

## Boone Council Hears Frontier Frustrations

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Friday, 16 November 2012 07:02

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A resident's request for help with service from Frontier Natural Gas fueled discussion among Boone's Town Council members to find ways to help with this recurring concern. Matt Bagley, a resident of the New Market Estates neighborhood expressed frustration with Frontier, "We've been meeting officially with them and through petitions, letters, coordinating since 2009 and we're currently at an impasse. Our last letter in July went unanswered". It was not the first time Council had heard complaints about this company's lack of communication. Council member, Lynn Mason, reflected her perception of Frontier's operating procedure based on previous Council experiences with them. "They come and make promises, and even the last time they came before us, they were trying to represent that they had leadership there that would be responsive, but they're not." Town Manager, Greg Young, and attorney, Samuel Furgiuele, both advised Council members that they did not have authority to take sanctions against Frontier or to cancel its twenty year contract which still has four years left on it. After discussing options that included asking Frontier representatives to appear before Council, writing a letter of concern to the North Carolina Utilities Commission, and/or threatening non renewal of their lease when it expires in four years a motion was passed requesting that a representative come to the January Town Council meeting to inform them of the status of natural gas supplies to the Town of Boone. In other business Council heard updates on two projects of major interest to Boone citizens with Pilar Fota reporting on the Appalachian Theater and Randy Jones on the down town post office. Both indicated their respective projects were progressing as expected with Mr. Jones indicating that a March completion date for the post office was still possible.