

March 20, 2018

To Governor Phil Scott, the Windham County Legislative Delegation, and the Vermont Department of Public Service,

On behalf of Grace Cottage Family Health & Hospital's inpatients and outpatients and their families, employees, vendors, and visitors, I would like to express our grave concern about the loss of CoverageCo cell service.

Prior to Vanu CoverageCo's installation of a micro-cell at Grace Cottage and on various poles along Route 30 in our area of Windham County, the lack of cell service in Townshend and in much of the West River Valley was, at best, inconvenient and, at worst, dangerous. Although CoverageCo wasn't perfect (because not all carriers participated) it did give many of Grace Cottage Family Health & Hospital's patients, visitors, and employees cell service that would not have been possible otherwise.

To return to being the only hospital (as far as we know) in Vermont without cell reception is taking a giant step backwards. Of course, our additional and very deep concern is residents and visitors in this area not being able to successfully call 911 in order to summon essential police, ambulance, and fire department assistance in an emergency.

Please let me know if you have any questions. Andrea Seaton, our Director of Community Relations, will be happy to testify before the House Committee on Energy and Technology via phone at any time this week or next.

Sincerely,

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Douglas DiVello, CEO

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