



Vermont Electric Cooperative, Inc.
42 Wescom Road
Johnson, VT 05656

WARNING: DISCONNECTION NOTICE

This is a notice that your electric service is subject to disconnection. Please read this entire notice. It tells what you can do to avoid disconnection. **If there is anything you do not understand, please call VEC at 1-800-832-2667 or 1-802-635-2331.**

THIS NOTICE REQUIRES YOUR IMMEDIATE ATTENTION

IMPORTANT: The statewide moratorium on disconnections has expired. We encourage members with overdue bills to contact us immediately if you need to set up a payment arrangement. Members may also be eligible for financial assistance from the State of Vermont COVID-19 Arrearage Assistance Program (VCAAP).

Learn more and apply at www.publicservice.vermont.gov. 1-800-622-4496.

NOTICE: Members who have submitted a complete VCAPP application and are awaiting a determination, or have been approved and the funds have not been disbursed, are exempt from disconnection.

Notice Date: 10/16/2020

Account: xxxxxxxxx

1. **Your account is delinquent, and your service will be disconnected on or after 11/02/2020, unless you do one of the following:**
 - a) Pay your "total delinquent" amount in full; OR,
 - b) If you cannot pay your "total delinquent" amount in full we will negotiate a reasonable repayment plan to pay the delinquent amount over a period of time. If you feel that we are not reasonable in our repayment terms, you may contact the Consumer Affairs Division of the Vermont Department of Public Service, at VT toll free 1-800-622-4496 or 802-828-2332, TTY/TDD 1-800-734-8390, 112 State Street, Drawer 20, Montpelier, VT 05602, Monday through Friday (except holidays), between the hours of 7:45 a.m. and 4:30 p.m. (The division can assist or advise you in negotiation with VEC and can tell you how you can submit an unresolved dispute over the existence of a delinquency to the Public Utility Commission, PUC); OR
 - c) Advise us that you will, within 7 days, 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 living in your household. Use of a physician's certificate is limited to **four** consecutive 30-day periods and shall not exceed a total of **six** 30-day periods in any calendar year (except upon written order of the Vermont Public Utility Commission) (PUC); OR
 - d) If you deny that the delinquent amount exceeds \$50.00, submit the dispute to the Public Utility Commission and the Commission may advise the utility not to disconnect service.
2. **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. on one of the following dates:**
11/02/2020; 11/03/2020; 11/04/2020; 11/05/2020; 11/09/2020; 11/12/2020; 11/16/2020; 11/17/2020;
3. **If an employee is sent to your premises to deliver a winter warning, collect a payment, or disconnect your service, you will be charged \$67. NOTE: This \$67 trip fee will be waived for the remainder of 2020.**

If you later arrange to have service restored, you will be assessed one of the following additional charges:

Reconnection Normal Hours	\$67.00	Reconnection Normal Hours with Remote Device	\$26.00
Reconnection Normal Hours by Line Workers	\$213.00	Reconnection After Hours by Technician	\$257.00
Reconnection Overtime Hours 4-4:30PM	\$100.00	Reconnection After Hours by Line Workers	\$654.00

A deposit may be required after disconnection in the amount of 2/12ths of the estimated annual charges for reconnection of electric service which you have a right to pay in installments.

4. **If you have any questions or wish to discuss this bill further, please call a member service representative toll free at 1-800-832-2667 or 802-635-2331, Monday through Friday, (except holidays), between the hours of 7:30 a.m. and 4:30 p.m. or you may write to us at 42 Wescom Road, Johnson, VT 05656.**

SEE REVERSE SIDE FOR ASSISTANCE INFORMATION

PLEASE RETURN THE STUB WITH YOUR PAYMENT



Vermont Electric Cooperative, Inc.
42 Wescom Road
Johnson, VT 05656

Visit us at www.vermontelectric.coop
Toll-free 1-800-832-2667 or 802-635-2331
Business hours 7:30 a.m. - 4:30 p.m. Monday - Friday;
for emergencies 24 hrs, 7 days a week

Total Delinquent	Current	Total Amount Due
185.81	166.42	352.23
Account: xxxxxxxxx		Amount Enclosed

We accept Visa, Mastercard, Discover and check by phone or online



Service Address: 42 WESCOM RD

114 1 SP 0.500
VEC MEMBER
42 WESCOM RD
JOHNSON VT 05656

5 114
C-1

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5. If your account is for service at your principal place of residence and you wish to arrange payment for future services by means of a budget payment plan based upon your anticipated annual use of electricity so that each month's bill will be approximately the same, please contact a member service representative at the number listed above.
6. Between November 1 and March 31 service will not be disconnected to a household with any member age 62 or older if outdoor temperatures are forecast to fall below 32 degrees Fahrenheit during a 48-hour period beginning at the anticipated time of disconnection, provided that written notice that the household qualifies is furnished in advance to Vermont Electric Cooperative. If requested, reasonable proof must be furnished of this qualification.

APPLICABLE TO DISCONNECTIONS PROPOSED BETWEEN NOVEMBER 1ST AND MARCH 31ST

If you need financial assistance in paying your bill, it may be possible for you to get such assistance from the agencies listed below:

AGENCY OF HUMAN SERVICES

Department of Children Families Economic Services
 1-800-479-6151
<https://dcf.vermont.gov/esd/contact-us/districts>

UNITED WAY

Dial 211

VERMONT AGENCIES ON AGING

Helpline: 1-800-642-5119

VERMONT COMMUNITY ACTION AGENCIES

Champlain Valley Office of Economic Opportunity (CVOEO)

191 North Avenue	Burlington	863-6248 or 1-800-287-7971
Burlington, VT 05401	St. Albans	527-7392 or 1-800-300-7392
	Middlebury	388-1391/ 388-2285
		or 1-800-639-2318
	Vergennes	877-2521

Capstone Community Action, Inc.

Portland Street,	888-7993
Morrisville, VT 05661	1-800-639-1053

Northeast Kingdom Community Action

(NEKCA) 10 Main Street

Newport, VT 05855

Newport	334-7316 or 1-800-639-4065
Canaan	266-7134
Island Pond	723-6245
St. Johnsbury	748-8997

IF YOU WANT YOUR ELECTRIC SERVICE TO CONTINUE, PLEASE DO NOT IGNORE THIS NOTICE

In order to avoid disconnection, we urge you to pay this notice by the "earliest disconnect date" on the front of this form. If you mail your payment or are paying after the "earliest disconnect date," notification should be made to Member Service at Vermont Electric Cooperative at 1-800-832-2667 or 1-802-635-2331 to avoid having your service disconnected.

XXXX XXXXXX
 PO BOX XX
 XXXXX VT 0XXXX

VERMONT ELECTRIC COOPERATIVE, INC.
PO BOX 1400
BRATTLEBORO VT 05302-1400