

THOMAS J. DONOVAN, JR.
ATTORNEY GENERAL

JOSHUA R. DIAMOND
DEPUTY ATTORNEY GENERAL

SARAH E.B. LONDON
CHIEF ASST. ATTORNEY
GENERAL



TEL: (802) 828-3171

<http://www.ago.vermont.gov>

STATE OF VERMONT
OFFICE OF THE ATTORNEY GENERAL
109 STATE STREET
MONTPELIER, VT
05609-1001

February 14, 2020

Matthew D. Hardin
Executive Director
Energy Policy Advocates

By e-mail to: MatthewDHardin@protonmail.com

Re: Vermont Public Records Act Request

Dear Mr. Hardin:

I write in response to your Vermont Access to Public Records Act request dated January 24, 2020 and received by this office that same day. In that request you seek:

"...all electronic correspondence, and any accompanying information ... including also any attachments, a) sent to or from or copying (whether as cc: or bcc:) i. Nick Persampieri and/or ii) Robert McDougall, that b) includes, anywhere, whether in the sent, to, from, cc, bcc, or Subject fields, or otherwise, including also in any attachments, body of an email or anywhere in an email "thread", i) @googlegroups, ii) docs.google.com, iii) drive.google.com, iv) dropbox.com, v) box.com, vi) SharePoint, and/or vii) sharefile.com and is c) dated from July 22, 2019 through the date you process this request, inclusive."

By letter dated January 29, 2020, this office invoked its right to additional time to respond.

In response to your request, attached please find responsive documents.

Additionally, please be advised that 19 records which may also be responsive to your request have been withheld as exempt from disclosure. These potentially

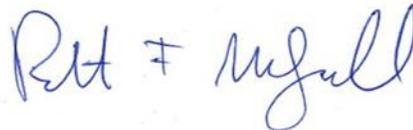
responsive records are exempt from disclosure pursuant to 1 V.S.A. § 371(c)(5) (attorney-client communications, attorney work product) and/or 1 V.S.A. § 317(c)(14) (relevant to litigation). These records include attorney work product and attorney-client communications (these include communications between this office and its state agency clients as well as communications between this office and its outside counsel(s) in *State of Vermont v. 3M et al*, Docket No. 547-6-19 Cncv (filed 6/26/19); *State of Vermont v. 3M et al*, Civil Action No. 2:19-cv00134 (filed 6/26/19); *In re Springfield Hospital, Inc.*, United States Bankruptcy Court for the District of Vermont, No. 19-10283; and *In re Springfield Medical Care Systems, Inc.*, United States Bankruptcy Court for the District of Vermont, No. 19-10285).

For time and costs associated with filling this request, please send payment of \$61.15 to us at the address below. Checks should be made out to "State of Vermont." Payment may be sent to:

Robert F. McDougall, Assistant Attorney General
Office of the Attorney General
109 State Street
Montpelier, VT 05602

If you feel any information or records have been withheld in error, you may appeal to Deputy Attorney General Joshua Diamond via the above address.

Sincerely,



Robert F. McDougall
Assistant Attorney General

Encl.

McDougall, Robert

From: Hodgdon, Marcey
Sent: Wednesday, August 7, 2019 11:45 AM
To: AGO - Chiefs
Cc: Bailey, Jay
Subject: RE: Conference Calling Users

Hello,

Thanks for everyone's prompt responses!! Below is the list of folks who have been set up with Skype for Business conference calling. Everyone on this list should have gotten an email from ADS with helpful links and an email from Microsoft with their conference # and PIN. We will be closing our OpenVoice account effective August 31, 2019. Please have your folks transition over to Skype as soon as they can because we are charged a per minute per user cost under OpenVoice.

Here is the Skype for Business ADS link in case any of you want to see its capabilities: [ADS Skype for Business](#)

Administration	Marcey Hodgdon
Front Office	Will Sudbay
GCAL	Sarah Cloutier
Civil	Ruth Hooker
Civil	Peggy Lord
Criminal	Domenica Padula
Criminal	Karen Farnsworth
MFRAU	Bonnie Boyce
Public Protection	Jenn Francis
Appellate	Jessica Mishaan
Environmental	Kim Ingraham
Environmental	Megan Hereth
AHS	All set

Thank you,
~Marcey

From: Hodgdon, Marcey <Marcey.Hodgdon@vermont.gov>
Sent: Wednesday, July 31, 2019 3:32 PM
To: AGO - Chiefs <AGO.Chiefs@vermont.gov>
Cc: Bailey, Jay <Jay.Bailey@vermont.gov>; Hodgdon, Marcey <Marcey.Hodgdon@vermont.gov>
Subject: Conference Calling Users

Hello,

As I have shared at Chiefs meeting, we are looking to switch out of Open Voice conference calling. Jay is researching other options, but for now we know the cost of Skype Conference Calling is \$48 per user per year (regardless of how many times used or for how long). Please tell me who in your respective Divisions you would like to have an account.

Having an account means the person will get a phone # and a code to use when initiating a conference call. They can share this # and code for others within their division to use but there can only be one instance used at a time. Meaning, if I give Diane my # and code, she cannot initiate a conference call at the same time as I have a conference call going. Once someone is set up they will receive directions specific to them from Skype.

If I could get everyone's response back by August 15th, that would be great. My goal is to have folks transitioned off Open Voice and to close out that account by the end of August/September.

Thanks much and please let me know if you have any questions.
Marcey

Marcey Hodgdon

Fiscal Director | Attorney General's Office
109 State Street, Montpelier, VT 05609
Office (802) 828-8198 | Cell (802) 595-9893
www.ago.vermont.gov

McDougall, Robert

From: McDougall, Robert
Sent: Wednesday, August 7, 2019 11:58 AM
To: AGO - Environmental
Subject: Conference Calls - good bye OpenVoice, hello Skype for Business

Hi Team: Effective 8/31/19, our office will be cancelling its use of the OpenVoice conference call system we've had for a while.

We will be transitioning to [Skype for Business](#). Click on the hyperlink to see its capabilities.

I have asked for and received two Skype for Business accounts for the Environmental Protection Division. **Kim** and **Megan** will be set up with accounts and we will be able to use their conference #s and PINs when we need to use it. (Megan and Kim: You should have received an e-mail from ADS with helpful links and an e-mail from Microsoft with your conference # and PIN). Please start using Skype sooner than 8/31 if you can, as our office gets charged a per minute user cost under OpenVoice.

Also, a reminder that our phones are set up to do conference calling. If you have just a three-way call, you should be able to use your phone. Skype will be best used with multiple parties calling in. If you have questions about either Skype or the existing conference calling capabilities of your phone (or how to do a conference call), please check in with Jay or Hart.

Thanks,

Rob

Robert F. McDougall
Assistant Attorney General
Chief, Environmental Protection Division
Office of the Attorney General
109 State Street
Montpelier, VT 05609
(802) 828-3186
robert.mcdougall@vermont.gov

 Please consider the environment before printing this e-mail

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McDougall, Robert

From: Schwartz, Thea
Sent: Wednesday, August 7, 2019 1:24 PM
To: McDougall, Robert; AGO - Environmental
Subject: RE: Conference Calls - good bye OpenVoice, hello Skype for Business

Hello,

Just a FYI if anyone has concerns --

I attend Agency meetings with skype for business and has been great so far --

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109 State Street
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robert.mcdougall@vermont.gov

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McDougall, Robert

From: Curtis, Christopher
Sent: Wednesday, August 7, 2019 3:34 PM
To: AGO - Consumer
Cc: Bailey, Jay
Subject: FW: Conference Calling Users

FYI... changes to the conference call procedure. Please use the information below and work through Jenn if you need to use the conference line. Thanks.

CC

Christopher J. Curtis
Chief, Public Protection Division
Office of the Attorney General
State of Vermont
109 State Street
Montpelier, VT 05609
802-828-5586

PRIVILEGED & CONFIDENTIAL COMMUNICATION: This communication may contain information that is privileged, confidential, and exempt from disclosure under applicable law. DO NOT read, copy or disseminate this communication unless you are the intended addressee. If you are not the intended recipient (or have received this E-mail in error) please notify the sender immediately and destroy this E-mail. Please consider the environment before printing this e-mail.

From: Hodgdon, Marcey <Marcey.Hodgdon@vermont.gov>
Sent: Wednesday, August 7, 2019 12:10 PM
To: Curtis, Christopher <Christopher.Curtis@vermont.gov>
Subject: RE: Conference Calling Users

Correct! All she needs to do is give folks the call in #, her Conference ID # and her PIN if they are going to set up the call. Otherwise, just the call in # and the conference ID goes to folks calling into the conference call.

~Marcey

From: Curtis, Christopher <Christopher.Curtis@vermont.gov>
Sent: Wednesday, August 7, 2019 12:04 PM
To: Hodgdon, Marcey <Marcey.Hodgdon@vermont.gov>
Subject: RE: Conference Calling Users

Hi Marcey,

Anyone can use the number and PIN, though, right? I mean, we're not confined to just Jenn's phone (we often use the 2nd floor conference room phone). Please confirm.

Thanks!

CC

Christopher J. Curtis
Chief, Public Protection Division
Office of the Attorney General
State of Vermont
109 State Street
Montpelier, VT 05609
802-828-5586

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AHS	All set

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Thanks much and please let me know if you have any questions.

Marcey

Marcey Hodgdon

Fiscal Director | Attorney General's Office

109 State Street, Montpelier, VT 05609

Office (802) 828-8198 | Cell (802) 595-9893

www.ago.vermont.gov

Persampieri, Nick

From: ADS.ServiceDeskInformation@vermont.gov
Sent: Friday, August 9, 2019 7:02 AM
To: Persampieri, Nick
Subject: Password Expiration Notice from ADS



Agency of Digital Services

Nick

Your VSMS domain password for user account nick.persampieri will be expiring in 10 days. Please change your password before 8/19/2019 8:33:48 AM. Instructions for changing your password can be found on the Agency website here:

<https://vermontgov.sharepoint.com/sites/ADS-IT/HowTo/Forms/AllItems.aspx?web=1&useFiltersInViewXml=1&FilterField1=Category&FilterValue1=General&FilterType1=Choice&FilterOp1=In&id=%2Fsites%2FADS%2DIT%2FHowTo%2FPassword%20Reset%2Epdf&parent=%2Fsites%2FADS%2DIT%2FHowTo> .

If you have any questions regarding this notification, please contact your department's IT support first, and if they are not available, feel free to contact the ADS Servicedesk at 802-828-6620, option 1, or toll free 1-855-828-6620, option 1.

Agency of Digital Services,

133 State Street | Montpelier, VT 05633

802.828.6620 option 1 or Toll Free 855-828-6620 option 1

Persampieri, Nick

From: Persampieri, Nick
Sent: Wednesday, August 14, 2019 10:05 AM
To: AGO - Helpdesk
Subject: FW: Password Expiration Notice from ADS

Not sure how we are supposed to change password. When I try to log on to Land Desk the log on fails.

From: ADS.ServiceDeskInformation@vermont.gov <ADS.ServiceDeskInformation@vermont.gov>
Sent: Wednesday, August 14, 2019 7:02 AM
To: Persampieri, Nick <nick.persampieri@vermont.gov>
Subject: Password Expiration Notice from ADS



Agency of Digital Services

Nick

Your VSMS domain password for user account nick.persampieri will be expiring in 5 days. Please change your password before 8/19/2019 8:33:48 AM. Instructions for changing your password can be found on the Agency website here:

<https://vermontgov.sharepoint.com/sites/ADS-IT/HowTo/Forms/AllItems.aspx?web=1&useFiltersInViewXml=1&FilterField1=Category&FilterValue1=General&FilterType1=Choice&FilterOp1=In&id=%2Fsites%2FADS%2DIT%2FHowTo%2FPassword%20Reset%2Epdf&parent=%2Fsites%2FADS%2DIT%2FHowTo>

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Agency of Digital Services,

133 State Street | Montpelier, VT 05633

802.828.6620 option 1 or Toll Free 855-828-6620 option 1

This message was automatically generated by Practical Password Reminder.

