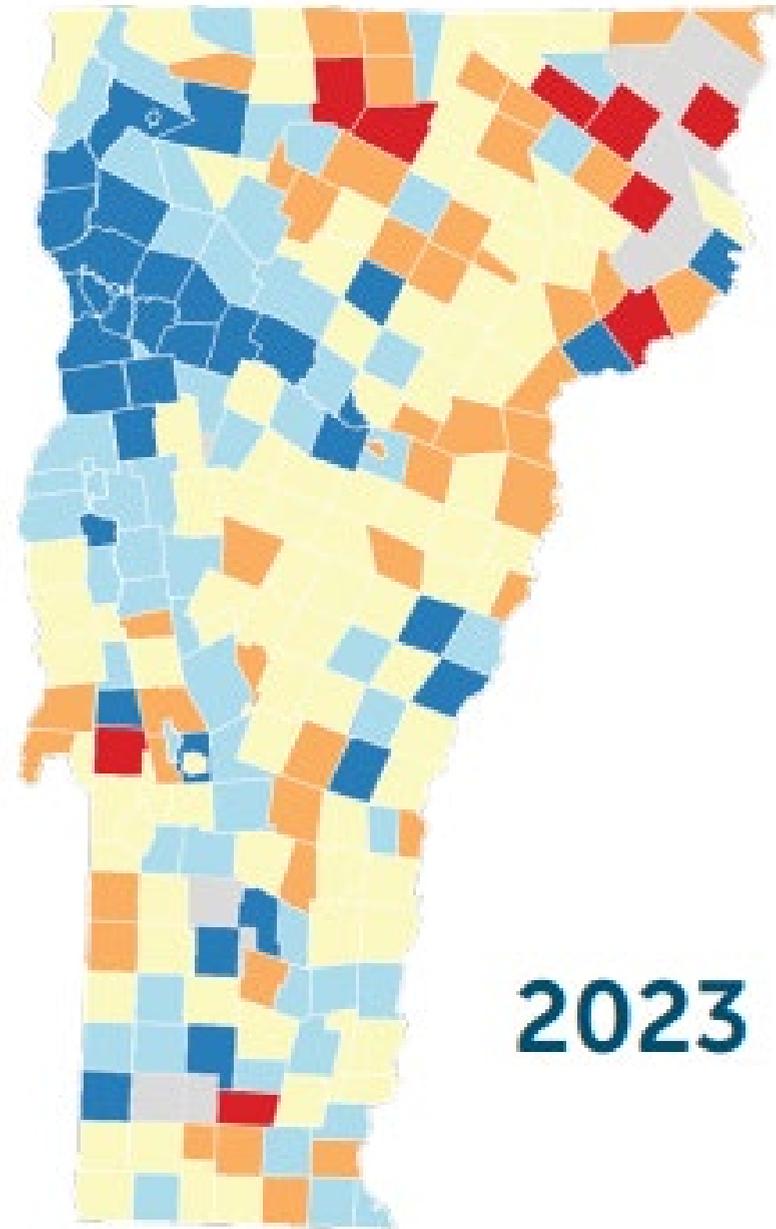


S. 204- An Act Relating to Ratepayer Assistance and Utility Disconnections



Senate Finance March 11, 2026
Andrea Cohen, Vermont Electric Cooperative
acohen@vermontelectric.coop

