

Minutes of WG&E Meeting on Installations with the Heath MLB

January 25, 2022 at 1:30

virtual meeting

Present: WG&E: Brian Sullivan, Betsy Loiko, and Chris LaVertu

MLB: Art Schwenger, Anne Emmet, David Gordon, Bill Fontes, and Ned Wolf  
with Jan Carr visiting, and MLP Manager, Sheila Litchfield

Chris, in response to a question about the Sertex cable at the Colrain-Heath townline, said that Sertex has to be re-engaged to do splicing and testing. David said that the splicing and testing has been done. It's lifting the cable off the ground and attaching it that still needs to be done. Chris will look into it.

Members expressed concern that those customers who have opted out of receiving emails from WG&E will not have been notified about the maintenance outage planned for this week. Chris said that there is no way to have the notification of such an outage supercede other emails. Chris said he would check to see if there's still a way to contact customers who have 'opted out'.

Betsy said that an email of delinquency in bill paying is separate from other emails; it still goes to a person who has 'opted out'. She said that they send 2 email notifications of failure to pay a bill. They also make a phone call. Of the 6 people in Heath "scheduled for termination" there are 3 who never made a payment. Termination is not imminent for those people. Calls either have been or will be made. There is currently no one in Heath whose internet service has been terminated. Betsy said they work to keep termination from happening. Sheila said that we are reassured that efforts are being made to learn what is happening in each case.

Art asked about an apparent list of installs he had received that goes only through 12/20/2021. Betsy said that the list Art has is for undergrounds. She said that she can send him the list of installs. Art asked that she please do so.

Bill said that the door hangers he received have been useless. There's no room on them for information that applies to Heath. Chris said he would send someone to Bill's house to pick them up.

Sheila said that she has not yet received a number for the annual subscription cost for the Municipal Network. We need that number for the town budget.

Sheila said that information from Arlene has been helpful in getting the exact amount of the customer contribution to drops that Bill Ennen needs. She has received an email from Chris for the cost of the installation at 612 Route 8A. Chris includes a question that the MLB will have to discuss.

Respectfully submitted,

Ned Wolf