Persampieri, Nick

From: ADS.ServiceDeskInformation@vermont.gov
Sent: Wednesday, August 14, 2019 7:02 AM
To: Persampieri, Nick
Subject: Password Expiration Notice from ADS



Agency of Digital Services

Nick

Your VSMS domain password for user account nick.persampieri will be expiring in 5 days. Please change your password before 8/19/2019 8:33:48 AM. Instructions for changing your password can be found on the Agency website here:

<https://vermontgov.sharepoint.com/sites/ADS-IT/HowTo/Forms/AllItems.aspx?web=1&useFiltersInViewXml=1&FilterField1=Category&FilterValue1=General&FilterType1=Choice&FilterOp1=In&id=%2Fsites%2FADS%2DIT%2FHowTo%2FPassword%20Reset%2Epdf&parent=%2Fsites%2FADS%2DIT%2FHowTo>

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Agency of Digital Services,

133 State Street | Montpelier, VT 05633

802.828.6620 option 1 or Toll Free 855-828-6620 option 1

McDougall, Robert

Subject: Final(ish) Check-in on Support Staff Training
Location: AGO - 109 State 3rd Floor CLE Conf Rm

Start: Fri 9/20/2019 10:00 AM
End: Fri 9/20/2019 11:30 AM
Show Time As: Tentative

Recurrence: (none)

Meeting Status: Not yet responded

Organizer: McDougall, Robert
Required Attendees: Diamond, Joshua; Clark, Charity; Bailey, Jay; Jandl, Lauren; Ingraham, Kim; Clouser, Kristin; Cloutier, Sarah; Mishaan, Jessica; Battles, Benjamin; Anderson, Michelle; Johnson, Holli
Resources: AGO - 109 State 3rd Floor CLE Conf Rm

Draft agenda attached (updated from 2nd meeting)

Goals for this check-in:

- Finalize agenda & topics & times
- draft power points for review
- pick the date of the event (November?)

Jay – we will need a projector for this meeting

Please meet with your section presenters between now and this meeting to discuss topics/time/power points

AGO SUPPORT STAFF TRAINING

Scheduled Run Time: 8:30 to 12:30

Date TBD

8:30 – 9:00 - **INTRODUCTION** (Josh)

- Thanks for being part of the office team
- Introductions (go around the room)
- Overview of morning, including last section Q&A with TJ

9:00 – 9:30 - **AGO BASICS** (Rob /Kristin)

- Role of the Attorney General
 - Statutory Authority
 - Enforcement/Defending State
- Org Chart
- The Divisions of the Office
- Office locations (109 State, Waterbury, others)
- Strategic Plan (what our work does, who it touches, etc.)
- Emergency Procedures/identify Office Safety Wardens
- AGO Manual – key points (dress code/protocols/etc)

9:30 – 10:30 **OFFICE PROTOCOLS** (Ben, Charity, Kim, Jess, Holli, Sarah C., Deb, Will)

MISCELLANEOUS OFFICE

- Mail Room (Kim)
- Supplies (Kim)
- Backup Coverage (Kim/Holli)
- Various Procedures (Kim/Holli/Deb)
 - Visitors (incl. front desk calendar/security)
 - Out of State Travel Forms (paperwork for Deb)
 - Conference Rooms (booking, schedule, cancelling) (incl. Waterbury)
 - Burlington conference rooms
- Public Records Act Request Process (Charity & Jess)
 - Public Records Act Protocol (updated)
 - How we handle it
 - Timelines
 - Where to find things

- AGO vs. Non-AGO requests
- Highlights Redactions – Consistency within AGO

- Overview of Court System/Types of Filings (Ben)
 - Court system
 - Appellate Manual
 - Awareness of Civil/Appellate/Criminal/Federal Rules
 - Examples (Kim)
 - Discovery Certificates/NOA/Cover Letter
 - Division Manuals (Kim)

- Constituents and Correspondence (Charity/Will/Kim/Deb)

- Front Desk Coverage (Charity)
 - Importance of Front Desk (public face of the AGO)
 - Help Book
 - Stay Calm/staff empowerment (Charity/Holli)
 - de-escalation

10:30 – 10:45

BREAK

10:45 – 11:30

IT REVIEW (“What are these things?”)

(Jay/Hart)

- Shared Drive
- Law Manager
 - Only as good as what you put in
 - Reporting functions/Case Lists
- M-Files
- Reports
 - tickler system
 - Conflicts of interests checks (& how people do it)
- AGO website updating
- Faxes (including long distance)
- What is available (SharePoint/case map/FTP)

11:30 – 12

BUSINESS OFFICE & CONTRACTS

(Marcey/Sarah C./Jess)

- Business Office

- Role of the Business Office/what it does
- Expense Reports (overview)
- A word on Contracts (Sarah C./Kristin C.)
 - AGO contracts v. outside-AGO contracts

12-12:30

CONCLUSION & QUESTIONS

(w/TJ present)

- TJ thanks staff
- Take questions (want to hear what's good, what's bad & other/any ideas?)
- Suggestion box/evaluation form (incl. self-identify areas of expertise to help others)

DRAFT

(revised 7/30/19)

DRAFT

Persampieri, Nick

From: ADS - Service Desk Information
Sent: Tuesday, October 1, 2019 8:10 AM
Cc: ADS - Service Desk Information
Subject: PLEASE READ: New Ivanti Ticketing System to Replace LANDesk 10/16/19
Importance: High

10/1/2019

ADS is implementing a new ticketing system (Ivanti), which will be replacing our current LANDesk ticketing system. Our Go-Live date is **October 16, 2019**. **Other IT Helpdesks, please forward to your users.**

We believe that you will find this system much easier to use.

In the Ivanti ticketing system, you can report an incident and if you are an approved user account requestor, setup accounts for newly hired employees, make changes to existing employee information, as well as remove terminated employee accounts.

Please visit our intranet site here for available training information: <https://vermontgov.sharepoint.com/sites/ADS-IT/SitePages/Ivanti-User-Account-Training.aspx?web=1>

We will have more information to follow soon.

ADS Service Desk
828-6620 Option 1

Persampieri, Nick

From: ADS - Service Desk Information
Sent: Thursday, October 3, 2019 2:10 PM
To: ADS - Service Desk Information
Subject: REMINDER: PLEASE READ: New Ivanti Ticketing System to Replace LANDesk 10/16/19

Other IT Helpdesks, please forward to your users if they currently utilize LANDesk for entering IT issues/requests.

ADS is implementing a new ticketing system (Ivanti), which will be replacing our current LANDesk ticketing system. This will change how employees electronically request IT support for the better!

What does this mean for you?

Our Go-Live date is **Wednesday, October 16, 2019**. We believe that you will find this system much easier to use. You will have a new website to go to fill in trouble tickets. It does look slightly different but essentially works the same way as the old one. We are making it easier for you to get the help you request by simplifying the form you fill in.

Report Issues/Requests: In the new Ivanti ticketing system, you can report an incident, or make a request. See this guide on how to enter a ticket: [Submitting an Incident in Ivanti Ticketing](#).

User Account Requestors: If you are an approved user account requestor to set up accounts for newly hired employees, make changes to existing employee information, as well as remove terminated employee accounts, please see these guides: [New Employee Request](#), [Termination Guide](#), and [Changes to Existing](#)

All of these guides are the following web page. Please visit our ADS intranet site here for available training information: <https://vermontgov.sharepoint.com/sites/ADS-IT/SitePages/Ivanti-User-Account-Training.aspx?web=1>

As always, regardless of the electronic systems you can always just call the Service Desk as well. We will have more information to follow soon.

ADS Service Desk
828-6620 Option 1

McDougall, Robert

From: Hodgdon, Marcey
Sent: Saturday, October 5, 2019 8:23 PM
To: Anderson, Michelle; Gallagher, Kate; Clouser, Kristin; Padula, Domenica; Curtis, Christopher; McDougall, Robert; Battles, Benjamin; Anderson, Elizabeth; Farrell, Willa; Clark, Charity
Cc: London, Sarah; Hodgdon, Marcey; Diamond, Joshua
Subject: Budget Narrative

Hi folks,

My apologies for the delay in getting this to you. I think Chris's original suggestion of having you all update the narrative from last year is the best approach. Below is the link for the narrative from last year. This is in OneDrive for Business so we should all be able to edit it, but I do have Track Changes enabled as well. If you have any problems accessing the file, please let me know.

https://vermontgov-my.sharepoint.com/:w:/g/personal/marcey_hodgdon_vermont_gov/EZDUZESqAtZEtW0n4QZL7lwBIsfviAwLEqEeMPHyxLTuIQ?e=DGCARf

I'm not certain who actually provides input, so if one of your directors or other staff need to update portions, please feel free to share this with them (the above link should work for anyone with a government email address).

Please update your respective sections and notify me of your completion by October 25th.

Thanks much!
Marcey

Marcey Hodgdon
Fiscal Director | Attorney General's Office
109 State Street, Montpelier, VT 05609
Office (802) 828-8198 | Cell (802) 595-9893
www.ago.vermont.gov

McDougall, Robert

From: McDougall, Robert
Sent: Monday, October 21, 2019 9:41 PM
To: London, Sarah
Subject: Fwd: Budget Narrative

See Marcey's link in her email below

[Get Outlook for iOS](#)

From: McDougall, Robert <robert.mcdougall@vermont.gov>
Sent: Monday, October 21, 2019 10:53 AM
To: Hodgdon, Marcey
Subject: RE: Budget Narrative

Hi Marcey: I updated the document as you requested. Just in case there's a problem, the word version of my update is attached (EPD Budget Narrative FY19-20 final to MH). I have also attached an annotated list of the recoveries for this year that shows how I arrived at the total I included in my section.

I'm around all week, but working from home on Wednesday (10/23) and leaving around 1 on Friday (10/25) if you have any questions.

Thanks,

Rob

From: Hodgdon, Marcey <Marcey.Hodgdon@vermont.gov>
Sent: Saturday, October 5, 2019 8:23 PM
To: Anderson, Michelle <Michelle.Anderson@vermont.gov>; Gallagher, Kate <Kate.Gallagher@vermont.gov>; Clouser, Kristin <Kristin.Clouser@vermont.gov>; Padula, Domenica <Domenica.Padula@vermont.gov>; Curtis, Christopher <Christopher.Curtis@vermont.gov>; McDougall, Robert <robert.mcdougall@vermont.gov>; Battles, Benjamin <Benjamin.Battles@vermont.gov>; Anderson, Elizabeth <Elizabeth.Anderson@vermont.gov>; Farrell, Willa <willa.farrell@vermont.gov>; Clark, Charity <Charity.Clark@vermont.gov>
Cc: London, Sarah <Sarah.London@vermont.gov>; Hodgdon, Marcey <Marcey.Hodgdon@vermont.gov>; Diamond, Joshua <Joshua.Diamond@vermont.gov>
Subject: Budget Narrative

Hi folks,

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From: McDougall, Robert
Sent: Monday, October 21, 2019 10:53 AM
To: Hodgdon, Marcey
Subject: RE: Budget Narrative
Attachments: EPD Budget Narrative FY19-20 final to MH.docx; EPD FY19-FY20 to date recoveries.docx

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Cc: London, Sarah <Sarah.London@vermont.gov>; Hodgdon, Marcey <Marcey.Hodgdon@vermont.gov>; Diamond, Joshua <Joshua.Diamond@vermont.gov>
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The Environmental Protection Division litigates environmental cases of statewide and national importance. The Division files civil and criminal actions (the latter in conjunction with the Criminal Division) to enforce Vermont's environmental laws based on referrals from the Agency of Natural Resources (ANR), the Natural Resources Board (NRB), and the Agency of Agriculture, Food, and Markets (AAFM). The Division also participates in independent actions taken by the Attorney General's Office to protect Vermont's natural environment and citizens from harmful pollution. Additionally, the Division brings civil cases to recover monies expended from state environmental clean-up funds on contaminated properties. The Division also handles environmental appeals before the Vermont Supreme Court. When the State of Vermont and its agencies are sued in state or federal court over environmental matters, the Division handles the defense. On a national level, the Division participates in a robust variety of joint initiatives with other states, most notably in proceedings to fight global warming and protect water quality.

In addition, the Division provides legal advice and counsel to ANR, the NRB, and other state agencies on environmental matters. Two Assistant Attorneys General (AAGs) in the Division provide legal services to AAFM. These two AAGs provide general counsel-type advice to the Agency, represent the Agency in matters before the Public Utility Commission (PUC) and the environmental court, and assist with administrative and civil enforcement of agricultural laws.