Energy Equity and Affordability



2023

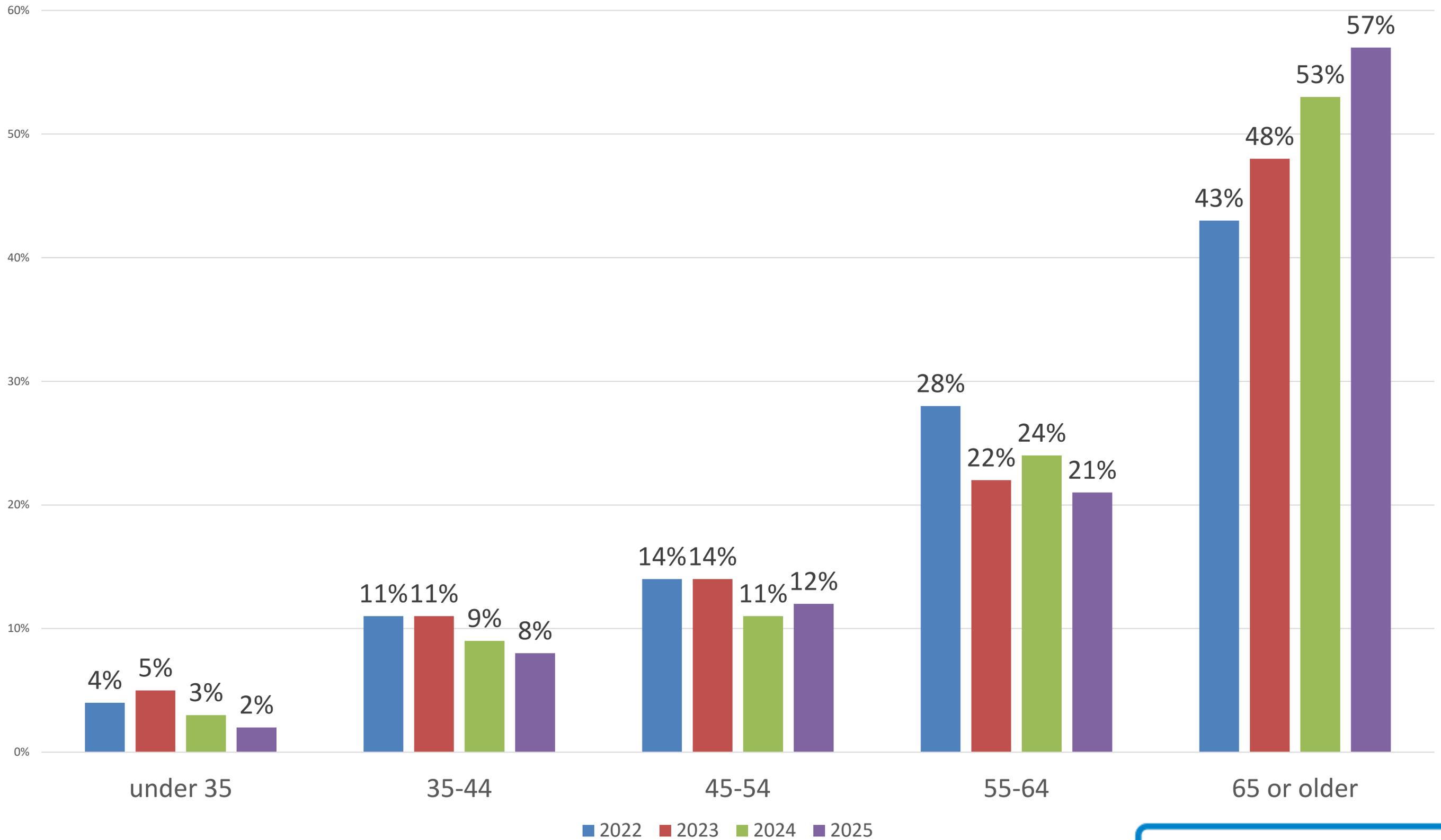
7 of top 11 Towns with largest energy burden

