

MW&L SUMMER 2021 NEWSLETTER

A QUARTERLY NEWSLETTER FOR CUSTOMERS

Dear Customers,

As Vermonters continue to get vaccinated and the light begins to appear at the end of this long COVID-19 tunnel, we are preparing to reopen our office to the public. We expect to open to the public in the next few weeks and be fully open by July 1.

While we will be reopening, we want to remind people that COVID-19 may still be in the community so please adhere to the state's health guidelines. If you have not been vaccinated please wear a mask while entering our office. Please also see to your business in the office in a timely and efficient manner. Thank you for helping keep yourself, our employees, and our entire community safe and healthy.

I look forward to seeing you in person in the months ahead!

Thank You,

Penny Jones
General Manager

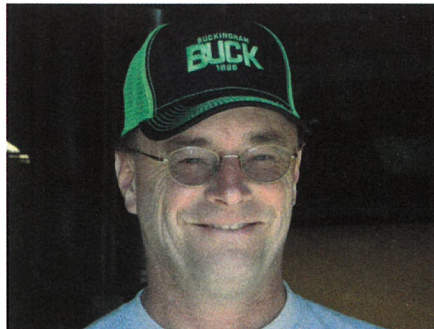


MWL IS HIRING!

M&WL is hiring for a couple of exciting and critical positions. Are you or someone you know qualified and interested in joining a rewarding, energetic, community-oriented team? If so, please check out our open positions.

We have a new position in our Electrical Group for a Superintendent of Electrical Operations. We also have openings on our line crew for a First-Class Lineman. For details of each position please visit our website: <https://www.mwlv.com/job-openings>.

First-Class Lineman Denis Chase retired on May 31 after three and a half years of service with MW&L and over 30 years of lineworker experience. Thank you, Denis, for your years of service to MW&L.



Your energy, work ethic and witty personality will be missed!

WASTEWATER SUCCESS

Over the last couple of years MW&L faced a number of challenges to our wastewater system. When we upgraded the Waste Water Treatment Facility (WWTF) in 2009, it was designed to handle a certain amount of flow and a certain amount of Biochemical Oxygen Demand (BOD). In the last couple of years the system experienced a mismatch between the flow and the BOD levels (essentially the amount of waste in the water) recorded at its WWTF. Put simply, the BOD levels were higher than what we were expecting at this point in time.

Today, we want to let folks know that our BOD numbers have stabilized and are back in line with where we would expect them to be. Many of our larger commercial customers worked with us to bring the BOD levels back in line with the age of the plant. We want to thank them for their due diligence and cooperation as we worked through this process. We will continue to routinely monitor the levels, but today want to focus on extending our thanks to those who worked with us on this challenge.

NO SIGNS ON UTILITY POLES

As the season for yard sales and other events is now upon us we want to remind all of our customers that posting signs on telephone or electric poles poses a serious safety threat to MW&L's linemen. Linemen climbing poles for repairs wear insulated rubber gloves for handling live electric wires. These gloves are easily punctured by staples and tacks left behind when people post signs on our poles, which can lead to stray voltage causing electrocution.

PLEASE protect our linemen and do NOT post any signs on utility poles.

BEWARE OF SCAMS

Unfortunately, a number of scams have been occurring in Vermont over the last several months. Please beware of scams threatening disconnections for non-payment. If you ever have concerns or questions regarding the status of your account please call our office directly at 802-888-3348 or come visit us in person.

UTILITY ASSISTANCE

There are financial assistance programs in place for customers who have been economically impacted by COVID-19.

There is a state program in place for Vermont utility customers who have fallen behind on their utility bills due to COVID-19. If you are having trouble paying your utility bill, please reach out to our office and we can help direct you to an assistance program.

Are you a renter? The Vermont Emergency Rental Assistance Program for Utility Services (VERAP-U) has recently been created to help renters dealing with financial challenges related to the COVID-19 pandemic. For eligible households the program offers rental and utility assistance to help Vermonters avoid eviction or loss of utility service. If you are a renter struggling financially due to the pandemic and are interested in help paying your utility bills, please find more information at: <https://erap.vsha.org/>.

