



Erika P. Smith  
Manager State Regulatory Matters  
266 Main Street  
Burlington, VT 05401  
802-951-8008

December 15, 2020

**VIA ePUC**

Ms. Judith Whitney, Clerk  
Public Utility Commission  
112 State Street, Drawer 20  
Montpelier, Vermont 05620-2701

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

Dear Ms. Whitney:

Consolidated Communications of Vermont Company, LLC and Consolidated Communications of Northland Company, both d/b/a Consolidated Communications ("Consolidated") submit the following comments as requested by the Public Utility Commission ("Commission") in its October 8, 2020 Order ending the Temporary Disconnection Moratorium in the above reference case.

The Commission requested the commenters' responses to three specific questions. Consolidated's responses are below:

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

Response: Consolidated has not yet begun to process disconnections for residential and business basic services at this time. Consolidated expects to begin the collection process for basic services in the next several weeks.

**2. How many of their customers have made use of VCAAP funding:**

Response: Of the applications received via the VCAAP portal, Consolidated has approved one hundred eighty-six (186) individual customers for funding as of Monday, December 7, 2020. The total amount of eligible arrearages for these customers is \$26,264.88. This is just a small portion of the total arrearages for basic service during the qualifying time period.

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

Response: As Consolidated has not yet begun the collection process for basic service, only 0.15% of customers with basic service 60-day arrearages are participating in a repayment plan.

Consolidated thanks you for the opportunity to comment in this matter. Please feel free to contact me should you have any questions.

Regards,

A handwritten signature in black ink that reads "E P Smith".

Erika P. Smith