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Sent: Thursday, May 02, 2019 9:01 AM

To: Randall Szott <RSzott@leg.state.vt.us>

Cc: Tom Stevens <TStevens@leg.state.vt.us>; Jandl, Lauren <Lauren.Jandl@vermont.gov>

Subject: Home Improvement Contractor - CAP Data

Dear Rep. Szott,

Thank you for your thoughtful inquiry into the geographic distribution of complaints received from Vermonters by our Consumer Assistance Program.

Attached please find a spreadsheet of the data by complaint and by town for 2012-2017. The second attachment is for the second pull of more recent data from roughly mid-2017 through the end of 2018. Note that while the 2017-2018 spreadsheet has amounts for each complaint, when our staff pulled them they had not yet had time to total them. However, as I recall there are roughly 200 more complaints totaling an additional \$1.3 million. The totals for the two spreadsheets combined are app. 790 consumer complaints with claimed losses of app. \$4.4 million.

We have not yet been able to think of an accurate means of translating this into a “per capita” statistic. That would require devising a means of separating out homeowners or property owners (who hire the contractors) from the renting population to make it meaningful. And, of course, we only have data for the complaints we receive – not necessarily the full universe of complainants which would include police reports, any complaints received by States Attorneys, etc. However, OPR did boil down the complaints received into a county count as follows:

County	Complaint Count
Washington	104
Bennington	18
Caledonia	13
Orleans	23
Windham	28
Rutland	53
Windsor	43
Orange	17
Addison	25
Chittenden	153
Lamoille	21
Franklin	45
Grand Isle	5
Essex	1

** This was from the first spreadsheet only – so does not include 2017-2018 data. It also excludes any complaints about Vermont contractors that were reported from NY or NH.

But, I did want to be as responsive to your request so you could see the towns, at least, as possible. I hope this is helpful to you and the committee.

Christopher J. Curtis
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