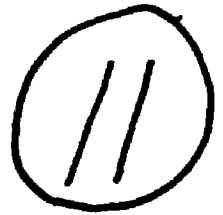


SACRAMENTO METROPOLITAN



Cable
Television
Commission

1010 8TH STREET, SACRAMENTO, CA 95814 • (916) 440-6661



RICHARD E. ESPOSTO
EXECUTIVE DIRECTOR

April 8, 1991

TO: Councilwoman Lynn Robie,
Chair, Law and Legislation Committee
c/o Diane Balter, City Attorney's Office

FROM: Rich Esposito, Executive Director

SUBJECT: CABLE TV LEGISLATION

Attached for review by the Law and Legislation Committee are analyses of five State cable TV bills and a summary of the bill to change the Federal Cable Communications Policy Act of 1984.

In each analysis, positions are recommended in accord with the established City procedures. I am recommending however, that revised positions be approved in advance on two bills if they are amended as anticipated.

The Cable Commission is actively lobbying this year's legislation, and the separate, but parallel, support from the City of Sacramento can greatly enhance those efforts.

Coordination with Ken Emanuels has been excellent and we look forward to a positive legislative year for cable consumers.

Handwritten signature of Rich Esposito.

RICH ESPOSTO, Executive Director
Sacramento Metropolitan Cable
Television Commission

Attachments:

1. Summary of California Cable Legislation
2. Analyses of:
 - AB 821 AB 1218
 - AB 589 SB 927
 - SB 1010
3. Summary of Federal Legislation

91-126

Summary
1991 California Cable Legislation

	<u>League of Cities Position</u>	<u>Staff Recommendation</u>
<p>BILL NO. AB 821/MOORE</p> <p>This bill establishes a Video Consumer's Bill of Rights. It establishes minimum levels of certain types of customer service applicable to cable operators and to other "video providers" including those using other technologies, i.e. satellite, wireless, etc. The bill also requires that a franchising authority resolve consumer problems; thus, there is a local governmental fiscal impact that is not reimbursed. The bill contains no enforcement provisions. Last year's version of this bill was vetoed. The bill includes language stating it does not preempt standards adopted by local franchising authorities.</p>	Support	Oppose unless amended to include enforcement language (attached); then support.
<p>BILL NO. AB 589/MOORE</p> <p>This bill extends the requirement for equal public, educational and governmental access to a second franchise even if the existing franchisee does not serve the area and does not certify that it is ready, willing and able to serve that area.</p>	None	Oppose; encourages lawsuits against franchise authorities.
<p>BILL NO. SB 1010/ROSENTHAL</p> <p>This bill requires cable operators to develop their own customer service standards in five specified areas. Twice each year, the operator must distribute the standards to its subscribers, as well as current rates and charges, telephone numbers for questions and self-imposed sanctions for failing to meet the standards. Cable operators must report once per year on their performance relative to their own standards, and are subject to a \$500/day penalty imposed by the franchising authority for failure to report.</p>	None	Oppose unless amended to not preempt local regulations; then support.
	Favorable author's amendment pending	

	<u>League of Cities Position</u>	<u>Staff Recommendation</u>
BILL NO. AB 1218/MURRAY This bill requires that cable operators establish a statewide nonprofit organization to promote use of community cable channels and the hiring of women and minorities in the cable industry. The bill would be funded by a 50¢ per subscriber per year payment from cable operators, and the organization would have grant-making authority.	None	Oppose unless amended to provide consumer protections; then support.
BILL NO. SB 927/KILLEA This bill is not an urgency measure, yet proposed to amend existing law, which is scheduled to sunset on 1/1/92. It specifies that if a public trustee is not designated for a community service channel(s), the trustee shall be selected pursuant to new language added to the Education Code. That language directs that the county Board of Education be designated as public trustee. If the Board of Education declines, any organization meeting eight specified criteria can be so designated by the franchising authority.	Favorable author's amendment pending	Oppose

SACRAMENTO METROPOLITAN CABLE TELEVISION COMMISSION.

DATE: April 4, 1991

BILL NO. AB 821

TO: Law and Legislation Committee

AUTHOR: MOORE

To what extent does this Bill affect our operation?

Significantly Slightly No Impact May Affect: _____

EXISTING LAW AND DEPARTMENTAL PRACTICE:

Under Federal authority, the Cable Television Commission, acting for the Cities of Sacramento, Folsom, and Galt and the County of Sacramento, adopted Cable Television Customer Service Regulations. These existing local government Regulations address all cable consumer aspects of this bill.

