



Denise Williams
Director of Regulatory Compliance

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Mass. Dept. of
Telecommunications & Cable

November 19, 2018

Shonda D. Green, Secretary
Commonwealth of Massachusetts Department of Telecommunications and Cable
Cable Television Division
1000 Washington Street, Suite 820
Boston, MA 02118-6500

Dear Ms. Green:

Enclosed, please find Charter Communication's ("Charter") Refund Plan pursuant to the D.T.C. 17-5 Final Rate Order issued on November 1, 2018 regarding Charter's annual Form 1240 and 1205 rate justification filings for 2018 regulated rates.

If you have any questions about the filings, please feel free to call me at (214) 526-8397.

Respectfully submitted,

Denise Williams

Denise J. Williams
Director of Regulatory Compliance and Planning

Enclosures

Note: Refund to be provided prorata to all Basic customers in impacted communities in February 2019.

Non-Broadcaster Residual Refund										Broadcaster Drop Residual Refund				Total Proposed Refund	
Regulated Communities	Calculated Residual Impact	Per Customer	MPR Not Taken In 2018	Projected Period Impact of Channels Added In June vs. Feb	Net Per Customer Impact	Temporary Residual Refund	Rate Effective Feb 2018	Revised MPR with Residual	Difference	Broadcast Drop Residual Refund	Refund Before Interest	Average Interest over 12 months at 5%	Refund with Interest		
Auburn	\$6,540	\$1.36	(\$0.60)	\$0.11	\$0.87	\$4,186					\$4,186	\$105	\$4,291		
Harvard	\$1,723	\$1.25	(\$0.42)	\$0.11	\$0.84	\$1,297					\$1,297	\$32	\$1,329		
Holden	\$7,482	\$1.26	(\$0.32)	\$0.11	\$1.05	\$6,224					\$6,224	\$156	\$6,380		
Paxton	\$1,283	\$1.26	(\$0.30)	\$0.11	\$1.07	\$1,091					\$1,091	\$27	\$1,118		
Pepperell	\$4,068	\$1.30	(\$0.65)	\$0.12	\$0.77	\$2,402					\$2,402	\$60	\$2,462		
Upton	\$3,096	\$1.39	(\$0.31)	\$0.13	\$1.21	\$2,686					\$2,686	\$67	\$2,753		
Uxbridge	\$5,787	\$1.36	(\$0.22)	\$0.11	\$1.25	\$5,325					\$12,304	\$308	\$12,612		
West Boylston	\$3,285	\$1.34	(\$0.66)	\$0.12	\$0.80	\$1,968			\$0.15	\$6,979	\$1,968	\$49	\$2,017		
Worcester	\$108,860	\$1.49	(\$0.33)	\$0.12	\$1.28	\$93,819					\$93,819	\$2,345	\$96,164		
