



March 1, 2021

Via Electronic Filing

Ms. Judith C. Whitney, Clerk
Vermont Public Utility Commission
112 State Street, Drawer 20
Montpelier, VT 05620-2701

**Re: Shoreham Telephone LLC d/b/a OTELCO
Case No. 20-0703-PET**

Dear Ms. Whitney:

Pursuant to the Commission's Order in Case Number 20-0703-PET, dated December 22, 2020, Shoreham Telephone LLC d/b/a OTELCO's ("OTELCO") responds as follows:

- a. The magnitude of customer balances that are more than 60 days past due, the number of customers with balances that are more than 60 days past due, and how these data compare with the same time period in 2020 (broken out into residential and non-residential customers).

OTELCO's billing system does not allow OTELCO to calculate past arrearages. As of today, OTELCO has \$4,382 in arrearages that are at least 60 days old.

- b. The number of customers with whom the utility has interacted to set up a payment agreement between the date of the issuance of this Order and March 1, 2021.

No customer has contacted OTELCO regarding payment arrangements for telephone service during the referenced time period.

- c. The number of payment agreements entered into between the date of the issuance of this Order and March 1, 2021.

No customer has contacted OTELCO regarding payment arrangements for telephone service during the referenced time period.



- d. The number of payment agreements successfully adhered to by the customer between the date of the issuance of this Order and March 1, 2021.

OTELCO has not disconnected any customers for failure to meet the terms of a payment arrangement during the referenced time period.

- e. Comments on whether the moratorium should be extended beyond March 31, 2021.

OTELCO does not support extending the moratorium beyond March 31, 2021. There are sufficient programs and processes in place to address customer needs.

If you have any questions, please contact me at (207) 992-9920 or by email at trina.bragdon@otelco.com.

Sincerely,

A handwritten signature in blue ink, appearing to read "Trina M. Bragdon", is positioned above the printed name.

Trina M. Bragdon
General Counsel & Vice President
Shoreham Telephone LLC