PROPOSED LAW AND EFFECT ON DEPARTMENTAL PRACTICE:

This bill establishes a Video Consumer's Bill of Rights. It establishes minimum levels of certain types of customer service applicable to cable operators and to other "video providers" including those using other technologies, i.e. satellite, wireless, etc. The bill also requires that a franchising authority resolve consumer problems; thus, there is a local governmental fiscal impact that is not reimbursed. The bill contains no enforcement provisions.

Last year's version of this bill was vetoed. The bill includes language stating it does not preempt standards adopted by local franchising authorities.

FISCAL IMPACT:

Current estimates of non-cable video subscribers is 10,000 to 15,000 in Sacramento County. The additional workload to provide consumer assistance can be absorbed within existing staffing levels of the Commission. Thus, there is no immediate fiscal impact. In fact, non-cable consumers are usually unaware of the distinctions between cable and other technologies and routinely call the Commission for assistance.

RECOMMENDATION:

The prospect of having State level consumer regulations will make our Regulations easier to enforce.


The non-preemptive language included in the bill means there is little impact on our existing operations or policies. However, the bill fails to offer any provisions for enforcing the rights offered to video consumers. Without such provisions, this bill is meaningless to local government

Bill Analysis
AB 821
April 4, 1991

and will serve the cable industry's public relations goals more than it will help consumers. It could be supported if the attached language were added granting franchising authorities monetary penalty powers.

The League of Cities supports this bill and will work with us to add enforcement language.

SUPPORT OPPOSE UNLESS AMENDED NEUTRAL



RICH ESPOSTO, Executive Director
Sacramento Metropolitan Cable
Television Commission

Attachment

(ab-821.1) revised

Bill Analysis
AB 821
April 4, 1991

ATTACHMENT

Suggested Amendments to AB 821/Moore
February 27, 1991

Insert "The legislative body of the city, county, or city and county, may, by ordinance, provide a schedule of penalties for the failure of a video operator to comply with SECTION 19002 (a) through (o). Such penalties may not exceed one thousand dollars (\$1,000) for each occurrence, provided that any occurrence which continues for more than 5 days shall be deemed a new occurrence.

The Director of the Department of Consumer Affairs may establish a schedule of penalties for failure of any cable television operator to comply with the reporting requirements of SECTION 19003 provided that the penalties may not exceed one thousand dollars (\$1,000) per day."

ASSEMBLY BILL

No. 821

Introduced by Assembly Member Moore
(Coauthor: Senator Rosenthal)

February 27, 1991

An act to add Division 8 (commencing with Section 19000) to the Public Utilities Code, relating to cable television.

LEGISLATIVE COUNSEL'S DIGEST

AB 821, as introduced, Moore. Cable television.

(1) Existing law empowers any city or county or city and county in the state to authorize by franchise or license the construction of a community antenna television system. Existing law, which is operative until January 1, 1992, permits the legislative body or bodies having jurisdiction over the franchise area to establish procedures, by ordinance, providing for resolution of individual consumer complaints against community antenna television systems.

This bill would enact the Video Consumers' Bill of Rights. It would require all video providers to provide a minimum of 30 days' written notice before changing rates or channels, except as otherwise specified. It would require every video provider, as defined, to allow every residential customer who pays the video provider directly, at least 15 days from the date the video provider mails its bill for services to pay the charges demanded, unless otherwise agreed to pursuant to a written contract or rental agreement. It would also require notice of delinquency and impending termination to be given at least 15 days prior to the termination of service.

The bill would require video providers to inform their customers of their complaint and grievance procedures upon contracting with the customer. The bill would permit a customer whose complaint or request for an investigation has

resulted in an adverse determination to complain to the city or county in which he or she resides. The bill would require cities and counties to resolve disputes concerning rights granted by its provisions, thereby imposing a state-mandated local program. The bill would also require the restoration of service wrongfully terminated without good cause, as defined, without charge.

The bill would become operative on July 1, 1992.

(2) Under existing law, the Department of Consumer Affairs is required to determine the statewide average rates for cable television systems in California having a capacity of 2 or more video channels.

This bill would require every cable television operator in this state to annually file with the department a schedule of its applicable rates, charges, and rate structure.

(3) The California Constitution requires the state to reimburse local agencies and school districts for certain costs mandated by the state. Statutory provisions establish procedures for making that reimbursement.

This bill would provide that no reimbursement is required by this act for a specified reason.