In the past year, the Division concluded various civil enforcement cases for violations of state environmental laws. These included an action against a large Franklin County farm for discharging nutrient-rich manure and silage leachate to the Missisquoi River, and against a central Vermont company dealing in automotive, dry cleaning, and other industrial wastes for multiple violations of Vermont's hazardous waste regulations. The Division remains committed to its role in enhanced state enforcement efforts in the agricultural water quality area, working closely with AAFM and ANR to identify and pursue appropriate agriculture water quality cases. The State also prevailed in the Vermont Supreme Court in an important hazardous waste enforcement case, where the owner of a former dry-cleaning site had resisted cleaning up harmful perchloroethylene (PERC), a known human carcinogen.

In SFY2019 and SFY2020 to date, the Division won awards or recoveries of approximately \$5,802,068 for the State of Vermont.

In May of 2019, the Bennington Superior Court approved the final settlement with Saint-Gobain Performance Plastics Corporation to address drinking water contamination in Bennington and North Bennington due to perfluorooctanoic acid (PFOA) releases from Saint-Gobain facilities. This settlement came seven months after the Court gave approval to a preliminary settlement that covered roughly half of the affected area. The final settlement, like the previous settlement, provided for a water line extension for 200+ homes. The final settlement also included payment of \$655,015 to the State for past costs incurred in Bennington, on top of a payment of \$1.8 million from the earlier settlement. Together, the two settlements provide for clean drinking water for more than 470 homes at a total cost estimated to be at least \$40 million. Division attorneys worked closely with ANR legal and technical staff to resolve this matter.

In April of 2019, the Division resolved the State's lawsuit against more than two dozen of the nation's largest gasoline refiners. The State's case, filed in June 2014, alleged that these refiners caused widespread pollution of Vermont's groundwater with the gasoline additive methyl tertiary-butyl ether (MTBE). As part of the settlement between the State and the gas companies, the State will receive a payment of \$3.8 million.

In June of 2019, the Division filed a pair of lawsuits against DuPont, 3M, and other manufacturers of PFOA and related chemicals for contaminating Vermont. The cases bring claims for damages to Vermont's natural resources; harm to Vermont's groundwater; defective product; duty to warn; negligence; public and private nuisance; trespass; and violations of Vermont's voidable transactions act. One of the lawsuits focuses exclusively on firefighting foam that contains PFOA and related chemicals. The cases were both filed in Chittenden Superior Court, though the firefighting foam case has been moved to a federal multi-district litigation with similar cases from around the country. Division attorneys are working closely with ANR and outside counsel to manage and pursue the cases.

Division attorneys continue to represent the State as lead counsel in the Vermont Supreme Court and environmental court proceedings around the Exit 16 construction project (the "double diamond interchange") near Costco. In that matter, a neighboring gas station owner and the Conservation Law Foundation (CLF) appealed various permits issued to the Vermont Agency of Transportation (VTrans) by ANR and the NRB. The Vermont Supreme Court affirmed portions of an environmental court ruling in which the State prevailed, while other portions were remanded back for further proceedings. A three-day trial is set for this winter. Division attorneys also prevailed in defending nine municipal wastewater permits in a challenge brought by CLF. In a February 2019 ruling, the environmental court upheld the permits issued by ANR, finding that they are consistent with the new clean-up plan for Lake Champlain (the "TMDL"). Division attorneys have also successfully represented the State in other appellate matters before the Vermont Supreme Court, including matters on behalf of ANR, VTrans, and the PUC. Additionally, the Division maintains its role representing the State on post-closure issues relating to the Vermont Yankee nuclear power plant in Vernon, providing ongoing legal advice to State agencies as needed.

Finally, on the national level, the Division remains very active in multi-state actions to protect Vermont's environment and public health. Notable work by the Division on the multi-state front includes settlements with Fiat/Chrysler and Bosch for their roles in the manufacture and use of "defeat devices" that allowed for vehicle emissions beyond the allowed level from new vehicles. The Division has continued to maintain Vermont's leading role in fighting to reduce greenhouse gas emissions in other areas as well, joining a number of actions to resist rollbacks by the United States Environmental Protection Agency. Along these lines, the Division has remained committed to fighting attempts by the federal government to dismantle the Clean Power Plan, a plan that was adopted by the prior administration after a multi-year stakeholder process and requires mandatory cuts in emissions of global warming pollution from fossil fuel-burning power plants. Other multi-state actions this year have included stringent opposition to rollbacks in

multiple areas to preserve energy efficiency, preserve state authority to protect water quality, protect national forest lands, prevent toxic pesticides in foods, and protect endangered species.

VERMONT ATTORNEY GENERAL'S OFFICE
 ENVIRONMENTAL PROTECTION DIVISION
 FY2019-FY2020 (7/1/18 to present) - Awards and Recoveries to date

<u>CASE/MATTER</u>	<u>AMOUNT</u>	<u>DATE</u>
CHITTENDEN RESORTS/MOUNTAIN TOP	\$90,000	9/13/18
KANE	\$13,500 ¹	10/9/18
HANFIELD CONTEMPT	\$24,750 ²	12/31/18
ATLANTIC RICHFIELD/MTBE	\$3,800,000 ³	3/15/19
SAFETY KLEEN	\$70,000	4/1/19
FIAT/CHRYSLER	\$204,303 ⁴	4/26/19
SAINT GOBAIN	\$655,015 ⁵	5/28/19
AEP	\$400,000 ⁶	7/17/19
BOSCH	\$544,500 ⁷	8/6/19
TOTAL		\$5,802,068

¹ Consent Order entered 10/9/18. Four payments of \$3375 each made through June 2019.

² The Court ordered payment of \$24,750 on monthly payment schedule due to Defendant's failure to pay the same amount under a 2015 judgment

³ Of the total recovery, \$955,510.69 was paid to the outside counsel who assisted the state with this matter to cover costs plus their contingency fee. The State's total (including internal attorney and paralegal fees) was \$2,844,489.31

⁴ This represents payment for environmental violations. An additional \$158,125 was paid for consumer violations.

⁵ This amount reflects payment to the State of Vermont for past response costs in Bennington, and does not reflect the value of the waterline installation, long-term monitoring, and other drinking water remedies (long-term residential treatment systems, new wells) coming out of this settlement

⁶ Must go to energy efficiency and pollution reduction projects

⁷ This total represents a payment for environmental and consumer violations combined

McDougall, Robert

From: ADS.ServiceDeskInformation@vermont.gov
Sent: Thursday, October 31, 2019 7:02 AM
To: McDougall, Robert
Subject: Password Expiration Notice from ADS



Agency of Digital Services

Robert

Your VSMS domain password for user account robert.mcdougall will be expiring in 10 days. Please change your password before 11/10/2019 9:10:58 AM. Instructions for changing your password can be found on the Agency website here:

<https://vermontgov.sharepoint.com/sites/ADS-IT/HowTo/Forms/AllItems.aspx?web=1&useFiltersInViewXml=1&FilterField1=Category&FilterValue1=General&FilterType1=Choice&FilterOp1=In&id=%2Fsites%2FADS%2DIT%2FHowTo%2FPassword%20Reset%2Epdf&parent=%2Fsites%2FADS%2DIT%2FHowTo> .

If you have any questions regarding this notification, please contact your department's IT support first, and if they are not available, feel free to contact the ADS Servicedesk at 802-828-6620, option 1, or toll free 1-855-828-6620, option 1.

Agency of Digital Services, :

133 State Street | Montpelier, VT 05633

802.828.6620 option 1 or Toll Free 855-828-6620 option 1

This message was automatically generated by Practical Password Reminder.

Persampieri, Nick

From: Diamond, Joshua
Sent: Monday, October 28, 2019 10:18 AM
To: AGO - Everybody
Subject: FW: Stonewall at 50
Attachments: Stonewall Schedule v.3.pdf; Stonewall Poster(1).pdf; Stonewall-Poster.pdf; Stonewall at 50 - Invitation.pdf

Folks,

I want to share with you an opportunity to help celebrate and learn more about the Stonewall demonstrations, the early advocates for LGBTQ civil rights, and the on-going fight for equality.

This event is open to all at Main Street Landing in Burlington, Vermont, on Saturday November 16, 2019. Many thanks to Vermont Law School for sponsoring this event.

Best, Josh

Joshua R. Diamond, Deputy Attorney General
Vermont Attorney General's Office
109 State Street
Montpelier, Vermont 05609
802-828-3175
joshua.diamond@vermont.gov

PRIVILEGED & CONFIDENTIAL COMMUNICATION: This communication may contain information that is privileged, confidential, and exempt from disclosure under applicable law. DO NOT read, copy or disseminate this communication unless you are the intended addressee. If you are not the intended recipient (or have received this E-mail in error) please notify the sender immediately and destroy this E-mail. Vermont's lobbyist registration and disclosure law applies to certain communications with and activities directed at the Attorney General. Prior to any interactions with the Office of the Vermont Attorney General, you are advised to review Title 2, sections 261-268 of the Vermont Statutes Annotated, as well as the Vermont Secretary of State's most recent compliance guide available at <https://www.sec.state.vt.us/elections/lobbying.aspx>.

From: Tremblay, Natacha <Natacha.Tremblay@vermont.gov>
Sent: Friday, October 25, 2019 1:21 PM
To: Diamond, Joshua <Joshua.Diamond@vermont.gov>
Cc: Gray, Molly <Molly.Gray@vermont.gov>
Subject: Stonewall at 50

Hello Mr. Diamond,

I wanted to send some information along to you about an upcoming event being hosted by the Vermont Law School Alliance student group. On Saturday November 16, they will be hosting a Stonewall Commemorative symposium at Main Street Landing in Burlington.

Attached; you can find the poster, the schedule, and the invitation letter providing more details. The press release is also live on Vermont Law School's website, available at: <https://www.vermontlaw.edu/news-and-events/newsroom/press-release/alliance-vermont-law-school-sponsors-stonewall-50-half>

I was speaking to Molly Gray about this event and she recommended that I send you the above materials in the hopes you might be willing to circulate it to the office. Vermont CLEs will be available, the event is free, and the panels are populated with many interesting and powerful speakers, including some of the attorneys for the petitioner who recently argued *Altitude Express v. Zarda* and *Bostock v. Clayton Cty., Georgia* at the Supreme Court. It's going to be a great event and I am hopeful that people from the Attorney General's Office would be interested in attending.

I hope this email finds you well and that you have a great weekend.

Warmest regards,

Natacha Tremblay
Intern – Civil Rights Unit/Criminal Division

STONEWALL AT 50 ITINERARY

Saturday, November 16, 2019

8:30am - 9:00am Check-in and Refreshments

9:00am - 9:15am Opening Remarks

Shirley Jefferson | Associate Dean of Student Affairs & Diversity, Vermont Law School

9:15am - 10:00am What Stonewall Means to Me

Rep. Bill Lippert | Vermont House of Representatives (Chittenden-4-2)

10:00am - 10:15am Break

10:15am - 11:25am "Because of Sex": Will the Supreme Court Affirm or Eliminate Federal Workplace Nondiscrimination Protections for LGBTQ+ Workers?

Moderator: Prof. Gregory Johnson | Vermont Law School

Panelists: Gregory Antollino | Counsel for Respondents, *Altitude Express, Inc. v. Zarda*
Thomas Mew | Counsel for Petitioner, *Bostock v. Clayton Cty., Georgia*
Jon Davidson | Chief Counsel, Freedom for All Americans Education Fund

11:25am - 11:35am Break

11:35am - 12:35pm State of the Community

Moderator: Christopher Smith (VLS '14) | Assoc. General Counsel, Cannabis Control Commission

Panelists: Prof. Darren Hutchinson | University of Florida, Levin College of Law
Jon Davidson | Chief Counsel, Freedom for All Americans Education Fund
Rep. Bill Lippert | Vermont House of Representatives (Chittenden-4-2)

12:35pm - 12:45pm Break for Lunch

12:45pm - 2:25pm Keynote Address

The Honorable Beth Robinson | Vermont Supreme Court

2:25pm - 3:25pm Full Spectrum: Lived Experiences of LGBTQ+ Youth in Vermont

Moderator: Amanda Rohdenburg | Associate Director, Outright Vermont

Panelists: Youth Members of Outright Vermont

3:25pm - 3:35pm Break

3:35pm - 4:35pm Housing Discrimination

Moderator: Mitul Patel (VLS '21) | Co-Chair, Alliance at Vermont Law School

Panelists: Joseph Wardenski | Counsel, Relman, Dane & Colfax
Dr. Reed Loder | Vermont Law School

STONEWALL

A Half-Century of LGBT+
Civil Rights Advocacy

AT 50

Stonewall at 50 is a symposium celebrating the incredible accomplishments of early advocates for LGBT+ civil rights. It will address the cutting-edge issues of our time, and beyond, with leading advocates from across the country. Panel discussions will focus on trans* rights, queer youth, housing discrimination, religious liberty, and the state of our community.

