



THIS NOTICE ISSUED 07/26/2018

PAYMENT WAS DUE 07/18/18

**WARNING: YOUR ELECTRIC SERVICE IS ABOUT TO BE DISCONNECTED**

**Please read this entire notice. It explains how you can avoid disconnection. If there is anything you don't understand, please call Green Mountain Power at 1-888-835-4672. We can help!**

IMPORTANT: Vermont's statewide moratorium on disconnections has expired. We encourage customers with overdue balances to call us. We can work with you to set up a payment plan. Also, you may qualify for financial assistance from the State of Vermont COVID-19 Arrearage Assistance Program (VCAAP). Details and the online application are at [www.publicservice.vermont.gov](http://www.publicservice.vermont.gov) or you can call 1-800-622-4496.

NOTICE: You are exempt from disconnection if you've submitted a complete application for VCAAP and are waiting on a decision, or are waiting for approved funds to arrive.

- Your service will be disconnected because your account is delinquent unless you do one of the following things on or before the earliest disconnect date:
  - Pay the "TOTAL NOW DELINQUENT" in full unless you are on a repayment agreement (see item e below); OR
  - Work with us on a payment plan and agree in writing and with us to pay the "TOTAL NOW DELINQUENT" over a period of time; OR
  - Present a statement to us from a 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, or give us actual notice that the physician's statement will be forthcoming within seven days. Use of a physician's certificate is limited to four (4) consecutive 30-day periods and shall not exceed a total of six (6) 30-day periods in any calendar year (except upon written order of the Vermont Public Utilities Commission (PUC)).
  - If you deny that the "TOTAL NOW DELINQUENT" is overdue by more than \$50.00 (\$50.00 exemption is applicable for only two bills in a calendar year), submit the dispute to the PUC and obtain a PUC order prohibiting disconnection.
  - If you are on a repayment agreement for a prior delinquent balance the payments listed below are due when indicated in order to avoid disconnection as a result of the agreement. If the amount shown above as "TOTAL NOW DELINQUENT" is more than the payments due per the agreement, the difference is due by the earliest disconnect date.
 

Date Due	Amount Due
- If you do none of the above, your service will be disconnected on **08/13/2018** between the hours of 8:00 A.M. and 5:00 P.M. or between the same times on any one of the following dates: **08/14/2018 08/20/2018 08/21/2018 08/22/2018**
- 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 the utility. If requested, reasonable proof must be furnished of this qualification.
- You may qualify for financial assistance from the agencies below to help pay your balance:

**CVCAC - BARRE**  
 (800) 639-1053  
 20 Gable Place  
 BARRE, VT 05641

**DCF - ECONOMIC SERVICES DIV - BARRE**  
 (800) 479-6151  
 5 PERRY ST  
 SUITE 150  
 BARRE, VT 05641

5. We're here to help! Please call us at 1-888-835-4672 Monday through Friday except holidays, between 7:00 A.M. and 7:00 P.M.

**FOR ADDITIONAL INFORMATION SEE REVERSE SIDE**

**CONTACT US: Phone Number: 1-888-835-4672 Office Address: 163 Acorn Lane, Colchester, VT 05446**

ACCOUNT NUMBER	NOTICE DATE	EARLIEST DISCONNECT DATE	TOTAL NOW DELINQUENT	CURRENT	TOTAL NOW DUE
0000000001	07/26/2018	08/13/2018	\$615.59	\$1,208.43	\$1,824.02

PLEASE DETACH AT PERF AND RETURN BOTTOM STUB WITH YOUR PAYMENT TO ENSURE PROPER CREDIT

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Green Mountain Power  
163 Acorn Lane  
Colchester, VT 05446

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

TO ENSURE PROPER CREDIT, PLEASE RETURN THIS STUB WITH PAYMENT

EARLIEST DISCONNECT DATE	TOTAL NOW DELINQUENT	CURRENT	TOTAL NOW DUE
08/13/2018	\$615.59	\$1,208.43	\$1,824.02
SERVICE ADDRESS		METER NUMBER	ACCOUNT NUMBER
163 ACORN LN		E111111	0000000001

PAYMENTS RECEIVED AFTER 07/26/2018 ARE NOT REFLECTED IN THIS NOTICE



332 1 AV 0.378 0097322-GMPL104356-GL.1GRP-000332  
 GMP CUSTOMER  
 PO BOX 000  
 PLAINFIELD VT 05667-0281

T:2



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6. If you cannot pay your "TOTAL NOW DELINQUENT" amount, but can repay it in installments, we will negotiate a reasonable plan for paying it over time. After discussing such a plan with us, if you do not believe the terms are 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. The Consumer Affairs Division may be contacted at either 1-800-622-4496 (toll-free) or 828-2332, or call 1-800-734-8390 (toll free) for TDD/TTY service, 112 State Street, Montpelier, Vermont 05620, Monday through Friday except holidays, between 8:00 A.M. and 4:30 P.M. The Consumer Affairs Division can also give you information on how to submit a dispute to the PSB.
7. If an employee is sent to your premises either to collect or disconnect your service, you will be assessed the following charges:
- |                                   |         |
|-----------------------------------|---------|
| Collection.....                   | \$35.00 |
| Disconnection - normal hours..... | \$35.00 |
| Disconnection - overtime.....     | \$35.00 |
8. . If you'd like to set up Budget Billing for future services, based on your anticipated annual use of electricity so each month's balance will be approximately the same, call us at 888-835-4672.
9. If you do not have a service deposit with Green Mountain Power and your service is disconnected, you may be required to pay a deposit equal to two-twelfths of your anticipated annual billing or one-half a season's billing in the case of a seasonal account, before service is restored. If you do have a deposit but it is not equal to two-twelfths of the anticipated annual billing or one-half a season's billing in the case of a seasonal account, you must pay the difference between that amount and the amount of your deposit currently held by GMP. The requirement for a deposit or its amount may be contested before the PUC.

**IT IS VERY IMPORTANT TO FOLLOW THE DIRECTIONS IN THIS NOTICE IF YOU WISH TO HAVE YOUR ELECTRIC SERVICE CONTINUED.**

**TO AVOID DISCONNECTION, WE URGE YOU TO PAY THIS NOTICE BEFORE THE "EARLIEST DISCONNECT DATE" LISTED ON THE FRONT OF THIS FORM. IF YOU MAIL YOUR PAYMENT OR PAY AT A COMPANY-AUTHORIZED PAYMENT AGENCY IMMEDIATELY PRIOR TO, ON, OR AFTER THE "EARLIEST DISCONNECT DATE," PLEASE CALL GMP'S OFFICE AT 1-888-835-4672 AND INFORM US OF THAT FACT TO AVOID HAVING YOUR SERVICE DISCONNECTED.**

Did you know we accept ACH and Debit payments along with some major credit cards?

You can also sign up for other convenient services like paperless billing and automatic payment options. Please visit our website at [greenmountainpower.com](http://greenmountainpower.com) for more information.

To pay by phone please call 1-844-551-4550.

When making a payment, it is important to either provide your bill remittance or the full 11-digit account number and name on the account. If you do not have this on hand when making a payment, you can contact us at 1-888-835-4672.

For your convenience, you may pay your electric bill at any of the businesses listed below:

**Peoples United Bank:** All branches  
**Jock Oil:** Wells River

PLEASE MAKE SURE THIS ADDRESS APPEARS IN THE WINDOW OF THE RETURN ENVELOPE PROVIDED

**SEND REMITTANCE TO:**



GREEN MOUNTAIN POWER CORPORATION  
 PO BOX 1611  
 BRATTLEBORO VT 05302-1611