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December 11, 2020

Ms. Judith Whitney, Clerk of the Board  
VT Public Utilities Commission  
120 State Street  
Montpelier, VT 05620-2701

Re: Case No. 20-0703-PET Response to Order Ending Temporary Disconnection Moratorium

Dear Ms. Whitney,

The Village of Swanton Electric Department (SED) submits the following responses to the questions asked of utilities by the Public Utilities Commission in its October 8, 2020 order.

**How lifting the moratorium has affected their disconnection numbers:**

SED sent 524 disconnect notices in October, 2020 and 494 disconnect notices in November, 2020. In the month of November, 2020, 10 accounts were disconnected.

Comparatively, 722 disconnect notices were sent in October, 2019 and 578 disconnect notices were sent in November, 2019 respectively. During those months, 15 accounts were disconnected in October, 2019 and 3 in November 2019.

**How many customers have made use of VCAAP funding:**

SED had 91 customers received VCAAP funding.

**What percentage of customers who have arrearages are actively participating in or seeking to participate in discussions about repayment plans:**

In both October and November, 2% of the customers that were mailed a disconnect notice entered into a repayment plan.

Sincerely,

Lynn Paradis  
Assistant Village Manager/Controller