

# H.753- An Act Relating to Utility Service Disconnections and Ratepayer Protections



**House Energy and Digital Technology February 11, 2026**  
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# Details- Usage, Billing, Payment

Members are billed monthly for past power usage.

Payment is due 30 days after the bill is issued.

A disconnection notice is sent if payment not received.

3,955 disconnection notices mailed per month on average (10% of all accounts)

Average # payment plans per month: 850

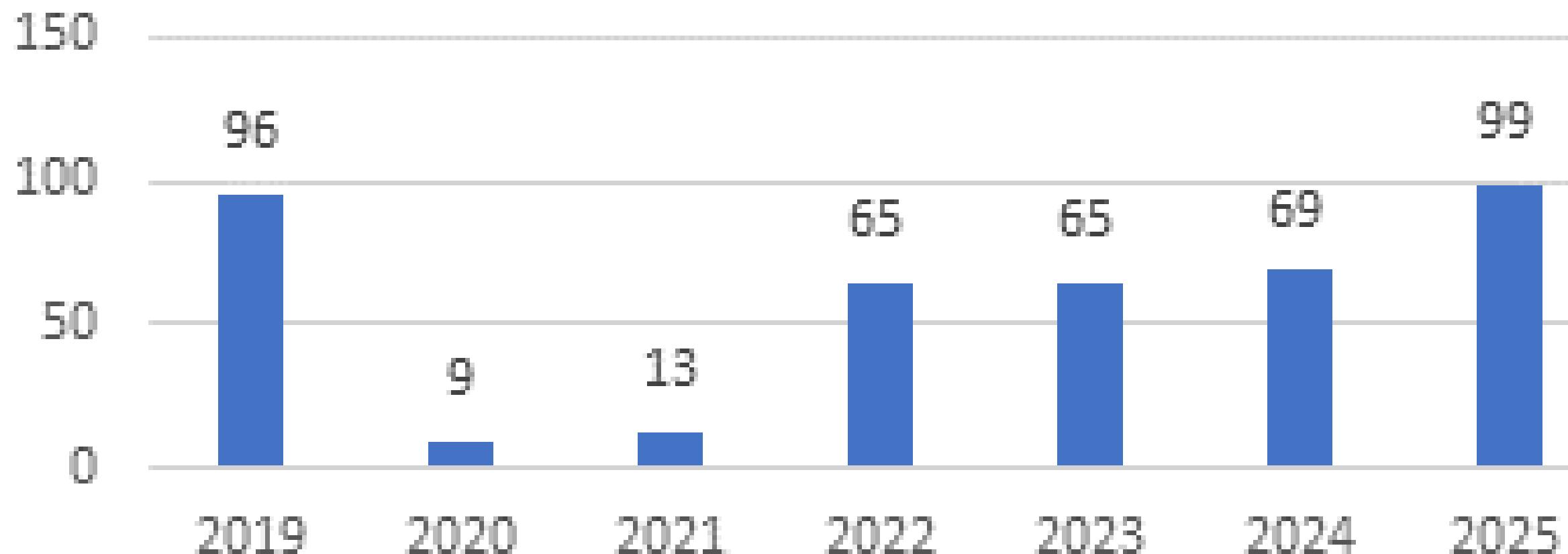
Percentage of successful payment plans: 90%

Percentage of disconnection notice recipients that get disconnected: <3% (99 monthly average)

