

**From:** [Shawn T. Storm](#)  
**To:** [plonline@billingsmt.gov](mailto:plonline@billingsmt.gov); [Council](#)  
**Cc:** [Webmaster](#),  
**Subject:** [EXTERNAL] Inquiry and Prioritization Request for Fiber Internet Deployment in the Southside Corridor  
**Date:** Friday, December 12, 2025 8:43:22 AM  
**Importance:** High

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Hello, everyone,

I am a resident of the Southside Corridor, and I am reaching out to inquire about the status of any current or pending permits related to fiber-optic internet expansion from providers such as Ziply, TDS, Spectrum, or Quantum Fiber.

Our area serves as a significant institutional and commercial hub within Billings, and I wanted to ask whether there are active fiber deployment plans under review — and whether this corridor could be considered for prioritization or expedited review where feasible.

This district includes several high-demand public services and community anchors, including:

- Yellowstone County Detention Facility, which depends on stable, secure broadband infrastructure for operational continuity.
- Sam's Club and surrounding commercial businesses, all of which rely heavily on modern high-speed connectivity for POS systems, logistics, and customer services.
- Local elementary and middle schools, which require resilient broadband capacity to support staff, educators, digital curriculum, and administrative operations.
- A rapidly growing number of residential neighborhoods with many remote workers and home-based enterprises.

In addition to the institutional and commercial demand, I also operate a small home-based business in this district. Symmetrical high-speed fiber would directly enable my business to expand its service capacity by magnitudes,

improve technical reliability, and meaningfully contribute to both local economic activity and future job creation. The current limitations of asymmetrical service significantly constrain growth potential for businesses like mine, as well as for remote professionals in this area.

With these combined factors — public safety, education, commerce, and emerging home-based business development — this corridor represents a strong candidate for prioritized modern broadband infrastructure.

Could you please share:

1. Whether any providers have submitted applications or permits for fiber installation in this district
2. The status of any pending right-of-way or construction approvals
3. Whether this corridor is included in any upcoming fiber deployment phases
4. Whether the city may encourage or prioritize build-out in areas with strong community and economic impact
5. Whether there are steps residents or businesses may take to support or accelerate the process

Thank you very much for your time, consideration, and the important work you do in overseeing the city's infrastructure planning. I appreciate any guidance you can provide.

Thank you,

Shawn T Storm MBA/MHA

4S Consulting Founder

3932 Cambridge Dr., Billings, MT 59101

502-830-5286

**From:** [Shawn T. Storm](#)  
**To:** [Cole, Bill](#); [Sprock, Jeffry](#); [Meling, Debi](#); [Friday, Wyeth](#); [Fust, Jessica](#); [Iffland, Kevin](#)  
**Cc:** [Webmaster](#); [plonline@billingsmt.gov](mailto:plonline@billingsmt.gov); [Council](#)  
**Subject:** [EXTERNAL] Re: Inquiry and Prioritization Request for Fiber Internet Deployment in the Southside Corridor  
**Date:** Friday, December 12, 2025 2:08:17 PM

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Thank you all so much for your help and responding so quickly. If there are contact points on file that I can reach out for TDS, Ziply, or Spectrum, please let me know.

Again, thank you all so much. Please be safe getting home this evening, and I wish each of you a very Merry Christmas!

Thank you,  
Shawn T Storm MBA/MHA  
502-830-5286

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**From:** Cole, Bill <coleb@billingsmt.gov>  
**Sent:** Friday, December 12, 2025 1:59 PM  
**To:** Shawn T. Storm <miscney@hotmail.com>; Sprock, Jeffry <sprockj@billingsmt.gov>; Meling, Debi <melingd@billingsmt.gov>; Friday, Wyeth <FridayW@billingsmt.gov>; Fust, Jessica <fustj@billingsmt.gov>; Iffland, Kevin <ifflandk@billingsmt.gov>  
**Cc:** Webmaster, <Webmaster@billingsmt.gov>; plonline@billingsmt.gov <plonline@billingsmt.gov>; Council <council@billingsmt.gov>  
**Subject:** Re: Inquiry and Prioritization Request for Fiber Internet Deployment in the Southside Corridor

Dear Shawn:

Your questions are above my pay grad so I'm forwarding your email to our city administrators, public works director, and other city staff members who may be better equipped to answer them.

Generally speaking, my understanding is that the city does not get involved with deciding where fiber is installed. That's for the private providers to decide based on their own market analysis, competitor activity, etc. But it should be a matter of public record where permits have been issued, if there are any permit applications pending, etc.

As for your question #5, I suspect that your best course of action may be to contact the companies directly and hope that they respond.

Good luck!

