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This letter and the accompanying document are filed electronically through ePUC.

March 1, 2021

Ms. Holly Anderson, Esq., Clerk
Vermont Public Utility Commission
112 State Street, 4th Floor
Montpelier, VT 05620-2701

**Re: Case No. 20-0703-PET (Moratorium on utility and telecommunications
shutoffs during COVID-19 state of emergency)**

Dear Holly:

Enclosed is information from the following Vermont telecommunications carriers in response to the Order Reinstating the Temporary Moratorium on Disconnection (the "Reinstatement Order"), which the Commission issued on December 22, 2020, in the above-referenced proceeding:

Franklin Telephone Company, Inc.
Topsham Telephone Company, Inc.
Vermont Telephone Company, Inc. d/b/a VTel
Waitsfield-Fayston Telephone Company, Inc. d//b/a Waitsfield Telecom,
d/b/a Champlain Valley Telecom

In the Reinstatement Order, the Commission reinstated a moratorium on the disconnection of regulated utility services in Vermont through March 31, 2021. The Commission directed utilities to file information regarding their customer arrearages and payment agreements in the time since the Reinstatement Order.

Please let me know if you have any questions.

Sincerely,

/s/ Paul J. Phillips
Paul J. Phillips

Enclosure

cc: ePUC Service List, Case No. 20-2517-PET

This document has been filed electronically through ePUC.

STATE OF VERMONT
PUBLIC UTILITY COMMISSION

Vermont Legal Aid request for moratorium on utility and telecommunications shutoffs during State of Emergency

Case No. 20-0703-PET

COMPLIANCE REPORT OF FOUR TELECOMMUNICATIONS CARRIERS

I. Introduction

Four Vermont rural local exchange carriers (the “Four RLECs”)¹ submit information in compliance with the Commission’s Order this report in compliance with the Order Reinstating the Temporary Moratorium on Disconnection (the “Reinstatement Order”), which the Commission issued on December 22, 2020, in the above-captioned proceeding.

In its Reinstatement Order, the Commission stated as follows:

By no later than March 1, 2021, we direct utilities to file information on their customer arrearages and levels of payment agreements. Particularly, we direct utilities to file:

- 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 period in 2020 (broken out into residential and non-residential customers).
- 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.
- c. The number of payment agreements entered into between the date of the issuance of this Order 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 1m, 2021.
- e. Comments on whether the moratorium should be extended beyond March 31, 2021.

Reinstatement Order ¶ 4 at 25.

¹ The Four RLECs are: Franklin Telephone Company, Inc. (“Franklin”), Topsham Telephone Company, Inc. (“Topsham”), Vermont Telephone Company, Inc. d/b/a VTel (“VTel”), and Waitsfield-Fayston Telephone Company, Inc. d/b/a Waitsfield Telecom, d/b/a Champlain Valley Telecom (“WCVT”).
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II. Compliance Information

The Four RLECs report the following information regarding regulated telephone services.

1. Franklin

a. Franklin currently has one (1) customer with a balance more than 60 days past due; the balance is \$484. For the same period last year, Franklin had zero (0) customers more than 60 days past due.

b. Franklin has informal payment arrangements with approximately 10 customers per month. Any payment a customer makes is greatly appreciated.

c.-d. Franklin has not entered into any new payment agreements since the date of the Reinstatement Order.

e. Franklin does not believe a moratorium is needed for telecommunications services.

2. Topsham

a. Topsham currently has 587 accounts (including disconnected accounts) with balances more than 60 days past due. The total amount of these past-due balances is \$93,457. For the same period last year, Topsham had past-due balances over 60 days of \$55,547; the number of past due customers for the first quarter of 2020 is no longer available.

b.-c. Since the date of the Reinstatement Order, Topsham has interacted with 75 customers to set up payment arrangements and has established 40 such arrangements.

d. Customers have successfully adhered to 38 payment arrangements since the date of the Reinstatement Order.

3. VTel

a. VTel currently has 49 residential telephone customers with 60+ day balances. The average total balance is \$61.63 (in a range from \$1.57 to \$210.14); the average arrearage over 60 days is \$29.64 (in a range from \$0.43 to \$157.66). There are 17 business phone-only customers with 60+ day balances, with an average total balance of \$250.36 (in a range from \$5.28 to \$862.13) and an average arrearage over 60 days of \$167.77 (in a range from \$0.90 to 621.16). VTel does not have comparative data available for the first quarter of 2020, but during that time

period VTel had only 1 business and 2 residential phone-only customers who were disconnected for non-payment.

b.-d. Since the date of the Reinstatement Order, VTel has established three (3) payment arrangements for residential phone-only customers and one (1) arrangement for a business phone-only customer. One of the residential phone-only arrangements was not kept, and VTel allowed the customer to enter into a different arrangement.

e. VTel does not believe the moratorium should be extended as they will gladly make a reasonable payment arrangements with any customers who requests one, whether the customer purchases phone-only or bundled services.

4. WCVT

a. Please see the table below.

		60-90 days		90+ days	
		Amount	Quantity	Amount	Quantity
2/28/2021	Residential	10,343.71	318	22,178.92	302
	Business	2,058.79	132	4,630.70	387
	TOTALS	12,402.50	450	26,809.62	689
3/31/2021	Residential	3,575.70	*	2,056.81	*
	Business	1,093.70	*	611.86	*
	TOTALS	4,639.40	*	2,668.67	*

* Customer counts for Q1 2020 are no longer available.

b. The information is not available.

c. WCVT has not entered into any payment arrangements since the date of the Reinstatement Order.

d. All existing payment arrangements since the date of the Reinstatement Order were adhered.

e. WCVT does not support an extension of the present moratorium.

DATED at Burlington, Vermont, this 1st day of March, 2021.

Respectfully submitted,

Franklin Telephone Company, Inc., Topsham
Telephone Company, Inc., Vermont Telephone
Company, Inc. d/b/a VTel, and Waitsfield-Fayston
Telephone Co., Inc. d/b/a Waitsfield Telecom, d/b/a
Champlain Valley Telecom

By: PRIMMER PIPER EGGLESTON & CRAMER PC,
Their Attorneys

By: /s/ Paul J. Phillips
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CERTIFICATE OF SERVICE

I, Paul J. Phillips, Esq., certify that on March 1, 2021, I caused electronic copies of the “Compliance Report of Four Telecommunications Carriers” to be delivered to all participants in Case No. 20-0703-PET by means of the ePUC electronic filing system of the Vermont Public Utility Commission.

DATED: March 1, 2021

/s/ Paul J. Phillips
Paul J. Phillips, Esq.