



March 1, 2021

Holly R. Anderson  
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. Anderson,

In response to the Public Utility Commission's ("Commission's") December 22, 2020 Order Reinstating the Temporary Disconnection Moratorium, Burlington Electric Department ("BED") submits the requested information on its customer arrearages and payment agreements, and comments on whether the moratorium should be extended beyond March 31, 2021.

BED's responses to the Commission are as follows:

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

	\$ balance >60 days 2/28/20	\$ balance >60 days 2/28/21	No. customers >60 days 2/28/20	No. customers >60 days 2/28/21
Residential	\$141,403	\$592,115	NA	2069
Non-residential	\$91,830	\$279,066	NA	207
<b>Total</b>	<b>\$233,233</b>	<b>\$871,181</b>	<b>NA</b>	<b>2276</b>

- 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.**

BED tracks the number of customers who have signed up for participation in a new 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.

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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.

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

	Number of customers who signed up for new payment plans per month
December 2020	17
January 2021	30
February 2021	13

**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.**

BED does not have this information.

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

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. BED would also support extension of the State disconnection moratorium beyond the current March 31, 2021 end date so long as such a reinstatement by the Commission is implemented in conjunction with pursuit of a second legislative allocation of Vermont COVID-19 Arrearage Assistance Program funds to be distributed to customers in need during and following any reinstated moratorium. BED remains committed to providing support for pursuit of such funds in the Legislature and applicable regulatory proceedings.

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,



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