

# Charter explains fees in El Dorado County

**Publisher's note:** *This is an email from Charter Cable to El Dorado County Chief Administrative Officer Gayle Erbe-Hamlin dated Oct. 26.*

Dear Ms. Erbe-Hamlin:

In June 2009, Charter notified customers in the Meyers, CA area that with the beginning of their July 2009 billing cycle, rates would be adjusted for Basic and Expanded Basic cable television service levels along with a similar change in corresponding digital packages. These price changes were to be implemented in conjunction with the addition of 67 new standard definition channels and 16 new HD channels:

Service Level	Current Price	New Price	Difference
Basic Cable Service	\$19.25	\$19.99	\$0.74
Expanded Basic Cable Service	\$24.74	\$35.00	\$10.26

A subsequent review of our billing system noted that approximately 400 accounts in the Meyers area did not reflect the adjustment although their services and lineups were upgraded. Those customers are being notified by first class mail with the attached post card. Rest assured Charter will not bill those customers for past months of the adjustment amounts as we move forward to correct this error.

Billing corrections that reflect the price adjustments will begin with December billing cycles. Please note that this was a previously noticed change and is not a part of the rate adjustments for customers in South Lake Tahoe, NV and Douglas County, NV.

We remain committed to providing excellent cable services to

the Meyers community and all communities we serve. If you have any questions about these changes, please call me at 775-850-1267.

**Sincerely,**

**Franny**

**Franny Buffa, Government Relations Administrator**

**Charter Communications**