



April 9, 2025

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

Re: Case # 25-0443-INV, Investigation pursuant to Act 142/creation of statewide program to reduce energy burden

Dear Ms. Anderson,

As requested in the Public Utility Commission's ("Commission's") March 10, 2025, Request for Information in this Case, Burlington Electric Department ("BED") submits this letter along with the Commission-provided Excel spreadsheet with information about BED's existing programs focused on reducing or stabilizing energy costs for households with low and moderate income.

BED has included two tabs in the spreadsheet: one for all programs other than Tier III and a second for our Tier III programs only available to low- and moderate-income customers. BED notes that it has limited its Excel responses in this Case to programs that are specifically targeted to income-eligible customers, even though low or medium-income customers may benefit from any of BED's cost-saving programs, such as the EV Rate, the upcoming Building Giants program, or any of its other incentive programs.

In addition to the BED programs described within the Excel spreadsheet, BED notes that it invests hundreds of staff hours reaching thousands of customers with its numerous customer education and outreach services throughout the year which help to connect customers with cost saving opportunities. For example, BED staff work with customers to determine causes of unusually high bills, staff have created videos and other media in multiple languages to guide customers on how to read bills, and staff routinely go into the community to connect with customers to learn about customers' experiences and share information on the many available BED programs that provide opportunities for cost savings, at community events, at recurring office hours at community

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organizations, and organizing events for customers who wouldn't otherwise have the chance to learn about or test drive an Electric Vehicle to experience this technology firsthand.

Thank you for the opportunity to provide information on BED's existing programs focused on reducing or stabilizing energy costs for households with low and moderate income. BED is happy to provide any additional information the Commission would find useful in this Case.

Sincerely,

A handwritten signature in black ink, appearing to read 'Amber', with a stylized flourish at the end.

Amber Widmayer
Regulatory Specialist
(802) 735-6918