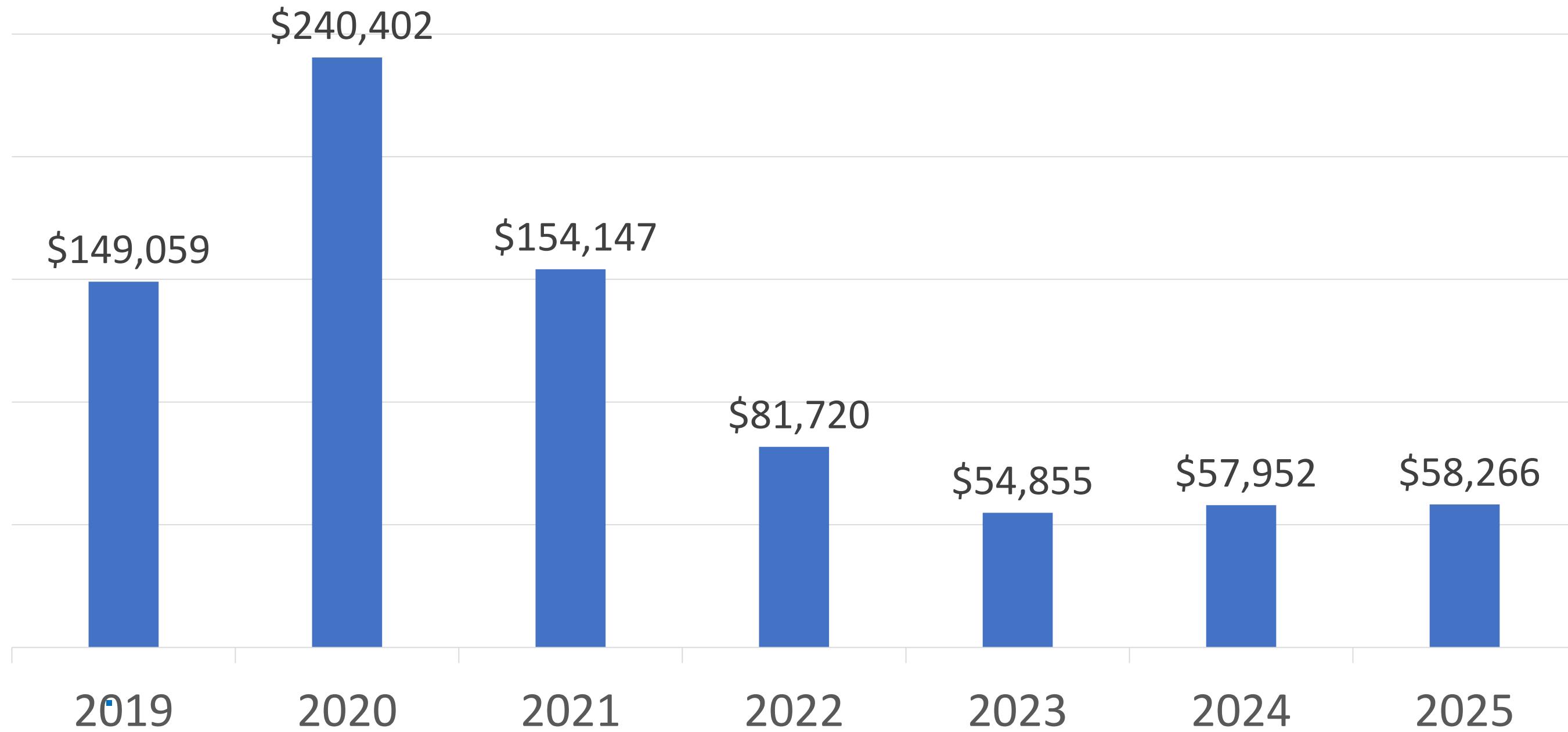
90% of reconnects occur within within 1 day

