

WELCOMING PENNY JONES AS GENERAL MANAGER

Penny Jones has been hired to replace retiring General Manager, Craig Myotte. If you have been a longtime resident of the area you likely already know or would recognize Penny. Penny has been MW&L's financial controller and office manager since 2006. She grew up in Greensboro and has lived in Elmore for the last 30 years. During her time at MW&L Penny has built a wide range of relationships with regulators, electric utility personnel and other key business associates. This network combined with her deep knowledge of MW&L's finances and operations make her exceptionally qualified for this new role. Penny will step into her new role as General Manager on April 1, 2020.



SEWER ORDINANCE

New sewer ordinances and high strength billing rates have been approved and will go into effect on April 1, 2020. The changes in the sewer ordinances will in no way result in rising residential sewer rates.

MW&L has been faced with 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). The system has been experiencing 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.

Higher BOD levels result in increased costs for MW&L, as it takes additional resources to process and treat the higher levels. MW&L investigated the source of the increased BOD levels and determined that they are the result of a small number of high strength dischargers. MW&L worked with the high strength users to help them reduce the BOD levels they were discharging. We greatly appreciate their partnership in this effort and recognize that many have successfully reduced their levels.

MW&L management and trustees also worked to create new sewer ordinances that provide the basis for a more equitable rate structure for our customers based on their actual use and impact on the system. If a user requires, or could potentially require, significantly more resources to treat their production waste than all other rate payers, it is only fair that they are charged accordingly. The new structure will provide the basis for placing a proportionate share of the remediation costs onto the customers who use the most resources.

SUPREME COURT'S WATER QUALITY APPEAL RULING DISAPPOINTING

In late November of last year, the VT Supreme Court ruled on MW&L's appeal of overly stringent water quality conditions imposed on the operation of MW&L's three hydro plants by the VT Agency of Natural Resources. The VT Supreme Court's ruling is a chilling decision for renewable energy, electric ratepayers and the future of the Green River Reservoir. At a time when the Legislature is requiring utilities to purchase more electricity from renewable resources, the Agency of Natural Resources' (ANR) decision to essentially eliminate many local and cheap sources of renewable energy will only result in higher rates for Vermont ratepayers and increased carbon emissions.

The VT Supreme Court decision glosses over the evidence presented in trial and overturned the decision from the VT Superior Court (Environmental Division) for two of our hydro plants while supporting impracticable conditions at the Green River reservoir.

The conditions being imposed by the VT ANR will compromise the Green River Reservoir dam's ability to operate safely and our ability to generate renewable power and revenue from the facility. MW&L cannot and will not operate the Green River Dam at a

water quality appeal continued...

loss for the next 30 years. MW&L will not ask our customers to pay higher rates to operate the high hazard dam for the benefit of the state park and are reviewing all potential options before us at this time.

MUTUAL AID AGREEMENT SIGNED WITH NEPPA

MW&L has signed a Mutual Aid Agreement with New England Consumer-Owner Utilities. This agreement will allow us to call upon other New England utilities for additional line crews to help restore power in a large storm event. MW&L crews will also be available to these same New England utilities in their time of need. This agreement will help ensure that MW&L is as prepared as possible to restore power during storm events.

RENEWABLE ENERGY STANDARD COMPLIANCE

Under Vermont's Renewable Energy Standard (RES), which took effect in 2017, electric utilities are required to purchase a certain portion of their electric power supply from renewable resources in general and small, in-state renewable facilities specifically. MW&L, along with 10 other municipal utilities, is a member of Vermont Public Power Supply Authority (VPPSA), and compliance with the RES is met in aggregate with all VPPSA members. Please visit <https://vppsa.com/energy/renewable-energy-standard/> to learn about MW&L's RES compliance.

PREPARING FOR STORMS

Our crews work around the clock in difficult conditions to restore power as quickly as possible when winter storms cause outages. We hope these tips help you better manage while we're getting your lights back on.

- If someone in your household relies on electric life support equipment, we strongly recommend emergency back-up power. This might be a battery-operated system, an uninterruptable power supply, or a generator.
- Avoid candles, or anything else with an open flame.
- Stock up on canned or dried food (and a manual can opener), and store fresh water if you have an electric pump.
- Keep a corded telephone or cell phone handy—cordless phones will not work without power.
- If you lose power, be sure it's not due to a blown fuse or tripped circuit breakers in your home by checking to see if your neighbors have power. If not, call us at 802.888.3348 to report the outage.
- Make sure all electric devices your household relies on are fully charged if the forecast turns nasty. Don't wait until roads are impassable to discover that you can't find your cords—especially a car charger. That may come in handy during extended outages as you can charge your devices from your vehicle if necessary.
- Have a flashlight, a battery-operated radio, a wind-up clock and fresh batteries. Although a smartphone may have these features, it can take a lot of juice to run multiple apps...and did you remember to charge it?
- Turn off electric appliances that were on before the outage and turn on automatically.
- Unplug sensitive appliances such as TVs, computers and microwaves. Temporary power surges can damage microprocessors inside them, so we recommend using plug-in surge protectors.

