



VILLAGE OF JOHNSON

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December 15, 2020

Ms. Judith Whitney, Clerk
Vermont Public Utility Commission
112 State Street
Montpelier, VT 05620

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

Dear Ms. Whitney,

The Village of Johnson offers the following information in response to the questions in the October 8, 2020 Commission Order:

1. How lifting the Covid-19 related disconnection moratorium has affected the Village's disconnection numbers?

Our experience is that the lifting of the disconnection moratorium incentivized customers to reach out to us and/or to respond to our repeated efforts to contact them regarding their past due bills. For those customers that were eligible for VCAAP funds, it helped us convince them to apply for those funds. For those customers not eligible for VCAAP, it helped us secure payment plans from them, many of whom were un-responsive to our correspondence during the moratorium. Therefore, the lifting of the disconnection moratorium has not had a significant impact on the Village's disconnection numbers at this time.

2. How many Village customers have made use of VCAAP funding?

As of the end of the day on Monday, December 14th, 70 Village customers have made use of VCAAP funding.

3. What percentage of Village customers that have arrearages are actively participating in or seeking to participate in discussions about repayment plans?

Approximately 6% of Village of Johnson customers are actively participating in or seeking to participate in repayment plans.

Please let me know if you have any questions.

Thank you,

Meredith Dolan