Brookfield	\$1,293	\$1.21	(\$0.93)	\$0.10	\$0.38	\$406					\$406	\$10	\$416		
Charlton	\$4,743	\$1.27	(\$1.28)	\$0.11	\$0.10	\$374					\$374	\$9	\$383		
Dudley	\$5,393	\$1.43	(\$1.27)	\$0.12	\$0.28	\$1,058					\$1,058	\$26	\$1,084		
East Brookfield	\$879	\$1.24	(\$1.01)	\$0.10	\$0.33	\$234					\$234	\$6	\$240		
Spencer	\$6,384	\$1.51	(\$1.19)	\$0.13	\$0.45	\$1,906					\$1,906	\$48	\$1,954		
Slurbridge	\$4,942	\$1.37	(\$1.45)	\$0.11	\$0.03	\$108					\$108	\$3	\$111		
West Brookfield	\$2,369	\$1.92	\$0.66	\$0.16	\$2.74	\$3,387	\$32.42	\$31.76	\$0.66	\$8,166	\$11,553	\$289	\$11,842		
Belchertown	\$5,164	\$1.20	\$0.00	\$0.11	\$1.31	\$5,628	\$20.65	\$20.15	\$0.50	\$24,924	\$30,552	\$764	\$31,316		
Brimfield	\$1,820	\$1.52	\$0.00	\$0.14	\$1.66	\$1,982	\$24.90	\$23.63	\$1.27	\$17,236	\$19,228	\$481	\$19,709		
Chicopee	\$35,083	\$1.54	(\$0.40)	\$0.14	\$1.28	\$29,153	\$24.19	\$23.95	\$0.24	\$44,116	\$73,269	\$1,832	\$75,101		
East Longmeadow	\$6,300	\$1.50	(\$0.08)	\$0.14	\$1.56	\$6,552	\$24.19	\$23.64	\$0.55	\$31,462	\$38,014	\$950	\$38,964		
Easthampton	\$5,384	\$1.26	\$0.00	\$0.11	\$1.37	\$5,853	\$21.84	\$21.32	\$0.52	\$28,305	\$34,158	\$854	\$35,012		
Hadley	\$1,673	\$1.12	(\$0.24)	\$0.10	\$0.98	\$1,458	\$19.69	\$19.47	\$0.22	\$4,005	\$5,463	\$137	\$5,600		
Hampden	\$2,378	\$1.72	(\$0.05)	\$0.16	\$1.83	\$2,525	\$25.19	\$23.79	\$1.40	\$26,191	\$28,716	\$718	\$29,434		
Ludlow	\$11,669	\$1.73	\$0.00	\$0.16	\$1.89	\$12,746	\$26.65	\$25.20	\$1.45	\$106,471	\$119,217	\$2,980	\$122,197		
Southampton	\$2,275	\$1.34	(\$0.23)	\$0.12	\$1.23	\$2,081	\$22.19	\$21.86	\$0.33	\$7,132	\$9,213	\$230	\$9,443		
Wilbraham	\$6,743	\$1.76	(\$0.21)	\$0.16	\$1.71	\$8,546	\$26.69	\$25.42	\$1.27	\$65,776	\$72,322	\$1,808	\$74,130		
Lee, MA							\$28.84	\$32.93	(\$4.09)	no refund due					
Lenox, MA							\$28.84	\$32.93	(\$4.09)	no refund due					
Stockbridge, MA							\$28.84	\$32.93	(\$4.09)	no refund due					
Dalton, MA							\$28.84	\$42.78	(\$13.94)	no refund due					
Pittsfield, MA							\$28.84	\$42.78	(\$13.94)	no refund due					
Richmond, MA							\$28.84	\$42.78	(\$13.94)	no refund due					
Total						\$201,085				\$370,753	\$571,768	\$14,294	\$586,062		

