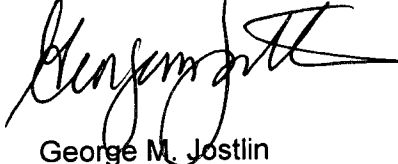
Effective with November customer billing statements, Charter Communications will be making the following price adjustments to retail prices, which reflect the increased value of these services offered in your communities.

Service Level	Current Price	New Price	Difference
Basic	\$19.99	\$19.99	\$0.00
Expanded Basic	\$30.00	\$33.00	\$3.00
HD Ultra View (HD Tier)	\$8.00	\$5.00	\$(3.00)
Standard Digital Receiver	\$2.00	\$1.75	\$(0.25)
HD, DVR or HD/DVR Receiver	\$7.00	\$6.75	\$(0.25)
Interactive Guide Services	\$3.00	\$3.25	\$0.25

Customers are being provided advance notice of these price changes by mail to their homes and a message in their upcoming bills. These notices are customized to each customer's current level of service. The sample letter included here reflects that of a specific customer and their personal services, and will be slightly different for each customer.

Charter Communications is committed to providing excellent cable products and service to the communities we serve. If you have any questions about these changes, please do not hesitate to call me at (775) 850-1245 or via email at george.jostlin@chartercom.com

Sincerely,



George M. Jostlin
Director, Government Affairs & Public Relations

Enclosures

cc: Mayor Marv Texeira
Supervisor Richard Staub
Supervisor Robin Williamson
Supervisor Shelly Aldean
Supervisor Pete Livermore



Regarding your acct#: [REDACTED]
PROMO CODE: DHDV2P5MPH

September 22, 2008

582411/1784/1564 *****AUTO**SCH 3-DIGIT 917

Dear [REDACTED] Household:

Charter is committed to expanding our programming content and choices to enhance the value of your video entertainment services. The following price adjustments will take effect on or after your November bill:

We are also introducing greater flexibility and simplified pricing to better meet individual customer preferences. In doing so, our pre-packaged video services known as "Big," "Bigger," and "Biggest" will no longer be available. Though you will be moved to Charter's new structure, you will retain all of the same programming services to which you currently subscribe.

The following price adjustment reflects the associated change to your current level of video service.

Table with 5 columns: Current Service, Current Price, New Price, Difference, Effective On or After. Row: Charter Digital Big Package, \$67.99, \$71.99, \$4.00, 10/23/08

The new price structure for Charter Premium Channels offers BIG savings when you order two or more Premiums Channel Combinations: HBO®/Cinemax®, Starz®/Encore®S or Showtime®/TMC®. (Showtime®/TMC® was formerly referred to as "Charter Movie View").

New Premium Service Monthly Pricing:

- » 1st Charter Premium Channel Combination: \$14
» 2nd Charter Premium Channel Combination: \$12
» 3rd Charter Premium Channel Combination: \$10

Current Premium Service Monthly Pricing:

- » HBO®/Cinemax® or Starz®/Encore®S: \$13
» Charter Movie View: \$10

Now you get more HD for less with Charter! If you are upgrading to an HDTV, your Charter HD receiver is your source to the growing number of HD channels Charter offers. Charter's goal is to provide more high-definition channels, at an even greater value to you. If your video subscriptions includes a channel that is also available in HD, you will automatically receive that HD channel at no additional cost! For even more top-quality high-definition programming, Charter is introducing HD Ultra View containing channels only available in HD for only \$5 per month.

*You must have an HD capable television and an HD box to receive HD programming. Depending on your subscription level for standard definition programming, you may experience a change in available HD channels. See HD Channel Line-Up Card on reverse side for more information.

Realize savings immediately - one phone call does it all. Simply call 1-877-976-1548 to take advantage of a special offer when you mention your promotional code: DHDV2P5MPH. You can also take advantage of this offer by logging onto www.charter.com/savings and entering your promo code DHDV2P5MPH when prompted.

Thank you for being a Charter customer. If you have any questions or comments, call an expert customer care agent at 1-877-976-1548.

