

Arrearages

Presentation and Discussion for the
House Energy & Technology Committee

Commissioner June E. Tierney
Vermont Department of Public Service

CRF Assistance for Ratepayer Arrearages (Act 137, Section 20)

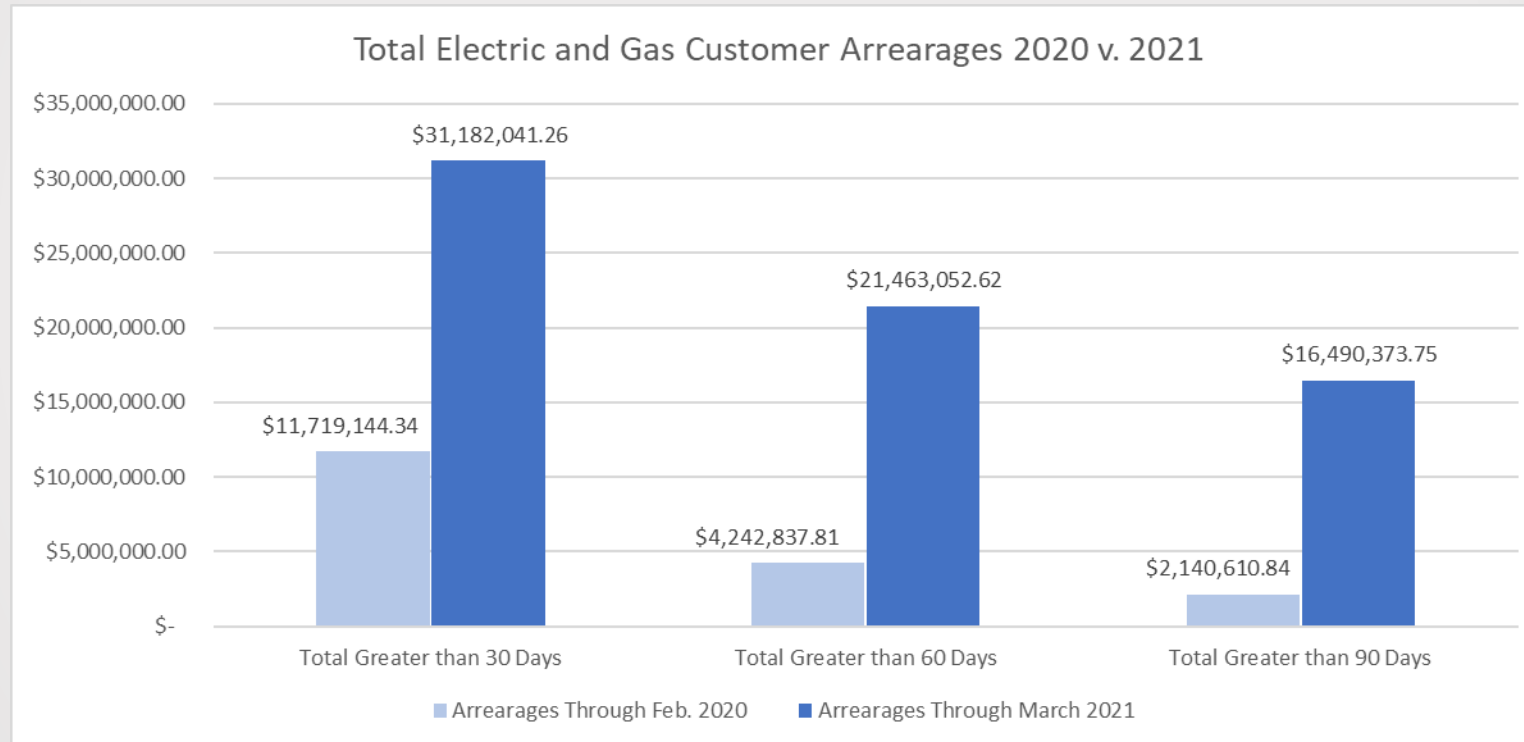
The Department of Public Service launched the Vermont COVID-19 Arrearage Assistance Program in August 2020. The program accepted applications through mid December 2020.

- 10,779 Vermonter residential households and business entities received help from the program.
- 9,983 were Residential applicants.
- 796 were Nonresidential applicants.
- The average residential applicant received just over \$700 in benefits.