Vote: majority. Appropriation: no. Fiscal committee: yes. State-mandated local program: yes.

The people of the State of California do enact as follows:

1 SECTION 1. Division 8 (commencing with Section
2 19000) is added to the Public Utilities Code, to read:

3 DIVISION 8. VIDEO CONSUMERS' BILL OF
4 RIGHTS

5 19000. This division shall be known and may be cited
6 as the Video Consumers' Bill of Rights.

7 19001. (a) A video provider is any person, company,
8 or service which provides or transports one or more
9 channels of video programming to a residence, including
10 a home, condominium, apartment, or mobilehome, and
11 where some fee is paid for that service, whether directly,
12 or included in rental or dues. Video providers include
13
14

1 providers of cable television, satellite master antenna
2 television, direct broadcast satellite, multipoint
3 distribution service, and other providers, whatever their
4 technology.

5 (b) "Basic service" means any service tier which
6 includes the retransmission of local broadcast signals.

7 19002. (a) Every video provider shall render
8 reasonably efficient service, according to generally
9 established industry standards, adhere to generally
10 established industry standards, make repairs promptly,
11 and interrupt service only as necessary.

12 (b) All video provider personnel contacting
13 subscribers or potential subscribers outside the office of
14 the provider shall be clearly identified as associated with
15 the video provider.

16 (c) At the time of installation, all video providers shall
17 provide to all customers a written notice of the
18 programming offered, the prices for that programming,
19 the provider's installation and customer service policies,
20 and the name, address, and telephone number of the
21 local franchising authority.

22 (d) All video providers shall have knowledgeable,
23 qualified company representatives available to respond
24 to customer telephone inquiries Monday through Friday,
25 excluding holidays, during normal business hours.

26 (e) All video providers shall provide to customers a
27 toll-free or local telephone number for installation, and
28 service, and complaint calls.

29 (f) All video providers shall render bills which are
30 clear and concise.

31 (g) The video provider shall respond to a complete
32 outage in a customer's service promptly. The response
33 shall occur within 24 hours of the reporting of such outage
34 to the provider, except in those situations beyond the
35 reasonable control of the video provider.

36 (h) All video providers shall provide a minimum of 30
37 days' written notice before changing rates or channels.
38 The 30-day notice is waived if the changes to rates or
39 programming were outside the control of the video
40 provider and, consequently, to provide the notice is

1 impossible or unreasonably costly. In those cases the
2 video provider shall make reasonable efforts to provide
3 customers with as much notice as possible.

4 (i) Every video provider shall allow every residential
5 customer who pays his or her bill directly to the video
6 provider at least 15 days from the date the bill for services
7 is mailed to the customer, to pay the listed charges unless
8 otherwise agreed to pursuant to a written contract or
9 rental agreement. No video provider may terminate
10 residential service for nonpayment of a delinquent
11 account unless the video provider furnishes notice of the
12 delinquency and impending termination at least 15 days
13 prior to the proposed termination. The notice shall be
14 mailed, postage prepaid, to the customer to whom the
15 service is billed. Notice shall not be mailed until the 16th
16 day after the date the bill for services was mailed to the
17 customer. The notice of delinquency and impending
18 termination may be part of a billing statement.

19 (j) Every notice of termination of service pursuant to
20 subdivision (i) shall include all of the following
21 information:

22 (1) The name and address of the customer whose
23 account is delinquent.

24 (2) The amount of the delinquency.

25 (3) The date by which payment is required in order to
26 avoid termination of service.

27 (4) The telephone number of a representative of the
28 video provider who can provide additional information
29 and handle complaints or initiate an investigation
30 concerning the service and charges in question.

31 Service may only be terminated on days in which the
32 customer can reach a representative of the video
33 provider.

34 (k) Any service terminated without good cause shall
35 be restored without charge for the service restoration.
36 Good cause includes, but is not limited to, failure to pay,
37 payment by check for which there are insufficient funds,
38 theft of service, or abuse of equipment or system
39 personnel.

40 (l) A video provider shall issue requested refund

1 checks promptly, but no later than 45 days following the
2 resolution of any dispute, and following the return of the
3 equipment supplied by the video provider, if service is
4 terminated.

5 (m) Disputes concerning rights granted pursuant to
6 this section shall be resolved by the city, county, or city
7 and county in which the customer resides. For cable
8 television, the franchising authority shall resolve
9 disputes. Noncable multichannel video providers shall
10 register with the city in which they provide service or,
11 where the customers reside in an unincorporated area, in
12 the county in which they provide service. The
13 registration shall include the name of the company, its
14 address, its officers, telephone numbers, and customer
15 service and complaint procedures. Counties and cities
16 may charge noncable video providers a fee to cover the
17 reasonable cost of administering this division.

