
RE: Elevator check

From Miele, Hannah <hannah.miele@otis.com>
Date Thu 6/18/2026 3:07 PM
To Josh Arneson <jarneson@richmondvt.gov>
Cc Duncan Wardwell <dwardwell@richmondvt.gov>

 1 attachment (215 KB)
2026 Standard Billing Rates.pptx;

Hi Josh,

Thank you for your email. Unfortunately, as elevator mechanics is a specialized trade, that is the hourly rate for our mechanics. I was actually able to provide some assistance in lowering the rate for some additional savings. Please see attached for the 2026 standard billing rates.

Please let me know if you have any questions.

Kind Regards,

Hannah Miele
Account Manager, VT
C: (413)342-6887
OtisLine: +1 800-233-6847

OTIS
20 E Morse Drive
Essex Jct, VT
United States

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From: Josh Arneson <jarneson@richmondvt.gov>
Sent: Thursday, June 18, 2026 2:51 PM
To: Miele, Hannah <hannah.miele@otis.com>
Cc: Duncan Wardwell <dwardwell@richmondvt.gov>
Subject: [EXTERNAL] Re: Elevator check

Thanks. Why is the hourly rate so high for the mechanic time?

Josh Arneson (he/him)

Town Manager
Town of Richmond
P.O. Box 285
Richmond, VT 05477
(802) 434-5170

From: Miele, Hannah <hannah.miele@otis.com>
Sent: Thursday, June 18, 2026 10:54 AM
To: Josh Arneson <jarneson@richmondvt.gov>
Cc: Duncan Wardwell <dwardwell@richmondvt.gov>
Subject: RE: Elevator check

Good morning Josh,

Thank you for your email and reaching out with your questions. Please see attached for the accurate proposal provided to you based on the last site visit, that the mechanic visually confirmed the recommendation of an oil change.

To address your questions:

- Hourly charge per person hour and number of person hours to complete the job, including the person hours for travel time and the rate.
 - Hours to complete including travel: 4.5 hours
 - \$525.128/hr per mechanic
 - Team of (2) mechanics to complete this work
- Cost of the oil
 - \$2,518.75
- Cost to dispose of the oil
 - \$2,500

I hope this breakdown answers your questions. Please let me know if you have any further questions or concerns.

Kind Regards,

Hannah Miele
Account Manager, VT
C: (413)342-6887
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From: Josh Arneson <jarneson@richmondvt.gov>
Sent: Thursday, June 18, 2026 10:30 AM
To: Miele, Hannah <hannah.miele@otis.com>
Cc: Duncan Wardwell <dwardwell@richmondvt.gov>
Subject: [EXTERNAL] Re: Elevator check

Hannah,

Please reply and attach the specific quote that you are referencing. I can't tell which is which from your email. I don't have them filed in order of the time they were received.

The cost for this seems exceedingly high, but I assume it is fairly standard for the elevator business. However, in order to get this approved I need more details on the cost. Please provide a breakdown that details the following:

- Hourly charge per person hour and number of person hours to complete the job, including the person hours for travel time and the rate.
- Cost of the oil
- Cost to dispose of the oil

Having the above information will better help me and the Selectboard to understand the costs.

Thank you,

Josh Arneson (he/him)

Town Manager
Town of Richmond
P.O. Box 285
Richmond, VT 05477
(802) 434-5170

From: Miele, Hannah <hannah.miele@otis.com>
Sent: Monday, June 8, 2026 9:11 AM
To: Josh Arneson <jarneson@richmondvt.gov>
Cc: Duncan Wardwell <dwardwell@richmondvt.gov>
Subject: RE: Elevator check

Hi Josh,

I apologize for any confusion regarding the two proposals and appreciate you bringing this to my attention.

I was able to stop by the site with our mechanic during a routine preventative maintenance visit and based on the physical conditions observed onsite—specifically the oil's appearance and buildup within the tank—we determined that an oil change is recommended at this time. Following that visit, I created a proposal for our local team to complete this work.

The second proposal you received was generated by Otis' marketing team and sent in my name as part of a broader outreach to customers with elevators of a certain age that do not show an oil change in their service history. That proposal is based on national average pricing and does **not** include the removal and disposal of the existing oil from the premises.

For accuracy and completeness, please refer to the proposal I previously provided, as it reflects the correct scope and local pricing for your equipment.

To address your additional questions:

- We replace all of the hydraulic oil, which consists of approximately two 55-gallon drums.
- The work is planned to be completed within an approximately 4-hour window, including travel time.

