



**Filed VIA E-PUC**

December 14, 2020

VERMONT PUBLIC UTILITY COMMISSION  
People's United Bank Building, 4<sup>th</sup> Floor  
112 State Street  
Montpelier, VT 05620-2701

Re: Case No. 20-0703-PET - Vermont Legal Aid request for moratorium on utility and telecommunications shutoffs during State of Emergency

Dear Commission:

On October 8, 2020, the Commission issued an order requesting utilities to report on the following three questions: (1) how lifting the Covid-19-related disconnection moratorium has affected our disconnection numbers; (2) how many of our customers have made use of VCAAP funding; and (3) what percentage of our customers who have arrearages are actively participating in, or seeking to participate in, discussions about repayment plans. Our responses are provided below. As stated previously to the Commission, Vermont Gas Systems, Inc. ("VGS") has communicated our intention of not pursuing disconnections during the 2020-2021 winter season.

With respect to the Commission's questions, VGS states as follows:

(1) how lifting the moratorium has affected our disconnection numbers: As noted above, VGS will not be pursuing disconnections this winter season. The lifting of the moratorium has therefore had no effect on our disconnection numbers. Our last disconnection for non-payment was in October 2019.

(2) how many of our customers have made use of VCAAP funding: As of the date of this report, there have been 1,033 VCAAP payments applied to 926 unique VGS customer accounts. We continue to receive, review, and verify VCAAP applications daily so this number will grow until the program comes to an end.

(3) what percentage of our customers who have arrearages are actively participating in, or seeking to participate in, discussions about repayment plans: VGS had previously implemented a proactive 12-month repayment plan for impacted customers that commenced in September. There were 1,753 customer accounts that were enrolled, which was approximately 40% of accounts that had

arrearages over 60 days.<sup>1</sup> Additionally, our Customer Care Reps regularly promote our repayment plan with customers who could benefit from having additional time to pay off a past-due balance. To date, the execution of and reaction to our repayment plan approach has been very positive with customers.

VGS notes that Vermont Legal Aid and the Department of Public Service have each requested that the Commission reinstate the emergency disconnection moratorium. VGS would like to express our continued support of the disconnection moratorium. As stated earlier, VGS does not plan to pursue any disconnections during the 2020-2021 winter season.

In closing, we continue to appreciate the efforts of the Commission as we all work together to keep Vermonters safe during these unprecedented times.

Sincerely,

Matthew Allen  
Customer Care Manager

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<sup>1</sup> Enrollment was limited to customers who had at least \$120 in arrearage that was more than 60 days past due.