

STATE OF VERMONT
PUBLIC UTILITY COMMISSION

Case No. 20-0703-PET

Vermont Legal Aid request for moratorium on utility and telecommunications shutoffs during State of Emergency

**WASHINGTON ELECTRIC COOPERATIVE, INC.'S RESPONSES TO
PUC MAY 28, 2020 INFORMATION REQUEST**

1. What is the magnitude of past-due balances and how many customers have past-due balances? How does this compare with the same time period last year? Please break out this data into residential and non-residential customers.

Response: WECs billing software does not have the ability to produce reports that distinguish the aged receivable by customer class. To get this information would be labor intensive. WEC is primarily Residential (94% Residential/6% business) and believes the number of aged accounts would be primarily Residential.

	2019		-- # of Accounts --		2020		----- # of accounts -----	
	60 day	90 day	60 day	90 day	60 day	90 Day	60 day	90 Day
January	\$ 40,494.63	\$ 32,793.61	420	219	\$ 37,233.53	\$ 30,762.53	403	206
February	\$ 54,234.97	\$ 29,771.77	471	197	\$ 57,519.74	\$ 25,589.75	448	173
March	\$ 66,107.91	\$ 27,100.56	465	189	\$ 76,258.24	\$ 38,064.04	513	214
April	\$ 57,025.14	\$ 30,887.11	447	172	\$ 109,545.72	\$ 69,296.36	629	290
May	\$ 53,641.90	\$ 37,804.11	459	177	\$ 93,670.24	\$ 102,189.75	616	337

2. How will past-due balances accrued during the moratorium be addressed with customers, and how will past-due balances accrued before or after the moratorium be addressed with customers?

Response: WEC is working with its current billing software provider to determine if the pre-pandemic past-due balances can be separated on the bill from the post-pandemic balances. It should be noted that in order for the member to receive public assistance the utility must generate and issue a disconnect notice. Once the moratorium is lifted, WEC anticipates generating and issuing disconnect notices which will encourage members to reach out to WEC to set up payment arrangements. WEC fully expects to work with members to set up reasonable payment arrangements that could extend up to 24 months.

3. Will reasonable payment arrangements be made available? If so, of what duration?

Response: WEC will work with its member owners to first set up reasonable payment arrangements which could extend up to 24 months.

4. Will late fees be imposed or waived for past-due balances accrued before, during, or after the moratorium?

Response: WEC does not charge late fees.

5. Is the utility seeking outside funds (e.g. federal or private monies) to help offset the past-due balances accrued as a result of the moratorium? If so, and if such funds are received, how will the utility apply the funds to its customers arrearages?

Response: WEC is exploring potential outside grant funding through VLITE. How WEC applies those funds would depend upon the program requirements. Further funds may be available through programs not yet enacted and use of those funds would also depend on program requirements.

Dated at Montpelier, Vermont, this 17th day of June, 2020.

WASHINGTON ELECTRIC COOPERATIVE, INC.



BY:

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