Vermont CLE Credits Available

November 16, 2019
9 AM - 5 PM

Main Street Landing
60 Lake St.
Burlington VT

Register on Eventbrite:
www.bit.ly/stonewallvt



MAIN STREET
LANDING



Alliance at Vermont Law School
164 Chelsea St.
South Royalton, VT 05068

October 20, 2019

Dear friends,

Vermont Law School's Alliance is excited to announce an upcoming major symposium celebrating the incredible accomplishments of early advocates for LGBT+ civil rights. The symposium will honor the accomplishments of the past, and also look forward to cutting-edge issues of our time, and beyond, with leading advocates from across the country.

Join us for

Stonewall at 50: A Half-Century of LGBT+ Civil Rights Advocacy

on Saturday, November 16

at Main Street Landing in Burlington, VT.

The event is free and open to the public. Lunch will be provided free of charge

We encourage guests to register in advance on Eventbrite or Facebook.

Register at: bit.ly/stonewallvt

The symposium opens at 9AM with remarks from Shirley Jefferson, Associate Dean for Student Affairs and Diversity at Vermont Law School. The full day of programming will feature panel discussions on trans* rights, queer youth, housing discrimination, religious liberty, and the state of our community. The Honorable Beth Robinson, will deliver a keynote address at 12:45PM on the evolution of LGBT+ civil rights from her perspective as the lead attorney in *Baker v. State*, Vermont's landmark marriage equality case prior to her appointment to the bench. We also look forward to hearing from Gregory Antollino, Brian Sutherland, and Thomas Mew, three attorneys who argued before the U.S. Supreme Court earlier this month in two cases about employment discrimination on the basis of sexual orientation. Stonewall at 50 is made possible by a generous grant from the Johnson Family Foundation.

The full schedule will be posted on the registration page: bit.ly/stonewallvt.

Please share this message with your colleagues who may be interested in attending—registration is free, and lunch will be provided.

Sincerely,

Jessica Debski

Public Relations Chair of VLS Alliance

jessicadebski@vermontlaw.edu

McDougall, Robert

From: McDougall, Robert
Sent: Thursday, October 31, 2019 9:42 AM
To: Diamond, Joshua
Subject: Support Staff Training Final Agenda
Attachments: 20200106 AGO Support Staff Training.docx

Robert F. McDougall
Assistant Attorney General
Chief, Environmental Protection Division
Office of the Attorney General
109 State Street
Montpelier, VT 05609
(802) 828-3186
robert.mcdougall@vermont.gov

 Please consider the environment before printing this e-mail

AGO SUPPORT STAFF TRAINING

Scheduled Run Time: 8:30 to 1:00

January 6, 2020

8:30 – 9:00 - INTRODUCTION

- Thanks for being part of the office team
- Introductions (go around the room)
- Overview of morning, including last section Q&A with TJ

9:00 – 9:30 - AGO BASICS

- Role of the Attorney General
 - Statutory Authority
 - Enforcement/Defending State
- Org Chart
- The Divisions of the Office
- Office locations (109 State, Waterbury, others)
- Strategic Plan (what our work does, who it touches, etc.)
- Emergency Procedures/identify Office Safety Wardens
- AGO Manual – key points (dress code/protocols/etc)

9:30 – 10:30 OFFICE PROTOCOLS

MISCELLANEOUS OFFICE

- Mail Room
- Supplies
- Backup Coverage
- Various Procedures
 - Visitors (incl. front desk calendar/security)
 - Out of State Travel Forms (paperwork for Deb)
 - Conference Rooms (booking, schedule, cancelling) (incl. Waterbury)
 - Burlington conference rooms
- Public Records Act Request Process
 - Public Records Act Protocol (updated)
 - How we handle it
 - Timelines
 - Where to find things
 - AGO vs. Non-AGO requests

- Highlights Redactions -- Consistency within AGO
- Overview of Court System/Types of Filings
 - Court system
 - Appellate Manual
 - Awareness of Civil/Appellate/Criminal/Federal Rules
 - Examples
 - Discovery Certificates/NOA/Cover Letter
 - Division Manuals
- Constituents and Correspondence
- Front Desk Coverage
 - Importance of Front Desk (public face of the AGO)
 - Help Book
 - Stay Calm/staff empowerment
 - de-esclation

10:30 – 10:45 **BREAK**

10:45 – 11:30 **IT REVIEW (“What are these things?”)**

- Shared Drive
- Law Manager
 - Only as good as what you put in
 - Reporting functions/Case Lists
- M-Files
- Reports
 - tickler system
 - Conflicts of interests checks (& how people do it)
- AGO website updating
- Faxes (including long distance)
- What is available (SharePoint/case map/FTP)

11:30 – 12 **BUSINESS OFFICE & CONTRACTS**

- Business Office
 - Role of the Business Office/what it does)
- Expense Reports (overview)
- A word on Contracts (Sarah C./Kristin C.)

- AGO contracts v. outside-AGO contracts

12-12:30

CONCLUSION & QUESTIONS

- TJ thanks staff
- Questions (want to hear what's good, what's bad & other/any ideas?)
- Suggestion box/evaluation form (incl. self-identify areas of expertise to help others)

12:30 – 1:00 Extra time for any run-over

(revised 7/30/19)

Persampieri, Nick

From: Diamond, Joshua
Sent: Thursday, October 31, 2019 10:15 AM
To: AGO - Everybody
Subject: FW: Support Staff Training Final Agenda
Attachments: 20200106 AGO Support Staff Training.docx

Folks,

We are scheduling a **mandatory** training for all AGO support staff on January 6, 2020, at the Pavilion from 8:30-1:00. Lunch will be provided.

Chiefs and Directors please let your support staff know, and you are strongly encouraged to attend as well.

A copy of the proposed agenda is attached to this e-mail.

Thanks and look forward to seeing you there.

Best, Josh

Joshua R. Diamond, Deputy Attorney General
Vermont Attorney General's Office
109 State Street
Montpelier, Vermont 05609
802-828-3175
joshua.diamond@vermont.gov

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From: McDougall, Robert <robert.mcdougall@vermont.gov>
Sent: Thursday, October 31, 2019 9:42 AM
To: Diamond, Joshua <Joshua.Diamond@vermont.gov>
Subject: Support Staff Training Final Agenda

Robert F. McDougall
Assistant Attorney General
Chief, Environmental Protection Division
Office of the Attorney General

109 State Street
Montpelier, VT 05609
(802) 828-3186
robert.mcdougall@vermont.gov

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- What is available (SharePoint/case map/FTP)

11:30 – 12 **BUSINESS OFFICE & CONTRACTS**

- Business Office
 - Role of the Business Office/what it does)
- Expense Reports (overview)
- A word on Contracts (Sarah C./Kristin C.)

- AGO contracts v. outside-AGO contracts

12-12:30

CONCLUSION & QUESTIONS

- TJ thanks staff
- Questions (want to hear what's good, what's bad & other/any ideas?)
- Suggestion box/evaluation form (incl. self-identify areas of expertise to help others)

12:30 – 1:00 Extra time for any run-over

(revised 7/30/19)

McDougall, Robert

From: Diamond, Joshua
Sent: Thursday, October 31, 2019 10:15 AM
To: AGO - Everybody
Subject: FW: Support Staff Training Final Agenda
Attachments: 20200106 AGO Support Staff Training.docx

Folks,

We are scheduling a **mandatory** training for all AGO support staff on January 6, 2020, at the Pavilion from 8:30-1:00. Lunch will be provided.

Chiefs and Directors please let your support staff know, and you are strongly encouraged to attend as well.

A copy of the proposed agenda is attached to this e-mail.

Thanks and look forward to seeing you there.

Best, Josh

Joshua R. Diamond, Deputy Attorney General
Vermont Attorney General's Office
109 State Street
Montpelier, Vermont 05609
802-828-3175
joshua.diamond@vermont.gov

PRIVILEGED & CONFIDENTIAL COMMUNICATION: This communication may contain information that is privileged, confidential, and exempt from disclosure under applicable law. DO NOT read, copy or disseminate this communication unless you are the intended addressee. If you are not the intended recipient (or have received this E-mail in error) please notify the sender immediately and destroy this E-mail. Vermont's lobbyist registration and disclosure law applies to certain communications with and activities directed at the Attorney General. Prior to any interactions with the Office of the Vermont Attorney General, you are advised to review Title 2, sections 261-268 of the Vermont Statutes Annotated, as well as the Vermont Secretary of State's most recent compliance guide available at <https://www.sec.state.vt.us/elections/lobbying.aspx>.

From: McDougall, Robert <robert.mcdougall@vermont.gov>
Sent: Thursday, October 31, 2019 9:42 AM
To: Diamond, Joshua <Joshua.Diamond@vermont.gov>
Subject: Support Staff Training Final Agenda

Robert F. McDougall
Assistant Attorney General
Chief, Environmental Protection Division
Office of the Attorney General

109 State Street
Montpelier, VT 05609
(802) 828-3186
robert.mcdougall@vermont.gov

 Please consider the environment before printing this e-mail

AGO SUPPORT STAFF TRAINING

Scheduled Run Time: 8:30 to 1:00

January 6, 2020

8:30 – 9:00 - INTRODUCTION

- Thanks for being part of the office team
- Introductions (go around the room)
- Overview of morning, including last section Q&A with TJ

9:00 – 9:30 - AGO BASICS

- Role of the Attorney General
 - Statutory Authority
 - Enforcement/Defending State
- Org Chart
- The Divisions of the Office
- Office locations (109 State, Waterbury, others)
- Strategic Plan (what our work does, who it touches, etc.)
- Emergency Procedures/identify Office Safety Wardens
- AGO Manual – key points (dress code/protocols/etc)

9:30 – 10:30 OFFICE PROTOCOLS

MISCELLANEOUS OFFICE

- Mail Room
- Supplies
- Backup Coverage
- Various Procedures
 - Visitors (incl. front desk calendar/security)
 - Out of State Travel Forms (paperwork for Deb)
 - Conference Rooms (booking, schedule, cancelling) (incl. Waterbury)
 - Burlington conference rooms
- Public Records Act Request Process
 - Public Records Act Protocol (updated)
 - How we handle it
 - Timelines
 - Where to find things
 - AGO vs. Non-AGO requests

- Highlights Redactions – Consistency within AGO
- Overview of Court System/Types of Filings
 - Court system
 - Appellate Manual
 - Awareness of Civil/Appellate/Criminal/Federal Rules
 - Examples
 - Discovery Certificates/NOA/Cover Letter
 - Division Manuals
- Constituents and Correspondence
- Front Desk Coverage
 - Importance of Front Desk (public face of the AGO)
 - Help Book
 - Stay Calm/staff empowerment
 - de-escalation

10:30 – 10:45 **BREAK**

10:45 – 11:30 **IT REVIEW (“What are these things?”)**

- Shared Drive
- Law Manager
 - Only as good as what you put in
 - Reporting functions/Case Lists
- M-Files
- Reports
 - tickler system
 - Conflicts of interests checks (& how people do it)
- AGO website updating
- Faxes (including long distance)
- What is available (SharePoint/case map/FTP)

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(revised 7/30/19)

Persampieri, Nick

From: ADS.ServiceDeskInformation@vermont.gov
Sent: Saturday, November 2, 2019 7:07 AM
To: Persampieri, Nick
Subject: Password Expiration Notice from ADS



Agency of Digital Services

Nick

Your VSMS domain password for user account nick.persampieri will be expiring in 10 days. Please change your password before 11/12/2019 10:08:49 AM. Instructions for changing your password can be found on the Agency website here:

<https://vermontgov.sharepoint.com/sites/ADS-IT/HowTo/Forms/AllItems.aspx?web=1&useFiltersInViewXml=1&FilterField1=Category&FilterValue1=General&FilterType1=Choice&FilterOp1=In&id=%2Fsites%2FADS%2DIT%2FHowTo%2FPassword%20Reset%2Epdf&parent=%2Fsites%2FADS%2DIT%2FHowTo>

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Agency of Digital Services,

133 State Street | Montpelier, VT 05633

802.828.6620 option 1 or Toll Free 855-828-6620 option 1

McDougall, Robert

From: ADS.ServiceDeskInformation@vermont.gov
Sent: Tuesday, November 5, 2019 7:01 AM
To: McDougall, Robert
Subject: Password Expiration Notice from ADS



Agency of Digital Services

Robert

Your VSMS domain password for user account robert.mcdougall will be expiring in 5 days. Please change your password before 11/10/2019 8:10:58 AM. Instructions for changing your password can be found on the Agency website here:

<https://vermontgov.sharepoint.com/sites/ADS-IT/HowTo/Forms/AllItems.aspx?web=1&useFiltersInViewXml=1&FilterField1=Category&FilterValue1=General&FilterType1=Choice&FilterOp1=In&id=%2Fsites%2FADS%2DIT%2FHowTo%2FPassword%20Reset%2Epdf&parent=%2Fsites%2FADS%2DIT%2FHowTo>

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802.828.6620 option 1 or Toll Free 855-828-6620 option 1

McDougall, Robert

From: ADS - Service Desk Information
Sent: Wednesday, November 6, 2019 3:48 PM
Cc: ADS - Service Desk Information
Subject: PLEASE READ: New Ivanti Ticketing System to Replace LANDesk Go-Live 11/13/19

Importance: High

PLEASE READ: New Ivanti Ticketing System to Replace LANDesk Go-Live 11/13/19

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Please don't hesitate to contact the Service Desk if you have questions.