Charter Communications
D.T.C. 17-5 2018 MA Rate Filing Order
Non-Broadcast Temporary Channel Drops

Regulated Community	# of Chls	Wkst 4 Per Channel Residual	Residual Impact	Months	Residual Sub Total	# of Chls	Wkst 4 Per Channel Residual	Residual Impact	Months	Residual Sub Total	Calculated Residual Impact	Annual Per Customer	MPR Not Taken in 2018	Projected Period Impact of Channels Added in June vs. Feb	Net Per Customer Impact	Proposed Refund Before Interest
Auburn	4	\$0.3398	\$1,3592	11	\$5,995	1	\$0.3398	\$0.3398	4	\$545	\$6,540	\$1.36	(\$0.60)	\$0.11	\$0.87	\$4,186
Harvard	4	\$0.3405	\$1,3620	11	\$1,723						\$1,723	\$1.25	(\$0.42)	\$0.11	\$0.94	\$1,297
Holden	4	\$0.3442	\$1,38	11	\$7,482						\$7,482	\$1.26	(\$0.32)	\$0.11	\$1.05	\$6,224
Paxton	4	\$0.3430	\$1,3720	11	\$1,283						\$1,283	\$1.26	(\$0.30)	\$0.11	\$1.07	\$1,091
Pepperell	4	\$0.3556	\$1,4224	11	\$4,068						\$4,068	\$1.30	(\$0.65)	\$0.12	\$0.77	\$2,402
Upton	4	\$0.3803	\$1,5212	11	\$3,058						\$3,058	\$1.39	(\$0.31)	\$0.13	\$1.21	\$2,686
Uxbridge	4	\$0.3396	\$1,3584	11	\$5,305	1	\$0.3398	\$0.3398	4	\$482	\$5,787	\$1.36	(\$0.22)	\$0.11	\$1.25	\$5,325
West Boylston	4	\$0.3642	\$1,4568	11	\$3,285						\$3,285	\$1.34	(\$0.66)	\$0.12	\$0.80	\$1,968
Worcester	4	\$0.3713	\$1,4852	11	\$9,788	1	\$0.3713	\$0.3713	4	\$9,072	\$108,860	\$1.49	(\$0.33)	\$0.12	\$1.28	\$93,819
Brookfield	4	\$0.3027	\$1,2108	11	\$1,185	1	\$0.3027	\$0.3027	4	\$108	\$1,293	\$1.21	(\$0.93)	\$0.10	\$0.38	\$406
Charlton	4	\$0.3167	\$1,2668	11	\$4,348	1	\$0.3167	\$0.3167	4	\$395	\$4,743	\$1.27	(\$1.26)	\$0.11	\$0.10	\$374
Dudley	4	\$0.3587	\$1,4268	11	\$4,944	1	\$0.3567	\$0.3567	4	\$449	\$5,393	\$1.43	(\$1.27)	\$0.12	\$0.28	\$1,058
East Brookfield	4	\$0.3104	\$1,2416	11	\$806	1	\$0.3104	\$0.3104	4	\$73	\$879	\$1.24	(\$1.01)	\$0.10	\$0.33	\$234
Spencer	4	\$0.3768	\$1,5072	11	\$5,852	1	\$0.3768	\$0.3768	4	\$532	\$6,384	\$1.51	(\$1.19)	\$0.13	\$0.45	\$1,906
Sturbridge	4	\$0.3432	\$1,3728	11	\$4,530	1	\$0.3432	\$0.3432	4	\$412	\$4,942	\$1.37	(\$1.45)	\$0.11	\$0.03	\$108
West Brookfield	4	\$0.4793	\$1,9172	11	\$2,172	1	\$0.4793	\$0.4793	4	\$197	\$2,369	\$1.92	\$0.66	\$0.16	\$2.74	\$3,387
Belchertown	4	\$0.3278	\$1,3112	11	\$5,164						\$5,164	\$1.20	\$0.00	\$0.11	\$1.31	\$5,628
Brimfield	4	\$0.4137	\$1,6548	11	\$1,820						\$1,820	\$1.52	\$0.00	\$0.14	\$1.66	\$1,992
Chicopee	4	\$0.4201	\$1,6804	11	\$35,083						\$35,083	\$1.54	(\$0.40)	\$0.14	\$1.28	\$29,153
East Longmeadow	4	\$0.4091	\$1,6364	11	\$6,300						\$6,300	\$1.50	(\$0.08)	\$0.14	\$1.56	\$6,552
Easthampton	4	\$0.3437	\$1,3748	11	\$5,384						\$5,384	\$1.26	\$0.00	\$0.11	\$1.37	\$5,853
Hadley	4	\$0.3067	\$1,2268	11	\$1,673						\$1,673	\$1.12	(\$0.24)	\$0.10	\$0.98	\$1,458
Hampden	4	\$0.4599	\$1,8796	11	\$2,378						\$2,378	\$1.72	(\$0.05)	\$0.16	\$1.83	\$2,525
Ludlow	4	\$0.4719	\$1,89	11	\$11,669						\$11,669	\$1.73	\$0.00	\$0.16	\$1.89	\$12,746
Southampton	4	\$0.3667	\$1,4668	11	\$2,275						\$2,275	\$1.34	(\$0.23)	\$0.12	\$1.23	\$2,081
Wilbraham	4	\$0.4804	\$1,9216	11	\$6,743						\$6,743	\$1.76	(\$0.21)	\$0.16	\$1.71	\$6,546
					\$234,351					\$12,265	\$246,616					\$201,005

Charter Communications
D.T.C. 17-5 2018 MA Rate Filing Order
Broadcast Channel Drop Residual Impact & Adjustment for 2019 Filing

