



April 16, 2020

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

Re: Extension of Burlington Electric Department's Moratorium on Involuntary Service  
Disconnections in Case No. 20A-0711 and Assessment of Late Fees in Case No. 20A-0736

Dear Ms. Whitney,

In its March 17, 2020 and March 18, 2020 letters, Burlington Electric Department ("BED") provided the Public Utility Commission ("PUC") with notice of temporary changes to our policies for service disconnections for nonpayment and assessment of late fees. The PUC assigned those notifications with case numbers 20A-0711 and 20A-0737, respectively. Currently, BED's moratorium on involuntary service disconnections is in effect until further notice and its moratorium on assessment of customer late fees is in effect until April 30, 2020.

At this time, BED would like to voluntarily update its moratorium on its involuntary disconnections of service for nonpayment and assessment of customer late fees such that both are in effect until further notice, and in no case would either conclude before May 31, 2020. We have chosen this date as the earliest date these changes would terminate to be consistent with the April 16, 2020 PUC Order in case No. 20-0703-PET seeking comments on Vermont Legal Aid's request for an extended moratorium on involuntary utility disconnections.

When BED ends this moratorium, BED will provide notice to the PUC, the Department of Public Service and BED customers that BED's disconnection and late fee policies are being reinstated, BED will communicate with all customers with past due balances to arrange payment, and BED will resume the mandatory notification timelines related to residential customers. In the meantime, in our communications to customers we have made clear that this is not a waiver of the bill itself and we have encouraged customers to continue to make payment if possible.

Should you have any questions or concerns, please feel free to contact us at any time.

**Burlington Electric Department**  
585 Pine Street Burlington, VT 05401  
burlingtonelectric.com

Phone 802.658.0300

Sincerely,

A handwritten signature in black ink, appearing to read 'AW', is positioned above the typed name.

Amber Widmayer  
Regulatory Specialist  
Burlington Electric Department  
(802) 735-6918

Cc: June Tierney, Commissioner, Department of Public Service