ADS Service Desk
828-6620 Option 1

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ADS Service Desk
828-6620 Option 1

Persampieri, Nick

From: ADS.ServiceDeskInformation@vermont.gov
Sent: Thursday, November 7, 2019 7:01 AM
To: Persampieri, Nick
Subject: Password Expiration Notice from ADS



Agency of Digital Services

Nick

Your VSMS domain password for user account nick.persampieri will be expiring in 5 days. Please change your password before 11/12/2019 9:08:49 AM. Instructions for changing your password can be found on the Agency website here:

<https://vermontgov.sharepoint.com/sites/ADS-IT/HowTo/Forms/AllItems.aspx?web=1&useFiltersInViewXml=1&FilterField1=Category&FilterValue1=General&FilterType1=Choice&FilterOp1=In&id=%2Fsites%2FADS%2DIT%2FHowTo%2FPassword%20Reset%2Epdf&parent=%2Fsites%2FADS%2DIT%2FHowTo>

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Agency of Digital Services,

133 State Street | Montpelier, VT 05633

802.828.6620 option 1 or Toll Free 855-828-6620 option 1

This message was automatically generated by Practical Password Reminder.

McDougall, Robert

From: ADS.ServiceDeskInformation@vermont.gov
Sent: Friday, November 8, 2019 7:01 AM
To: McDougall, Robert
Subject: Password Expiration Notice from ADS



Agency of Digital Services

Robert

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Importance: High

Reminder! Ivanti Go-live is November 13, 2019

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From: ADS - Service Desk Information <ADS.ServiceDeskInformation@vermont.gov>
Sent: Wednesday, November 06, 2019 3:48 PM
Cc: ADS - Service Desk Information <ADS.ServiceDeskInformation@vermont.gov>
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828-6620 Option 1

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828-6620 Option 1

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From: ADS.ServiceDeskInformation@vermont.gov
Sent: Sunday, November 10, 2019 7:01 AM
To: Persampieri, Nick
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Agency of Digital Services

Nick

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133 State Street | Montpelier, VT 05633

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From: ADS - Service Desk Information
Sent: Tuesday, November 12, 2019 10:39 AM
To: ADS - Service Desk Information
Subject: RE: PLEASE READ: New Ivanti Ticketing System to Replace LANDesk Go-Live 11/13/19
Importance: High

Reminder! Tomorrow is the big day!
Ivanti Go-live is November 13, 2019
Please read important information below!
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828-6620 Option 1

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ADS Service Desk
828-6620 Option 1

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From: ADS - Service Desk Information
Sent: Wednesday, November 13, 2019 8:59 AM
To: ADS - Service Desk Information
Subject: RE: PLEASE READ: New Ivanti Ticketing System to Replace LANDesk Go-Live 11/13/19
Importance: High

We are live in Ivanti Service Manager this morning!

<https://itsupport.apps.vermont.gov>

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Sent: Tuesday, November 12, 2019 10:39 AM
To: ADS - Service Desk Information <ADS.ServiceDeskInformation@vermont.gov>
Subject: RE: PLEASE READ: New Ivanti Ticketing System to Replace LANDesk Go-Live 11/13/19
Importance: High

Reminder! Tomorrow is the big day!
Ivanti Go-live is November 13, 2019
Please read important information below!
ADS – Service Desk

From: ADS - Service Desk Information <ADS.ServiceDeskInformation@vermont.gov>
Sent: Friday, November 08, 2019 12:10 PM
To: ADS - Service Desk Information <ADS.ServiceDeskInformation@vermont.gov>
Subject: RE: PLEASE READ: New Ivanti Ticketing System to Replace LANDesk Go-Live 11/13/19
Importance: High

Reminder! Ivanti Go-live is November 13, 2019

Please read important information below!

ADS – Service Desk

From: ADS - Service Desk Information <ADS.ServiceDeskInformation@vermont.gov>
Sent: Wednesday, November 06, 2019 3:48 PM
Cc: ADS - Service Desk Information <ADS.ServiceDeskInformation@vermont.gov>
Subject: PLEASE READ: New Ivanti Ticketing System to Replace LANDesk Go-Live 11/13/19
Importance: High

PLEASE READ: New Ivanti Ticketing System to Replace LANDesk Go-Live 11/13/19

Other IT Helpdesks, please forward to your users if they currently utilize LANDesk for entering IT issues/requests.

ADS is implementing a new ticketing system, Ivanti Service Manager (ISM), which will be replacing our current LANDesk ticketing system. This will change how employees electronically request IT support, for the better!

What does this mean for you?

Our Go-Live date is Wednesday, November 13, 2019.

Starting the morning of November 13, 2019, you will need to submit any new tickets via this link: <https://itsupport.apps.vermont.gov>.

If you are a User Account Requestor in LANDesk for your agency/department, you will also have these permissions in ISM's Service Catalog to submit Service requests for New VSMS Employee, Termination, changes to existing, and ACD Phone setup. Moving forward we will be building out service offerings to bring you more. We will keep you updated as they become available!

In ISM users will submit a **new incident** for Break/fix and all other requests/needs, such as purchase requests, software install requests, Distribution List changes etc. Again, we are excited to make some of these available in the Service Catalog in the coming months!

Only approved user account requestors can submit requests for setting up accounts, terminating accounts, and making changes to existing employee accounts in the New Service Catalog.

Training - During our testing this past month, we have been updating our guides. Please make sure to review them as they will assist with ease of ticket creation. The guides on how to submit a ticket in Ivanti are here: <https://vermont.gov.sharepoint.com/sites/ADS-IT/SitePages/Ivanti-User-Account-Training.aspx>

Important details:

1. Link in LANDesk to "Request Support" and Submit User Account Request will no longer exist as of 11/13. We will post a notice on the LANDesk dashboard with the link to the new ISM ticketing site, and a link to our training materials.
2. For any open tickets you may have in LANDesk, our analysts will continue to work them until they are completed. We will review what is left open after 30 days to make a plan on the remainder (whether they can be closed or moved to the new Ivanti Service Manager system).

Please don't hesitate to contact the Service Desk if you have questions.

ADS Service Desk
828-6620 Option 1

Persampieri, Nick

From: ADS - Service Desk Information
Sent: Wednesday, November 13, 2019 8:59 AM
To: ADS - Service Desk Information
Subject: RE: PLEASE READ: New Ivanti Ticketing System to Replace LANDesk Go-Live 11/13/19

Importance: High

We are live in Ivanti Service Manager this morning!

<https://itsupport.apps.vermont.gov>

ADS – Service Desk

From: ADS - Service Desk Information <ADS.ServiceDeskInformation@vermont.gov>
Sent: Tuesday, November 12, 2019 10:39 AM
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Please don't hesitate to contact the Service Desk if you have questions.

ADS Service Desk
828-6620 Option 1

McDougall, Robert

From: Arielle V King <ArielleKing@vermontlaw.edu>
Sent: Sunday, November 17, 2019 11:59 AM
To: Jameson C Davis; Building A Local Economy (BALE); Rachel Stevens; Marianne Engelman-Lado; Simon Dennis; Ram, Kesha; mark@justiceforallvt.org; Tabitha Pohl-Moore; amy.good@dresden.us; Amy McDowell; shaina@toxicsaction.org; Johanna de Graffenreid; Christine Longmore; Erwin, Elias; Hengstenberg, Carey; Thompson, Julio; Adams, Emily; McDougall, Robert; Shirley Jefferson; Jennifer Rushlow; lldunkley@gmail.com; liz@radvt.org; Jarvis Green; Hereth, Megan; Mark Latham; jkdegraf@gmail.com
Cc: April Urbanowski
Subject: Re: EJLS Community Dinner / Rescheduled

Good afternoon everyone,
Please use the link below to select your preference for a new date. Additionally, please select your dietary restrictions if you have any.

Thank you again for your flexibility and we look forward to the rescheduled event.

Sincerely,
Arielle King
Co-Chair, Environmental Justice Law Society

https://docs.google.com/forms/d/e/1FAIpQLSeXGejPGAY-U44tavI9SrFvjdCcaSUw4zbeXA6K0ByCyKlgJA/viewform?usp=sf_link

<p>New Date for EJLS Community Dinner</p> <p><small>PLEASE DO NOT REPLY TO THIS EMAIL. TO CONTACT US ABOUT THIS FORM, PLEASE REPLY TO THE EMAIL ADDRESS LISTED IN THE SUBJECT LINE.</small></p> <p>Date:</p> <p><input type="radio"/> Sunday, November 24th, 2019</p> <p><input type="radio"/> Sunday, February 24th, 2020</p> <p><input type="radio"/> Sunday, February 15th, 2021</p> <p>Dietary Restrictions (If you have a restriction or not, let us know in the email)</p> <p><input type="radio"/> Vegetarian</p> <p><input type="radio"/> Vegan</p>	<p>New Date for EJLS Community Dinner</p> <p>EJLS is confirming a new date for our Community Dinner originally scheduled for Sunday, November 17th at BALE in South Royalton, VT. Please indicate which of the three dates works best for you.</p> <p>docs.google.com</p>
--	--

From: Jameson C Davis <JamesonDavis@vermontlaw.edu>
Sent: Saturday, November 16, 2019 11:12 AM
To: Building A Local Economy (BALE) <chris@balevt.org>; Rachel Stevens <RSTEVENS@vermontlaw.edu>; Marianne Engelman-Lado <mengelmanlado@vermontlaw.edu>; Simon Dennis <sdennis@hartford-vt.org>; Kesha Ram <kesha.ram@gmail.com>; mark@justiceforallvt.org <mark@justiceforallvt.org>; Tabitha Pohl-Moore <naacprutland@gmail.com>; amy.good@dresden.us <amy.good@dresden.us>; Amy McDowell <AMCDOWELL@vermontlaw.edu>; shaina@toxicsaction.org <shaina@toxicsaction.org>; Johanna de Graffenreid

McDougall, Robert

From: no-reply@sharepointonline.com
Sent: Wednesday, December 4, 2019 5:15 AM
To: McDougall, Robert
Subject: Ingraham-AGO122019, Kim's OneDrive for Business contents will be preserved for 30 days

Ingraham-AGO122019, Kim's account has been deleted from the Active Directory. Their OneDrive for Business will be preserved for 30 days. You're the temporary owner of all documents saved to their OneDrive for Business. If you would like to save content beyond the 30 day retention period, you can copy important documents to another location. You can also contact your administrator to reassign ownership to another OneDrive for Business owner. After 30 days, Ingraham-AGO122019, Kim's OneDrive for Business will be permanently deleted. Go to Ingraham-AGO122019, Kim's OneDrive for Business at https://vermontgov-my.sharepoint.com/personal/kim_ingraham-ago122019_vermont_gov/Documents/Forms/All.aspx

McDougall, Robert

From: Bailey, Jay
Sent: Monday, December 9, 2019 12:39 PM
To: McDougall, Robert
Subject: FW: Incident# 16012 is resolved.

Rob,

All set; see below under Resolution.

