

Minutes of the Heath MLP Advisory Committee Teleconference Call

April 21, 2020

Present: Art Schwenger, Sheila Litchfield, Jan Carr, Margo Newton, and Ned Wolf

Art called the meeting to order at 9:34 am. Members read Ned's minutes of April 14. Sheila made a motion seconded by Jan to accept the minutes with emendations. Members read the minutes of the April 10 conference call with WG&E. Sheila asked whether TEAM boxes might ever be effective for Heath. Jan said that Rich was going to look into how electronic components would fare in an unoccupied trailer or house over the winter and into equipment Nokia might have for those situations. Jan made a motion seconded by Sheila to accept the minutes. The motion passed unanimously. Finally, members read Jan's notes of a WG&E conference call on April 15. There was much talk of an internet outage that recently occurred and emergency restoration. WG&E has hired Cytrx as the company from which it will purchase an emergency crew for \$10,920.

Members turned to the draft of an MLP manager job description. The estimated time is 0 -15 hrs. per week. Members agreed that requirements include good communication skills, a minimum of high school equivalency with an associate's degree preferred, and some knowledge of how a broadband network works. More requirements include attending evening meetings of Wired West , MLP Board, Town and Select Board, and having experience managing a budget . Desired requirements include knowledge and understanding of contracts, insurance, and business organization. Additional job attributes include: ability to work within framework of WiredWest on behalf of Heath rate payers, ability to make independent judgement within the WiredWest framework and policies established by the MLB; ability to ensure Heath network bills are paid on a timely basis; ability to work with customers to reach a resolution to problems; respect for confidentiality matters with regard to customer accounts and competitive business decisions. In terms of physical demands it may be necessary to drive out and see what a crew is doing. The work environment will involve the outdoors and private properties.

Sheila said that she would apply the job description to the town's classification system. The job description when completed needs the approval of the MLB. Art will check on whether any state regulations apply. Compensation to be on art 3 for at least first year.

The MLPAC update was sent to the Select Board.

Joe Parda sent a reply to Art's email. He estimates that construction will have started by the end of June. He mentions a kickoff meeting 60 days before the beginning of construction. That would place it in April. Art said that would also be the time for the marketing meeting. He will send Joe an email with a draft of our meeting schedule which he can fine tune for our April 24 conference call. Also, we can ask Joe how one holds marketing and kickoff meetings during Covid-19.

The discussion turned to the broadband information letter. Jan said that with DSL reception so weak people may be more receptive to broadband news. There was a consensus to send the letter now with a little solicitation of information. Margo said she would get a list from Alice to help with the mailing. Art said he would have a conversation with Wired West as to the most efficient way to gather an email communications list. Jan is trying to get labels to mail the information letter and get contact information. Someone who receives the letter should know where to send an email address. People will want to know what's the cost and when can I sign up. We will try to provide an approximate date of a Triwire, WG&E, MLPAC kickoff.

The committee reviewed a combined finance sheet prepared by Jan. It includes Ned's estimate of available funds and Jan's calculations checked by Ned of the costs of various drop policies. Sheila said that on Tuesday of next week we'll know better our marketing schedule. We can use this combined finance sheet in talking with Bill Ennen. Some of the options that Jan considers for a drop policy involve a percentage rather than a fixed amount. Art will run a percentage by Kent of Washington and Jeremy of Beckett. The committee agreed that the percent helps to sell it to people with high costs and sounds more fair.

Ned and Art will talk about insurance before Ned phones Jim Drawe to ask questions about insuring Heath's broadband.

Jan wondered whether she could send the Excel spreadsheet that she and Art used to a drop box at WG&E.

Ned made a motion seconded by Jan to adjourn at 12:01 pm.

Respectfully submitted,