

**CITY REMEDIATION FUND GUIDELINES
750 SAW MILL BROOK PARKWAY AM RADIO STATIONS
REVISED AS OF MAY 1, 2021**

RADIO FREQUENCY INTERFERENCE (“RFI”) COMPLAINTS

- A resident with a RFI complaint should submit the complaint to the radio stations at:
Email: RFIHelp@gmail.com
Telephone: (617) 299-0734
Website: oakhillparktowers.com - **USE THE WEBSITE TO REGISTER AND SUBMIT YOUR COMPLAINT**

At the same time, the resident may copy the complaint to the City Remediation Fund at:
Email: RFAdministrator@newtonma.gov
Telephone: (617) 796-1240
Mail: Remediation Fund Administrator
City Hall- Law Department
City of Newton
1000 Commonwealth Avenue
Newton, MA 02459

The radio stations and the Remediation Fund will exchange complaint information.

- All RFI complaints should be submitted in writing by using a Complaint Form and/or other methods adopted by the City. A written complaint allows the Remediation Fund to maintain documentation of complaints and forward more complete information to the Remediation Fund’s consultant. The Complaint Form is available online and will be made available by mail upon request.
- The radio stations’ engineer will obtain information from the resident. Based upon this information, the engineer will, to the extent practicable, provide the resident with technical assistance. The radio stations’ engineer may refer the resident to the Remediation Fund if technical assistance is unlikely to resolve the RFI complaint.
- If the radio stations’ engineer has not provided technical assistance or its technical assistance has not resolved the problem, the radio stations’ engineer and/or resident shall notify the Remediation Fund.

REMEDIATION FUND SERVICES

- After receipt of a RFI complaint from the City, the Remediation Fund consultant will contact the resident to schedule an appointment.

- **IF A RESIDENT CANNOT KEEP AN APPOINTMENT, PLEASE NOTIFY THE CONSULTANT AND REMEDIATION FUND AS FAR IN ADVANCE AS POSSIBLE. IF A RESIDENT FAILS TO KEEP AN APPOINTMENT THREE (3) TIMES WITHOUT PROVIDING SUFFICIENT ADVANCE NOTICE, THEN NO REMEDIATION FUND SERVICES WILL BE PROVIDED TO THE RESIDENT. THIS POLICY IS THE SAME AS THE CITY USES FOR ITS OWN DEPARTMENTS.**
- The Remediation Fund consultant will provide identification to the resident. The consultant will request that the resident fill out a Consent Form. The Consent Form authorizes the consultant to (1) troubleshoot the problem that was reported and determine whether the cause(s) of the problem is RFI due to radio frequency emissions (“RFEs”) from one or more of the radio stations; (2) recommend specific measures that are likely to resolve or reduce the RFI; (3) perform specific remediation measures authorized by the resident, (e.g., services, parts); and (4) evaluate whether the RFI has been resolved. Where appropriate, the consultant will attempt to diagnose whether there is RFI resulting from the conduction or detection of radio station RFEs by non-electronic devices.
- A reported problem may be due to causes other than RFE from one or more of the radio stations. If the Remediation Fund consultant determines that a reported problem is unrelated to the radio stations’ RFE, he will recommend that the resident work with an appropriate contractor at the resident’s expense to remediate the problem.
- The Remediation Fund consultant will, as part of troubleshooting, investigate whether any complained of RFI is being caused, in whole or in part, by the facilities of a cable operator, telephone company or electric company. If the consultant believes that the RFI is being caused in whole or in part by these companies, the consultant may assist the resident in contacting such companies and explaining the RFI issue to them. If necessary, the service provider should be requested to investigate the RFI and perform remediation work. Any continuation of the RFI problem due to the failure of the service provider to address the issue or the ineffectiveness of its work should be brought to the attention of the Remediation Fund.
- The Remediation Fund consultant may determine that certain troubleshooting and the performance of remediation measures must be performed by an electrician or alarm technician at the resident’s expense.

REIMBURSEMENT POLICIES AND PROTOCOLS

Under limited circumstances, the Remediation Fund will assist residents through the following reimbursement policy:

1. The resident must submit a complaint to the Remediation Fund Administrator, preferably using a complaint form provided on-line. See <https://www.newtonma.gov/government/law/radio-frequency-interference>.

A complaint will be accepted by email and the resident may be asked for additional information. Complaints should be submitted to: RFAdministrator@newtonma.gov

2. The residence must be within or very close to the RFI Remediation Zone. See <https://www.newtonma.gov/government/law/radio-frequency-interference>. Please check with the Remediation Fund Administrator if you have any questions whether your residence is eligible.
3. The Remediation Fund consultant and/or the radio station engineer must determine that the RFI is related to the AM radio stations' radio frequency emissions.
4. Residents are encouraged to contact their cable, electric and telephone service providers and request them to inspect their facilities, which may be conducting RFI to the residence.
5. The Remediation Fund consultant must be permitted to conduct RFI troubleshooting at the residence, identify potential remediation measures and, where possible, perform limited remediation measures as described above. The Remediation Fund consultant will prepare a scope of work to be carried out by an electrician or alarm technician.
6. The resident's electrician or alarm technician performs the scope of work prepared by the Remediation Fund consultant. The Remediation Fund consultant may request to be present when the work is to be performed.
7. The resident submits an invoice from the electrician or alarm technician with proof of payment to the Fund Administrator. The invoice will be reviewed to confirm that it relates to the approved scope of work. All submissions should be made to: RFAdministrator@newtonma.gov
8. **Reimbursement will be capped at \$1000 per household. A 2-family residence would count as 2 households.**
9. **Expenses incurred by the resident for an electrician or alarm technician without the prior submission of a RFI complaint, and without the prior approval of the scope of work by the Fund Administrator and consultant, will not be reimbursed.**
10. The Remediation Fund does not routinely reimburse residents for the cost of replacing any electronic equipment (for example, phones, speakers, computers, appliances, alarms, doorbells). Certain work, such as rewiring and grounding, must be performed by an electrician or an alarm technician retained by the resident at the resident's expense, depending on the nature of the RFI issue, and cannot be performed by the Remediation Fund consultant.

The use of the Remediation Fund for the replacement of consumer home electronic devices customarily used by consumers is solely within the discretion of the

Remediation Fund Administrator. In limited circumstances, the Fund Administrator may take into account:

- (1) whether the resident followed the RFI complaint process and obtained the approval of the Fund Administrator before replacing a consumer home electronic device;
- (2) whether the provision of parts and services failed, or would fail, to remediate the RFI due to RFE from the radio station(s);
- (3) the cost of the consumer home electronic device;
- (4) whether replacement of the device would be more cost-effective than other remediation measures;
- (5) whether replacement of the device is expected to resolve the RFI issue; and
- (6) current and projected Remediation Fund balances.

The total amount of reimbursement remains capped at \$1000 per household.