# Non-Pay Disconnects- Monthly Average

Monthly Average



# VEC End of December Arrearages



## \$ Arrearages over 60 days

\$180,000

\$160,000

\$140,000

\$120,000

\$100,000

\$80,000

\$60,000

\$40,000

\$20,000

\$-

Jan

Feb

March

April

May

June

July

August

Sept

Oct

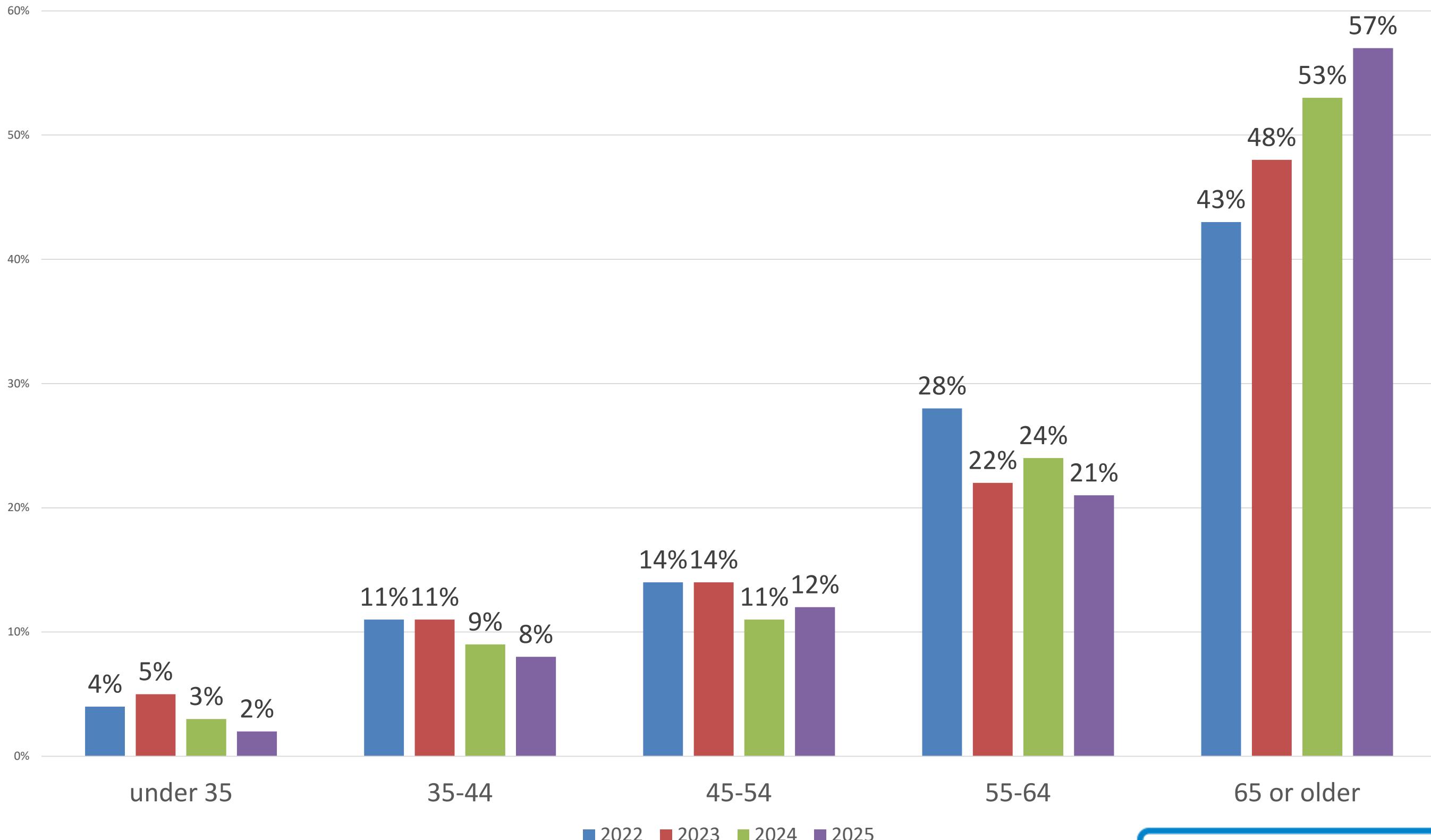
Nov

Dec

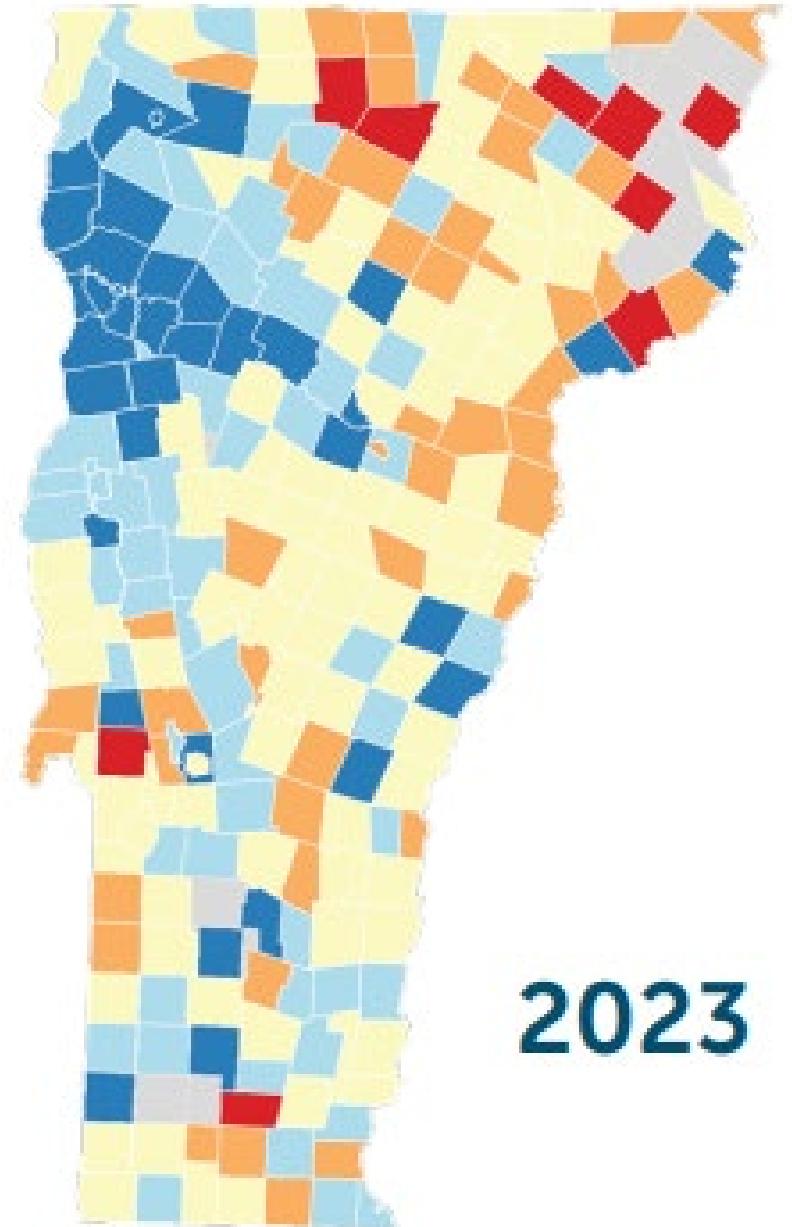
■ 2022 ■ 2023 ■ 2024 ■ 2025 ■ 2026

# Member Demographics

## Member Age



# Energy Equity and Affordability



2023 Efficiency Vermont Energy Burden Report Red areas indicate high burden and blue areas indicate low burden.

7 of top 11 Towns with largest energy burden

	B	C	
1	Montgomery	Franklin	23.1%
2	Charleston	Orleans	19.1%
3	East Haven	Essex	18.9%
4	Lowell	Orleans	17.1%
5	Concord	Essex	15.9%
6	Brighton	Essex	15.5%
7	Castleton	Rutland	15.2%
8	Dover	Windham	15.2%
9	Bloomfield	Essex	15.1%
10	Eden	Lamoille	14.8%
11	Jay	Orleans	14.7%
12	Pawlet	Rutland	14.7%
13	Windsor	Windsor	14.4%

# High Heat, Med Notes, Other

Agreement - Final Z... Amazon.com - Uni...

**NATIONAL WEATHER SERVICE**  
NATIONAL OCEANIC AND ATMOSPHERIC ADMINISTRATION

HOME FORECAST PAST WEATHER SAFETY INFORMATION EDUCATION NEWS SEARCH ABOUT

Local forecast by "City, St" or ZIP code  
Enter location ... Go Location Help

**Heat Advisory in Effect for Portions of the Champlain Valley Today**

A Heat Advisory remains in effect until 8 PM today for the northern Champlain Valley. Hot temperatures and increasing humidity will result in heat index values in the lower to mid 90s, increasing the risk of heat illnesses. Take extra precautions when outside and take frequent breaks in shaded or air conditioned environments. Remember to drink plenty of fluids and stay hydrated. [Read More >](#)

**Excessive Heat Awareness and Safety**

Burlington, VT  
Weather Forecast Office

Current Hazards Current Conditions Radar Forecasts Rivers and Lakes Climate and Past Weather Local Programs

