

A NOTE FROM CRAIG MYOTTE

I have informed the Village Trustees that I plan to retire and Morrisville Water & Light has hired an Executive search firm to find a new General Manager. Our goal is to have a new manager on board by the end of the calendar year.

It has been my pleasure to serve as the General Manager for the last 13 years. Morrisville is a wonderful community with the strong Vermont values that I grew up with and cherish. I have worked hard on behalf of MW&L's customers to provide excellent service at the lowest possible costs.

During my tenure I saw the new Wastewater Treatment Facility built, water meters installed for each customer, a new water tank installed, the rebuild of three hydro units, the installation of a crest gate at the Morrisville dam, conversion of distribution facilities to 12 kV, relicensing of the hydro plants, commissioning of the Trombley solar project, and sale of the Zack Woods property to the State. Our linemen work around the clock to restore power after major storms. Our water staff work around the clock unthawing frozen water lines. Our office staff meet the needs of our customers on a variety of issues. We are fortunate to have excellent, dedicated and dependable employees.

MW&L is positioned for continued success in the years to come. The future holds smart meters, more solar projects, battery storage technology and many other exciting opportunities that will make our energy portfolio greener and more affordable.

Thank you,

Craig Myotte

Craig Myotte
General Manager



GREEN RIVER RESERVOIR

We continue to struggle with the future of the Green River Reservoir Dam. Unfortunately, new Water Quality Certification Conditions mandated by the Vermont Agency of Natural Resources (ANR) are putting the dam's future at risk. ANR's new conditions would limit the amount of water that MW&L is able to draw down at critical times throughout the year, drastically limiting the amount of power and revenue MW&L could generate from the facility.

In fact, the upgrades required for the dam combined with the reduced power and revenue able to be generated would result in MW&L operating at a significant loss. As MW&L is funded by you – our customers – we cannot operate the dam at a loss.

We have recently met with the Scott Administration to explore potential opportunities to address this challenge. While this meeting did not result in any solutions we remain hopeful that the State will provide resources and assistance to save the dam and the Green River Reservoir. Interested in learning more about what you can do to help save the Green River Reservoir? Please contact Alex MacLean (alex@leoninepublicaffairs.com) or myself (customersupport@mwlvt.com) for more information.

GOING GREEN - LAWRENCE BROOK SOLAR

MW&L recently signed a Power Purchase Agreement for the power generated by a 2,200 kW solar project that will be constructed on Laporte Road in Morristown. The project is expected to produce 3,500,000 kWh per year and will cover roughly seven percent of MW&L's annual power needs. Adding solar to our energy portfolio delivers value to MW&L customers on a number of different levels. It is competitively priced, meaning no rate increases, and its time of generation during the summer months complements

lawrence brook solar continued...

our hydroelectric assets, which typically produce less power during those same months. Locally produced power also means less energy lost in transmission before it reaches the end user. All in all, this project is a win-win for MW&L customers and we are excited to be on a path to our goal of 100 percent renewable power.

The project was just issued a Certificate of Public Good (CPG) from the Vermont Public Utilities Commission (PUC) and is expected to come online in 2020.



PAYING YOUR BILL

It is our goal to make it as easy as possible for our customers to pay their bills. You can come into our office, mail a payment, utilize drop boxes in the MW&L driveway or at Union Bank on Lower Main Street in Morrisville, pay via phone, set up an automatic credit card payment, or through online account access.

To pay your bill online, go to mwlvt.com and click on the “payments” button on the upper right side of the page. From there click “online” and you will be directed to our payment processor. If you have already set up an account you may enter your account number or password. If you have not yet set up an account with the payment processor, you can set up your account from that page. You will need your account number, zip code and the meter number, which can be found on your bill.

SEWER QUESTIONS

MW&L has received several customer questions about who is responsible for cleaning sewer backup issues. MW&L is responsible for the operation and maintenance of all the sewer mains collecting wastewater in Morrisville and Morristown. Customers are responsible for the operation and maintenance of the service line that runs from their residence or business to the sewer main lines.

When MW&L receives a call from a customer regarding sewer backup, our staff is dispatched to investigate. If there are no issues in the main line it typically means the issue is in the service line. If MWL incurs cost to investigate the problem and the problem is found to be in the customer’s service line we need to bill the customer for our costs. We recommend that customers call a plumber or sewer pumping company if they have a sewer backup. If the issue turns out to be a problem in the main line, MW&L will pay for the work. The customer will pay for the work if it is a service line issue. This will improve the efficiency of the process and potentially avoid costs to the customer.

INCREASING RELIABILITY

In order to increase the reliability of our system and make faster repairs during outages, MW&L has filed for and received a permit to upgrade one of our main substations at Morristown Corners (Sub. #3). The new work will primarily consist of the installation of a 7,500 kVa transformer and other ancillary equipment.

MW&L will also tie Sub. #3 with Sub. #5 off Trombley Hill Road, which will allow for maintenance of each substation to be performed at either location. This means faster repairs without the interruption of service to our customers, especially during severe weather events in the winter months.