

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

June 28, 2022 at 1:30

virtual meeting

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

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

Brian said that although Chris would not be present, he was interested in hearing our questions.

Sheila recalled our talking in the June 21<sup>st</sup> 1:30 meeting about how Heath could help in getting more customers in Mohawk Estates to have installations and become active subscribers. She said that since then we have learned that a number of people in Mohawk Estates have called customer service and been told that their installation is on hold due to network construction issues. Jenny Hamilton has forwarded to Bill Fontes nasty postings on Facebook by customers who refer to what they are being told by customer service.

Betsy said that they need Chris' blessing for network construction issues. She acknowledged the frustration that has resulted from the holds being on for so long. Customer service is frustrated and feels like the monkey in the middle.

Brian said he suspects there is a reason, but as of June 28<sup>th</sup> he doesn't know what that reason is. He said he would sit down with Chris on June 29<sup>th</sup> and go over the list with him. There are 52 yet to be installed.

Sheila requested that we be informed if there is news.

The meeting adjourned at 1:45.

Respectfully submitted,

Ned Wolf