

## **Hedon Town Council / MS3 Meeting**

**7<sup>th</sup> September 2023**

These are notes from the meeting with MS3, but not official minutes

1. Asked when and why they dropped their original promise of no poles, they said they had changed when they started detailed planning two months ago. The reason was basically costs to them. If they use KCOM's infrastructure, they would not be competitive on price. So basically, poles allow them to undercut KCOM.
2. The Electronic Communications Code (2003) requires existing ducts etc be used wherever possible, especially where there are existing poles. They rejected this, saying later legislation allows them to put poles up.
3. How many poles and where? 500 are planned for Hedon and Preston! They have not supplied a map of all locations, but promised to supply one. Work would start in just 3 weeks, on Sept 27<sup>th</sup>.
4. They said this plan had been approved by East Riding Planning Dept. That was news to all three ERYC Councillors. We are following up with Planning Director.
5. Conservation Areas – They said they had not submitted a plan for these two areas yet.
6. Use of Private Property – Many residents in newer properties have clauses in their deeds prohibiting poles. They said it didn't matter as they were allowed to use the existing strip of land with current services, but they can install poles rather than cable underground. Anyone tempted to contest this would probably lose and be out of pocket.
7. Overall they were pretty arrogant, suggesting we should be pleased they would be offering cheaper broadband. When it was pointed out that there had been no consultation on this or assessment of how many might want their service, they said they didn't need to.
8. Many people pointed out that their PR on all this was a shambles, thereby alienating many potential customers. If many residents declined to use their service, they would be incurring costs and not get the return they have expected.
9. Complaints Procedure – Pointed out that email address for queries just generated standard responses. There was no effort to engage people's concerns. They said they were not prepared to engage in debate about locating individual poles. We requested there should be a proper complaints procedure in place.

10. When they were asked about the company not being registered for Data Protection, they did not give a clear answer.

11. They basically admitted they had failed to get a deal from KCOM which would allow them to be competitive, so were using poles. Effectively their commercial failure meant we would be getting 500 poles whether anyone was interested in using their service or not.

12. Finally Councilor Gallant urged them to postpone the project in order to give them time to review and perhaps get a deal with KCOM so we could have choice without the poles. They refused.

Overall, we got some information, but they were not prepared to compromise as they know the changed legislation allows them to ride roughshod over public opinion.

There will be a public meeting on Sat 9<sup>th</sup> September at Hedon Methodist at 10am to share outcomes from the meeting and decide an appropriate way forward.

Cllr Steve Gallant

Sept 8<sup>th</sup> 2023