

Village of Enosburg Falls

Docket No. 20-0703-PET

Village of Enosburg Falls Inc. response to Disconnection Moratorium

The PUC Order on December 22, 2020 required utilities to file information regarding their customer arrearages and levels of payment agreements by March 1, 2021.

- a. 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 (broken out into residential and non-residential customers).

Arrearages through Feb 2020	>60 days	
	Count	Amount
Residential Customers in Arrears	17	\$ 2,596
Nonresidential Customers in Arrears	1	\$ 2,108

Arrearages through Feb 2021	>60 days	
	Count	Amount
Residential Customers in Arrears	95	\$ 21,214
Nonresidential Customers in Arrears	1	\$ 1,986

- b. 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. - **34 Customers have been sent letters and the utility has called them to make payment agreements; however, those customers were not interesting in setting up agreements.**
- c. The number of payment agreements entered into between the date of the issuance of this Order and March 1, 2021. - **0 Plans**
- d. The number of payment agreements successfully adhered to by the customer between the date of the issuance of this Order and March 1, 2021. - **0 Plans**
- e. Comments on whether the moratorium should be extended beyond March 31, 2021. – **Enosburg’s customers were able to clear up their early pandemic arrearages with assistances from VCAAP. While the moratorium was lifted last fall, Enosburg was successful in working with customers to make partial payments and enter into payment agreements. Since the moratorium was reinstated customers have been less likely to communicate or make payments. Some customers have indicated that they expect new funding support will become available to assist them in paying off these new arrearages. We are concerned that as arrearages increase that the financial hardship for our customers will also increase. For this reason, Enosburg supports lifting the disconnection moratorium after March 31, 2021 so we can work with our customers to make payments and payment agreements.**