



December 14, 2020

Judith C. Whitney
Clerk of the Commission
Vermont Public Utility Commission
112 State Street
Montpelier, VT 05620-2701

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

Dear Ms. Whitney,

In the Public Utility Commission's ("Commission's") October 8, 2020 Order Ending the Temporary Disconnection Moratorium and Ordering Protections for Utility Customers Facing Economic Hardships required Burlington Electric Department ("BED"), the Commission required utilities to submit information on its customers' participation in the Vermont COVID-19 Arrearage Assistance Program ("VCCAP"), as described below.

The Commission directs utilities in this proceeding to file by no later than December 15, 2020, a report on (1) how lifting the moratorium has affected their disconnection numbers, (2) how many of their customers have made use of VCAAP funding, and (3) what percentage of their customers who have arrearages are actively participating in, or seeking to participate in, discussions about repayment plans.

BED's responses to the Commission are as follows:

1) How has lifting the moratorium affected BED's disconnection numbers?

As noted in our October 15, 2020 letter, BED has continued its moratoria on involuntary disconnections for nonpayment and assessment of late fees until further notice.

2) How many BED customers have made use of VCAAP funding?

Burlington Electric Department
585 Pine Street Burlington, VT 05401
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As of December 11, 2020, the number, type, and status of BED customer VCAAP applications are as described in the table below:

Non-Residential Arrears	Pending	5
Non-Residential Arrears	Verified	14
Non-Residential Arrears	Rejected	18
Non-Residential Arrears	Approved	31
Residential Arrears	Pending	4
Residential Arrears	Verified	81
Residential Arrears	Rejected	126
Residential Arrears	Approved	375

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

BED tracks the total number of customers participating in a payment plan in each month, as provided below. BED does not have information for how many customers are seeking to participate in payment plans.

	Number of Payment Plans	% of 21500 +/- Residential and Commercial account holders on Payment Plans
March	153	Less than 1%
April	32	Less than 1%
May	24	Less than 1%
June	41	Less than 1%
July	38	Less than 1%
August	22	Less than 1%
September	37	Less than 1%
October	25	Less than 1%
November	25	Less than 1%
December	17	Less than 1%

BED hopes to supplement this filing with additional information in the next few days with regard to the number of customers eligible for VCAAP funds and a conversion of the answer to #3 to percentages of accounts with arrears if possible.

Thank you for the opportunity to provide comments. Should you have any questions or concerns, please feel free to contact us at any time.

Sincerely,

A handwritten signature in black ink, appearing to read 'AW', is positioned above the typed name.

Amber Widmayer
Regulatory Specialist
Burlington Electric Department
(802) 735-6918