

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

June 21, 2022 at 1:30

virtual meeting

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

MLB: Art Schwenger(Chair), Anne Emmet, David Gordon, Bill Fontes, and Ned Wolf  
with MLP Manager Sheila Litchfield

Chris addressed the questions that Sheila had sent him before the meeting.

He said that WG&E's work at Bellor Road was delayed. He is hoping it will be done June 21<sup>st</sup>. That would mean that the scheduling of installations could begin on June 22<sup>nd</sup>. Chris told Betsy that she can go ahead and schedule installations that include 2 on Bellor Road and 2 on Sadoga Road. He will let her know the exact addresses. Betsy asked when can Whip City say they can begin installs? Chris said the week of June 27<sup>th</sup> or later.

Chris said that they will have an additional technician starting July 5<sup>th</sup>. He recalled their staffing up last year and then having to fire 4 of them. Sheila recalled our having signed an amendment with the state that acknowledged the shifting of staffing for broadband builds in a large geographic region. She said that we have a lot of seasonal customers that should be installed before the end of July to keep their interest in subscribing. Sheila asked whether customers have said that they cannot be present for installations during the week. Betsy replied that there have been some. Chris said that contacting customers will help.

Chris said that during the days June 29 – June 31 and July 6 – July 8 there will be a total of 25 slots available for scheduling installations. Members thanked him. Bill said that he just sent out word to Mohawk Estates that there are open slots.

Sheila asked about the 2 active WiFis at 18 Jacobs Road. Chris said he would have someone cut them off remotely.

Terminations List

Betsy said that 3 of the customers on the original list of 16 are still off. 4 are reconnected. If within the next day or 2 they hear nothing, they will try again to make contact.

Sheila asked whether Betsy can tell us the number of customers we have lost due to termination. Betsy said she would take a closer look. She said that it appears we have lost a couple from moving. She said that if a customer speaks of hardship in paying, they try to communicate Affordable Connectivity Program (ACP) information.

Sheila told Brian that she has sent both him and Arlene Paton a billing question.

The meeting adjourned at 1:53.

Respectfully submitted, Ned Wolf

