



State of Vermont
Department of Public Service
112 State Street
Montpelier, VT 05620-2601
<http://public.service.vermont.gov>

[phone] 802-828-2811
[fax] 802-828-2342
[tdd] 800-734-8390

By ePUC

November 14, 2019

Ms. Judith Whitney, Clerk
Vermont Public Utility Commission
112 State Street, Floor 4
Montpelier, Vermont 05620

Re: Case No. 19-1270-TF – Washington Electric Cooperative Rate Design
PSD Response to Data Request

Dear Ms. Whitney:

During the October 22, 2019 Evidentiary Hearing in Case No. 19-1290-TF, Commissioner Hofmann requested that the Department of Public Service (Department) review records of consumer complaints received by the Department's Consumer Affairs and Public Information Division (CAPI) regarding the process of rate integration following the CVPS-GMP corporate merger. Specifically, Commissioner Hofmann requested that the Department investigate whether it received any consumer complaints regarding confusion on the phased-in process of the rate integration after the merger was completed.¹

I write to advise the Public Utility Commission (Commission) that staff within the CAPI Division reviewed the Department's records but have not identified any consumer comments regarding confusion or frustration with the rate phase-in process from the CVPS-GMP merger. While the Department received numerous complaints about the rate integration, most of those complaints were directed at the final rates that resulted from the integration and the elimination of legacy time-of-use rates, not the phase in process itself. If the Commission believes that these records would nonetheless be helpful, the Department can provide copies of the complaint files with appropriate redactions.

Sincerely,

A handwritten signature in blue ink, appearing to read "D. C. Burke".

Daniel C. Burke, Special Counsel

cc: Parties of Record (by ePUC)

¹ Tr. at 136 (Commissioner Hofmann).