Charter Communications®
§ Programming not available in all areas

continued on back...

TAKE ADVANTAGE OF OUR BEST BUNDLE OFFER!
Charter Digital Home™ with 2 Premiums
Charter High-Speed® Internet
Charter Telephone®

STARTING AS LOW AS \$135.97 MONTH FOR 12 MONTHS

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Channel Line-Up

Line-up effective on or after October 23, 2008

BASIC	
Charter On Demand**	1
KTVN - CBS	2
HSN	3
KRNV - NBC	4
KNPB - PBS	5
KREN - CW	6
KAME - My Network TV	7
KOLO - ABC	8
Government Access	10
KRXI - FOX	11
Commercial TV	12
QVC	13
Charter Local Action TV	15
KGO - ABC	16
TBS	17
Leased Access	18
Hallmark Channel	19
C-SPAN	20
KNVV - Univision	22
KCRA - NBC	23
The Weather Channel	24
KAZR - TU Vision	25
Government Access*	210
KRXI (FOX) RTN*	211
Commercial TV*	220
KTVN (CBS) Weather*	222
KRNV (NBC) Weather Plus*	224
KNPB (PBS) Create*	225
Public Access*	226
KOLO (ABC) USN*	228
KRNV (NBC) LATV*	234
C-SPAN2*	236
KRXI (FOX) HD~	781
KTVN (CBS) HD~	782
KRNV (NBC) HD~	784
KNPB (PBS) HD~	785
KREN (CW) HD~	786
KAME (My Network TV) HD~	787
KOLO (ABC) HD~	788

EXPANDED BASIC	
Discovery Channel	27
Lifetime	28
fx	29
AMC	30
Comcast Sports Net Bay Area	31
ESPN	32
ESPN2	33
Style	34
TNT	35
Nickelodeon	36
ABC Family	37
Cartoon Network	38
A&E	39
CNN	40
CNN Headline News	41
Telefutera	42
Spike TV	43
VH1	44
Galavision	45
HGTV	46
Food Network	47
MSNBC	48
Disney Channel	49
History	50
truTV	51
Comedy Central	52
Animal Planet	53
SPEED	54
TV Guide Channel	55
USA Network	56
CNBC	57
FOX News Channel	58
MTV	59
TLC	60
E!	61
Bravo	62
Turner Classic Movies	63
National Geographic	64

CMT	65
G4	66
Travel Channel	70
FLIX*+	612
Comcast Sports Net Bay Area HD~	759
TLC HD~ NEW SERVICE LEVEL	765
Animal Planet HD~ NEW SERVICE LEVEL	766
Discovery HD~ NEW SERVICE LEVEL	767
ESPN2 HD~	772
ESPN HD~	773
TNT HD~ NEW SERVICE LEVEL	776
A&E HD~ NEW SERVICE LEVEL	795
History HD~ NEW SERVICE LEVEL	796

DIGITAL VIEW*	
The N	103
Noggin	105
Fit TV	111
Lifetime Movie Network	114
Nicktoons	115
TV Land	116
American Life Network	117
Reelz	118
Toon Disney	120
MTV Jams	123
MTV2	124
MTV Hits	125
CMT Pure Country	127
VH1 Soul	128
VH1 Classic	129
Great American Country	130
ESPN Classic†	131
Sci-Fi	132
DIY Network	133
Soap Net	134
BET J	138
BYU TV	141
Jewelry Television by ACN	142
Lifetime Real Women	143
WE	144
INSP	145
TBN	146
Daystar	147
Bloomberg	150
MTV U	258
MTV Tr3s‡	261
Fuel TV†	410

DIGITAL VIEW PLUS*	
(includes all channels in Digital View plus all channels listed below)	
BIO	100
History International	101
Fine Living	102
Wealth TV	104
Discovery Kids	106
Planet Green	107
Investigation Discovery	108
Science Channel	109
Discovery Health	110
Military Channel	112
BBC America	113
GSN	121
FUSE	135
I Life	148
IFC	748
Sundance Channel	749
FOX Movie Channel	750

