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**To:** [Secretary, Board](#)  
**Cc:** [Adele Starrs](#)  
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In reference to the subject above; acquisition of Service Electric by Altice in the NW corner of our state, please do not consider this unless significant infrastructure improvements to the availability of resilient high speed internet is available. Please grant a rate based recovery system for capital improvements so that we can capitalize on the enhanced connectivity for those working and educating from home.

Ultimately as the new normal unfolds many corporations will revise their flexibility options for employees. Leaving many community members working from home. This will greatly improve the abilities for residents to engage in many opportunities that are restricted by the often unpredictable reliability of the current internet infrastructure.

New careers will be possible with enhanced connectivity, currently streaming video is not always possible due to congestion on the system. The current situation with multiple people using real time apps has been difficult for distance learning, business integration as well as personal entertainment.

Please consider providing guidance to these utilities in developing reliable systems for our community.

Thank you  
Michael Bates  
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Sent from my iPhone