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Vermont Public Utility Commission  
112 State Street  
Montpelier, VT 05602-2701

December 14, 2020,

**Re: Case #20-0703-PET**

Dear Commission:

On October 8, 2020, the Commission issued an order requesting utilities to report on the following questions:

1. How lifting the Covid-19 moratorium has affect our disconnection numbers?

Lifting the disconnect moratorium gave us the opportunity needed to have serious discussions with our customers that there would be genuine consequences to non-payments and in turn gave our customers the incentive to apply for VCAAP.

2. How many of our customers have made use of the VCAAP Funding?

33 of our customers have applied for VCAAP.

3. What percentage of our customers who have arrearages are actively participating in discussions about repayment?

About 20% of our customers that have arrearages and were helped with VCAAP actually paid their bills in full. 80% of our customers that have arrearages and were helped with VCAAP have made no attempt to actively discuss repayment.