

Dear Customers,

Safety of our customers and employees is our top priority. We are 100% committed to keeping our customers and employees safe while keeping the lights on and the water running during these unprecedented times.

MW&L has developed and implemented a pandemic response plan designed to help keep our customers and employees safe. Measures in the plan include:

- **Reducing exposure.** The greatest exposure to COVID-19 for the office staff is customer contact. Until further notice, we have eliminated this exposure by closing the office to the public.
- **Following safety precautions.** We've asked employees to follow recommended safety precautions including wearing cloth masks, washing hands frequently, wiping surfaces and maintaining "physical distancing."
- **Sick? Stay Home.** Employees are asked to take their temperature each day before reporting to work and to stay home if they have a fever. If employees feel sick, they are being asked to stay home to take care of themselves and protect others.



While most of our normal operations are being updated to help protect our customers and employees, we remain committed to providing reliable service. Our crews are available for service, our line workers are prepared if there are outages and our office staff are available to answer any questions you may have at customersupport@mwlvt.com or 802-888-3348.

To respect and protect each other, we ask that you please follow the physical distancing guidelines set in place in Vermont in response to the COVID-19 Pandemic. If you see our line workers, meter readers and other MW&L employees working in the general public, please do not approach them and always provide 6ft of distance. Thank you for your consideration and understanding.

For more information about how to keep yourself and your family safe from COVID-19 please visit the Vermont Department of Health (healthvermont.gov/response/coronavirus-covid-19) or the CDC (cdc.gov) websites.

We understand these are unsettling times. I never dreamed that in my first months as General Manager I would be charged with managing MW&L's response to a pandemic. But every single day I have been reminded of our customers' and employees' strength, kindness, understanding and flexibility. We are all in this together and we all want the same for each other – good health, happiness and wellbeing. Let's continue to support one another and keep each other safe and healthy.

Thank You,

Penny Jones
General Manager

GREEN RIVER RESERVOIR UPDATE

MW&L requested the Federal Energy Regulatory Commission (FERC) declare Vermont's Agency of Natural Resources' opportunity to incorporate the water quality certification into the FERC license be waived. Section 401 of the Clean Water Act provides that its certification requirement "shall be waived" if a state certifying agency "fails or refuses to act on a request for certification, within a reasonable period of time (which shall not exceed one year) after receipt of such request." VTANR took almost two years to act on the Village's request for a certification, thereby waiving their certification authority.

If our waiver petition is successful, MW&L hopes we would be able to continue to operate the Green River Reservoir dam as we have for years. Doing so would allow our customers to benefit from the dam's renewable energy, maintain our profitability and keep the beautiful Green River Reservoir in place for the benefit of wildlife and public recreation .

We will continue to keep you updated as we await FERC's response to our waiver petition.

DISCONNECTION MORATORIUM

Understanding that COVID-19 may have a financial impact on you and your family, we will not be disconnecting service at this time. However, payment for services is still required. We ask that you please submit your past due balance as soon as possible. If you are unable to make payment at this time, please contact us by calling (802) 888-3348 or emailing customersupport@mwlvt.com to make a payment arrangement. Our office is currently closed to the public, but we are working during regular office hours, Monday – Friday 7:30 am-4:00 pm. If you are experiencing a financial hardship it may be possible to obtain financial assistance with paying your bill by calling Capstone at (802) 888-7993.

To make payments:

- Use our online payment services at <https://myaccount.mwlvt.com/eCARE/login.asp>.
- Call our office at (802) 888-3348 to make payment over the phone.
- Drop your payment into our secure drop box located in our driveway.
- Send a payment by USPS.

NEW CONTROLLER

MW&L is pleased to welcome Sheilah Evans as our new Controller, with responsibility for Finance, Human Resources, and Business Office management. Prior to joining MW&L in February 2020, she worked as the Controller/Senior Director of Financial Operations for the Vermont State Colleges System for approximately 15 years. She has also held finance positions in the manufacturing sector, as well as in public accounting. Sheilah is an adjunct business professor at Northern Vermont University, where she teaches auditing, forensic/fraud examination, and advanced accounting courses. She is a native Vermonter from the NEK with a BS in Economics/Accounting from the Wharton School of the University of Pennsylvania and an MBA from Plymouth University. When she's not at our office in Morrisville Sheilah is in Danville enjoying time spent with her small farm animals, gardens and family.

Sheilah can be reached at: sevans@mwlvt.com or 888-3348.

NO POSTING ON TELEPHONE OR ELECTRIC POLES

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 our poles.

2020 ANNUAL MEETING ON MONDAY, APRIL 13 POSTPONED

The Trustees of the Village of Morrisville have postponed the 2020 Annual Morrisville Village meeting warned for Monday, April 13, 2020. The Annual meeting will be rescheduled and held as soon as possible when deemed safe by the Village Trustees. The rights of any petitioners shall be preserved until such time as the election is held. For questions please contact Penny Jones, Village Manager at pjones@mwlvt.com, 888-3348 or Sara Haskins, Village Clerk at shaskins@morristownvt.org, 888-3670 .

MW&L IS NOW ON FACEBOOK

Please stay up to date with news, outage updates and announcements, and stay connected with MW&L by liking our Facebook page. You can find us on Facebook at Morrisville Water and Light Department. Please like our page!