- For this work, labor is \$4,726.16 for a team of mechanics to complete this work with \$5,018.75 for material and removal/disposal. I unfortunately do not have further breakdown of the oil cost vs other expenses.
- Typically, oil should be replaced every 10 years or so, or when physical evidence of contamination or degradation has become apparent – there is no history of an oil change being completed at the Town of Richmond in our records.

Much like routine maintenance on a vehicle, replacing the hydraulic oil helps extend the life of the elevator system. The oil not only circulates through the unit to operate the system but also provides necessary lubrication to key components during operation, helping to reduce wear and avoid potential future repairs.

Please let me know if you would like me to walk through the proposals together or if you have any additional questions—I'm happy to help.

Kind regards,

Hannah Miele
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From: Josh Arneson <jarneson@richmondvt.gov>
Sent: Friday, June 5, 2026 3:29 PM
To: Miele, Hannah <hannah.miele@otis.com>
Cc: Duncan Wardwell <dwardwell@richmondvt.gov>
Subject: [EXTERNAL] Re: Elevator check

Hannah,

Thanks for the details. I am confused as to why I have two different quotes each sent recently. See attached. Which is the correct one and why are they different?

A few other questions regarding details for the quotes:

- How much oil is being replaced? What is the cost per gallon of oil?
- What is the cost of disposal of the used oil?
- Detail the staff hours involved in the oil change and the cost per person-hour.
- Same questions as above for the optional hydraulic fluid. As well as the details of when this was last replaced, how often it is recommended to be replaced, and why it is recommended to be replaced now.

Thanks,

Josh Arneson (he/him)

Town Manager
Town of Richmond
P.O. Box 285
Richmond, VT 05477
(802) 434-5170

From: Miele, Hannah <hannah.miele@otis.com>
Sent: Tuesday, May 26, 2026 10:04 AM
To: Josh Arneson <jarneson@richmondvt.gov>
Cc: Duncan Wardwell <dwardwell@richmondvt.gov>
Subject: RE: Elevator check

Hi Josh,

Thank you for your questions – I hope you had a relaxing long weekend!

The mechanic recommended the oil change based on conditions observed on site. There is a visible build-up encircling the interior of the oil tank, indicating the oil has been sitting for an extended period, along with a cloudy appearance, which suggests possible contamination.

From an industry standpoint, hydraulic elevator oil is typically recommended to be changed every 5–10 years. With proper care and filtration, oil can sometimes last 10+ years, but condition-based indicators like contamination or degradation warrant replacement sooner.

Regarding history, our available records for this unit only go back to 2021, and within that timeframe, I do not see any record of an oil change.

Please let me know if you'd like to proceed or if you have any additional questions.

Kind Regards,

Hannah Miele
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From: Josh Arneson <jarneson@richmondvt.gov>
Sent: Friday, May 22, 2026 10:45 AM
To: Miele, Hannah <hannah.miele@otis.com>
Cc: Duncan Wardwell <dwardwell@richmondvt.gov>
Subject: [EXTERNAL] Re: Elevator check

Hannah,

Thanks for having the mechanic check the oil. A couple of questions:

- Why does the mechanic think the oil needs to be changed?
- Is there an industry standard for when oil should be changed? For instance after X years or X hours of service?
- If there is an industry standard, when was the last time this elevator's oil was changed in reference to the industry standard.

Thanks,

Josh Arneson (he/him)

Town Manager
Town of Richmond
P.O. Box 285
Richmond, VT 05477
(802) 434-5170

From: Duncan Wardwell <dwardwell@richmondvt.gov>
Sent: Tuesday, May 19, 2026 2:51 PM
To: Josh Arneson <jarneson@richmondvt.gov>
Subject: Fw: Elevator check

See proposed elevator maintenance. Do we need to wait for SB approval? Any other questions for Otis?

Duncan E. Wardwell (he/him)
Deputy Town Manager
802-336-2092 (office)
802-556-4779 (cell)
203 Bridge Street
Richmond, Vermont 05477

From: Miele, Hannah <hannah.miele@otis.com>
Sent: Tuesday, May 19, 2026 2:22 PM
To: Duncan Wardwell <dwardwell@richmondvt.gov>
Subject: RE: Elevator check

Hi Duncan,

I hope this email finds you well – It was great to finally meet you today! I always appreciate the ability to put faces to names! We were onsite this morning just to complete a preventative maintenance visit (and learn as much I can).

While on site, the mechanic determined that the unit needs an oil change in the near future. New oil can help extend the life of the unit and avoid possible issues. Unfortunately, the oil change is not covered by the scope of the contract, so I have created the attached proposal. Please note, this proposal includes the removal and disposal of the original oil.

Please review the attached, and with your approval, we can move forward with this work. Please reach out with any questions or concerns you may have.

Kind Regards,

Hannah Miele
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OtisLine: +1 800-233-6847

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