

Minutes of the WG&E Meeting on Installations with the Heath MLB  
August 9, 2022 at 1:30  
virtual meeting

Present: WG&E: Chris LaVertu, Betsy Loiko  
MLB: Art Schwenger, David Gordon, Bill Fontes, and Ned Wolf with  
MLP Manager Seila Litchfield

Chris and Betsy responded to questions that Sheila had emailed to them before the meeting. He said that Whip City Fiber determined by testing remotely a premature signal failure related to ONT A at Heath's hub. He said that they cannot test remotely for speed. He has ordered a new ONT and is hoping to have it by the week of August 15<sup>th</sup>.

Betsy said that they do not send notices of customers who have seasonal disconnects or who have been discontinued. If a customer in Mohawk Estates leaves in October, that customer can be tagged in the CRM as 'seasonally disconnected.' She said that starting in November they can send a monthly report of seasonal disconnects.

Sheila noted that the present schedule of 1:30 installs meetings runs only through the end of August. Members spoke of the value of the weekly meetings.

The meeting adjourned at 1:43.

Respectfully submitted,

Ned Wolf