**Current Hazards** Current Observations MaxT & Heat Index Forecast WBGT WBGT vs Heat Index Forecast NWS HeatRisk

**Heat Safety**

URGENT - WEATHER MESSAGE  
National Weather Service Burlington VT  
313 AM EDT Wed Aug 13 2025

NYZ026-027-087-130815-  
/O.CAN.KBTV.HT.Y.0007.00000T0000Z-250813T1200Z/  
Northern St. Lawrence-Northern Franklin-Southwestern St. Lawrence-  
Including the cities of Fort Covington, Massena, Norfolk,  
Potsdam, Malone, Ogdensburg, and Gouverneur  
313 AM EDT Wed Aug 13 2025

...HEAT ADVISORY IS CANCELLED...

\$\$

NYZ028-035-VTZ001-002-005-009-016-017-132000-  
/O.EXT.KBTV.HT.Y.0007.00000T0000Z-250814T0000Z/  
Eastern Clinton-Eastern Essex-Grand Isle-Western Franklin-Western  
Chittenden-Western Addison-Eastern Franklin-Eastern Chittenden-  
Including the cities of Richmond, Middlebury, Shelburne,  
Ticonderoga, Richford, Burlington, Underhill, Champlain, St.  
Albans, Plattsburgh, Alburgh, Vergennes, Port Henry, Swanton,  
Enosburg Falls, and South Hero  
313 AM EDT Wed Aug 13 2025

...HEAT ADVISORY IN EFFECT UNTIL 8 PM EDT THIS EVENING...

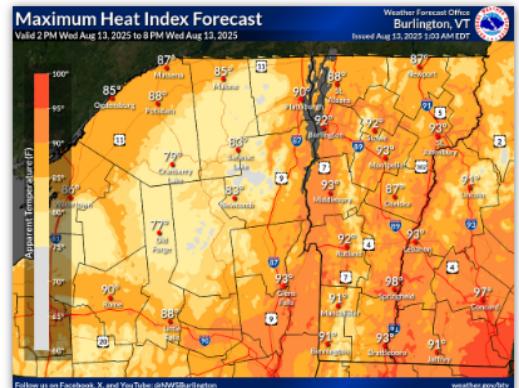
\* WHAT...Heat index values up to 95.

\* WHERE...In New York, Eastern Clinton and Eastern Essex Counties.  
In Vermont, Chittenden, Franklin, Grand Isle, and Western Addison  
Counties.

\* WHEN...Until 8 PM EDT this evening.

\* IMPACTS...Hot temperatures and high humidity may cause heat

**Maximum Heat Index Forecast**  
Valid 2 PM Wed Aug 13, 2025 to 8 PM Wed Aug 13, 2025  
Weather Forecast Office Burlington, VT  
Issued Aug 13, 2025 1:03 AM EDT



Vermont Electric Cooperative-  
Effective September 1, 2025  
Summer Heat Advisories

*VEC will not perform non-pay  
disconnections in areas of our  
service territory where a heat  
advisory is in effect as determined  
by the National Weather Service.*



VERMONT   
ELECTRIC 

As a local cooperative, our members are our friends, family, and neighbors.

We strive to serve every member with care and integrity—offering support in times of hardship while ensuring our policies remain fair, balanced, and fiscally sustainable.

Reducing disconnections is an important goal we pursue daily, but outcomes are influenced by factors beyond our control, and no single metric can measure this work without risking unintended consequences.