	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%

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

Member Demographics

Member Age

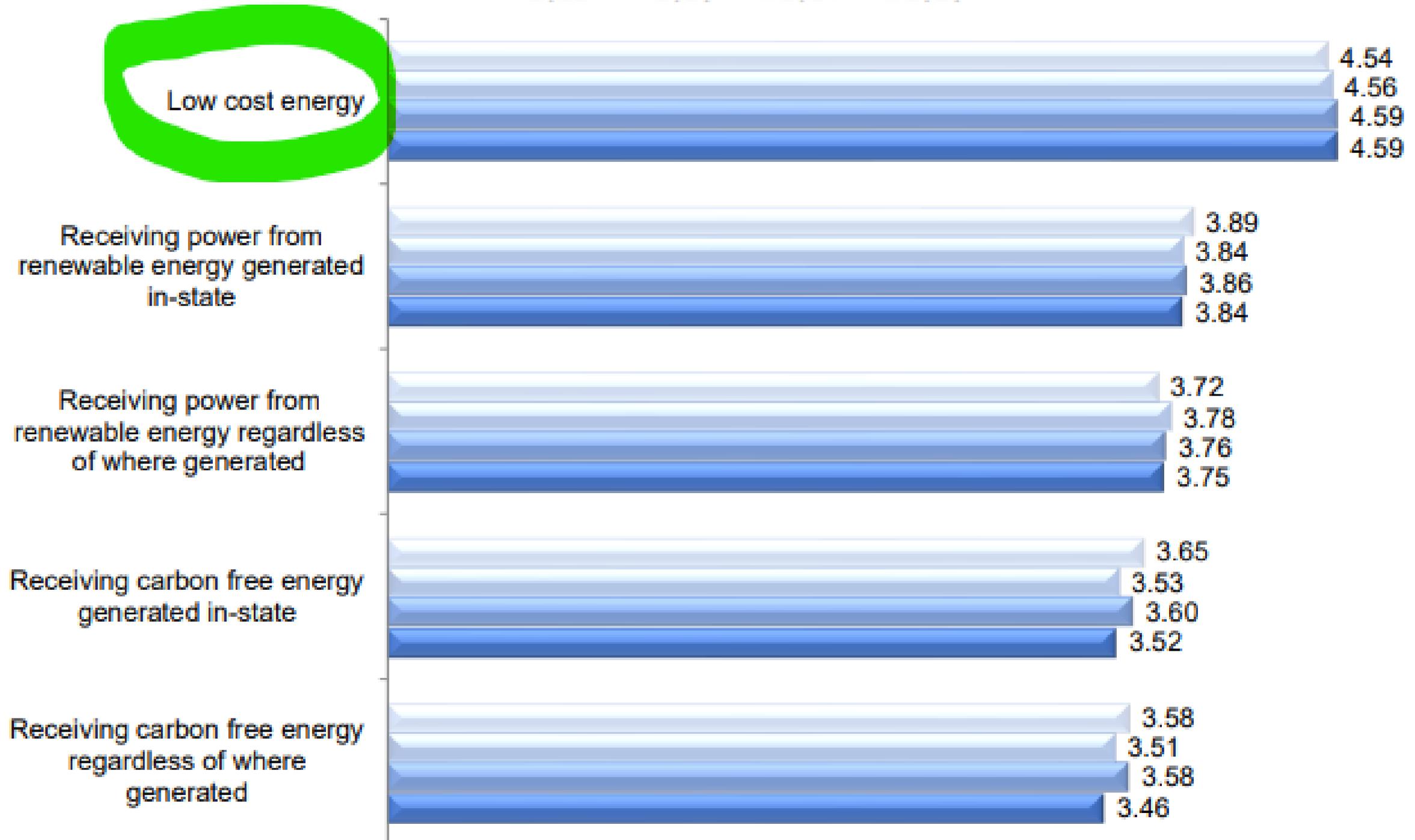


Importance of Cost and Generation Location

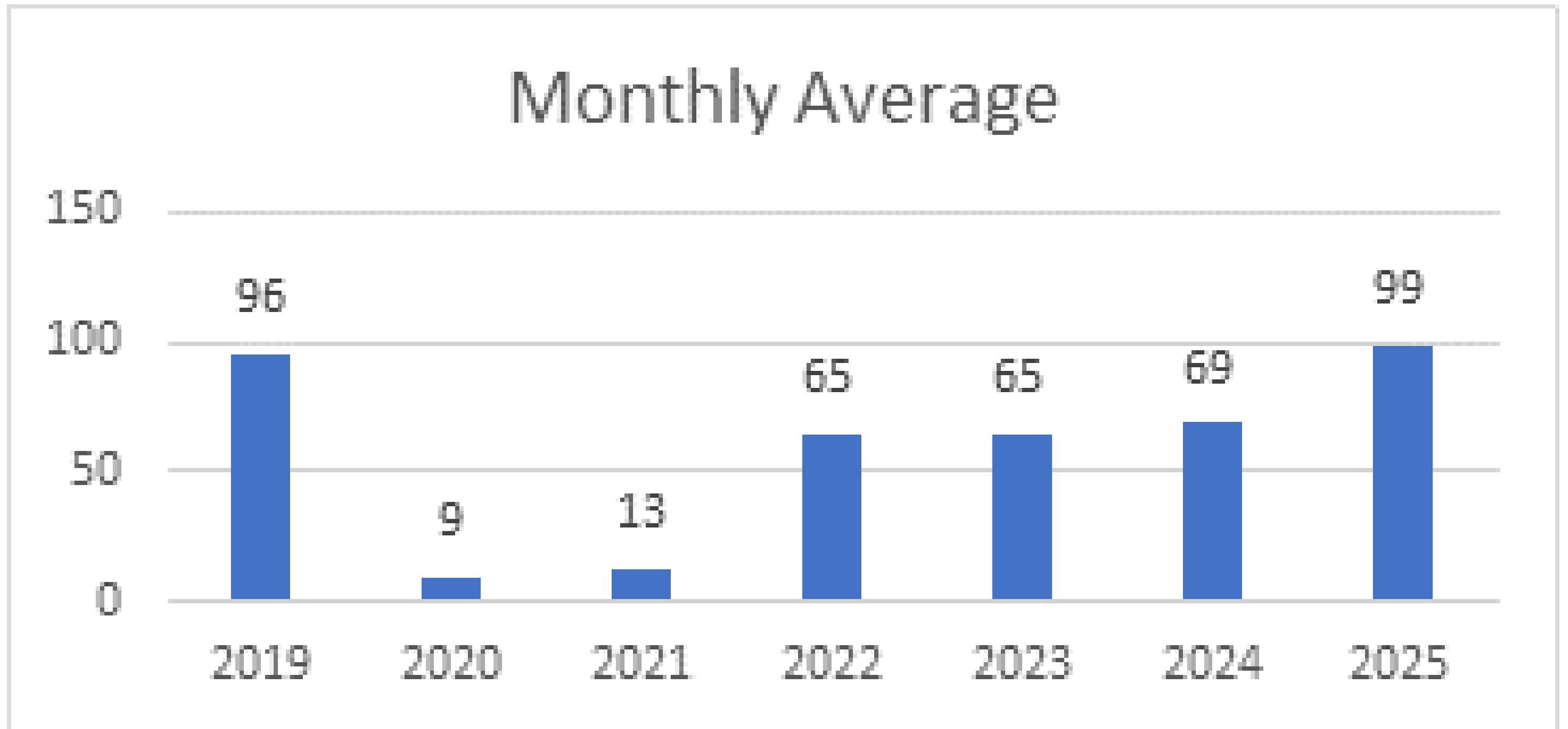
How important is each of the following to you personally?