VCAAP by Utility Type

VCAAP	8,746,992.33	100.00%
COMMUNITYWATER/SEWER	652,007.14	7.45%
ELECTRIC	7,474,725.44	85.45%
LANDLINETELECOM	77,290.19	0.88%
NATURAL GAS	374,975.05	4.29%
PRIVATEPUCWATER	644.76	0.01%
ADMINISTRATIVE	167,349.75	1.91%

Electric and Natural Gas Customers Behind on their Bills



Change in Arrearages from February 2020 to March 2021

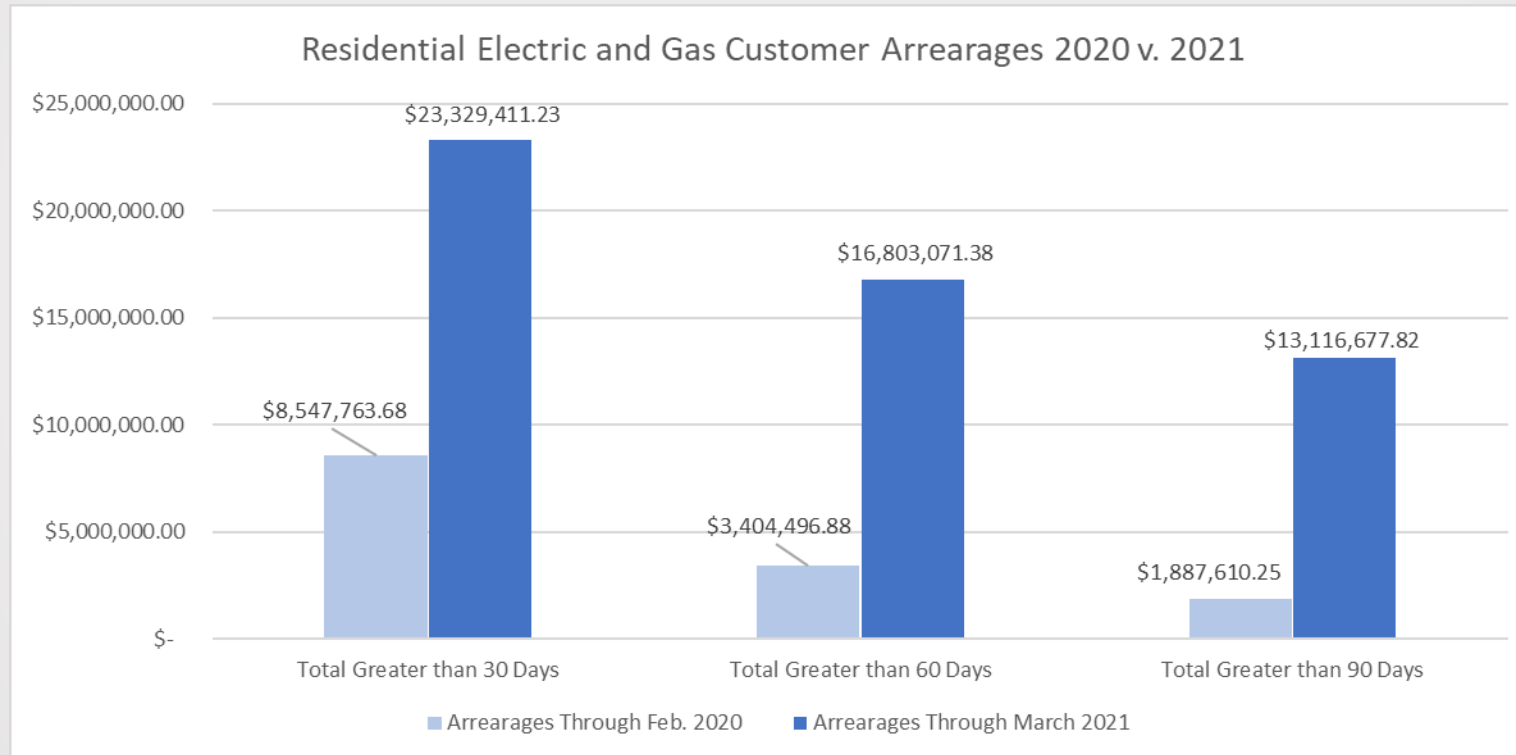
Electric & Natural Gas \$ Change

Arrearages 2020-2021	Electric + Natl Gas
Total Greater than 30 Days	\$ 19,462,897
Total Greater than 60 Days	\$ 17,220,215
Total Greater than 90 Days	\$ 14,349,763

