



Member Utility Arrears

About VPPSA

- **Joint Action Agency established in 1979**
 - Achieve economies of scale while maintaining local decision-making
- **11 member utilities serve 30,000 customers across 60 Vermont towns**
 - VPPSA and its member municipalities operate on a non-profit basis
- **13 staff with offices in Waterbury Center**
 - Working remotely since March
- **VPPSA Services:**
 - Power Supply
 - IT Support
 - Regulatory and Legislative Support
 - Financial Services
 - Communications and Outreach
 - Renewable Standard Compliance (63% Renewable and 90% Carbon free)

VPPSA Member Utilities



- **Barton Village**
- **The Village of Enosburg Falls**
- **Hardwick Electric Department**
- **Village of Jacksonville**
- **Village of Johnson**
- **Ludlow Electric Light Department**
- **Lyndonville Electric Department**
- **Morrisville Water & Light**
- **Northfield Electric Department**
- **Village of Orleans**
- **Swanton Village**

Current Unpaid Balances - 60+ days past due

| Utility | Increase Unpaid Balances | Total # of Customers | # Customers Past Due | % of Customers Past Due | \$ Past Due (60+ days) | Utility Annual Sales | % of Annual Sales |
|--------------|--------------------------|----------------------|----------------------|-------------------------|------------------------|----------------------|-------------------|
| Barton | 47% | 2170 | | | \$73,866 | \$2,713,467 | 2.7% |
| Enosburg | 21% | 1706 | 56 | 3% | \$13,297 | \$3,984,021 | 0.3% |
| Hardwick | 30% | 4492 | 609 | 14% | \$119,727 | \$6,110,980 | 2.0% |
| Jacksonville | 387% | 700 | 87 | 12% | \$39,638 | \$835,327 | 4.7% |
| Johnson | 235% | 944 | 89 | 9% | \$10,549 | \$2,147,931 | 0.5% |
| Ludlow | 45% | 3758 | 283 | 8% | \$129,845 | \$8,248,156 | 1.6% |
| Lyndonville* | | 5664 | 620 | 11% | \$105,259 | \$9,161,900 | 1.1% |
| Morrisville | 14% | 3986 | 36 | 1% | \$3,561 | \$7,030,039 | 0.1% |
| Northfield | 1182% | 2223 | 165 | 7% | \$29,568 | \$3,851,116 | 0.8% |
| Orleans | 157% | 669 | 149 | 22% | \$23,580 | \$1,825,159 | 1.3% |
| Swanton | 32% | 3632 | | | \$41,550 | \$6,787,895 | 0.6% |

Utility Strategies

- **Delinquent Notices**

- Inform customers of outstanding balances
- Provide info on payment arrangement options

- **Direct Calls**

- Remind customers of unpaid balances
- Offer payment arrangements

- **Advocacy**

- Working with Northeast Public Power Association and Congressional delegation to request funding for utility arrearages.
 - Kuster/Welch bill to expand LIHEAP funding for utility arrears due to COVID

Arrears and Disconnects: Utility Concerns

- **Customers may accrue insurmountable balances**
 - Some customers will have gone more than a year without payment.
 - Ongoing nonpayment will result in customers accruing balances that they are ultimately unable to pay.
- **Negative financial impact on other customers**
 - Without other sources of funding, unpaid balances will be written off by the utility, increasing costs to other customers.
- **Many customers with outstanding balances not eligible for Vermont COVID-19 Arrearage Assistance Program (VCAAP)**
 - Need to certify arrearage was due to COVID

Contact Info

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Putting the Public in Power.

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