

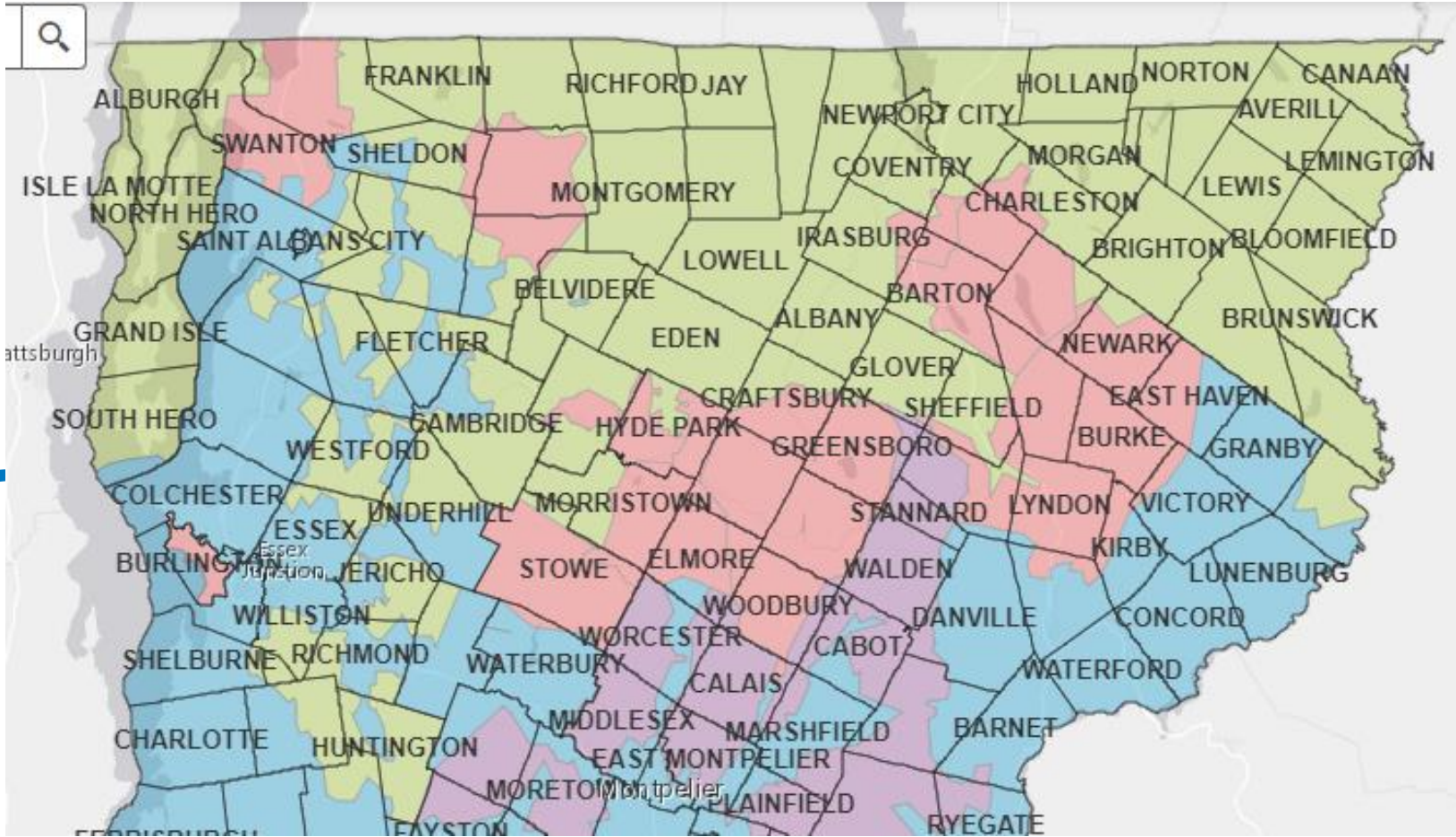
April 24, 2023

Vermont Electric Cooperative

House General and Housing



VEC Service Territory



ABOUT VEC



- 35,000 members
- 75 towns
- 8 counties
- 41,000 meters & 2,880 miles of line
- 14 meters/mile
- 2022 Peak 84 MW, Jan. 5pm.