Thanks

Jay

IT Manager
Vermont Attorney General
109 State Street, Montpelier, VT 05609-1001
P (802) 828-2718

From: ADS - IT Support <ADS.ITSupport@vermont.gov>
Sent: Monday, December 9, 2019 12:38 PM
To: Bailey, Jay <Jay.Bailey@vermont.gov>
Subject: Incident# 16012 is resolved.

Hi Bailey, Jay,

Incident# 16012 has been resolved by Timothy.Hannett:

Incident # 16012
Summary: Please give Robert McDougall access to Scot Kline's AGO email for public records request #34554
Customer Name: Bailey, Jay
Location: 109 State
Priority: 5
Status: Resolved
Category: Request
Resolved On: 12/9/2019 12:37:00 PM (UTC -05:00) - America/New_York

Description

Please give Robert McDougall access to Scot Kline's AGO email for public records request #34554

Please make sure it's not Scot Kline's DFR emails; only his archived AGO emails.

Resolution

Please reply when access is no longer needed. Thank you. Click this link and follow the instructions below:
<https://protection.office.com>

Here is the link to our ADS Website for instructions to search the Archived email.

<https://vermontgov.sharepoint.com/:b:/r/sites/ADS-IT/HowTo/EDiscoveryUserInstructions.pdf?csf=1&e=D5DXyl>

Please note: eDiscovery cases in Office 365 are administratively (automatically) closed after 90 days of inactivity. To keep your case open longer, ensure that you have run a search in it.

Some helpful links for searching litigation: <https://support.office.com/en-us/article/Searching-and-using-keywords-in-eDiscovery-c9b29461-20f6-4ae6-84ac-ce9bed3ceabb?ui=en-US&rs=en-US&ad=US>

Tim Hannett
ADS - EAS

Open Incident in Self Service

If the Incident is not resolved yet, please contact the Service Desk.

McDougall, Robert

From: ADS - Service Desk Information
Sent: Wednesday, December 11, 2019 9:53 AM
To: ADS - Service Desk Information
Subject: PLEASE READ! New language appended to external emails received

Importance: High

Subject: New language appended to external emails received

Who: All State of Vermont Email users
(excludes Legislature)

What: New language appended to external emails received

When: December 12, 2019

Details:

ADS will be appending the following notice to any email originating from outside of our organization. This will build user awareness around potential phishing attacks and cybersecurity threats from organizations outside of our email domain. This message is only to inform the user to be cautious about opening messages from outside external users.

Here is the message you should expect to see:

EXTERNAL SENDER: Do not open attachments or click on links unless you recognize and trust the sender.

Impact: No impact to users. This is intended to build awareness of any links and attachments in emails from non-SOV users.

Other IT Helpdesks :

- Judiciary RIS Help Desk – call 802 828-HELP (4357) or email JUD.Helpdesk@vermont.gov
- Agency of Education – call 802-828-1308, 802-828-1393, or email aoe.help@vermont.gov
- Attorney General's Office – ago.helpdesk@vermont.gov
- Agency of Natural Resources call 802-498-7873 or enter a ticket <https://itsupport.apps.vermont.gov>
- Department of Public Safety – call 802-241-5525 or email dps.help@vermont.gov
- Department of Labor – call 802-828-3846 or enter a ticket <https://itsupport.apps.vermont.gov>
- Agency of Transportation – call 802-828-2769 or email AOT.ITHelpDesk@vermont.gov
 - DMV users should call their helpdesk 802-828-3436

Thank You,
Service Desk

~~Agency of Digital Services, Shared Services~~

133 State Street | Montpelier, VT 05633
802.828.6620 option 1 or Toll Free 855-828-6620 option 1
<https://vermont.gov.sharepoint.com/sites/ADS-IT>

Persampieri, Nick

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Importance: High

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Thank You,
Service Desk

Agency of Digital Services, Shared Services
133 State Street | Montpelier, VT 05633
802.828.6620 option 1 or Toll Free 855-828-6620 option 1
<https://vermontgov.sharepoint.com/sites/ADS-IT>

McDougall, Robert

From: McDougall, Robert
Sent: Wednesday, December 18, 2019 5:02 PM
To: Diamond, Joshua
Subject: draft reminder e-mail for support staff training
Attachments: 20200106 AGO Support Staff Training Tentative Agenda.docx

Josh: We can discuss this tomorrow too – Draft e-mail for you to send office-wide re: Support Staff Training

=====

Folks,

A reminder that per my 10/31/19 e-mail to AGO – Everybody, we have scheduled a **mandatory** training for all AGO support staff on Monday, January 6, 2020, at the Pavilion Building from 8:30 to 1:00. Lunch will be provided.

This event will be held in the AGO's William E. Griffin CLE Room on the 3rd Floor.

If you are support staff and have any question about attending this event, please speak to your respective Division Chief or Unit Director. But again, this is a mandatory training and we expect all support staff will attend.

A copy of the tentative agenda is attached.

Thank you.

Best, Josh

=====

**AGO SUPPORT STAFF TRAINING
TENTATIVE AGENDA**

Scheduled Run Time: 8:30 to 1:00

January 6, 2020

8:30 – 9:00 - INTRODUCTION

- Thanks for being part of the office team
- Introductions (go around the room)
- Overview of morning, including last section Q&A with TJ

9:00 – 9:30 - AGO BASICS

- Role of the Attorney General
 - Statutory Authority
 - Enforcement/Defending State
- Org Chart
- The Divisions of the Office
- Office locations (109 State, Waterbury, others)
- Strategic Plan (what our work does, who it touches, etc.)
- Emergency Procedures/identify Office Safety Wardens
- AGO Manual – key points (dress code/protocols/etc)

9:30 – 10:30 - OFFICE PROTOCOLS

MISCELLANEOUS OFFICE

- Mail Room
 - Supplies
 - Backup Coverage
 - Various Procedures
 - Visitors (incl. front desk calendar/security)
 - Out of State Travel Forms (paperwork for Deb)
 - Conference Rooms (booking, schedule, cancelling) (incl. Waterbury)
 - Burlington conference rooms
-
- Public Records Act Request Process
 - Public Records Act Protocol (updated)
 - How we handle it
 - Timelines
 - Where to find things

- AGO vs. Non-AGO requests
- Highlights Redactions – Consistency within AGO

- Overview of Court System/Types of Filings
 - Court system
 - Appellate Manual
 - Awareness of Civil/Appellate/Criminal/Federal Rules
 - Examples
 - Discovery Certificates/NOA/Cover Letter
 - Division Manuals

- Constituents and Correspondence

- Front Desk Coverage
 - Importance of Front Desk (public face of the AGO)
 - Help Book
 - Stay Calm/staff empowerment
 - de-esclation

10:30 – 10:45 **BREAK**

10:45 – 11:30 **IT REVIEW (“What are these things?”)**

- Shared Drive
- Law Manager
 - Only as good as what you put in
 - Reporting functions/Case Lists
- M-Files
- Reports
 - tickler system
 - Conflicts of interests checks (& how people do it)
- AGO website updating
- Faxes (including long distance)
- What is available (SharePoint/case map/FTP)

11:30 – 12 **BUSINESS OFFICE & CONTRACTS**

- Business Office
 - Role of the Business Office/what it does)
- Expense Reports (overview)

- A word on Contracts (Sarah C./Kristin C.)
 - AGO contracts v. outside-AGO contracts

12-12:30

CONCLUSION & QUESTIONS

- Message from Attorney General T.J. Donovan
- Questions (want to hear what's good, what's bad & other/any ideas?)
- Suggestion box/evaluation form (incl. self-identify areas of expertise to help others)

12:30 – 1:00 Extra time for any run-over

(revised 7/30/19)

McDougall, Robert

From: no-reply@sharepointonline.com
Sent: Friday, December 27, 2019 8:22 AM
To: McDougall, Robert
Subject: Final Notice: Ingraham-AGO122019, Kim's OneDrive for Business contents will be deleted in 7 days

EXTERNAL SENDER: Do not open attachments or click on links unless you recognize and trust the sender.

Ingraham-AGO122019, Kim's OneDrive for Business is scheduled for permanent deletion in 7 days. You still have time to copy important documents to another location. After 7 days, Ingraham-AGO122019, Kim's OneDrive for Business will be permanently deleted. Go to Ingraham-AGO122019, Kim's OneDrive for Business at https://vermontgov-my.sharepoint.com/personal/kim_ingraham-ago122019_vermont_gov

McDougall, Robert

From: McDougall, Robert
Sent: Friday, December 27, 2019 9:16 AM
To: Bailey, Jay
Subject: FW: Final Notice: Ingraham-AGO122019, Kim's OneDrive for Business contents will be deleted in 7 days

Hi Jay: Is this anything I should be worried about? I don't think we (or Kim) use OneDrive for Business?

Rob

From: no-reply@sharepointonline.com <no-reply@sharepointonline.com>
Sent: Friday, December 27, 2019 8:22 AM
To: McDougall, Robert <robert.mcdougall@vermont.gov>
Subject: Final Notice: Ingraham-AGO122019, Kim's OneDrive for Business contents will be deleted in 7 days

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McDougall, Robert

From: Bailey, Jay
Sent: Friday, December 27, 2019 9:18 AM
To: McDougall, Robert
Subject: RE: Final Notice: Ingraham-AGO122019, Kim's OneDrive for Business contents will be deleted in 7 days

Rob,

No, this is standard procedure. Most likely it's empty but if you're not sure we can check with Kim.

Thanks

Jay

IT Manager
Vermont Attorney General
109 State Street, Montpelier, VT 05609-1001
P (802) 828-2718

From: McDougall, Robert <robert.mcdougall@vermont.gov>
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McDougall, Robert

From: McDougall, Robert
Sent: Friday, December 27, 2019 9:20 AM
To: Kim Ingraham (Kim.Ingraham@vermont.gov)
Subject: FW: Final Notice: Ingraham-AGO122019, Kim's OneDrive for Business contents will be deleted in 7 days

Hi Kim: Did you save anything in this OneDrive folder? I am guessing not, but if you did and you think it's something we should save, please let me know.

Thanks,

Rob

From: no-reply@sharepointonline.com <no-reply@sharepointonline.com>
Sent: Friday, December 27, 2019 8:22 AM
To: McDougall, Robert <robert.mcdougall@vermont.gov>
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McDougall, Robert

From: Ingraham, Kim
Sent: Friday, December 27, 2019 9:30 AM
To: McDougall, Robert
Subject: RE: Final Notice: Ingraham-AGO122019, Kim's OneDrive for Business contents will be deleted in 7 days

I don't believe I saved anything to OneDrive while there. I feel like it could be safely deleted.

Hope you had a nice Christmas!

Kim

From: McDougall, Robert <robert.mcdougall@vermont.gov>
Sent: Friday, December 27, 2019 9:20 AM
To: Ingraham, Kim <Kim.Ingraham@vermont.gov>
Subject: FW: Final Notice: Ingraham-AGO122019, Kim's OneDrive for Business contents will be deleted in 7 days

Hi Kim: Did you save anything in this OneDrive folder? I am guessing not, but if you did and you think it's something we should save, please let me know.

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McDougall, Robert

From: McDougall, Robert
Sent: Friday, December 27, 2019 10:17 AM
To: Ingraham, Kim
Subject: RE: Final Notice: Ingraham-AGO122019, Kim's OneDrive for Business contents will be deleted in 7 days

Thank you, Kim!

Hope you had a nice Christmas too & Happy New Year!