1-5 Scale: 1 = Not At All Important; 5 = Extremely Important

Mean Ratings By Year

2022 2023 2024 2025



Non-Pay Disconnects- Monthly Average



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)

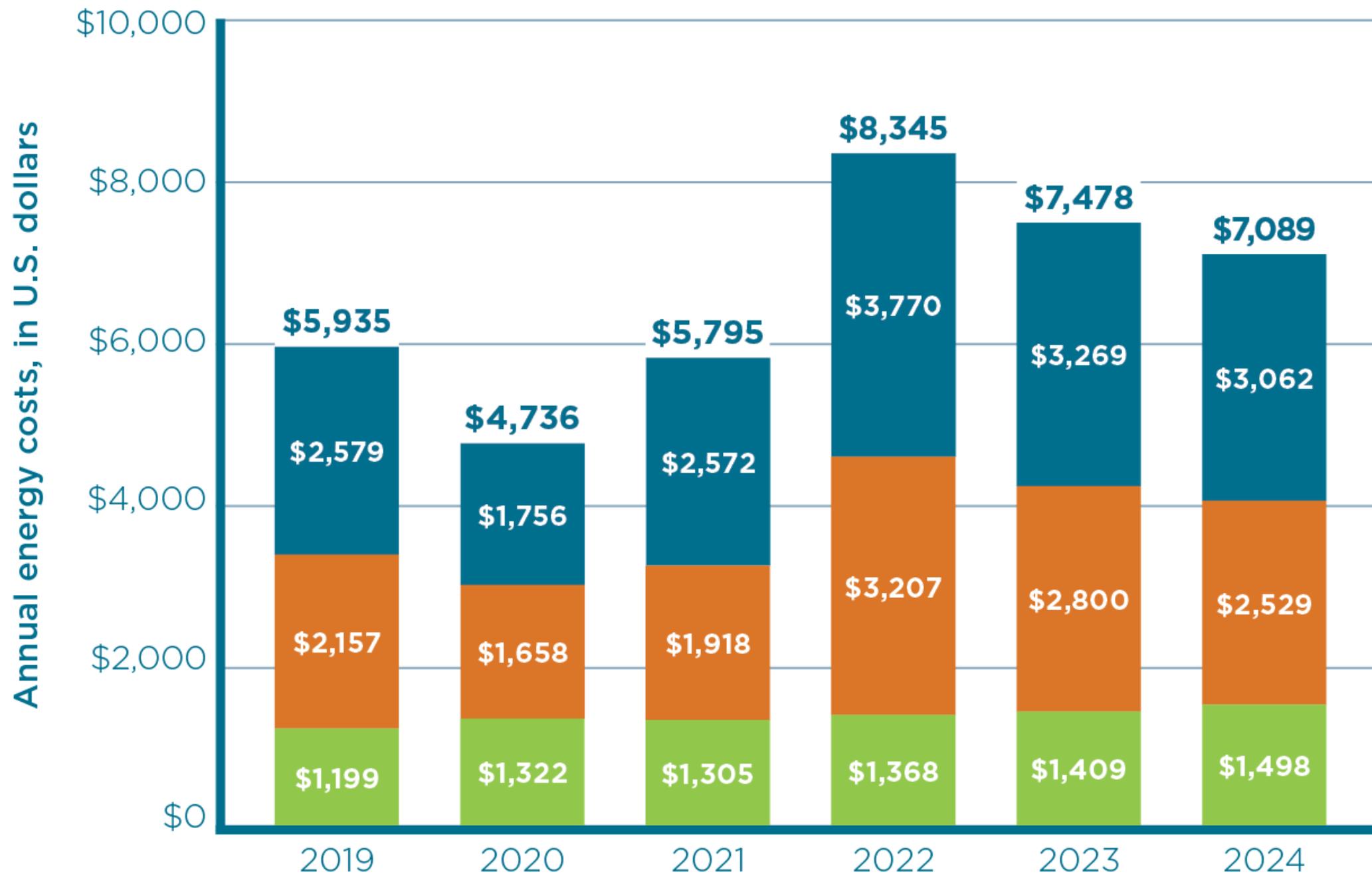
90% of reconnects occur within within 1 day