Bill

**Bill Cole, Mayor**  
**City of Billings, Montana**

**coleb@billingsmt.gov**

**406-294-5700**

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**From:** Shawn T. Storm <miscney@hotmail.com>

**Sent:** Friday, December 12, 2025 8:42 AM

**To:** plonline@billingsmt.gov <plonline@billingsmt.gov>; Council <council@billingsmt.gov>

**Cc:** Webmaster, <Webmaster@billingsmt.gov>

**Subject:** [EXTERNAL] Inquiry and Prioritization Request for Fiber Internet Deployment in the Southside Corridor

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Thank you,

Shawn T Storm MBA/MHA

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3932 Cambridge Dr., Billings, MT 59101

502-830-5286

**From:** [Bohlman, Denise](#)  
**To:** [Council](#)  
**Cc:** [Lindsey Nun](#); [Tim Harrington \(timh@comm7tv.com\)](#); [Yellowstone County News](#); [R. Rogers](#)  
**Subject:** Agenda Packet for December 15th has been REVISED  
**Date:** Friday, December 12, 2025 5:07:44 PM  
**Importance:** High

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Good evening, Mayor and Council,

The Agenda Packet has been revised for Monday night's meeting. Please review the changes noted at the link below:

[REVISED AGENDA PACKET - December 15, 2025](#)

Have a warm and safe weekend!



**Denise R. Bohlman**  
City Clerk, CMC  
[bohlmand@billingsmt.gov](mailto:bohlmand@billingsmt.gov)

[billingsmt.gov](http://billingsmt.gov)

316 N. 26<sup>th</sup> Street, 5<sup>th</sup> Floor  
P.O. Box 1178 • Billings, MT 59103  
P 406.657.8210 F 406.657.8390

City of Billings email messages and attachments are subject to the Right to Know provisions of Montana's Constitution (Art. II, Sec. 9) and may be considered a "public record" pursuant to Title 2, Chapter 6, Montana Code Annotated. As such, this email, its sender and receiver, and the contents may be available for public disclosure and will be retained pursuant to the City's record retention policies. Emails that contain confidential information such as information related to individual privacy may be protected from disclosure under law. This message is intended for the use of the individual or entity named above. If you are not the intended recipient of this transmission, please notify the sender immediately, do not forward the message to anyone, and delete all copies. Thank you.

**From:** [Maddox, Wynnette](#)  
**To:** [.MayorAndCouncil](#); [.Leadership Team](#)  
**Cc:** [Greg Burns](#)  
**Subject:** CA Weekly Report  
**Date:** Friday, December 12, 2025 2:55:24 PM

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Good afternoon.

The December 12, 2026, Weekly Report is available at the following link:

<https://www.billingsmt.gov/ArchiveCenter/ViewFile/Item/19180>

Thanks.

	<i>wynnette Maddox</i> Executive Secretary <a href="mailto:maddoxw@billingsmt.gov">maddoxw@billingsmt.gov</a>
<a href="http://billingsmt.gov">billingsmt.gov</a>	P.O. Box 1178 • Billings, MT 59103 P 406.657.8433 F 406.657.8390

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*My hours are Monday – Thursday 7 AM – 5 PM*

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**Cc:** [Webmaster](#); [plonline@billingsmt.gov](mailto:plonline@billingsmt.gov); [Council](#)  
**Subject:** Re: Inquiry and Prioritization Request for Fiber Internet Deployment in the Southside Corridor  
**Date:** Friday, December 12, 2025 1:59:43 PM

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**To:** [plonline@billingsmt.gov](mailto:plonline@billingsmt.gov) <[plonline@billingsmt.gov](mailto:plonline@billingsmt.gov)>; [Council](mailto:Council@billingsmt.gov) <[council@billingsmt.gov](mailto:council@billingsmt.gov)>  
**Cc:** [Webmaster](mailto:Webmaster@billingsmt.gov), <[Webmaster@billingsmt.gov](mailto:Webmaster@billingsmt.gov)>  
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Shawn T Storm MBA/MHA

4S Consulting Founder

3932 Cambridge Dr., Billings, MT 59101

502-830-5286

From: [Kukulski, Chris](#)  
To: [MayorAndCouncil](#)  
Subject: Utility Billing Update  
Date: Friday, December 12, 2025 2:49:10 PM  
Attachments: [Late Fee Letter Cycle1.docx](#)  
[Late Fee Letter Cycle2.docx](#)  
[Late Fee Letter Cycle3.docx](#)  
[Late Fee Letter Cycle4.docx](#)  
[Late Fee Letter Cycle5.docx](#)  
[Late Fee Letter Cycle8.docx](#)

Mayor and City Council,

City staff has been working on utility billing late fees and turnoffs in accordance with the plan discussed with City Council on September 15, 2025. The schedule that was discussed is below. As you can see, the first late fees will be assessed next week.