LATINO VIEW*	
Bandamax	243
Video Rola	247
De Pelicula	248
De Pelicula Classico	249
GOL TV†	250
CNN en Español	251
Cine Mexicano	252
Playboy TV en Español (call to activate)	253
Once Mexico	255
Mexico 22	256

Discovery en Español	260
MTV Tr3s*	261
ESPN Deportes	262
FOX Sports en Español	263
MUN2	266
Sorpresa	267
Infinito	268
History en Español	275

SPORTS VIEW*	
ESPN Classic*	131
GOL TV‡	250
ESPNNews	401
FOX College Sports - Atlantic	402
FOX College Sports - Central	403
FOX College Sports - Pacific	404
FOX Soccer Channel	405
VERSUS	406
Golf Channel	407
Outdoor Channel	408
Fuel TV*	410
CBS College Sports	411
Tennis Channel	412

TFC*	
The Filipino Channel	551

PREMIUMS*	
HBO/CINEMAX	
HBO/Cinemax On Demand**	1
HBO-West	501
HBO 2	502
HBO Signature	503
HBO Family	504
HBO Latino	505
HBO-East	506
Cinemax-West	510
MoreMAX	511
ActionMAX	512
Cinemax-East	513
HBO HD~	777
Cinemax HD~	779

SHOWTIME/TMC	
Showtime/TMC On Demand**	1
Hallmark Movie Channel	600
Showtime	601
Showtime Too	602
Showtime Showcase	603
Showtime Extreme	604
Showtime Beyond	605
The Movie Channel	610
The Movie Channel Xtra	611
FLIX_	612
LOGO	680
Encore	751
Encore Action	752
Encore Love	753
Encore Mystery	754
Encore Drama	755
Encore Westerns	756
Showtime HD~	778

STARZ/ENCORE	
Starz On Demand**	1
Starz	701
Starz Kids and Family	702
Starz in Black	703
Starz Cinema	704
Encore±	751
Encore Action±	752
Encore Love±	753
Encore Mystery±	754
Encore Drama±	755
Encore Westerns±	756
Starz HD~	780

HD SERVICES-	
BASIC	
KRXI (FOX) HD	781
KTVN (CBS) HD	782
KRNV (NBC) HD	784
KNPB (PBS) HD	785
KREN (CW) HD	786
KAME (My Network TV) HD	787
KOLO (ABC) HD	788

EXPANDED BASIC	
Comcast Sports Net Bay Area HD	759
TLC HD	765
Animal Planet HD	766
Discovery HD	767
ESPN2 HD	772
ESPN HD	773
TNT HD	776
A&E HD	795
History HD	796

HBO/CINEMAX	
HBO HD	777
Cinemax HD	779

SHOWTIME/TMC	
Showtime HD	778

STARZ/ENCORE	
Starz HD	780

HD ULTRA VIEW	
HDNet Movies	770
HDNet	771
Palladia HD	774
HD Theater	775
Universal HD	790

PAY-PER-VIEW & ON DEMAND	
HD On Demand	1

PAY-PER-VIEW & ON DEMAND*	
Charter On Demand**	1
Event Previews	799
Pay-Per-View Events	801-803
MLB Extra Innings/NHL Center Ice	861-874
ESPN Game Plan/ESPN Full Court	875-880

ADULT*	
Adult On Demand**	1
Playboy TV (monthly subscription)	894
Adult Pay-Per-View	895-899

MUSIC*	
Digital Music	901-945
(All music in uncensored and may contain lyrics that may not be appropriate for all listeners.)	

* Digital receiver or TV equipped with digital QAM tuner and CableCARD required
 ** Digital receiver required
 ~ High Definition equipment required to view
 _ Also available on Expanded Basic-Digital
 * Also available on Digital View
 † Also available on Sports View
 ‡ Also available on Showtime/TMC
 † Also available on Latino View
 ‡ May contain some R-rated programming, which can be blocked using the Parental Control feature on your remote.

