

Dear Customers,

I am thrilled to have recently joined the team at MW&L. I have spent the last several weeks getting to know the extraordinary team here at MW&L and gaining a deeper understanding of the various departments.

Throughout my career I have led and managed teams to find and deploy solutions to complex challenges. This is a dynamic time in the electric utility space, and as our energy landscape changes, I look forward to working to enhance environmental quality, the use of renewable resources, and the sustainability of MW&L while retaining our commitment to reliable, affordable service.



Thank You,

Scott Johnstone  
General Manager



## GREEN RIVER HYDRO UPDATE

MW&L has been working hard over the last several years to find a sustainable solution to the challenging situation at the Green River Reservoir. New environmental conditions placed on our hydroelectric generators would make it economically unfeasible for us to continue to create renewable energy from the Green River Reservoir.

Importantly, MW&L and all concerned parties greatly value the Green River Reservoir, the experience it provides visitors, the wildlife it sustains and the wonderful state park it houses. All agree that the reservoir should remain.

MW&L simply believes it is unfair to expect our ratepayers to solely cover the costs of maintaining a reservoir and state park if we cannot economically generate power from the resource. We are actively working with the State and other parties to find the best way to equitably preserve this unique and special place for people to enjoy for generations to come. As a first step, the state will soon hire a consultant to perform a dam safety assessment analysis to inform future steps.

## PEAK ALERTS

Very hot summer days lead to electricity use spiking throughout Vermont and New England. When electric use surges, energy prices can shoot up. Cutting back on electricity use during these peak times can help keep electric bills affordable for our community. Turning your AC unit up a couple of degrees, delaying use of your dishwasher and/or clothes dryer and not using hot water if you have an electric hot water heater are all ways to cut back on your own usage during these peaking periods.

The combination of your efforts at home to reduce electricity use and our local, renewable hydro generation help avoid major fees when electricity use spikes. Thank you for doing what you can to keep electricity affordable for our community.

## 2021 CONSUMER CONFIDENCE WATER QUALITY REPORT

MW&L has produced a water quality report for our customers. This report is a snapshot of the quality of the water that we provided in 2021. Included are the details about where your water comes from, what it contains, and how it compares to Environmental Protection Agency (EPA) and state standards. We are committed to providing you with information because informed customers are our best allies. This report is designed to inform you about the quality water and services we deliver to you every day.

The good news? Your drinking water in 2021 was below EPA limits on each criteria. But don't take our word for it – find the full report on our website at: <https://www.mwlv.com/services>.

## LINeworker RODEO

MW&L's amazing apprentices Patrick Sikora, Michael LeRiche and Kyle Johnson represented us at the Northeast Public Power Authority's Apprentice Lineworker Rodeo. Patrick took first place overall! The Apprentice Rodeo is designed to showcase the apprentices' developing technical and climbing skills, as well as focus on professionalism, safety, and proper technique. Our three apprentices made everyone at MW&L proud with their epic performances!



## UTILITY BILL ASSISTANCE PROGRAMS

Has the pandemic got you behind on your utility and rent bills? Help is available!

### For Renters:

Apply to the Vermont Emergency Rental Assistance Program (VERAP) at [erap.vsha.org/utilities/](http://erap.vsha.org/utilities/) or call 833-488-3727. VERAP was created to help renters dealing with financial challenges related to COVID-19. Eligible households can get rental and utility assistance for up to 18 months! VERAP covers past due and current utility balances. Once approved, MW&L uploads your bill directly to the VERAP website each month. Please note, MW&L has two profiles with VERAP. For your electric account link to "Village of Morrisville Electric Department" and/or for your water/sewer account link to "Morrisville Water Department."

### For Homeowners:

Apply to Vermont's Homeowner Assistance Program (VHAP) at [vermonthap.vhfa.org](http://vermonthap.vhfa.org) or call 833-221-4208. VHAP provides help for homeowners who have experienced financial hardship due to COVID-19. Eligible Vermont homeowners will be awarded VHAP funds for the purpose of preventing home foreclosure and homeowner displacement. This can include assistance with overdue mortgage payments, homeowners association fees, property taxes, and/or utilities. Once approved, VHAP offers a one-time payment toward your utility balances.

## NO UTILITY SIGNS ON POLLS

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.