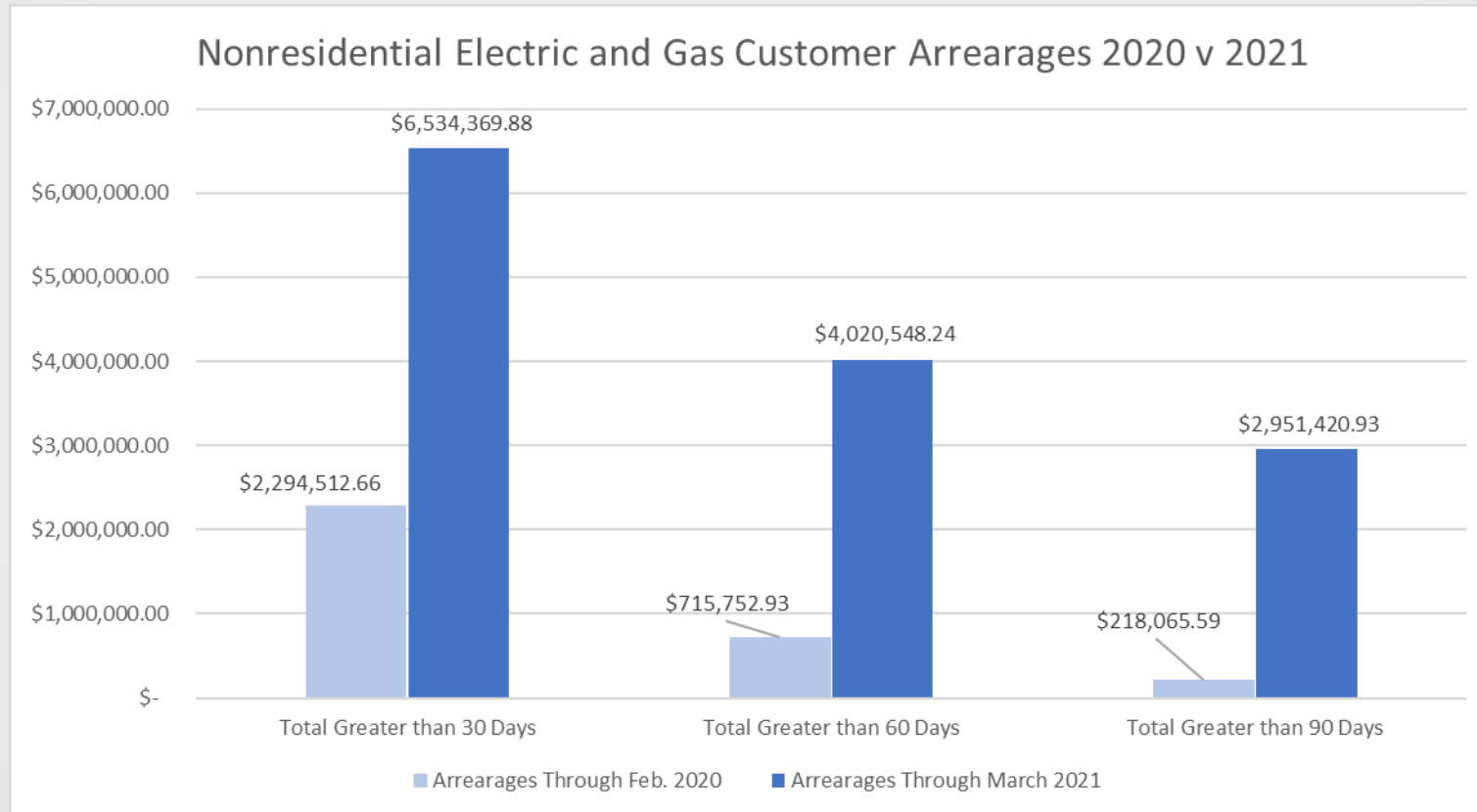
Electric & Natural Gas % Change

Customer Segment	Total Greater than 30 Days	Total Greater than 60 Days	Total Greater than 90 Days
Total	166%	406%	670%
Residential	173%	394%	595%
Nonresidential	185%	462%	1253%

