

Testimony on Disconnect Moratorium and Utility Arrearages
House Committee on Energy and Technology
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Utility	Increase Unpaid Balances	# of Customers	# Customers Past Due	% of Customers	\$ Unpaid	Annual Sales	% of Annual Sales
<i>Barton</i>	43%	2170				\$2,713,467	
<i>Enosburg</i>	>20%	1706	375	22%	\$100,314	\$3,984,021	2.5%
<i>Hardwick</i>	6-10%	4492	1450	32%	\$261,792	\$6,110,980	4.3%
<i>Jacksonville</i>	11-15%	700				\$835,327	
<i>Johnson</i>	226%	944			\$23,357	\$2,147,931	1.1%
<i>Ludlow</i>	11-15%	3758	387	10%	\$102,722	\$8,248,156	1.2%
<i>Lyndonville</i>	>20%	5664	615	11%	\$180,145	\$9,161,900	2.0%
<i>Morrisville</i>	0-5 %	3986	49	1%	\$22,600	\$7,030,039	0.3%
<i>Northfield</i>	0-5 %	2223				\$3,851,116	
<i>Orleans</i>	47%	669	55	8%	\$37,000	\$1,825,159	2.0%
<i>Swanton</i>	25%	3632	668	18%	\$161,737	\$6,787,895	2.4%

Current Utility Efforts:

- Making routine phone calls to those customers with outstanding balances
- Continue sending written reminders of past due balances and calling customers to discuss payment ability
- Encouraging customers to enter repayment plans
- Suspending late fees and interest charges during the moratorium
- Sending an Electric Delinquency & Covid-19 letter.
 - Informs the customer of the disconnection moratorium.
 - Gives the customer their total balance and the amount delinquent
 - Informs the customer that the utility is here to help establish a payment arrangement for their current financial situation
 - Provides phone numbers of agencies that may be able to help with the financial hardship
- VPPSA has expanded its line of credit (LOC) to help members ride through any cash crunch by deferring payments to VPPSA
 - Cost to the member just covers VPPSA's actual costs for making the funds available

Future Plans for Handling Arrearages:

- Return to implementing PUC-approved tariffs once current moratorium on disconnects is lifted
- Post-moratorium delinquent customers will receive normal delinquent/disconnect notice mailed as part of the normal billing cycle in accordance with Rule 3.300
- Upon expiration of disconnect moratorium, resume disconnection process with possibility of offering modified/extended repayment terms
 - Work with customers that can't repay within typical timeframe
 - Considering extending repayment plans beyond the typical term
 - Work with the customers to establish a reasonable payment plan based on customers' payment history, the size of the arrearages, and current bill
- Considering re-instituting overdue interest charges to incentivize customers to get into an interest-free payment plan now before these charges commence
- Once the moratorium is lifted utilities will be disconnecting past due accounts
- If payment agreements are broken, utilities need the ability to disconnect service
- Some customers that have gone 8 months since their last payment
- Notify customers of any additional assistance fund sources as they may become available