VEC End of December Arrearages



Annual energy costs for an example 2019-2024

- Transportation costs (gas for 2 vehicles)
- Heating costs (fuel oil for furnace)
- Electricity costs



High Heat VEC Procedures

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”.*

The screenshot shows the National Weather Service website for Burlington, VT. A prominent banner at the top right states: "Heat Advisory in Effect for Portions of the Champlain Valley Today". Below this, a section titled "Excessive Heat Awareness and Safety" includes a "Heat Safety" tab. The main content area displays a "URGENT - WEATHER MESSAGE" from the National Weather Service Burlington VT, dated 3:13 AM EDT on Wednesday, August 13, 2025. The message includes a WMO code (NYZ026-027-087-130815) and lists affected areas in New York and Vermont. It states: "...HEAT ADVISORY IS CANCELLED..." followed by "...HEAT ADVISORY IN EFFECT UNTIL 8 PM EDT THIS EVENING...". A "WHERE..." section specifies: "In New York, Eastern Clinton and Eastern Essex Counties. In Vermont, Chittenden, Franklin, Grand Isle, and Western Addison Counties." The "WHEN..." section states: "Until 8 PM EDT this evening." The "IMPACTS..." section notes: "Hot temperatures and high humidity may cause heat". To the right of the text is a "Maximum Heat Index Forecast" map of the region, showing heat index values ranging from 85 to 95.

Heat Advisories VT Compared to Other States

Location	Typical Heat Advisories/year
Orleans County VT	~1–2
Boston MA	~2–5
Washington DC	~5–10
Atlanta GA	~10–20
Phoenix AZ	Dozens

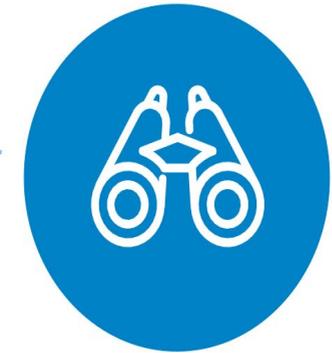
**Affordability is a real and increasing concern- and we can not regulate our way out of this problem, often the opposite.
(And note electric cost relative to other energy burden).**

We are meeting concerns about high heat disconnects. If new regulations are passed, they should not be more complex or cumbersome than the current voluntary practices.

We are always willing and available to provide information and data to inform responsible policy-making.

We welcome your partnership in helping us keep rates affordable and electric service top-notch.

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



OUR VISION

Lighting the path to affordable clean energy, together