Residential Customers Behind on Bills

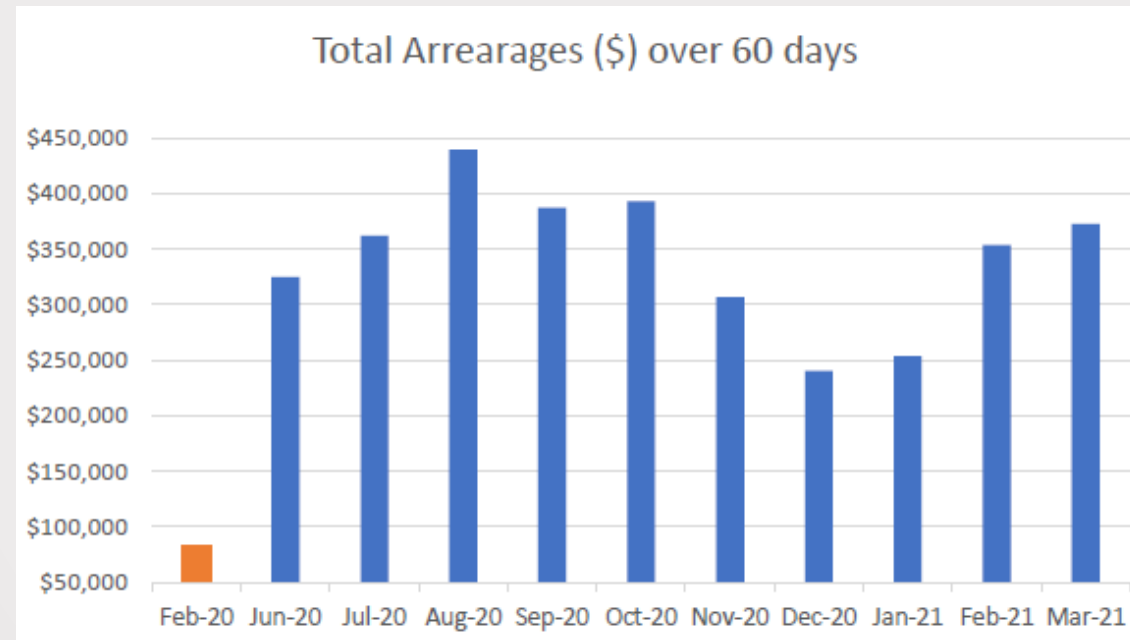


Nonresidential Customers Behind on Bills



VCAAP Helped

VEC Arrearages >60 days by month



Vermont Emergency Rental Assistance Program for Utility Services (VERAP-U)

COVID-19 Economic Relief

- Department of Public Service Allocated \$12.7 M for Utility Assistance for Renters
- Department partnering with the Vermont State Housing Authority
- Applicants can apply online or request a paper application
- Utility assistance application launching on or around April 19

Who is eligible for VERAP-U?

- Must be obligated to pay rent on a residential dwelling in Vermont and
- One or more adults in your household is unemployed and/or receiving unemployment benefits or
- A household member has experienced a reduction in income, incurred significant costs, or financial hardship due to the COVID-19 pandemic and
- Able to demonstrate risk of experiencing homelessness or housing instability and
- Household income at or below 80% of area median income (AMI) [Vermont Income Limits](#).

Homeowner Assistance Fund

- Funds were allocated to the Vermont Housing Finance Agency
- Funded by the American Rescue Plan Act (Federal funds round #3)
- Program details aren't available yet.

Non Pandemic Related Resources

- LIHEAP and Crisis Fuel
- Warmth Program and other charitable donations
- Electric Assistance Program (GMP)
- Low Income Assistance Program (Vermont Gas)

Contact Us:

- For the staff person on call at Consumer Affairs dial toll free, 800-622-4496 or 802-828-2332
- Consumer Contact Email Address:
psd.consumer@vermont.gov
- Online Consumer Complaint Form at
<https://capi.epsd.vermont.gov/>