



Agenda Memo

Crest Hill, IL

Meeting Date:	April 13, 2026
Submitter:	Blaine Wing, City Administrator
Department:	Administration
Agenda Item:	Updated Agreement with Comcast/Xfinity for Internet Services

Summary: Over the last several months I have been working with SpyGlass LLC., our consultant, to make sure that the City's phone (VoIP), cell phone (Verizon), and internet services (Comcast/Xfinity and AT&T) are billed properly and/or we can get better deals, even mid-contract.

While this was going on, Strand Engineering realized that the West Wastewater Treatment Plant needs new internet service with at least 1 GB of bandwidth. Comcast/Xfinity is the only provider that is able to provide that speed and service by June/July, which is when the City needs to have the SCADA software connected and working. There are substantial costs to install that new service and thus Comcast/Xfinity is offering 36-month or longer agreements. Costs to install the necessary equipment are factored into the agreement rate.

Working with the City's IT consultants (AIS), we also have been evaluating our internet utilization. It was determined that at several locations the City's needs exceed the current bandwidth limitations. Comcast/Xfinity is thus proposing to increase the capacity at each of those locations to help absorb/offset the cost of the new service at the West Wastewater Treatment Plant.

The City currently has 24 months remaining on the existing 60-month (5-year) agreement. The proposed new agreement with Comcast/Xfinity would be for 36 months (3 years) and supersede the remaining 2 years of the current agreement. As the City needs the new service at the West Wastewater Treatment Plant, spreading out the cost of the new connection, while increasing the speed to the City's other locations makes sense.

SpyGlass LLC., continues to work with Comcast/Xfinity to get us credit for a past billing issue. The amount of the credit, if approved, could be as much as \$36,000, and would most likely take the form of a \$1,200 per month credit over the 36 months of the new agreement.

Overall, the new agreement will give the City the internet speeds necessary for all locations, including the West Wastewater Treatment Plant location. At the end of the new 36-month agreement, the City should have other options for internet from the fiber companies whose agreements were recently approved by the City Council. If the full credit is received, the City will be paying less per year, while getting higher speed and a new service. If the credit is denied, the City will end up paying annually approximately \$4,000 more per year.

Because Public Works needs an internet service of at least 1 GB by this June/July, time is critical. As a result, both Comcast/Xfinity and Strand Engineering have asked for this to be on Monday's agenda.

SpyGlass LLC has confirmed that the price that Comcast/Xfinity is offering with the 36-month agreement is competitive for the speed and services provided. They also feel that the City will get a credit for at least the past 6 months, although they will continue to work to get us the credit for the full 36 previous months.

It should be noted that besides the City Hall/Police Station building, the majority of the other internet service locations are water and sewer sites, which are billed to those enterprise funds. As such, staff and our consultants agree that the City Hall/Police Station location should remain in the current 24-month agreement and not be superseded by the new 36-month agreement.

Recommended Council Action: Discuss and answer questions with City Council on Monday night. Staff, engineers, and consultants agree getting the internet service at the West Wastewater Treatment Plant is critical and having the correct bandwidth for the other City locations is needed. Thus, we are recommending superseding the remaining 24-months of the current agreement for all but the City Hall/Police Station location.

Attachments:

- Comcast/Xfinity 36-month Agreement