

**DISCONNECTION NOTICE 09/25/2020**



Washington Electric Cooperative, Inc.  
PO Box 8  
East Montpelier, VT 05651-0008

Account Number: 00000

<b>Total Past Due</b>	<b>\$383.96</b>
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[www.washingtonelectric.coop](http://www.washingtonelectric.coop)

Phone: 802-223-5245 or 1-800-932-5245



**IMPORTANT:** The statewide moratorium on disconnections has expired. We encourage members with overdue bills to contact us immediately if they need to set up payment arrangements. Members may be eligible for financial assistance from the State of VT COVID-19 Arrearage Assistance Program. Learn more and apply at [www.publicservice.vermont.gov](http://www.publicservice.vermont.gov). 1-800-622-4496.

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

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WEC MEMBER  
WEC ADDRESS  
WEC ADDRESS



**WARNING  
DISCONNECTION OF ELECTRIC SERVICE**

WASHINGTON ELECTRIC COOPERATIVE, INC.  
PO BOX 8 EAST MONTPELIER, VT 05651-0008  
802-223-5245 TOLL FREE 1-800-932-5245

DEAR MEMBER:

Did you forget to pay your bill? Our records indicate your account is delinquent. If you have recently paid the full amount noted above please disregard this disconnect notice.

If your account is still delinquent, however, your service will be disconnected unless you take one of the following actions on or before:

**OCTOBER 9, 2020**

IF YOU DO NONE OF THE FOLLOWING, YOUR SERVICE WILL BE SUBJECT TO DISCONNECTION ON THE PAST DUE AMOUNT ON ANY OF THE FOLLOWING DATES BETWEEN THE HOURS OF 8:00 A.M. AND 2:00 P.M.

**OCTOBER 21, 2020 THROUGH OCTOBER 28, 2020**

**(We do not disconnect on Fridays, Saturdays, Sundays, holidays, or the day before a holiday.)**

**Delinquent balances over 30 days may be subject to disconnection on dates provided on a separate notification.**

1. Pay your bill in full; OR
2. Make an agreement with us to pay the amount delinquent over a reasonable period of time by means of a repayment plan; OR
3. If you deny that your account is overdue by more than \$50.00 submit the dispute to the Public Service Board and obtain a Public Service Board Order prohibiting disconnection; OR
4. Advise us that you will, no more than seven days later, present to us a statement from a doctor, certifying that disconnection will result in an immediate and serious health hazard to you or another person now living in your household. Use of a physician's 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 Service Board; OR
5. If you wish to arrange to pay for future service by means of a monthly installment plan, based upon estimated annual usage of electricity in order that each month's bill be a budgeted amount, please call the Member Services Supervisor at (802) 223-5245 (toll free 1-800-932-5245), or write the Member Services Department, Washington Electric Cooperative, Inc., P.O. Box 8, East Montpelier, VT 05651. If your account is for service at your principal residence, we will arrange such a plan for you.
6. If you cannot pay your overdue bill in full, but can repay it in installments, we will negotiate with you a reasonable plan for paying it over a period of time. After discussing such a plan with us, if you do not believe our terms to be reasonable, you may call the Consumer Affairs Division of the Vermont Department of Public Service. The Consumer Affairs Division can give you advice and may be able to give you assistance in conducting further negotiations. Information on how to contact the Consumer Affairs Division is given in paragraph 8 on the back page.



**(CONTINUED ON BACK PAGE)**

7. If you wish to discuss this matter with us, or if you wish to ask questions or make any complaint, please write to the Member Services Supervisor, Washington Electric Cooperative, Inc., P. O. Box 8, East Montpelier, VT 05651, or call the Member Services Supervisor at (802) 223-5245 any day Monday through Friday (except holidays) between the hours of 7:30 a.m. and 5:00 p.m. If you are calling long distance, you may dial our toll-free number 1-800-932-5245. For assistance through Vt. Telecommunication Relay Service for TDD/TTY machine (telecommunication device for the deaf), inside and outside Vermont call: 1-800-253-0195 (voice) or 1-800-253-0191 (TDD/TTY).
8. The Consumer Affairs Division of the Vermont Department of Public Service may be contacted at 1-800-622-4496 (in-state calls only) or 828-2332, 112 State Street, Montpelier, Vermont 05602 on any day Monday through Friday, except holidays, between the hours of 8:00 a.m. and 4:30 p.m. Assistance for the deaf is also available from the Department through a TDD/TTY machine by calling 1-800-734-8390, toll free within Vermont. In addition to providing assistance or advice in negotiating a repayment plan, the Consumer Affairs Division can give you information on how to submit a dispute over the existence of a delinquency to the Public Service Board.

If a collection trip is required to your premises, you will be assessed the following charge:

Collection/Trip Charge                   **\$20.00**

If your service is disconnected, you will be assessed the following charge:

Disconnection Charge                   **\$20.00**

If you later arrange to have service restored, you will be assessed the following charge:

Reconnection Charge                   **\$20.00**

**And**

An Energy Deposit equal to an average of two months of annual usage at the service point.

When a member requests reconnection during other than regular working hours and this request is approved, the following additional reconnection fees will be charged:

- a. Minimum (first hour) at \$35.00
- b. Subsequent rate per hour at \$10.00; and
- c. Mileage charge at \$.58 per mile portal to portal.

**IF YOU WISH TO HAVE YOUR ELECTRIC SERVICE CONTINUE UNINTERRUPTED, DO NOT DISREGARD THIS NOTICE!!!**

WASHINGTON ELECTRIC COOPERATIVE, INC.  
P.O. BOX 8, Rt. 14  
EAST MONTPELIER, VERMONT 05651  
(802) 223-5245 (Toll Free 1-800-932-5245)

**RETURN THIS STUB WITH YOUR PAYMENT TO AVOID DISCONNECTION**



Washington Electric Cooperative, Inc.  
PO Box 8  
East Montpelier, VT 05651-0008

Account Number: 892709

<b>Total Past Due</b>	<b>\$383.96</b>
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(If you have recently made remittance, please contact our office.)

JENNIFER JACKMAN  
P O BOX 442  
BROOKFIELD VT 05036-0442

WASHINGTON ELECTRIC COOPERATIVE, INC.  
PO BOX 8  
EAST MONTPELIER, VT 05651-0008



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