ABOUT VEC MEMBERS



- 50% Residential / 50% non-residential (by load)
- 45% Retired.
- 88% Homeowners



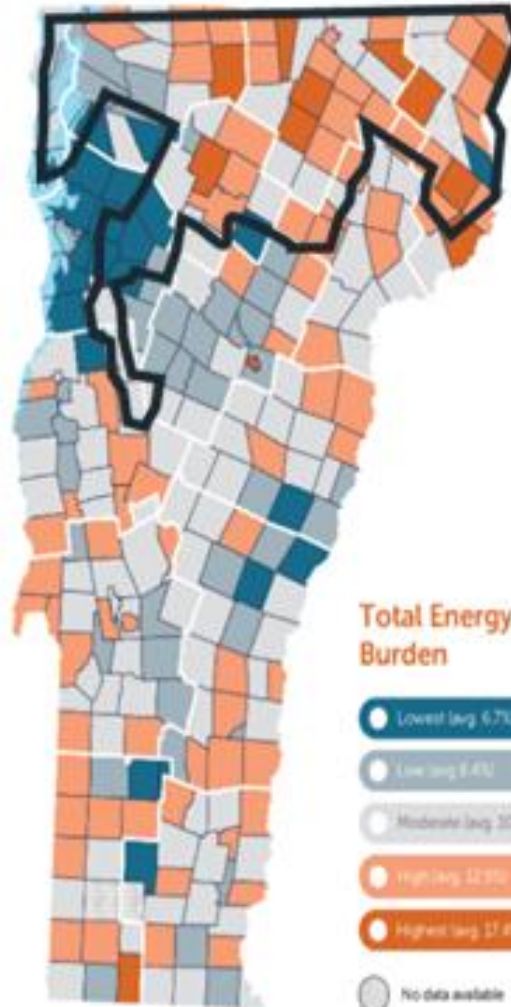
Just Transitions and Energy Equity



2019 Energy Burden Report



Efficiency
Vermont



Comments on H.21



- Support privacy of members AND support ability for landlords to get notification about disconnection to avoid property damage.
- Landlord notification will require more work for us – must be done efficiently and cost effectively. Manual process.
- Can only do if have information in our system about who the owner is. (Might not know if landlord not our member).
- Only after the power is actually disconnected. (see over)

Comments on H.21



- Very few members actually get disconnected although many get sent notices.

Notice requirements are very extensive. Approx. 15% of VEC members (5,000) are sent disconnection notices each month.

Most then pay or make arrangements. We manage over 1000 payment arrangements a month and approx. 83% are successful.

Some members pay at the last step in the process when we are on-site to disconnect service.

The landlord does not need to be informed about any of these situations because the power was never disconnected.

Approx. 45-90 accounts may be disconnected a month, many not rentals.

Also, it is ESSENTIAL that the PUC update rules to allow for remote disconnection.

- Current rules require on-site notification at end of the notification process. This is NOT SAFE. We are unnecessarily putting our staff in a dangerous situation.
- On-site notification also costs the member money (\$55 site visit). This is an added cost to those who can least afford to pay (and not fair to cost-shift to others who can't afford increased rates). We have alternatives.
- Solution:
 - Delete the provision in Rule 3.306 that requires a day-of disconnection site visit to notify the utility customer.
 - Add a provision to the current disconnection process in Rule 3.300 for the utility to call the phone number on file one day before disconnection to alert the customer that services will be disconnected the following day

Thank you!



Andrea Cohen, Manager, Government Affairs and Member Relations
Vermont Electric Cooperative
acohen@vermontelectric.coop, 802-696-9036.