



Stowe Electric Department  
PO Box 190  
435 Moscow Rd  
Stowe, VT 05672  
802-253-7215  
[www.stoweelectric.com](http://www.stoweelectric.com)

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October 19, 2020

Ms. Judith Whitney, Clerk  
Vermont Public Utility Commission  
112 State Street  
Montpelier, Vermont 05620

Re: 20-0703-PET Vermont Legal Aid Request for Moratorium on Disconnections During the State of Emergency.

Dear Ms. Whitney:

On October 8, 2020, the Vermont Public Utility Commission (Commission) announced the temporary moratorium on utility service disconnections would terminate on October 15, 2020. On October 16, 2020, the Commission adopted emergency rule 2.600, in part, to guide utilities on disconnection notices during the pendency of the COVID-19 pandemic.

As part of this emergency rule, the Commission instructed the distribution utilities to amend their Disconnection Notice Form. Please find attached to this cover letter, Stowe Electric Department's updated Disconnection Notice Form.

If you have questions, please contact me at 802-253-7215 or [mlazorchak@stoweelectric.com](mailto:mlazorchak@stoweelectric.com).

Respectfully,  
*/s/ Michael N. Lazorchak*  
Michael N. Lazorchak  
Manager Regulatory Affairs  
Stowe Electric Department

Stowe Electric Department  
PO Box 190  
Stowe, Vermont 05672  
802-253-7215

2/11/2019

**PLEASE RETURN THIS NOTICE  
WITH YOUR PAYMENT**

GETTY BARBARA  
143 SALLIES LN  
STOWE VT 05672

SERVICE ADDRESS: 143 SALLIES LN

**WARNING**

**THIS IS A NOTICE THAT YOUR ELECTRIC SERVICE IS ABOUT TO BE DISCONNECTED**

ACCOUNT NUMBER	AMOUNT OVERDUE	FIRST SERVICE DISCONNECT DATE
12494	\$70.04	2/25/2019

**YOUR ACCOUNT IS OVERDUE:** Your service will be disconnected unless you do one of the following before **2/25/2019**:

- (a) Pay the delinquent portion of your bill shown above in full; or
- (b) Enter into a reasonable agreement to pay the delinquency by means of a repayment plan over a period of time. If you have questions, or wish to discuss an extended repayment plan, please call us at **253-7215** Monday through Friday (except Holidays) between 8:00 A.M. and 4:00 P.M.
- (c) If you deny the existence of any delinquency in excess of \$50.00, submit the dispute to the Public Utility Commission and the Commission advises Stowe Electric not to disconnect service.
- (d) Advise us that you will, no more than seven days later, present a statement from a duly licensed physician certifying that disconnection or failure to reconnect will result in an immediate and serious health hazard to you or another person now living in your household. This certificate, to prevent disconnection or to cause a reconnection, is limited to four consecutive 30-day periods and shall not exceed six 30 day periods in any calendar year, except upon written order of the Public Utility Commission.
- (e) While the Vermont COVID-19 Arrearage Assistance Program (VCAAP) is accepting applications you have completed the application at <https://PublicService.vermont.gov/> or at your local community action agency: **Economic Services Division District Office - Morrisville**, Phone: (800) 479-6151 or **Capstone Community Action**, Phone: (800) 639-8710 or (802) 888-7993, and are awaiting a determination or distribution of the approved funds.

**If you do none of the above, your service will be disconnected between the hours of 8:00 A.M. and 2:00 P.M. starting on the business day as specified above, or WITHIN EIGHT (8) BUSINESS DAYS thereafter (business days: Monday through Thursday, excluding Vermont legal holidays).**

If the above disconnection date is between November 1<sup>st</sup> and March 31<sup>st</sup>, and you need financial assistance in paying your bill, it may be possible for you to obtain assistance from **Economic Services Division District Office - Morrisville**, 63 Professional Drive, Suite 4, Morrisville, VT 05661, Phone: 1-800-479-6151 or **Capstone Community Action**, 197 Harrel Street, Morrisville, VT 05661. Tel: 1-800-639-8710 or (802) 888-7993.

Service to a household with anyone 62 or older living there, will not be disconnected between November 1<sup>st</sup> and March 31<sup>st</sup> if outdoor temperature is forecast to fall below 32 Fahrenheit during a 48-hour period beginning at the anticipated time of disconnection, provided account holder provides advance written notice to utility that household qualifies. Proof of age may be required.

If after calling our Office you do not believe our terms to be reasonable, you may contact the Consumer Affairs Division of the Department of Public Service at 1 (800) 622-4496 (toll free) in Vermont or 802-828-2332, 120 State Street, Montpelier, VT 05602, Monday through Friday (except Holidays) between 7:45 A.M. and 4:30 P.M. for assistance or advice as to negotiations with utilities. The Division can provide information as to how to submit a formal dispute to the Public Utility Commission.

In those situations where Stowe Electric sends a representative to your premises for the purpose of disconnecting service and you then and there make payment to prevent disconnection, service will not be disconnected and you will be charged \$15.00.

If your service is disconnected, you will be subject to a reconnection charge of \$25.00 for reconnections made between 8:00 A.M. and 4:00 P.M. and \$50.00 for reconnection made outside normal working hours. A portion of a deposit (not exceeding 2/12<sup>th</sup> of the reasonably estimated yearly utility charges) may be required for reconnection.

If you wish to arrange to pay for future service by means of an installment plan, please call our Office at 253-7215 or write to Stowe Electric Department, P.O. Box 190, Stowe, VT 05672.

**TO AVOID ELECTRIC SERVICE INTERRUPTION, PLEASE DO NOT DISREGARD THIS NOTICE**