



State of Vermont
Department of Public Service
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July 19, 2022

Ms. Holly Anderson, Clerk
Vermont Public Utility Commission
112 State Street- 4th Floor
Montpelier, Vermont 05620-2356

Re: Case No. 20-0703-PET

Dear Ms. Anderson:

The Department of Public Service (“Department”) offers the following comments regarding the Emergency Disconnection Rule 2.6.

The Department’s Consumer Affairs and Public Information Division staff have received complaints from utility customers and received comments from utility staff that required notice language for Rule 2.6 is confusing. Customers believe they will not be disconnected because they have submitted a complete application. VERAP program benefits have a maximum benefit of 18 months of assistance. Customers who have received the maximum benefit believe that they should not be disconnected because utilities are required not to disconnect if a consumer submits a completed application.

The Department has also received inquiries regarding pending applications that are under appeal regarding whether an application in appeal status is considered complete.

The Department seeks clarification from the Vermont Public Utility Commission so that it may continue assisting consumer and utilities with informal conflict resolution with pending or active disconnections.

Sincerely,

/s/ Carol Flint

Carol Flint
Director for Administrative Services, Consumer Assistance and Public Information

cc: Commissioner June E. Tierney
James Porter, Public Advocate