# FOCUS ON AFFORDABILITY

## Power Supply Member Priorities- VEC Annual Member Survey

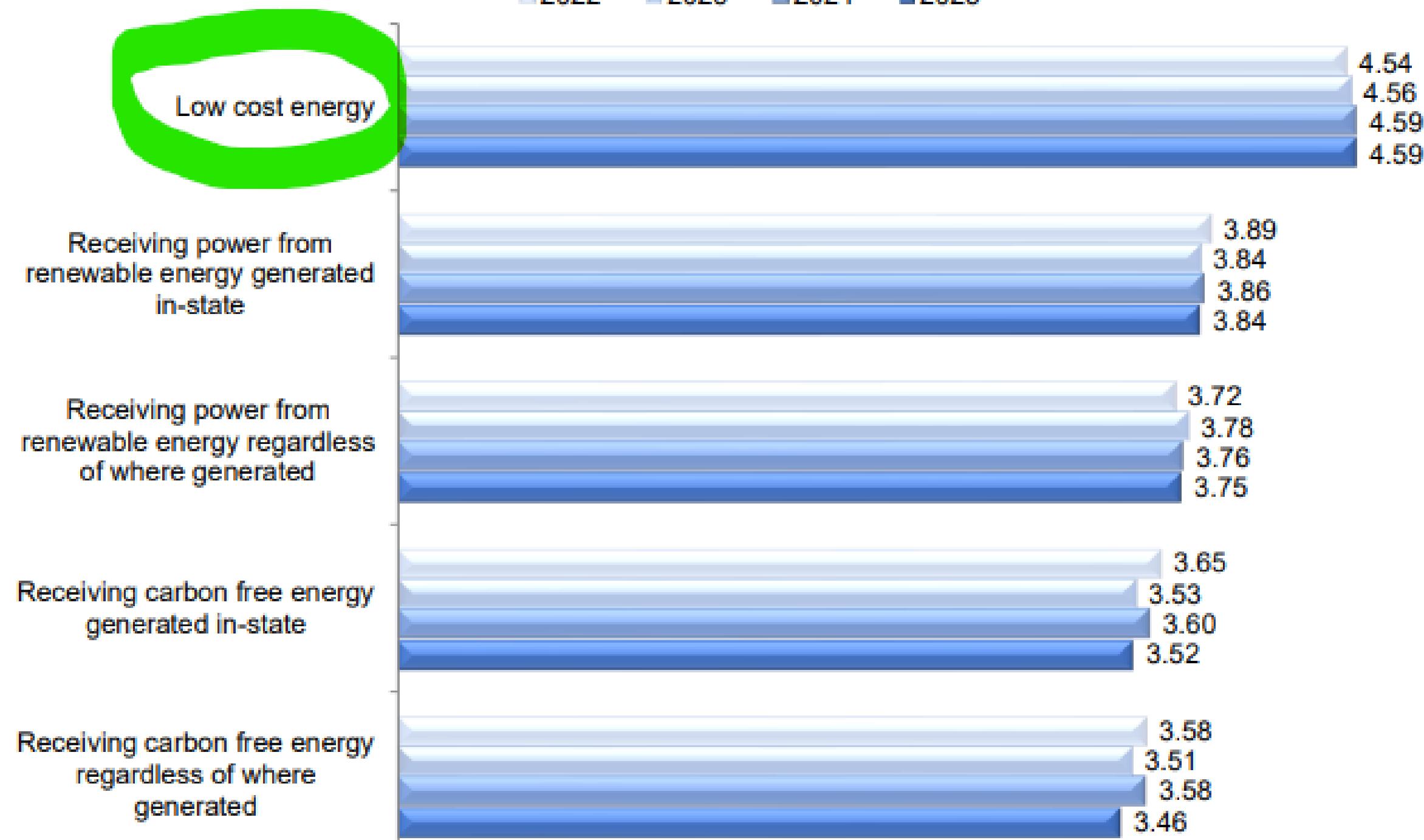
### Importance of Cost and Generation Location

How important is each of the following to you personally?

