



Case No. 20-0703-PET

The Village of Swanton response to the PUC order on December 22, 2020 that 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 February 2020	> 60 days	
	Count	Amount
Residential Customers in Arrears	57	7,830
Nonresidential Customers in Arrears	2	538

Arrearages through February 2021	> 60 days	
	Count	Amount
Residential Customers in Arrears	106	\$24,091
Nonresidential Customers in Arrears	2	\$4,400

- 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. – **The Village has interacted with fifty-five (55) customers about setting up a repayment arrangement.**
- c. The number of payment agreements entered into between the date of the issuance of this Order and March 1, 2021. - **There were four (4) repayment arrangements made between December 22, 2020 and March 1, 2021.**
- 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. – **There are two (2) currently being adhered to by the customer and two (2) that failed to adhere to their plan.**
- e. Comments on whether the moratorium should be extended beyond March 31, 2021. **Many of Swanton’s customers that had arrearages were able to pay them up thru the VCAAP funding and were current by December 2020. While the disconnect moratorium was lifted last fall, Swanton customers were willing to engage in**

conversations with us and we were able to work with customers to make payment arrangements and partial payments on their accounts. Since the reinstatement of the disconnect moratorium, many of these customers have stopped communicating with us, are not returning our phone calls, and have stopped making payments on their accounts. We believe that these customers are expecting more funding to become available to assist them in paying off their past due balances and are therefore holding off making payment arrangements. We are concerned that as arrearages increase the ability for the customers to successfully pay their balances will decrease. For this reason, Swanton supports lifting the disconnect moratorium after March 31, 2021 so that we may successfully work with our customers to make payments and payment arrangements.