



FILED VIA ePUC

September 17, 2021

Ms. Holly Anderson
Clerk of the Commission
112 State Street
Montpelier, VT 05620-2701

**Re: Case No. 20-2369-RULE
Proposed Revisions to Vermont Public Utility Commission Rule 2**

Dear Ms. Anderson:

On August 12, 2021, the Commission issued a *Procedural Order Publishing Latest Proposed Changes to Rule 2 and Requesting Comments*. Vermont Gas Systems, Inc. ("VGS") appreciates the Commission's thoughtful review of comments and latest draft of the Rule.

One concern of ours that remains is with respect to changes to Rule 2.303, Acknowledgement and Distribution of Complaints. VGS would like to understand the reason for striking the part of the Rule that requires the Commission to share consumer complaints with the utility. VGS prefers that part of the Rule not be deleted because we like to be apprised of consumer complaints and address them promptly. But if the Commission finds it necessary to delete that portion of the Rule, we request that it consider establishing an alternative process for notifying the utility of complaints. Additionally, if the Commission decides to delete that part, we suggest deleting "and Distribution" from the subheading.

Thank you for the opportunity to participate in this matter.

Sincerely,

/s/ Mary G. Bouchard

Mary G. Bouchard
Regulatory Counsel