



# Customer Arrearages

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HOUSE ENERGY AND  
TECHNOLOGY

APRIL 7, 2021



# VGS at-a-Glance

54,000 customers | 130 employees

Serving Addison, Chittenden, & Franklin Counties

Over \$45 million invested in efficiency since 1993

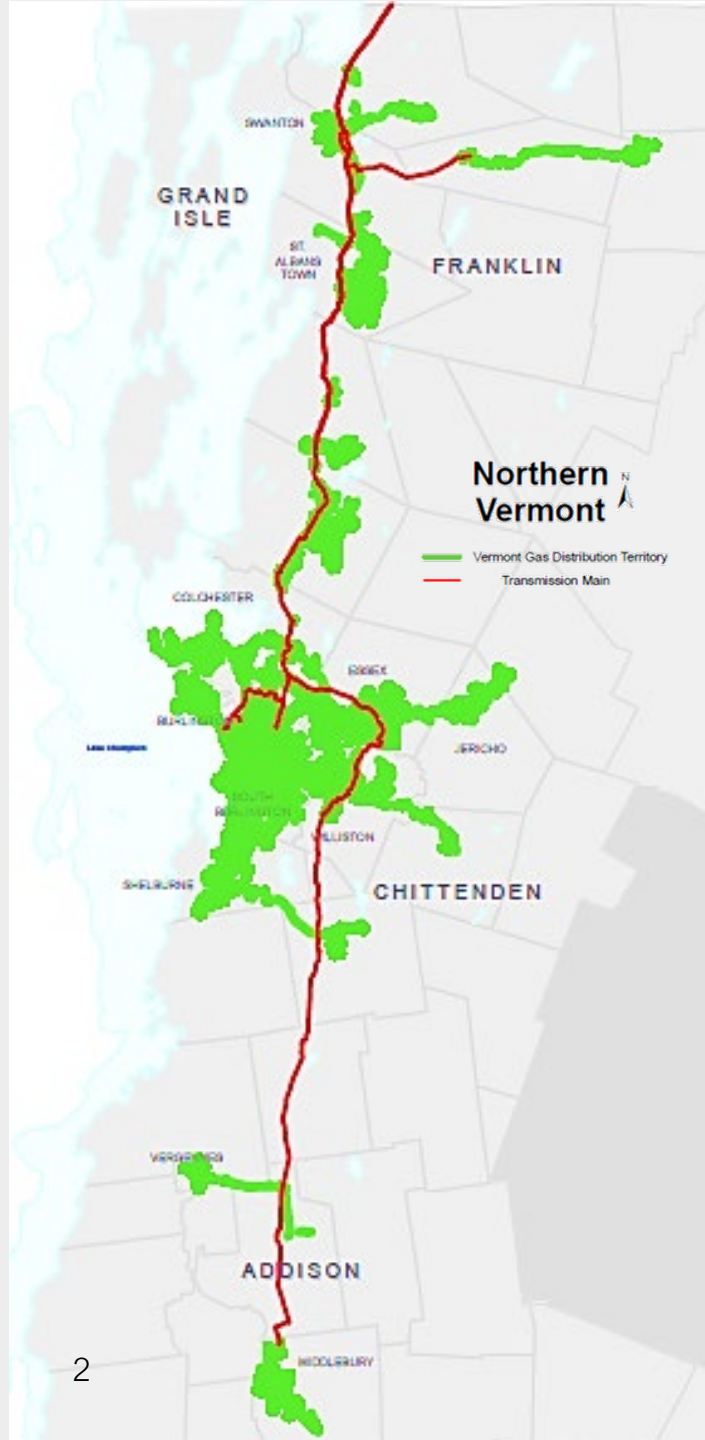
7,000 + incentives generated over next 3 years

13,000 MTCO<sup>2</sup> eliminated over next 3 years

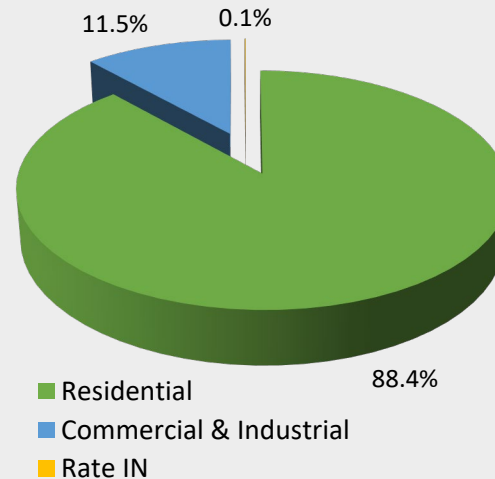
1<sup>st</sup> in the nation retail program for Renewable Natural Gas

**Committed to 30% carbon reduction by 2030**

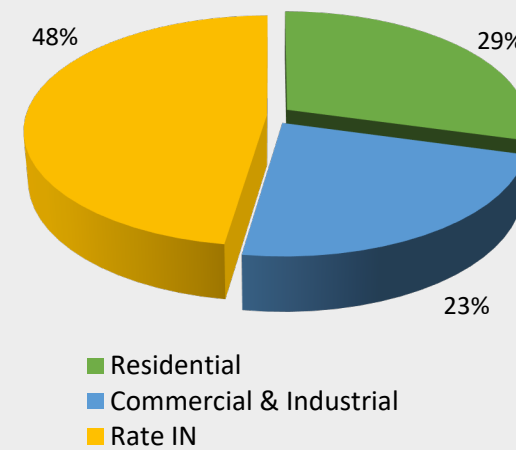
**Netzero by 2050**



### Customers



### Sales Volume



# The Data – Arrearages

- Commercial Arrearages up 19% since 2020
- Total amount due up 37% since 2020, approximately \$900K, including payment plans and arrears
- While the total count of customers past due is up only 3%, total amount due is up 37% since 2020

<b>Arrearages through March 2020</b>	<b>30-90+ Days</b>	
	<i>Count</i>	<i>Amount</i>
Residential Customers in Arrears	14,432	\$1,868,708
Nonresidential Customers in Arrears	901	\$482,390
	<b>15,333</b>	<b>\$ 2,351,098</b>
<b>Arrearages through March 2021</b>	<b>30-90+ Days</b>	
	<i>Count</i>	<i>Amount</i>
Residential Customers in Arrears	14,698	\$2,531,116
Nonresidential Customers in Arrears	1071	\$687,016
	<b>15,769</b>	<b>\$ 3,218,132</b>
YOY Residential % Increase	<b>2%</b>	<b>35%</b>
YOY Non-residential % Increase	<b>19%</b>	<b>42%</b>

# Customer Impact

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- ✓ COVID began *after* the VGS peak cold season
- ✓ Good news for customers, natural gas prices are down, paying 20% less today than they were 10 years ago
- ✓ Customers were automatically opted into payments plans before VCAAP, keeping our overall arrearage numbers down





# Questions

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