Worksheet 5 - True-up Period

Impact on MPR

Worksheet 5 - Projected Period

Regulated Community	Rate Effective Feb 2018	Revised 2018 Filing MPR	Revised MPR vs. Actual Rate	Months	Proposed		Revised MPR	Original MPR	Residual		# of Chls	Per Channel	Months	# of Months	\$ Impact	# of Chls	Per Channel	Months	# of Months	\$ Impact
					Refund	Refund			Residual	Other										
Uxbridge	\$19.07	\$18.92	\$0.15	12	\$6,979	\$18.92	\$19.29	\$19.29	(\$0.3687)	(\$0.0039)	-1	0.3403	1	1	(\$0.0284)	-1	0.3403	12	12	(\$0.3403)
Belchertown	\$20.65	\$20.15	\$0.50	12	\$24,924	\$20.15	\$20.65	\$20.65	(\$0.4917)	(\$0.0131)	-1	0.3278	6	6	(\$0.1639)	-1	0.3278	12	12	(\$0.3278)
Brimfield	\$24.90	\$23.63	\$1.27	12	\$17,236	\$23.63	\$24.90	\$24.90	(\$1.2411)	(\$0.0337)	-2	0.4137	6	6	(\$0.4137)	-2	0.4137	12	12	(\$0.8274)
Chicopee	\$24.19	\$23.95	\$0.24	12	\$44,116	\$23.95	\$24.59	\$24.59	(\$0.6302)	(\$0.0147)	-1	0.4201	6	6	(\$0.2101)	-1	0.4201	12	12	(\$0.4201)
East Longmeadow	\$24.19	\$23.64	\$0.55	12	\$31,462	\$23.64	\$24.27	\$24.27	(\$0.6137)	(\$0.0168)	-1	0.4091	6	6	(\$0.2046)	-1	0.4091	12	12	(\$0.4091)
Easthampton	\$21.84	\$21.32	\$0.52	12	\$28,305	\$21.32	\$21.84	\$21.84	(\$0.5156)	(\$0.0093)	-1	0.3437	6	6	(\$0.1716)	-1	0.3437	12	12	(\$0.3437)
Hadley	\$19.69	\$19.47	\$0.22	12	\$4,005	\$19.47	\$19.93	\$19.93	(\$0.4601)	(\$0.0041)	-1	0.3067	6	6	(\$0.1534)	-1	0.3067	12	12	(\$0.3067)
Hampden	\$25.19	\$23.79	\$1.40	12	\$26,191	\$23.79	\$25.24	\$25.24	(\$1.4097)	(\$0.0430)	-2	0.4699	6	6	(\$0.4699)	-2	0.4699	12	12	(\$0.9398)
Ludlow	\$26.65	\$25.20	\$1.45	12	\$106,471	\$25.20	\$26.65	\$26.65	(\$1.4157)	(\$0.0384)	-2	0.4719	6	6	(\$0.4719)	-2	0.4719	12	12	(\$0.9438)
Southampton	\$22.19	\$21.86	\$0.33	12	\$7,132	\$21.86	\$22.42	\$22.42	(\$0.5501)	(\$0.0147)	-1	0.3667	6	6	(\$0.1834)	-1	0.3667	12	12	(\$0.3667)
Wilbraham	\$26.69	\$25.42	\$1.27	12	\$65,776	\$25.42	\$26.90	\$26.90	(\$1.4412)	(\$0.0434)	-2	0.4804	6	6	(\$0.4804)	-2	0.4804	12	12	(\$0.9608)
West Brookfield	\$32.42	\$31.76	\$0.66	12	\$8,166															
Lee, MA	\$28.84	\$32.95	(\$4.11)		no refund due	\$32.95	\$33.28	\$33.28	(\$0.3419)	\$0.0095	-1	0.2564	4	4	(\$0.0855)	-1	0.2564	12	12	(\$0.2564)
Lenox, MA	\$28.84	\$32.95	(\$4.11)		no refund due	\$32.95	\$33.28	\$33.28	(\$0.3419)	\$0.0095	-1	0.2564	4	4	(\$0.0855)	-1	0.2564	12	12	(\$0.2564)
Stockbridge, MA	\$28.84	\$32.95	(\$4.11)		no refund due	\$32.95	\$33.28	\$33.28	(\$0.3419)	\$0.0095	-1	0.2564	4	4	(\$0.0855)	-1	0.2564	12	12	(\$0.2564)
Dalton, MA	\$28.84	\$42.80	(\$13.96)		no refund due	\$42.80	\$43.14	\$43.14	(\$0.3479)	\$0.0069	-1	0.2609	4	4	(\$0.0870)	-1	0.2609	12	12	(\$0.2609)
Pittsfield, MA	\$28.84	\$42.80	(\$13.96)		no refund due	\$42.80	\$43.14	\$43.14	(\$0.3479)	\$0.0069	-1	0.2609	4	4	(\$0.0870)	-1	0.2609	12	12	(\$0.2609)
Richmond, MA	\$28.84	\$42.80	(\$13.96)		no refund due	\$42.80	\$43.14	\$43.14	(\$0.3479)	\$0.0069	-1	0.2609	4	4	(\$0.0870)	-1	0.2609	12	12	(\$0.2609)
Total					\$370,763															

Special Worksheet 8 Adjustment for the Following Communities for 2/18-3/18:

Regulated Community	8 Adjustment
Uxbridge	\$0.15
Belchertown	\$0.50
Brimfield	\$1.27
Chicopee	\$0.24
East Longmeadow	\$0.55
Easthampton	\$0.52
Hadley	\$0.22
Hampden	\$1.40
Ludlow	\$1.45
Southampton	\$0.33
Wilbraham	\$1.27
West Brookfield	\$0.66