18 (n) Nothing in this division preempts the prerogative
19 of a franchising authority to adopt and enforce service
20 standards and consumer protection standards which
21 exceed those established in this division.

22 (o) This section shall become operative on July 1, 1992.
23 19003. By March 1 of each year, every cable television
24 operator shall file with the Department of Consumer
25 Affairs a schedule of its applicable rates, charges, and rate
26 structure for the area to which it provides service. The
27 department shall develop a standardized form for
28 reporting this information.

29 SEC. 2. No reimbursement is required by this act
30 pursuant to Section 6 of Article XIII B of the California
31 Constitution because the only costs which may be
32 incurred by a local agency or school district will be
33 incurred because this act creates a new crime or
34 infraction, changes the definition of a crime or infraction,
35 changes the penalty for a crime or infraction, or
36 eliminates a crime or infraction. Notwithstanding Section
37 17580 of the Government Code, unless otherwise
38 specified in this act, the provisions of this act shall become
39 operative on the same date that the act takes effect
40 pursuant to the California Constitution.

SACRAMENTO METROPOLITAN CABLE TELEVISION COMMISSION

DATE: April 4, 1991

BILL NO. AB 589

TO: Law and Legislation Committee

AUTHOR: MOORE

TO WHAT EXTENT DOES THIS BILL AFFECT OUR OPERATION?

Significantly slightly No Impact May Affect _____

EXISTING LAW:

Existing law mandates that a second cable franchise, for an area which the first operator is serving or certifies that it is ready, willing and able to serve, must cover the same geographical area and contain the same public, educational and governmental access requirements as the first franchise.

PROPOSED LAW AND EFFECT:

This bill extends the requirement for equal public, educational and governmental access to a second franchise; even if the existing franchisee does not serve the area and does not certify that it is ready, willing and able to serve that area.

ANALYSIS:

This is the third bill in a series designed to protect the community benefits received from existing cable franchises. This protection has short term benefits for some jurisdictions, but it conflicts with existing long term policy supporting cable competition. This bill unnecessarily makes a franchising authority vulnerable to First Amendment infringement litigation. Costs for this type of litigation in Sacramento exceed \$12 million.

FISCAL IMPACT:

No immediate impact.

RECOMMENDATION:

Unless and until adequate protection from liability is enacted at the Federal level, this bill places local jurisdictions at risk and should be opposed. There are no amendments which could improve this bill and existing Government Code language on this subject should be repealed.

The League of Cities has no position on the bill.

SUPPORT OPPOSE NEUTRAL



RICH ESPOSTO, Executive Director
Sacramento Metropolitan Cable
Television Commission

ASSEMBLY BILL

No. 589

Introduced by Assembly Member Moore

February 19, 1991

An act to amend Section 53066.3 of the Government Code, relating to cable television.

LEGISLATIVE COUNSEL'S DIGEST

AB 589, as introduced, Moore. Cable television.

Existing law empowers any city, county, or city and county in the state to authorize by franchise or license the construction of a community antenna television system. Existing law requires any franchise granted to provide cable television service in an area already franchised and where an existing cable operator is providing service or certifies to the franchising authority that the existing operator is ready, willing, and able to provide service to require the franchisee to wire and serve the same geographical area within a reasonable time, and in a sequence which does not discriminate against lower income or minority residents, and to contain the same public, educational, and governmental access requirements that are set forth in the existing franchise.

This bill would further provide that any additional franchise that is granted in an area which has an existing franchise but which is not currently served and where the existing cable operator does not certify to the franchising authority's satisfaction that it is ready, willing, and able to provide service, shall contain the same public, educational, and governmental access requirements that are set forth in the existing franchise.

Vote: majority. Appropriation: no. Fiscal committee: no. State-mandated local program: no.

