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FOR INFORMATION CALL

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August 29, 2013

City Clerk Jim Owczarski  
(414) 286-2221

## Time Warner Cable switching Milwaukee's City Channel to digital format

Time Warner Cable is changing the informative government-access programming of Milwaukee's City Channel to a digital format, meaning some viewers will no longer find it in its customary slot at channel 25, and others may need to obtain new equipment.

Starting on **September 11, 2013**, Time Warner Cable customers who don't use a cable box but do own a newer, flat-screen television or other device equipped to receive a digital signal will need to rescan for new channels in order to view the City Channel at a new location on the dial—15.25 or 15-25, depending on their television. Those with a set-top cable box or digital to analog converter will experience no change, as the City Channel will remain on basic channel 25.

However, **Milwaukee City Clerk Jim Owczarski**, under whose supervision the City Channel operates, said that viewers with older-model, analog devices who plug their cable directly into the television will not immediately be able to view the City Channel unless they take certain steps. To continue to receive it and the other basic channels that are being switched to digital, viewers will need a digital to analog converter. Time Warner Cable will provide one to customers free of charge until December 2014, as long as the request is made by November 11, 2013. After December 2014, the Time Warner digital to analog converter box will cost cable customers an additional \$0.99 a month.

Viewers should visit [www.TWC.com/digitaladapter](http://www.TWC.com/digitaladapter) or call **(855) 286-1736** to sign up to receive a digital converter box. For questions or concerns, viewers should also contact Time Warner at that number and not the City Clerk's Office or the City Channel.

The City Clerk's office will continue to stream free City Channel programming live on the internet at [city.milwaukee.gov/citychannel](http://city.milwaukee.gov/citychannel).