

**Village of Lyndonville Electric Department  
PO Box 167  
Lyndonville, VT 05851**

**Case # 20-0703-PET**

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

Since the moratorium was lifted, LED has been concentrating our efforts on contacting customers who have arrearages greater than 60 days. We completed three cycles of disconnections. For those cycles we mailed 375 customers delinquent notices; 85 of those customers were 60+ days in arrears.

- We completed 22 actual disconnections.
- 4 of the customers disconnected were reconnected after they enrolled in the VCAAP program.
- 13 of the customers enrolled in a 12-month extended payment plan.

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

95

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

The PUC report demonstrates that during the moratorium our customers stop communicating with us regarding arrearages. In 2019, we had 1246 payment arrangements compared to the 622 so far in 2020.

In November we mailed 601 delinquent notices and had payment arrangements with 75 customers; 12.5%

The data is incomplete for the month of December but as of 12/15/20 we have 72 payment arrangements.

**2020 PUC Monthly report**

| Month     | Number of Bills Sent | Number of Disconnect Notices Sent | Number of Actual Disconnects | Number of Reconnects W/15 Days of Disconnectin | Number of Repayment Plans Entered Into | Number of Repayment Plans Broken | Number of Delinquencies Resulting in Discon by Amount |               |               |         |
|-----------|----------------------|-----------------------------------|------------------------------|--|--|----------------------------------|---|---------------|---------------|---------|
|           |                      |                                   |                              |  |  |                                  | \$50 - \$100  | \$101 - \$200 | \$201 - \$300 | \$301 + |
| January   | 5,759                | 566                               | 1                            | 1  | 122                                    | 33                               | 0   | 0             | 1             | 0       |
| February  | 5,780                | 750                               | 8                            | 7  | 103                                    | 23                               | 0   | 3             | 2             | 3       |
| March     | 5,794                | 139                               | 4                            | 4  | 81                                     | 39                               | 0   | 0             | 0             | 4       |
| April     | 5,793                | 0                                 | 0                            | 0  | 4                                      | 1                                | 0   | 0             | 0             | 0       |
| May       | 5,798                | 0                                 | 0                            | 0  | 1                                      | 0                                | 0   | 0             | 0             | 0       |
| June      | 5,796                | 0                                 | 0                            | 0  | 10                                     | 4                                | 0   | 0             | 0             | 0       |
| July      | 5,835                | 263                               | 0                            | 0  | 14                                     | 5                                | 0   | 0             | 0             | 0       |
| August    | 5,836                | 0                                 | 0                            | 0  | 20                                     | 11                               | 0   | 0             | 0             | 0       |
| September | 5,817                | 659                               | 0                            | 0  | 38                                     | 5                                | 0   | 0             | 0             | 0       |
| October   | 5,855                | 366                               | 0                            | 0  | 82                                     | 14                               | 0   | 0             | 0             | 0       |
| November  | 5,759                | 601                               | 15                           | 12   | 75                                     | 22                               | 0   | 3             | 2             | 10      |
| December  |                      |                                   | 7                            | 5  | 72                                     | 6                                | 0   | 0             | 1             | 6       |
|           | 63,822               | 3,344                             | 35                           | 29   | 622                                    | 163                              | 0   | 6             | 6             | 23      |

\*Data for December is incomplete

## 2019 PUC Monthly report

| Month        | Number of Bills Sent | Number of Disconnect Notices Sent | Number of Actual Disconnects | Number of Reconnects W/15 Days of Disconnectin | Number of Repayment Plans Entered Into | Number of Repayment Plans Broken | Number of Delinquencies Resulting in Discon by Amount |               |               |           |
|--------------|----------------------|-----------------------------------|------------------------------|--|--|----------------------------------|---|---------------|---------------|-----------|
|              |                      |                                   |                              |  |  |                                  | \$50 - \$100  | \$101 - \$200 | \$201 - \$300 | \$301 +   |
| January      | 5,767                | 693                               | 7                            | 6  | 110                                    | 30                               | 0   | 4             | 2             | 1         |
| February     | 5,762                | 708                               | 4                            | 2  | 115                                    | 41                               | 0   | 3             | 0             | 1         |
| March        | 5,746                | 700                               | 9                            | 8  | 117                                    | 25                               | 1   | 2             | 1             | 5         |
| April        | 5,728                | 689                               | 34                           | 21   | 121                                    | 27                               | 9   | 10            | 3             | 13        |
| May          | 5,742                | 671                               | 18                           | 15   | 141                                    | 31                               | 3   | 6             | 5             | 4         |
| June         | 5,748                | 542                               | 13                           | 9  | 124                                    | 34                               | 6   | 2             | 3             | 2         |
| July         | 5,750                | 696                               | 18                           | 11   | 106                                    | 32                               | 4   | 4             | 3             | 7         |
| August       | 5,752                | 666                               | 20                           | 18   | 115                                    | 26                               | 6   | 5             | 3             | 6         |
| September    | 5,758                | 714                               | 26                           | 16   | 64                                     | 12                               | 7   | 8             | 4             | 7         |
| October      | 5,748                | 642                               | 19                           | 13   | 93                                     | 23                               | 9   | 7             | 2             | 1         |
| November     | 5,755                | 599                               | 6                            | 5  | 47                                     | 11                               | 2   | 2             | 0             | 2         |
| December     | 5,766                | 607                               | 4                            | 2  | 93                                     | 23                               | 3   | 1             | 0             | 0         |
| <b>Total</b> | <b>69,022</b>        | <b>7,927</b>                      | <b>178</b>                   | <b>126</b>                                     | <b>1,246</b>                           | <b>315</b>                       | <b>50</b>   | <b>54</b>     | <b>26</b>     | <b>49</b> |