The people of the State of California do enact as follows:

1 SECTION 1. Section 53066.3 of the Government
 2 Code is amended to read:
 3 53066.3. (a) If a city, county, or city and county elects
 4 to grant an additional cable television franchise in an area
 5 where a franchise has already been granted to a cable
 6 television operator, it shall do so only after a public
 7 hearing noticed pursuant to Section 6066, in a newspaper
 8 of general circulation as defined in Section 6000, where all
 9 of the following have been considered:
 10 (1) Whether there will be significant positive or
 11 negative impacts on the community being served.
 12 (2) Whether there will be an unreasonable adverse
 13 economic or aesthetic impact upon public or private
 14 property within the area.
 15 (3) Whether there will be an unreasonable disruption
 16 or inconvenience to existing users, or any adverse effect
 17 on future use, of utility poles, public easements, and the
 18 public rights-of-way contrary to the intent of Section
 19 767.5 of the Public Utilities Code.
 20 (4) Whether the franchise applicant has the technical
 21 and financial ability to perform.
 22 (5) Whether there is any impact on the franchising
 23 authority's interest in having universal cable service.
 24 (6) Whether other societal interests generally
 25 considered by franchising authorities will be met.
 26 (7) Whether the operation of an additional cable
 27 television system in the community is economically
 28 feasible.
 29 (8) Such other additional matters, both procedural
 30 and substantive, as the franchising authority may
 31 determine to be relevant.
 32 (b) Nothing in this section prevents any city, county,
 33 or city and county from considering the approval or
 34 denial of an additional cable service franchise in any area
 35 of the city, county, or city and county, subject to
 36 compliance with subdivision (d), or the imposing of
 37 additional terms and conditions upon the granting of the
 38 franchise, as the city, county, or city and county

1 determines is necessary or appropriate.
 2 (c) The city, county, or city and county shall make a
 3 final determination as to whether to grant the additional
 4 franchise within six months of the application date unless
 5 the jurisdiction can establish that the applicant has
 6 unreasonably delayed proceedings designed to consider
 7 the matters set forth in paragraphs (1) to (8), inclusive,
 8 of subdivision (a).
 9 (d) Any additional franchise granted to provide cable
 10 television service in an area in which a franchise has
 11 already been granted and where an existing cable
 12 operator is providing service *throughout the area* or
 13 certifies to the franchising ~~authority~~ *authority's*
 14 *satisfaction* that it is ready, willing, and able to provide
 15 service, shall require the franchisee to wire and serve the
 16 same geographical area within a reasonable time and in
 17 a sequence which does not discriminate against lower
 18 income or minority residents, and shall contain the same
 19 public, educational, and governmental access
 20 requirements that are set forth in the existing franchise.
 21 This subdivision does not apply where all existing cable
 22 operators certify to the franchising authority that they do
 23 not intend to provide service within a reasonable time to
 24 the area to be initially served by the additional franchise.
 25 *Any additional franchise granted in an area which has an*
 26 *existing franchise but which is not currently served and*
 27 *where the existing cable operator does not certify to the*
 28 *franchising authority's satisfaction that it is ready, willing,*
 29 *and able to provide service, shall contain the same public,*
 30 *educational, and governmental access requirements that*
 31 *are set forth in the existing franchise.*

SACRAMENTO METROPOLITAN CABLE TELEVISION COMMISSION

DATE: April 4, 1991

BILL NO. SB 1010

TO: Law and Legislation Committee

AUTHOR ROSENTHAL

To what extent does this Bill affect our operation?

Significantly Slightly No Impact May Affect: __

EXISTING LAW AND DEPARTMENTAL PRACTICE:

Sacramento recently adopted customer service regulations, imposing on its cable operators standards which this bill asks the operators to develop and distribute.

PROPOSED LAW AND EFFECT ON DEPARTMENTAL PRACTICE:

This bill requires cable operators to develop their own customer service standards in five specified areas. Twice each year, the operator must distribute the standards to its subscribers, as well as current rates and charges, telephone numbers for questions and self-imposed sanctions for failing to meet the standards. Cable operators must report once per year on their performance relative to their own standards, and are subject to a \$500/day penalty imposed by the franchising authority for failure to report.

FISCAL IMPACT:

None

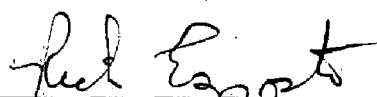
RECOMMENDATION:

This bill parallels attempts by the Sacramento Metropolitan Cable TV Commission to motivate its cable operators to solve their own customer service problems in lieu of regulation.

This bill could provide a back-up position should our recently adopted local cable regulations ever be successfully challenged in court. However, as drafted, it could preempt our local regulations, and should be opposed unless amended. This bill has no immediate cost or operational impact on local government in Sacramento. This bill tells cable operators, and running unregulated monopoly businesses, to solve their own problems.

The League of Cities has no position.