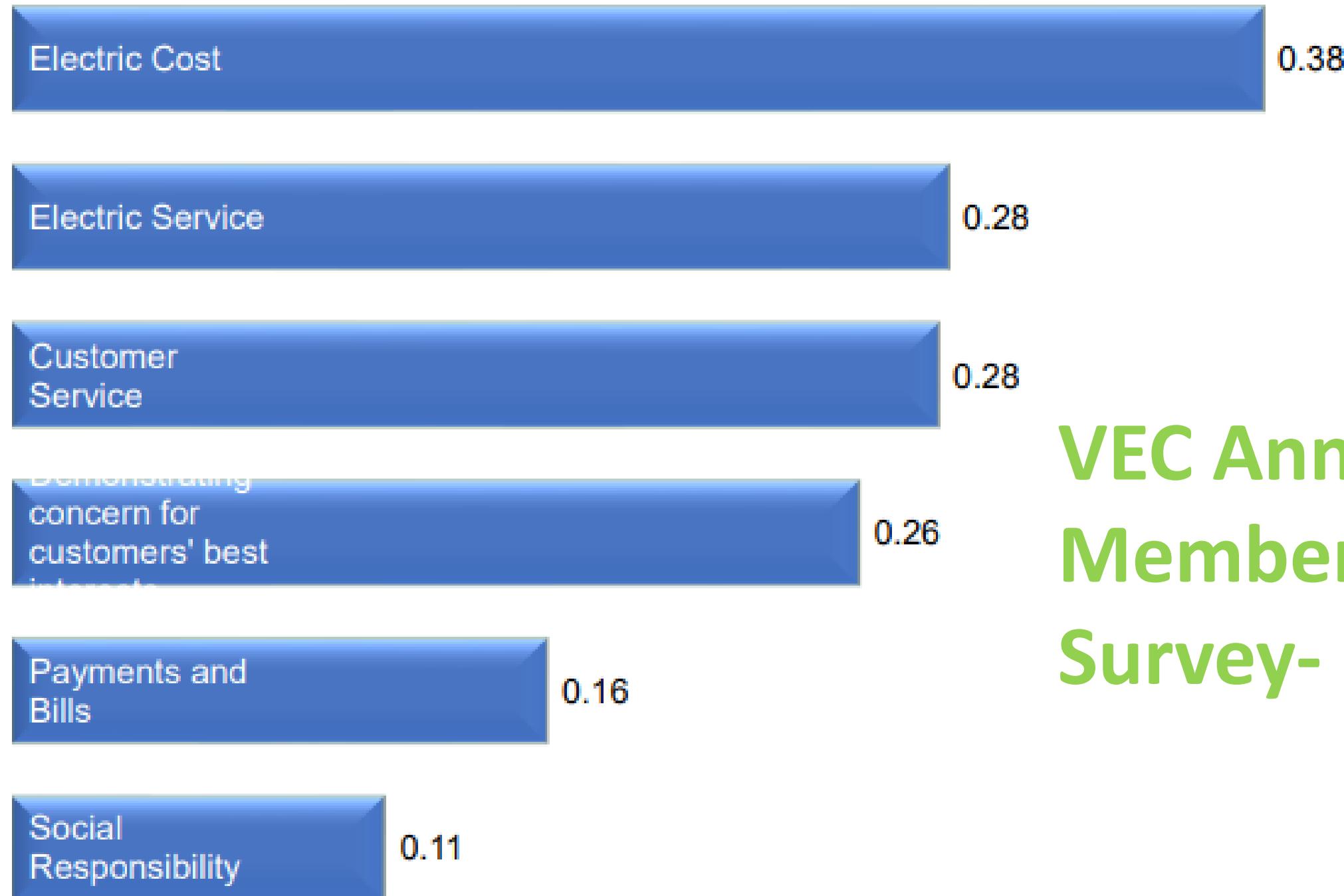
1-5 Scale: 1 = Not At All Important; 5 = Extremely Important