Rob

From: Ingraham, Kim <Kim.Ingraham@vermont.gov>
Sent: Friday, December 27, 2019 9:30 AM
To: McDougall, Robert <robert.mcdougall@vermont.gov>
Subject: RE: Final Notice: Ingraham-AGO122019, Kim's OneDrive for Business contents will be deleted in 7 days

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To: McDougall, Robert <robert.mcdougall@vermont.gov>
Subject: Final Notice: Ingraham-AGO122019, Kim's OneDrive for Business contents will be deleted in 7 days

EXTERNAL SENDER: Do not open attachments or click on links unless you recognize and trust the sender. Ingraham-AGO122019, Kim's OneDrive for Business is scheduled for permanent deletion in 7 days. You still have time to copy important documents to another location. After 7 days, Ingraham-AGO122019, Kim's OneDrive for Business will be permanently deleted. Go to Ingraham-AGO122019, Kim's OneDrive for Business at https://vermontgov-my.sharepoint.com/personal/kim_ingraham-ago122019_vermont_gov

McDougall, Robert

From: Clark, Charity
Sent: Friday, December 27, 2019 3:37 PM
To: McDougall, Robert
Subject: Agenda for admins training
Attachments: 20200106 AGO Support Staff Training.docx

Hi, Rob,
Is this the most recent draft of the admins training agenda?
Thanks,
Charity

Charity R. Clark
Chief of Staff
Office of the Attorney General
109 State Street
Montpelier, Vermont 05609
802-828-3737

AGO SUPPORT STAFF TRAINING

Scheduled Run Time: 8:30 to 1:00

January 6, 2020

8:30 – 9:00 - INTRODUCTION

- Thanks for being part of the office team
- Introductions (go around the room)
- Overview of morning, including last section Q&A with TJ

9:00 – 9:30 - AGO BASICS

- Role of the Attorney General
 - Statutory Authority
 - Enforcement/Defending State
- Org Chart
- The Divisions of the Office
- Office locations (109 State, Waterbury, others)
- Strategic Plan (what our work does, who it touches, etc.)
- Emergency Procedures/identify Office Safety Wardens
- AGO Manual – key points (dress code/protocols/etc)

9:30 – 10:30 OFFICE PROTOCOLS

MISCELLANEOUS OFFICE

- Mail Room
- Supplies
- Backup Coverage
- Various Procedures
 - Visitors (incl. front desk calendar/security)
 - Out of State Travel Forms (paperwork for Deb)
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 - Help Book
 - Stay Calm/staff empowerment
 - de-esclation

10:30 – 10:45 **BREAK**

10:45 – 11:30 **IT REVIEW (“What are these things?”)**

- Shared Drive
- Law Manager
 - Only as good as what you put in
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- M-Files
- Reports
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 - Conflicts of interests checks (& how people do it)
- AGO website updating
- Faxes (including long distance)
- What is available (SharePoint/case map/FTP)

11:30 – 12 **BUSINESS OFFICE & CONTRACTS**

- Business Office
 - Role of the Business Office/what it does)
- Expense Reports (overview)
- A word on Contracts (Sarah C./Kristin C.)

- AGO contracts v. outside-AGO contracts

12-12:30

CONCLUSION & QUESTIONS

- TJ thanks staff
- Questions (want to hear what's good, what's bad & other/any ideas?)
- Suggestion box/evaluation form (incl. self-identify areas of expertise to help others)

12:30 – 1:00 Extra time for any run-over

(revised 7/30/19)

McDougall, Robert

From: McDougall, Robert
Sent: Friday, December 27, 2019 3:39 PM
To: Clark, Charity
Subject: Agenda
Attachments: 20200106 AGO Support Staff Training Tentative Agenda.docx

Hi Charity:

This is the most recent version. No major changes from version you had but a few small ones.

Thanks,

Rob

**AGO SUPPORT STAFF TRAINING
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12:30 – 1:00 Extra time for any run-over

(revised 7/30/19)

McDougall, Robert

From: McDougall, Robert
Sent: Friday, December 27, 2019 5:21 PM
To: Diamond, Joshua
Subject: FW: draft reminder e-mail for support staff training
Attachments: 20200106 AGO Support Staff Training Tentative Agenda.docx

So it's easy to find, here's the latest agenda and the proposed reminder e-mail.

Thanks,

Rob

From: McDougall, Robert
Sent: Wednesday, December 18, 2019 5:02 PM
To: Diamond, Joshua <Joshua.Diamond@vermont.gov>
Subject: draft reminder e-mail for support staff training

Josh: We can discuss this tomorrow too – Draft e-mail for you to send office-wide re: Support Staff Training

=====

Folks,

A reminder that per my 10/31/19 e-mail to AGO – Everybody, we have scheduled a **mandatory** training for all AGO support staff on Monday, January 6, 2020, at the Pavilion Building from 8:30 to 1:00. Lunch will be provided.

This event will be held in the AGO's William E. Griffin CLE Room on the 3rd Floor.

If you are support staff and have any question about attending this event, please speak to your respective Division Chief or Unit Director. But again, this is a mandatory training and we expect all support staff will attend.

A copy of the tentative agenda is attached.

Thank you.

Best, Josh

=====

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(revised 7/30/19)

McDougall, Robert

From: Diamond, Joshua
Sent: Sunday, December 29, 2019 10:21 PM
To: AGO - AHS Paralegals; AGO - 109 Support Staff; AGO - Montpelier Paralegals; Rogerson, Tara; Beauregard, Tammie; Gregory, Megan; Lennecke, Stefan
Cc: AGO - Chiefs
Subject: FW: draft reminder e-mail for support staff training
Attachments: 20200106 AGO Support Staff Training Tentative Agenda.docx

Folks,

A reminder that per my 10/31/19 e-mail, we have scheduled a **mandatory** training for all AGO support staff on Monday, January 6, 2020, at the Pavilion Building from 8:30 to 1:00. Lunch will be provided.

This event will be held in the AGO's William E. Griffin CLE Room on the 3rd Floor.

If you are support staff and have any question about attending this event, please speak to your respective Division Chief or Unit Director. But again, this is a mandatory training and we expect all support staff will attend.

A copy of the tentative agenda is attached.

Thank you.

Best, Josh

Joshua R. Diamond, Deputy Attorney General
Vermont Attorney General's Office
109 State Street
Montpelier, Vermont 05609
802-828-3175
joshua.diamond@vermont.gov

PRIVILEGED & CONFIDENTIAL COMMUNICATION: This communication may contain information that is privileged, confidential, and exempt from disclosure under applicable law. DO NOT read, copy or disseminate this communication unless you are the intended addressee. If you are not the intended recipient (or have received this E-mail in error) please notify the sender immediately and destroy this E-mail. Vermont's lobbyist registration and disclosure law applies to certain communications with and activities directed at the Attorney General. Prior to any interactions with the Office of the Vermont Attorney General, you are advised to review Title 2, sections 261-268 of the Vermont Statutes Annotated, as well as the Vermont Secretary of State's most recent compliance guide available at <https://www.sec.state.vt.us/elections/lobbying.aspx>.

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(revised 7/30/19)

McDougall, Robert

From: McDougall, Robert
Sent: Friday, January 3, 2020 3:47 PM
To: Hodgdon, Marcey
Subject: RE: Support Staff Training
Attachments: 20200106 AGO Support Staff Training Tentative Agenda.docx

Sorry. Here you go.

I think you should bring copies or have it someplace on the Shared Drive where people can access the document. As far as I know, there's been no coordinating of handouts for the group.

Thanks,

From: Hodgdon, Marcey <Marcey.Hodgdon@vermont.gov>
Sent: Friday, January 3, 2020 3:34 PM
To: McDougall, Robert <robert.mcdougall@vermont.gov>
Subject: RE: Support Staff Training

Nothing attached. I think I was handing out our Business Office Duty Listing and Assignment sheet. Should I bring copies or are all the documents we sent to the group going to be provided?

~Marcey

From: McDougall, Robert <robert.mcdougall@vermont.gov>
Sent: Friday, January 3, 2020 2:57 PM
To: Hodgdon, Marcey <Marcey.Hodgdon@vermont.gov>
Subject: RE: Support Staff Training

Hi Marcey: The Agenda is attached. Remember too that these are high-level "10,000 foot" views of the topics, so please don't feel like you need to do too much for your section.

Rob

From: Hodgdon, Marcey <Marcey.Hodgdon@vermont.gov>
Sent: Friday, January 3, 2020 2:47 PM
To: McDougall, Robert <robert.mcdougall@vermont.gov>
Subject: Support Staff Training

Hi there,

Do you happen to have an agenda for Monday? I believe I am supposed to do something but for the life of me...I can't remember what it is 😊

Thanks!!!
Marcey

Marcey Hodgdon

Fiscal Director | Attorney General's Office
109 State Street, Montpelier, VT 05609
Office (802) 828-8198 | Cell (802) 595-9893
www.ago.vermont.gov

**AGO SUPPORT STAFF TRAINING
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12:30 – 1:00 Extra time for any run-over

(revised 7/30/19)

McDougall, Robert

From: Hodgdon, Marcey
Sent: Thursday, January 9, 2020 9:28 AM
To: McDougall, Robert
Cc: Hodgdon, Marcey
Subject: RE: Budget Narrative
Attachments: EPD FY19-FY20 to date recoveries.docx

Importance: High

Hi Rob,

Would it be accurate for me to say the \$5,802,068 in awards or recoveries is as of SFY2019 and SFY2020 through 10/31/2019? Or is there another as of date I should put? Right now it says "to date" but we should have an actual date in there and I'd like it to be the latest appropriate date.

Thanks much!

~Marcey

From: McDougall, Robert <robert.mcdougall@vermont.gov>
Sent: Monday, October 21, 2019 10:53 AM
To: Hodgdon, Marcey <Marcey.Hodgdon@vermont.gov>
Subject: RE: Budget Narrative

Hi Marcey: I updated the document as you requested. Just in case there's a problem, the word version of my update is attached (EPD Budget Narrative FY19-20 final to MH). I have also attached an annotated list of the recoveries for this year that shows how I arrived at the total I included in my section.

I'm around all week, but working from home on Wednesday (10/23) and leaving around 1 on Friday (10/25) if you have any questions.

Thanks,

Rob

From: Hodgdon, Marcey <Marcey.Hodgdon@vermont.gov>
Sent: Saturday, October 5, 2019 8:23 PM
To: Anderson, Michelle <Michelle.Anderson@vermont.gov>; Gallagher, Kate <Kate.Gallagher@vermont.gov>; Clouser, Kristin <Kristin.Clouser@vermont.gov>; Padula, Domenica <Domenica.Padula@vermont.gov>; Curtis, Christopher <Christopher.Curtis@vermont.gov>; McDougall, Robert <robert.mcdougall@vermont.gov>; Battles, Benjamin <Benjamin.Battles@vermont.gov>; Anderson, Elizabeth <Elizabeth.Anderson@vermont.gov>; Farrell, Willa <willa.farrell@vermont.gov>; Clark, Charity <Charity.Clark@vermont.gov>
Cc: London, Sarah <Sarah.London@vermont.gov>; Hodgdon, Marcey <Marcey.Hodgdon@vermont.gov>; Diamond, Joshua <Joshua.Diamond@vermont.gov>
Subject: Budget Narrative

Hi folks,

My apologies for the delay in getting this to you. I think Chris's original suggestion of having you all update the narrative from last year is the best approach. Below is the link for the narrative from last year. This is in OneDrive for Business so we should all be able to edit it, but I do have Track Changes enabled as well. If you have any problems accessing the file, please let me know.

https://vermontgov-my.sharepoint.com/:w/g/personal/marcey_hodgdon_vermont_gov/EZDUZESqAtZEtW0n4QZL7lwBlsvIAwLEqEeMPHyxLTuIQ?e=DGCARf

I'm not certain who actually provides input, so if one of your directors or other staff need to update portions, please feel free to share this with them (the above link should work for anyone with a government email address).

Please update your respective sections and notify me of your completion by October 25th.

Thanks much!
Marcey

Marcey Hodgdon

Fiscal Director | Attorney General's Office
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Office (802) 828-8198 | Cell (802) 595-9893
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VERMONT ATTORNEY GENERAL'S OFFICE
ENVIRONMENTAL PROTECTION DIVISION

FY2019-FY2020 (7/1/18 to present) – Awards and Recoveries to date

<u>CASE/MATTER</u>	<u>AMOUNT</u>	<u>DATE</u>
CHITTENDEN RESORTS/MOUNTAIN TOP	\$90,000	9/13/18
KANE	\$13,500 ¹	10/9/18
HANFIELD CONTEMPT	\$24,750 ²	12/31/18
ATLANTIC RICHFIELD/MTBE	\$3,800,000 ³	3/15/19
SAFETY KLEEN	\$70,000	4/1/19
FIAT/CHRYSLER	\$204,303 ⁴	4/26/19
SAINT GOBAIN	\$655,015 ⁵	5/28/19
AEP	\$400,000 ⁶	7/17/19
BOSCH	\$544,500 ⁷	8/6/19
TOTAL		\$5,802,068

¹ Consent Order entered 10/9/18. Four payments of \$3375 each made through June 2019.

² The Court ordered payment of \$24,750 on monthly payment schedule due to Defendant's failure to pay the same amount under a 2015 judgment

³ Of the total recovery, \$955,510.69 was paid to the outside counsel who assisted the state with this matter to cover costs plus their contingency fee. The State's total (including internal attorney and paralegal fees) was \$2,844,489.31

⁴ This represents payment for environmental violations. An additional \$158,125 was paid for consumer violations.