SUPPORT OPPOSE NEUTRAL



RICH ESPOSTO, Executive Director
Sacramento Metropolitan Cable
Television Commission

SB1010.1 (revised)

Introduced by Senator Rosenthal

March 8, 1991.

An act to add Division 7.1 (commencing with Section 18100) to the Public Utilities Code, relating to cable television.

LEGISLATIVE COUNSEL'S DIGEST

SB 1010, as introduced, Rosenthal. Cable television.

(1) Existing law empowers any city or county or city and county in the state to authorize by franchise or license the construction of a community antenna television system. Existing law, which is operative until January 1, 1992, permits the legislative body or bodies having jurisdiction over the franchise area to establish procedures, by ordinance, providing for resolution of individual consumer complaints against community antenna television systems.

This bill would require cable television operators, as defined, to establish customer service standards containing specified information, and provide a copy of the standards to customers twice each year. The bill also would require each cable television operator to report, as specified, to its customers regarding the operator's success in meeting these standards. The bill would authorize a city, county, or city and county to impose specified penalties upon cable television operators for failure to provide this information.

Vote: majority. Appropriation: no. Fiscal committee: no. State-mandated local program: no.

The people of the State of California do enact as follows:

1 SECTION 1. Division 7.1 (commencing with Section
2 18100) is added to the Public Utilities Code, to read:

3
4 DIVISION 7.1. CUSTOMER SERVICE
5 SELF-REGULATION AND INFORMATION ACT

6
7 CHAPTER 1. GENERAL PROVISIONS

8
9 18100. This act shall be known and may be cited as the
10 Customer Service Self-Regulation and Information Act.

11 18101. It is the intent of the Legislature that in an
12 unregulated environment, cable customers should get
13 their money's worth for the service provided. The
14 Legislature finds and declares that one way this can be
15 accomplished is to ensure good quality customer service,
16 and that the cable television industry has made good
17 strides in acknowledging this concern and has stated it
18 intends to establish a set of industry customer service
19 standards and to encourage each cable franchise to adopt
20 similar standards.

21 The intent of this act is not to hinder, but to assist, the
22 industry's effort at developing better standards for
23 customers, to encourage the industry to educate their
24 customers of these standards, and to work to achieve the
25 customer service goals they themselves are establishing.

26 18102. As used in this division:

27 (a) "Cable television system" means a community
28 antenna television system, under common ownership
29 and control, serving a franchise area or two or more
30 contiguous or electronically connected franchise areas.

31 (b) "Cable television operator" means the person or
32 entity providing cable television services through the
33 cable television system.

34

35 CHAPTER 2. CUSTOMER SERVICE STANDARDS

36

37 18105. Each cable television operator in the state shall
38 establish customer service standards. These customer

1 service standards shall include, but not be limited to,
2 standards regarding the following:

3 (a) Installation, disconnection, service and repair
4 obligations, employee identification and service call
5 response time and scheduling.

6 (b) Telephone and cable office customer availability;
7 billing procedures, charges, refunds, and credits; and
8 methods for itemization of billing charges and services.

9 (c) Procedures for termination of service.

10 (d) Notices of program changes and of impending
11 changes in services or rates.

12 (e) Complaint procedures and procedures for bill
13 dispute resolution.

14 18106. Each cable television operator shall, twice
15 each year, distribute to each customer, each employee,
16 and the franchising authority, a copy of these customer
17 service standards, which shall also include:

18 (a) A listing of services offered by the cable company
19 which clearly describes each level of service including
20 "basic service," with the rates for each service.

21 (b) The telephone numbers through which customers
22 may subscribe, change or terminate cable service;
23 request customer service; and seek general or billing
24 information.

25 (c) A description of what self-imposed sanctions the
26 operator will institute if the operator fails to meet the
27 self-imposed service standards.

28 18107. After the customer service standards have
29 been in effect for one year, the cable television operator
30 in one of two annual notices delivered to cable customers,
31 employees and the franchising or licensing authority,
32 shall report annually on the success of the operator's
33 performance in meeting the applicable customer service
34 standards.

35

36

37

CHAPTER 3. PENALTIES

38 18110. The legislative body of the city, county, or city
39 and county that has authorized by franchise or license the
40 operation of a cable television system may, by ordinance,

1. provide a schedule of penalties for the failure of a cable
2. television operator to provide the information required
3. pursuant to Chapter 2 (commencing with Section 18105),
4. not to exceed five hundred dollars (\$500) for each
5. occurrence or series of related occurrences.

O