Mean Ratings By Year

■ 2022 ■ 2023 ■ 2024 ■ 2025



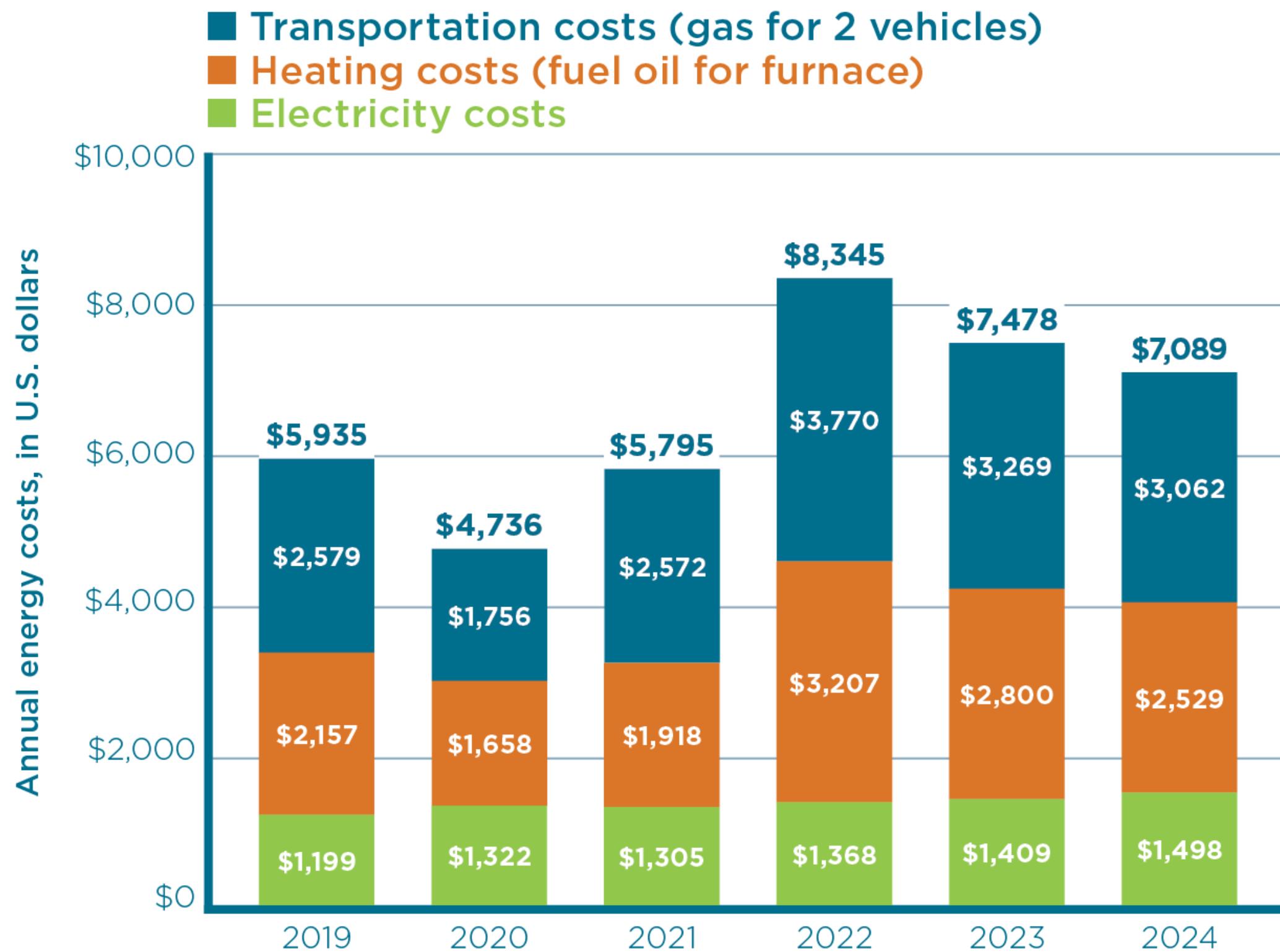
# Key Drivers of Satisfaction



VEC Annual  
Member  
Survey- 2025

# EAN 2025 Annual Progress Report

## Annual energy costs for an example 2019-2024



# PUC Cost Stabilization Report

*“If the Legislature’s intent is to reduce customers’ electric bills, then it should dedicate general-fund dollars to continue and expand the electric utilities’ existing Affordable Community Renewable Energy (“ACRE”) programs, which provide discounted electric bills for Vermonters with low income while simultaneously supporting renewable energy projects”.*

## **REPORT TO THE VERMONT STATE LEGISLATURE**

### **Act 142 of 2024: Energy Cost-Stabilization Study**

**Submitted by the Vermont Public Utility Commission to the General Assembly**

December 1, 2025

# VEC's Affordable Community Renewable Energy Program (ACRE)

## Phase 1- Jericho Landfill solar project

## Phase 2- Jericho gravel pit project

Assists Income Eligible Vermonters With Their Electric Bill



- **ACRE Grant \$2,693,663.**
- **\$2,700 in bill credits for each participant (\$45/month for 60 months).**
- **Phase 1 enrollment for VEC completed Oct. 2024. (365 members).**
- **Phase 2 enrollment now underway. (338 members).**

We look forward to your continued partnership as we work to realize our vision.



## OUR VISION

Lighting the path  
to affordable  
clean energy,  
together

VERMONT  ELECTRIC CO-OP