⁵ This amount reflects payment to the State of Vermont for past response costs in Bennington, and does not reflect the value of the waterline installation, long-term monitoring, and other drinking water remedies (long-term residential treatment systems, new wells) coming out of this settlement

⁶ Must go to energy efficiency and pollution reduction projects

⁷ This total represents a payment for environmental and consumer violations combined

McDougall, Robert

From: McDougall, Robert
Sent: Thursday, January 9, 2020 9:51 AM
To: Hodgdon, Marcey
Cc: Hodgdon, Marcey
Subject: Re: Budget Narrative

Yes. That was up to date as of 10/31 when I sent it to you. So I think that's fine.

Rob

Get [Outlook for iOS](#)

From: Hodgdon, Marcey <Marcey.Hodgdon@vermont.gov>
Sent: Thursday, January 9, 2020 9:28:29 AM
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My apologies for the delay in getting this to you. I think Chris's original suggestion of having you all update the narrative from last year is the best approach. Below is the link for the narrative from last year. This is in OneDrive for Business so we should all be able to edit it, but I do have Track Changes enabled as well. If you have any problems accessing the file, please let me know.

https://vermontgov-my.sharepoint.com/:w/g/personal/marcey_hodgdon_vermont_gov/EZDUZESqAtZEtW0n4QZL7lwBlsvIAwLEqEeMPHyxLTulQ?e=DGCARf

I'm not certain who actually provides input, so if one of your directors or other staff need to update portions, please feel free to share this with them (the above link should work for anyone with a government email address).

Please update your respective sections and notify me of your completion by October 25th.

Thanks much!
Marcey

Marcey Hodgdon
Fiscal Director | Attorney General's Office
109 State Street, Montpelier, VT 05609
Office (802) 828-8198 | Cell (802) 595-9893
www.ago.vermont.gov

McDougall, Robert

From: Clark, Charity
Sent: Friday, January 24, 2020 2:19 PM
To: Matthews, Deborah; Diamond, Joshua; McDougall, Robert
Cc: Mishaan, Jessica
Subject: RE: Records Request
Attachments: 1.23.2020 VT OAG Dropbox Request copy.pdf

Hi, Rob,

This just came through for your shop.

Charity

From: Matthews, Deborah <Deborah.Matthews@vermont.gov>
Sent: Friday, January 24, 2020 2:13 PM
To: Clark, Charity <Charity.Clark@vermont.gov>; Diamond, Joshua <Joshua.Diamond@vermont.gov>
Cc: Mishaan, Jessica <Jessica.Mishaan@vermont.gov>
Subject: FW: Records Request
Importance: High

Deb Matthews

Administrative Assistant
Office of the Attorney General | GCAL
109 State Street, 3rd Floor
Montpelier, VT 05609
Phone | 802-828-3689
E-Mail \ deborah.matthews@vermont.gov

From: Matthew D. Hardin <MatthewDHardin@protonmail.com>
Sent: Friday, January 24, 2020 6:37 AM
To: AGO - Info <AGO.Info@vermont.gov>
Subject: Records Request

EXTERNAL SENDER: Do not open attachments or click on links unless you recognize and trust the sender.
Please see the attached request for public records.

Thank you,

Matthew D. Hardin
(434) 202-4224
MatthewDHardin@protonmail.com

The information contained in this message may be privileged. It is intended by the sender to be confidential. If you suspect you may not be the intended recipient, please notify the sender and delete all copies.

REQUEST UNDER VERMONT PUBLIC RECORDS ACT

January 24, 2020

Vermont Attorney General's Office
109 State Street
Montpelier, VT 05609-1001

By Electronic Mail: ago.info@vermont.gov

Re: Certain Correspondence

Dear Sir or Madam:

On behalf of the public policy group Energy Policy Advocates (EPA), recognized by the Internal Revenue Service as a non-profit public policy institute under § 501(c)(3) of the Internal Revenue Code, pursuant to the Vermont Public Records Act, 1 V.S.A. §§315-320, I hereby request copies of the following records: all electronic correspondence, and any accompanying information (see discussion of SEC Data Delivery Standards, *infra*), including also any attachments, a) sent to or from or copying (whether as cc: or bcc:) i) Nick Persampieri and/or ii) Robert McDougall, that b) includes, *anywhere*, whether in the sent, to, from, cc, bcc or Subject fields, or otherwise, including also in any attachments, body of an email or anywhere in an email "thread", i) @googlegroups, ii) docs.google.com, iii) drive.google.com, iv) dropbox.com, v) box.com, vi) SharePoint, and/or vii) sharefile.com and is c) dated from July 22, 2019 through the date you process this request, inclusive.

We request entire "threads" of which any responsive electronic correspondence is a part, regardless whether any portion falls outside of the above time parameter.

To narrow this request, please consider as non-responsive electronic correspondence that merely receives or forwards newsletters or press summaries or 'clippings', such as news

services or stories or opinion pieces, if that correspondence has no comment or no substantive comment added by a party other than the original sender in the thread (an electronic mail message that includes any expression of opinion or viewpoint would be considered as including substantive comment; examples of non-responsive emails would be those forwarding a news report or opinion piece with no comment or only “fyi”, or “interesting”).

Additionally, please consider all published or docketed materials, including pleadings, regulatory comments, ECF notices, news articles, and/or newsletters, as non-responsive, unless forwarded to or from the named staff with substantive commentary added by the sender.

We understand that in some instances a public body may charge a fee for the cost of the search, examination, review, copying, separation of confidential from nonconfidential information, and mailing costs. If your Office expects to seek a charge associated with the searching, copying or production of these records, please provide an estimate of anticipated costs.

As noted earlier in this request, EPA is a non-profit public policy organization dedicated to informing the public of developments in the area of energy and environmental issues and relationships between governmental and non-governmental entities as they relate to those issues. EPA's ability to obtain fee waivers is essential to this work. EPA intends to use any responsive information to continue its work highlighting the nexus between interested non-governmental entities and government agency decision-making. The public is both interested in and entitled to know how regulatory, policy and enforcement decisions are reached. EPA ensures the public is made aware of its work and findings via its partnership with the non-profit public interest law firm Government Accountability & Oversight, P.C., and the ClimateLitigationWatch.org project

dedicated to broadly disseminating energy and environmental policy news and developments. The public information obtained by EPA and published on [ClimateLitigationWatch.org](https://www.climateactionwatch.org) have been relied upon by established media outlets, including the Washington Times and Wall Street Journal editorial page.¹

Energy Policy Advocates requests records on your system, e.g., its backend logs, and does not seek only those records which survive on an employee's own machine or account. We do not demand your office produce requested information in any particular form, instead we **request records in their native form**, with specific reference to the U.S. Securities and Exchange Commission Data Delivery Standards.² The covered information we seek is electronic information, this includes electronic *records*, and other public *information*.

To quote the SEC Data Delivery Standards, "Electronic files must be produced in their native format, i.e. the format in which they are ordinarily used and maintained during the normal course of business. For example, an MS Excel file must be produced as an MS Excel file rather than an image of a spreadsheet. (*Note: An Adobe PDF file is not considered a native file unless the document was initially created as a PDF.*)" (emphases in original).

¹ See, e.g., The Editorial Board, "State AGs' Climate Cover-Up" Wall Street Journal, June 7, 2019, <https://www.wsj.com/articles/state-ags-climate-cover-up-11559945410>. Valerie Richardson, "Motivated or manipulated? Rise of youth climate activism fuels alarms over exploitation" Washington Times, March 15, 2019, <https://www.washingtontimes.com/news/2019/mar/13/youth-climate-strike-sparks-debate-use-students-pr/>, see also "Climate Strike Sparks Debate on Use of Students as Props", <https://www.realclearpolicy.com/2019/03/15/climate-strike-sparks-debate-on-use-of-students-as-props-41180.html>. Valerie Richardson, "Democratic AGs team up with George Soros-funded group on anti-Trump lawsuit" Washington Times, August 1, 2019, <https://www.washingtontimes.com/news/2019/aug/1/george-soros-funded-group-democratic-ags-partner-a/>. Anthony Watts, "Emails reveals how children become pawns of climate alarmism", Watts Up With That (two-time Science Website of the Year), March 13, 2019, <https://wattsupwiththat.com/2019/03/13/emails-reveal-how-children-become-pawns-of-climate-alarmism/>.

² <https://www.sec.gov/divisions/enforce/datadeliverystandards.pdf>.

In many native-format productions, certain public information remains contained in the record (e.g., metadata). Under the same standards, to ensure production of all information requested, if your production will be de-duplicated it is vital that you 1) preserve any unique metadata associated with the duplicate files, for example, custodian name, and, 2) make that unique metadata part of your production.

Native file productions may be produced without load files. However, native file productions must maintain the integrity of the original meta data, and must be produced as they are maintained in the normal course of business and organized by custodian-named file folders. A separate folder should be provided for each custodian.

In the event that necessity requires your office to produce a PDF file, due to your normal program for redacting certain information and such that native files cannot be produced as they are maintained in the normal course of business, in order to provide all requested information each PDF file should be produced in separate folders named by the custodian, *and* accompanied by a load file to ensure the requested information appropriate for that discrete record is associated with that record. The required fields and format of the data to be provided within the load file can be found in Addendum A of the above-cited SEC Data Standards. All produced PDFs must be text searchable.

We look forward to your response. If you have any questions, do not hesitate to contact me by email at MatthewDHardin@protonmail.com.

Sincerely,

Matthew D. Hardin

McDougall, Robert

From: McDougall, Robert
Sent: Friday, January 24, 2020 4:46 PM
To: Persampieri, Nick
Subject: FW: Records Request
Attachments: 1.23.2020 VT OAG Dropbox Request copy.pdf

From: Clark, Charity <Charity.Clark@vermont.gov>
Sent: Friday, January 24, 2020 2:19 PM
To: Matthews, Deborah <Deborah.Matthews@vermont.gov>; Diamond, Joshua <Joshua.Diamond@vermont.gov>; McDougall, Robert <robert.mcdougall@vermont.gov>
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Subject: FW: Records Request
Importance: High

Deb Matthews

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E-Mail | deborah.matthews@vermont.gov

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Sincerely,

Matthew D. Hardin

McDougall, Robert

From: ADS.ServiceDeskInformation@vermont.gov
Sent: Saturday, February 1, 2020 7:02 AM
To: McDougall, Robert
Subject: Password Expiration Notice from ADS



Agency of Digital Services

Robert

Your VSMS domain password for user account robert.mcdougall will be expiring in 5 days. Please change your password before 2/6/2020 11:25:01 AM. Instructions for changing your password can be found on the Agency website here:

<https://vermontgov.sharepoint.com/sites/ADS-IT/HowTo/Forms/AllItems.aspx?web=1&useFiltersInViewXml=1&FilterField1=Category&FilterValue1=General&FilterType1=Choice&FilterOp1=In&id=%2Fsites%2FADS%2DIT%2FHowTo%2FPassword%20Reset%2Epdf&parent=%2Fsites%2FADS%2DIT%2FHowTo>

If you have any questions regarding this notification, please contact your department's IT support first, and if they are not available, feel free to contact the ADS Servicedesk at 802-828-6620, option 1, or toll free 1-855-828-6620, option 1.

Agency of Digital Services,

133 State Street | Montpelier, VT 05633

802.828.6620 option 1 or Toll Free 855-828-6620 option 1

McDougall, Robert

From: ADS.ServiceDeskInformation@vermont.gov
Sent: Tuesday, February 4, 2020 7:02 AM
To: McDougall, Robert
Subject: Password Expiration Notice from ADS



Agency of Digital Services

Robert

Your VSMS domain password for user account robert.mcdougall will be expiring in 2 days. Please change your password before 2/6/2020 11:25:01 AM. Instructions for changing your password can be found on the Agency website here:

<https://vermontgov.sharepoint.com/sites/ADS-IT/HowTo/Forms/AllItems.aspx?web=1&useFiltersInViewXml=1&FilterField1=Category&FilterValue1=General&FilterType1=Choice&FilterOp1=In&id=%2Fsites%2FADS%2DIT%2FHowTo%2FPassword%20Reset%2Epdf&parent=%2Fsites%2FADS%2DIT%2FHowTo> .

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Agency of Digital Services,

133 State Street | Montpelier, VT 05633

802.828.6620 option 1 or Toll Free 855-828-6620 option 1