



December 22, 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,

Burlington Electric Department ("BED") is providing this letter as a supplement to our December 14, 2020 letter which provided the Public Utility Commission ("PUC") with information on BED's customers' participation in the Vermont COVID-19 Arrearage Assistance Program ("VCCAP"). The supplemental information is highlighted in the responses below:

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?

As of December 17, 2020, there are 2,865 BED customer accounts that have had a balance for over 30 days. 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

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585 Pine Street Burlington, VT 05401
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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 number of customers who have signed up for participation 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, or cumulative numbers of active customer payment plans. Also, not all of the customers who sign up to participate in payment plans each month necessarily have account arrearages, as voluntary payment plans are permitted as well. The additional columns of the table provide the ratio of new payment plans each month to the total number of customer accounts with arrearages in each month, for comparison. The cumulative percent of customers with arrearages who are on payment plans is needless to say higher.

	Number of Customers who signed up for new payment plans per month	% of 21,500 +/- Residential and Commercial account holders on Payment Plans	Number of customers with a balance over 30 days, per month	Ratio of <i>new</i> payment plan customers each month to customer accounts with a balance over 30 days for that month. (not all customers who participate in payment plans have account arrearages)
March	153	Less than 1%	Not available	Not available
April	32	Less than 1%	Not available	Not available
May	24	Less than 1%	Not available	Not available
June	41	Less than 1%	Not available	Not available
July	38	Less than 1%	Not available	Not available
August	22	Less than 1%	3,412	22/3,412=0.65%
September	37	Less than 1%	3,570	37/3,570=1.04%
October	25	Less than 1%	3,544	25/3,544=0.71%
November	25	Less than 1%	3,704	25/3,704=0.68%
December	17	Less than 1%	Not available	Not available

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 'Amber', with a stylized flourish at the end.

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