

VERMONT WATER UTILITIES, INC.

June 17, 2021

Holly R. Anderson, Clerk  
Vermont Public Utility Commission  
112 State Street  
Montpelier, Vermont 05620

Re: Case No. 20-0703-PET: Vermont Water Utilities, Inc., Response to  
Commission Questions Disconnection Moratorium Order Dated 5-24-2021  
Extension June 30, 2021

Dear Mrs. Anderson:

Vermont Water Utilities, Inc., (VWU) hereby submits a response to the Vermont Public Utility Commission (PUC) order issued on May 24, 2021. The PUC requested utilities file information relative to utility engagement with respect to past due accounts and cessation of the disconnection moratorium.

VWU provides residential water service to 51 households in the Sherwood Forest neighborhood in Georgia, Vermont. Billing is conducted quarterly in January, April, July, and October, for the previous quarter. Payment is due within 30 days of the issuance of the quarterly bill. Late fees of 1.5% per month (18% per annum) are incurred on any accounts where payment was not received within 30 days.

The COVID-19 pandemic has had little to no effect on customer payments. Both prior to the COVID-19 pandemic and during it, approximately 10% or less of accounts submitted late payments every quarter. However, all customers paid in full prior to the following quarterly billing cycle. As of the date of this response, all of VWU's customers are up to date on their bills.<sup>1</sup>

Due to the lack of any significant impact by the pandemic or the disconnection moratorium on VWU, the company has maintained its standard operational procedures with regard to billing and customer engagement. Therefore, it does not appear that an end to the disconnection moratorium will require any changes by VWU to resolve outstanding past-due balances, customer engagement, or terminations of service.

The company is happy to address any additional questions the Commission may have.

Sincerely,



Alexandre D. Bonneville  
President

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<sup>1</sup> VWU considers a customer's account "up to date" if the account has a credit, \$0 balance, or owes less than \$10.