

**STATE OF VERMONT
PUBLIC UTILITY COMMISSION**

Case No. 22-4100-TF

Tariff filing of Washington Electric Cooperative,
Inc. for approval of a 14.19% rate increase
effective on a service-rendered basis commencing
November 1, 2022

**SUPPLEMENTAL TESTIMONY OF
CAROL FLINT
ON BEHALF OF THE
VERMONT DEPARTMENT OF PUBLIC SERVICE**

February 17, 2023

Summary: Ms. Flint's supplemental testimony responds to questions from the Vermont Public Utility Commission about the provision of service quality training for Washington Electric Cooperative staff.

**SUPPLEMENTAL TESTIMONY OF
CAROL FLINT**

1 **Q1. Please state your name and title.**

2 A1. My name is Carol Flint. I am the Director of Consumer Affairs and Public Information
3 ("CAPI") for the Vermont Department of Public Service ("Department").
4

5 **Q2. Have you previously testified in this case?**

6 A2. Yes. I submitted prefiled testimony.
7

8 **Q3. What is the purpose and focus of your testimony?**

9 A3. The purpose of my testimony is to provide responses to requests for information from the
10 Vermont Public Utility Commission ("Commission") about a recommendation made in
11 my prefiled testimony regarding the provision of service quality reporting training for
12 Washington Electric Cooperative ("WEC").
13

14 **Q4. What was your recommendations for service quality plan reporting?**

15 A4. Generally, WEC's disconnection reports are filed on time and mostly accurately.
16 However, fourth quarter service quality reports have had errors for the past few years.
17 CAPI recommends that CAPI provide WEC with training for service quality reporting.

1 **Q5. When does the Department recommend that WEC be required to undergo the CAPI**
2 **training?**

3 A5. The Department recommends that WEC staff undergo training within three months of the
4 Commission's final order for this case or sooner, if reasonably practical.

5

6 **Q6. Does the Department recommend that WEC be required to complete the training as**
7 **a condition of the Commission's approval of any tariff changes.**

8 A6. Yes.

9

10 **Q7. Does this conclude your testimony?**

11 A7. Yes.