

TRIPLE P

POSITIVE PARENTING PROGRAM

An online parenting course for parents
with children ages 2-12.

- Triple P is available in English and Spanish, and is free if you or your child are Trillium (OHP) members.
- You can access the course anytime, on any device, for up to 12 months after you sign up.

- Triple P doesn't tell you how to parent, but gives you tools you can use to meet your family's needs.
- It can help you raise happy, confident kids, and have a calmer family life.



for every parent



VISIT
www.lanetriplep.com
to learn more about Triple P
and to sign up!

Florence Food Share

Ask us about volunteer opportunities.
2190 Spruce Street • P.O.Box 2514
Florence, Oregon 97439
(541) 997-9110
info@florencefoodshare.org

Habitat for Humanity

Construction Volunteers needed for each stage
of the building process.
Experience is a plus, but not required. Help us
build a new home
For information call 541-902-9227

Helping Hands Coalition

We are in need of volunteers on
Monday, Wednesday and Fridays.
We need volunteers to serve food, set
up for meals and also prepare meals
beginning at 11:00 am and finishing at 2:00pm.
New Location: Community Baptist Church, 4590 Hwy. 101,
Florence
(Across from Fred Meyer)

Meals on Wheels and Cafe 60

Meals on Wheels are available to people over the age of 60 who cannot
get out much due to illness or advanced age and who are not eating
properly, regardless of income. Cafe 60 is available for those who prefer
to make new friends in a dining room setting.
1570 Kingwood, PO Box 2313, Florence
541-997-5673
laneseniormeals.org

Memory Care Respite of Florence

Come join the team! Memory Care Respite of Florence is looking for new
volunteers to spend time socializing, playing games, listening to music,
and having coffee and lunch with our participating senior citizens.
Our program depends on volunteer power to stay afloat and time is
running out! If you're at all interested in socializing and relaxing with
seniors while their loved one takes a break, please email us for more
information. We need more volunteers like YOU to keep our program
going. Contact us at memcarerespite@gmail.com

Oregon Coast Humane Society

relies heavily on volunteers.
There are many opportunities to volunteer and a variety of skills and
talents are always in need. Volunteer interest forms may be found online,
at the shelter and at our Thrift Shop on Bay Street.
www.oregoncoasthumanesociety.org/volunteer/

Peace Harbor Volunteers

Join the Peace Harbor Hospital Volunteers, you will find an
area of interest in a caring organization.
400 9th Street, Florence
541-997-8412 ext. 2218

Us Too Florence

Saving men one PSA test at a time. "Someone to talk to...who
understands!"
541-997-6626
maribob@oregonfast.net
www.ustooflorence.org

**To include your organization
in this directory,
please call us
@ 541-997-3441**

BILLING from page 1A

garnered through the use of city assets by the third party. Often, agreements for use of what are referred to as Right-of-Way franchise agreements are entered into with telecommunication and other similar companies that use the city's telecommunication infrastructure.

Recently, there has been some confusion in the charges included in bills received by customers from Charter/Spectrum, which have prompted calls to city staff seeking clarification. The concern expressed by customers is due to an itemized fee that is listed as a charge for Florence Internet Protocol (FIP).

According to City of Florence Public Information Officer Megan Messmer, there has been no change in the amount the city is

charging in these franchise agreements — it is simply being listed differently.

"These are not new fees being charged for cable and/or internet. We are explaining this to customers as they call us after speaking with Charter/Spectrum customer services," said Messmer. "The fee Charter/Spectrum is passing on to customers is applied to telecommunications utilities with infrastructure in the city's right-of-way. The same rate of 5 percent of gross revenue generated within the city limits is applied to all utilities, regardless of what service they are providing, unless otherwise stated in an unexpired franchise agreement."

These charges apply to all telecommunications, phone and data, cable, water, wastewater and electric, said Messmer, who added that the city even pays in lieu of franchise fee on its own utilities.

She also clarified what is being termed an "FIP" on bills now being received by Charter/Spectrum customers.

"Charter/Spectrum has recently chosen to pass the right-of-way use fee directly on to customers. The bills seem to separate the fee based on cable and telecommunications services," said Messmer. "Beginning

in July, they began separating it out on the billing statement sent to customers under the name 'Florence Internet Protocol Fee.' If a customer receives cable from them, I believe it still lists that as a franchise fee and adds the remainder under their new fee name.

"This has caused much of the confusion with customers when they call the Charter/Spectrum customer service as they have been given a variety of explanations."

Bret Picciolo, Senior Director of Communications for the Northwest Region for Charter/Spectrum, offered a clarification.

"The Internet Protocol Fee is a fee we collect and pay to the City of Florence in accordance with local law," Picciolo said. "The law allows us to collect the Internet Protocol Fee from customers and pay it to the city. ... We have no role in how Florence uses the fees we collect and pay to the city. The Internet Protocol Fee is different from the franchise fee we collect and pay to the city on TV services. Similarly, we have no role in how franchise fees are used by the city."

One of the other issues associated with the new billing itemization for Charter/Spectrum customers is the area in which they are allowed to operate and consequently charge for services.

Messmer again wanted to clarify the situation for Florence residents and others who have been receiving new FIP charges, which are not part of the agree-

ment between the company and customers that reside outside of city limits.

"We have received complaints that people outside of the city limits saw the charge appear on their bills. We are working with our government representative on the back end as we receive these complaints to let them know when someone is charged who lives outside the city limits," Messmer said. "We have provided city limit information to Charter/Spectrum and directed them to the resources to receive the more technical geographic information system (GIS) data from the Lane Council of Governments, which manages GIS data for jurisdictions within Lane County."

These attempts by city staff to notify Charter/Spectrum of the need to only charge customers inside city limits have been heard by the company, which says it is working to incorporate the information from the city into its database to eliminate future incorrect charges.

Picciolo also responded to this concern, saying, "We are working to credit a small number of area customers who were inadvertently charged Florence's Internet Protocol Fee even though they live outside the city."

The clarification of the issues surrounding the FIP are ongoing and any questions regarding these fees, particularly if a customer lives outside of Florence, should be directed to Charter/Spectrum.



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SIUSLAW NEWS



SAT, SEPT 28

10AM TO 4PM

FRIENDS OF THE FLORENCE EVENTS CENTER

FLORENCE FESTIVAL OF BOOKS

**AT THE
FLORENCE EVENTS CENTER
715 QUINCE STREET**

WWW.FLORENCEFESTIVALOFBOOKS.ORG

**See more than
70 authors and
publishers!**

**Popular Oregon Author
Bob Welch
\$8 advance, \$10 at door
Friday, Sept 27 at 7 p.m.**

**The Ins and Outs of
Publishing
Free Panel Discussion
Friday, Sept 27 at 3 p.m.**

**The 9th
annual!**

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