

MWL CUSTOMER NEWSLETTER

Dear Customers,

Fall finally arrived and winter is now clipping at our heels. The stark change in seasons is causing me to reflect on the past year and think intentionally about the future. My reflections have been marked primarily by gratitude for having joined such a hard-working, dedicated team at MWL. The dedication, commitment and passion by all who work here to provide the local community with reliable, affordable and clean energy is inspiring.



Looking to the future, several items are emerging as key issues in 2023. From the goal of conserving the Green River Reservoir while also keeping MWL operating in the black, to electricity prices, to regional reliability challenges - these are trying and exciting times to be in the energy industry. We hope you find the information in the newsletter to be helpful and informative.

Best,

Scott Johnstone

GREEN RIVER RESERVOIR

Our hydro dams are truly the crown jewel of our electric system. In addition to providing local renewable energy, they offer us reliable, baseload power. We are in our 13th year of trying to renew the licenses for our three dams. Importantly, let's restate what we offered in the last newsletter so the word gets out. MWL is committed to the preservation of the Green River Reservoir. We are also hopeful, that due to its ability to generate clean, renewable power, that it may even be able to continue to generate electricity. We are working hard to find a way to reach an agreement where both of these goals can be met.

ELECTRIC RATES

We are committed to providing reliable, affordable energy to our customers. We are proud that our MWL customers have not seen a rate increase in 12 years. Unfortunately, this cannot continue forever. Due to significant increases in pricing pressure on everything from buying power to transformers, our 12-year run of not having an increase in electric rates is ending.

On the one hand, any time one can have stable prices for a dozen years, it's both impressive and a reasonable increase is to be expected. On the other, we know that this news comes exactly when all your other bills are rising. The precise increase is still being determined through a regulatory process, but we're expecting something significant. While of little comfort, almost every utility in Vermont is seeking increases and many are higher than what we've requested. This is not offered as justification but rather, so you are aware of what is happening to costs and pricing in the electric industry.

REGIONAL RELIABILITY CONCERNS

You may have already heard rumors of the potential for rolling blackouts in Vermont and New England. While these blackouts are not a certainty, if Boston and Hartford experience very cold temperatures in January or February, there is a possibility that our region will not have sufficient energy and rolling blackouts will occur.

If black outs are called, then each utility is expected to take turns in a three to four hour blackout across New England. Thankfully, we believe we can potentially avoid blackouts at MWL by operating our hydro-electric dams in a manner that meets all requirements. We plan to share more details with you in the coming weeks so look for more information coming.

MWL INTO THE FUTURE

The potential rolling blackouts predicted for the upcoming winter are a stark reminder of how important it is to plan properly for the future. At MWL, our future focus ought to be one of abundance of clean energy and lower energy bills that will grow our economy, improve the reliability of our energy services, and result in improved comfort as well as better environmental and health outcomes. Sound too good to be true? You may be surprised to hear that a future with clean, abundant energy and lower bills is possible, even with today's technology. But it does require a system change that the country, our state and MWL are just beginning to embark on.

MWL is required to develop a plan for what our energy future looks like and how it complies with state policy every three years. Called an Integrated Resource Plan (IRP) this plan looks out over the coming decades to make sure our future vision is aligned with state policy and then gets specific about what we'll be doing in the coming three years to bring this vision to life. MWL's next IRP is just getting under development and is due to state regulators in February 2023.

EMPLOYEE SPOTLIGHT

Join us in extending a warm welcome to two new members of the extended MWL team.

On September 1, MWL operations employee Mike Buchannan and his partner Jenny Tilton welcomed their 3rd child, a boy, Carter Michael. Carter was welcomed by his big sister Devani, older brother Jaxon and faithful dog Diesel. Carter is born into a family with deep MWL roots. Carter's father, Mike, is the son of Tammy Gamble, AR/Billing Clerk and Carter's mother Jenny is the daughter of retired employee John Tilton.



On October 30, MWL apprentice lineman Michael LeRiche and wife Jessica LeRiche welcomed their first child, a girl, Natalie Elizabeth. Natalie will provide companionship to dog Bond and cat Hazel. Natalie's uncle Kyle Johnson also works at MWL as an apprentice lineman.

Congratulations to the new parents and a warm welcome to the world to Carter Michael and Natalie Elizabeth!

VERAP CHANGES

Per state decision making, MWL customers receiving VERAP assistance are now responsible for paying 30% of monthly utility bills. The following changes were made by the state to the VERAP program:

- Utility applications for VERAP will be accepted through December 31, 2022.
- Starting October 1, 2022, and thereafter, utility assistance will be reduced to 70% of the invoiced amount. The applicant is responsible for the remaining 30% of the invoice.
- All state subsidy of utility payments will end December 31, 2022.

Please contact our office with questions or assistance in determining your balance due.