SNCAR

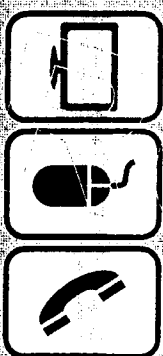
For easy reference, listed below is the old Big, Bigger and Biggest Package structure:

- Digital Home = Basic Cable + Expanded Basic Cable + *Standard Digital Receiver.
- Big = Basic Cable + Expanded Basic Cable + *Standard Digital Receiver + Charter Digital Tier
- Bigger = Basic Cable + Expanded Basic Cable + *Standard Digital Receiver + 1 Charter Digital Tier + 1 Digital Premium Network (example: HBO/MAX)
- Biggest = Basic Cable + Expanded Basic Cable + *Standard Digital Receiver + 1 Charter Digital Tier + 2 Digital Premium Network Combinations (example: HBO/MAX)

*Standard Digital Receiver = Standard Digital Receiver and Interactive Services Guide (ISG). ISG with each Digital Receiver provides access to full functionality of the electronic program guide - required to receive

Entertainment, Communication, and Information From One Local Company

**Carson City, Dayton,
Eldorado Lakes, & Storey
County 2008**



CABLE INTERNET PHONE

Charter
1-888-GET CHARTER
charter.com

Welcome to Charter

Charter Cable TV	Basic	\$19.99	Standard Digital Receiver	\$1.75
Basic Cable		\$33.00	HD TV Digital Receiver	\$6.75
Basic + Expanded		\$52.99	DVR, HD/DVR Digital Receiver	\$6.75
Charter Digital Tier*			Additional Receiver	\$2.00
Digital Tier Plus		\$5.00	Additional Remote Control	\$0.15
Digital Tier (Includes Digital View)		\$10.00		
Sport View		\$5.00		
HD Ultra View		\$5.00		
Digital Premium Networks*				
HBO/Mov				
SHOWTIME (Formerly Movie View)				
Save \$2 on the second and \$4 on the third Premium Network channels listed above				
1st Premium Network		\$14.00		
2nd Premium Network		\$17.00		
3rd Premium Network		\$10.00		
The Flipping Channel		\$11.95		
Pro/Toy TV		\$14.95		
Charter Digital Home		\$37.99		
Includes Basic, Expanded Receiver, Remote and Interactive Guide Services				
Charter Laptop		\$29.99		
Includes Basic, Standard Digital Receiver, Laptop View, Remote, Music Channels and Interactive Guide Services				

Communications!

Charter Pay-Per-View and On Demand**	Router for transactional movies, on-demand programming & events vary. Please see on-screen guide for full specific pricing prior to ordering	Call 1-888-GET CHARTER for details	Charter On Demand one time
Video Equipment Rental	Standard Digital Receiver	\$1.75	
HD TV Digital Receiver		\$6.75	
DVR, HD/DVR Digital Receiver		\$6.75	
Additional Receiver		\$2.00	
Additional Remote Control		\$0.15	
Other Services	Interactive Guide Services (Not Standard Digital Receiver, HD TV, DVR or HD/DVR Receiver)	\$3.25	
Provides access to All functionality of the electronic program guide included to receive program, per-on screen channel surf, use parental controls and for ordering Pay-Per-View and Video On Demand			
DVR Services Fee	DVR receiver required. Service fee is per DVR and provides DVR advanced features and recording options	\$10.00	
Unattended Equipment Fees	Standard Digital Receiver	\$219.00	
Standard Digital Receiver	DVR or HD/DVR Receiver	\$239.00	
CableCARD	Remote Control	\$428.00	
Antilog Receiver	Receiver Power Cord DCT 700	\$52.00	
Receiver Power Cord All Others		\$4.00	
		\$1.20	
		\$0.50	

Carson City, Office
204 E. Wherry Lane
Carson City, NV 89705
Office Hours:
M-F 9am-5pm
S 10am-4pm
Tel: 1-888-313-6200
us.charter.com

Carson City 30 08

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