Cycle	Bill Date	Late Fee Assessed	Delinquent Letter	Phone Call /Email	Shut-off
Cycle 3	Monday, November 17, 2025	Monday, December 15, 2025	Tuesday, December 23, 2025	Tuesday, January 6, 2026	Monday, January 12, 2026
Cycle 4	Monday, November 24, 2025	Monday, December 22, 2025	Tuesday, December 30, 2025	Tuesday, January 13, 2026	Monday, January 20, 2026
Cycle 1	Wednesday, December 3, 2025	Tuesday, December 30, 2025	Tuesday, January 6, 2026	Tuesday, January 20, 2026	Monday, January 26, 2026
Cycle 2	Wednesday, December 10, 2025	Tuesday, January 6, 2026	Tuesday, January 13, 2026	Tuesday, January 27, 2026	Monday, February 2, 2026

Collection schedule for Sewer and Garbage customers					
Cycle	Bill Date	Bill Due Date	Late Fee Assessed	Delinquent Letter	Phone Cal/Email
8	Monday, December 1, 2025	Tuesday, December 16, 2025	Monday, December 29, 2025	Monday, January 5, 2026	Friday, January 9, 2026
5	Wednesday, December 3, 2025	Thursday, December 18, 2025	Tuesday, December 30, 2025	Tuesday, January 6, 2026	Tuesday, January 20, 2026

There have been questions about payment plans and late fees on accounts with payment plans. Please note, payment plans ensure the water service will not be turned off but they do not eliminate the late fees (interest). The following is from City Legal in response to questions:

*After reviewing state code and the city's water/wastewater regulations, it is my opinion Public Works is required to charge interest on past due accounts. Sections 14-2 and 16-14 of the regulations provide:*

**14-2. BILLS DUE**

*All charges for municipal water/wastewater service, including fireline and miscellaneous charges shall become due and payable when rendered. Bills shall become delinquent 25 days from the date of billing if not paid. If the bill is not paid within 40 days after the billing date, the water/wastewater service to the customer involved shall be discontinued after written notice is mailed to the customer. Utility shall only discontinue service for non-payment if combined bill, including carryover charges exceeds \$100. Service to the delinquent customer shall not be resumed until payment of all outstanding bills for municipal water/wastewater service have been made, the customer involved has paid to the utility the applicable charges for discontinuance and/or reestablishment of service, any late-payment interest charges on the past due balance, and the customer restores any required deposits.*

**16-14. LATE PAYMENT INTEREST CHARGE**

*The utility shall require delinquent customers to pay a late payment interest charge on any monthly account balances that are not paid in full before the next billing period, which is approximately 30days. The late payment interest charge shall be applied on the full past due amount, including any special fees or charges.*

*Additionally, the annual resolution setting water/wastewater rates establishes the late payment interest charge to be assessed. Payment plans are not a requirement and are only offered as a courtesy to PW's customers.*

In order for City Council to be apprised of the status of the situation as we move forward, we will be sending a weekly report with relevant information. Below please find the first weekly report and let us know if you have any questions.

**Weekly Summary**

**Billings, MT Water Utility Delinquent Account**

**Date: December 12, 2025**

**1. Overview**

**Purpose:** This report serves to update leadership on the status of delinquent accounts prior to disconnection.

**2. Delinquent Account Summary**

Account Status	Count	Total Amount Due
Delinquent Accounts 1,103 past due >180 days	5,894	\$3,584,689
Delinquent accounts on payment plans	99	\$157,210
Delinquent accounts that meet turnoff criteria*	2,959	\$2,340,622
Previous Week Disconnections	0	N/A

\*Accounts that do not meet criteria include accounts with a balance <\$100, inactive accounts, accounts with a payment plan, and non-water accounts.

Delinquent Account Past Due Amount	Count
<\$100	1,625
\$101-\$500	2,418
\$501-\$1,000	889
>\$1,001	962

### 3. Communication

Account Group	Communication Type	Date of Contact	Comment
All cycles	Notice on bill to all customers	Started 9/18 and was on for 3 months	
All cycles	Letter to all customers with any past due balance	December 5, 2025	Letters attached
All cycles	Phone call to customers starting with largest balances	October 1 through today	Approximately 300 customers
All cycles - future	Delinquent letters	December 23 – January 13	
All cycles – future	Phone calls and/or emails	January 6 – January 27	

### 4. Disconnection Plan

- **First Disconnection Dates:** January 12 – February 2, depending on cycle
- **Criteria for Disconnection:** Accounts with past due balances > \$100
- **Suspended Disconnection:** Disconnection for accounts with active payment plans will be suspended unless the terms of the payment plan are not met.
- **Staff Resources:** Staff is currently evaluating resources necessary to perform and support turnoffs. Both the meter shop and customer service staff may limit our ability to do all turnoffs during the initial week that they meet the criteria. Staff is looking at options.

### 5. Recommendations

- Evaluate the effectiveness of communication methods and adjust as necessary.

### 6. Next Steps

- Consultant actions: SL Serco has been engaged to do a review of the current status of the billing system. They will review the status as of the audit as well as their recommendations to determine progress and highlight any remaining action items.
- Updates on payment plans to be shared in next report.

### 7. Additional Notes

- Staff is continuing to make phones calls but they are extremely time intensive given many customers want to review their charges back to last summer. We are planning to use the automated phone system to send a message to customers who have a delinquent account in addition to the communication plan above.

**Prepared By:** Chris Kukulski, Debi Meling and Jennifer Duray