



**Bauer
Gravel
Farnham, LLP**
Attorneys at Law

PARTNERS Daniel N. Farnham Thomas C. Nuovo Eric G. Parker Jonathan M. Stebbins
OF COUNSEL Kathleen A. McMahon
ASSOCIATES Nick J. Daley Brenda J. Luciano Harry C. Parker Renee Staudinger Calabro Amber L. Thibeault
RETIRED Joseph P. Bauer John C. Gravel
COLCHESTER 401 Water Tower Circle, Suite 101, Colchester, VT 05446
General Phone: 802.863.5538 · Fax: 802.864.7779
Real Estate Phone: 802.879.6323 · Fax: 802.657.3566
MONTPELIER By Appointment Only · Phone 802.229.2000

March 1, 2021

FILED VIA ePUC

Vermont Public Utility Commission
12 State Street
Montpelier, VT 05620

RE: Burlington Telecom Customer Arrearages and Payment Arrangements
Case No: 20-0703-PET

To Whom It May Concern:

Pursuant to the Order issued by the Public Utility Commission on December 22, 2020 in Case No. 20-0703-PET, Champlain Broadband LLC d/b/a Burlington Telecom (“Burlington Telecom”), by and through their counsel, submits requested information pertaining to customer arrearages and levels of payment agreements for the utilities telephone customers.

- 1. The magnitude of customer balances that are more than 60 days past due, the number of customers with balances that are more than 60 days past due and how these data compare with the same time period in 2020 (residential and commercial).**

Burlington Telecom currently has 27 residential telephone accounts with a past due balance of more than 60 days totaling \$2,671.34. This is slightly larger than last year at this time in which there were 20 residential telephone accounts with a past due balance of more than 60 days totaling \$1,526.94.

There are currently 18 business telephone accounts with a past due balance of more than 60 days totaling \$9,903.46. This compares to only 12 business telephone accounts more than 60 days past due last year at this time. In February, 2020, the delinquency amount was \$1,665.63.

- 2. The number of customers with whom the utility has interacted to set up a payment agreement between the date of the issuance of this Order and March 1, 2021.**

Burlington Telecom sent a letter to all residential past due customers (27) in the beginning of February and called all commercial (18) past due customers.

- 3. The number of payment agreements entered into between the date of the issuance of this Order and March 1, 2021.**

Only 2 residential customers have entered into a payment arrangement.

Celebrating 40 Years of Service to Our Community

- 4. The number of payment agreements successfully adhered to by the customer between the date of the issuance of this Order and March 1, 2021.**

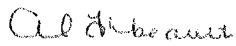
These are relatively new payment arrangements and so far both customers are still adhering to the terms.

- 5. Comments on whether the moratorium should be extended beyond March 31, 2021.**

None.

If you have any questions, please do not hesitate to contact me at (802) 654-0742.

Sincerely,



Amber L. Thibeault, Esq.