

An aerial photograph of a mountain valley during autumn. The foreground and middle ground are filled with dense forests showing vibrant colors of yellow, orange, and red. In the center, a small cluster of buildings, including a prominent white house and several barns, is visible. The background features rolling hills and mountains under a bright, hazy sky with wispy clouds and a few white contrails. The overall scene is peaceful and scenic.

GMP Customer Update: Working Together Through the Pandemic

Arrearage Program/Senate Finance Committee | February 2, 2021

GMP: Who We Are

- Serving 266,000 customers in 202 towns, covering 75% of Vermont
 - 85% residential customers, 15% business customers
- 15 district offices across Vermont
- 514 employees, including 285 members of IBEW Local 300
- Energy Supply: 94% carbon free and 63% renewable
- Leveraging innovation to reduce costs and carbon for customers
 - In 2020, offset more than \$3.2M in costs for customers by using stored energy in batteries
- First utility to earn B Corp certification
 - Meeting rigorous social, environmental, accountability, and transparency standards.

GMP: Pandemic Safety & Customer Care

- Work from Home
 - All employees who can work from home are doing so, and that includes the vast majority of GMP office employees.
- Field teams operating under COVID-19 safety guidelines.
 - Mask wearing, physical distancing, separate trucks when possible while maintaining the system and responding to outages for customers.
- GMP voluntarily suspended disconnections last March
 - Public Utility Commission moratorium on customer disconnections continues now.
- GMP is working with customers with empathy, kindness, and flexibility.
 - Helping customers with payment plans so they don't slip further behind.
 - Direct outreach through calls and letters (about 60k customers reached)
- GMP Energy Assistance Program (EAP) in place for 10,107 customers.

VCAAP: Helping Customers

- Vermont Covid-19 Arrearage Assistance Program (VCAAP) funds flowed from state directly to customer accounts to offset their balance.
 - Established using Coronavirus Relief Funds through Act 137 of 2020.
 - Customers applied online on DPS website (August - December 2020).
 - 100% benefit to customers.
 - Significant outreach from GMP to customers about VCAAP.
 - Direct calls to thousands of residential customers, direct calls to all business customers in arrears, multiple letters to all customers in arrears, social media, digital advertising, front porch forum, news releases, etc.
- Thank you for sharing program info in your constituent newsletters and Facebook pages!

Growing Need, Despite Help

- 27,200 customers are 60+ days behind and they owe \$14 million. This despite the 7,307 GMP customers who received \$5.9 million in VCAAP grants.
 - 140% increase in customers behind 60+ days (2020 v. 2019)
 - Residential = 159% increase
 - Commercial = 224% increase
 - And, the number of customers falling behind is growing
- The need is greater than just electricity.
 - These customers are struggling to pay rent, mortgage, heat, food
 - Example: 98 currently behind 60+ days have received more than \$37,000 in fuel assistance
- At current rate of growth, customers could fall behind by more than \$20M this year.
 - Unpaid accounts could eventually create cost pressure for all customers.

Total Accounts Receivable >60 Days

Customer Class	Current Balance	Current # of unique customers	Pre-pandemic Balance (1 year ago)	Pre-pandemic # of customers (1 year ago)
Non-Residential	\$2,989,462.13	2,688	\$540,562.00	828
Residential	\$11,145,545.16	24,532	\$2,469,750.90	10,491
TOTAL	\$14,135,007.29	27,220	\$3,010,312.90	11,319

As of December 31, 2020

Working Together Through the Pandemic

- GMP will continue working with customers
 - Disconnection moratorium continues
 - Continuing to reach out directly to customers to connect them with aid and services
 - GMP putting plans in place to help customers by enacting payment plans in the coming months
- However, more assistance is needed for customers
- VCAAP was helpful to so many, but more funds are required to provide direct aid to customers continuing to suffer from the economic fallout of the pandemic