



Filed VIA E-PUC

December 16, 2020

VERMONT PUBLIC UTILITY COMMISSION

People's United Bank Building, 4th Floor

112 State Street

Montpelier, VT 05620-2701

Dear Chairman Roisman, Commissioner Cheney, and Commissioner Hofmann:

With the continued rise in Covid-19 cases in Vermont, VGS wanted to inform the Commission that we are continuing to take measures to ensure the health and safety of our people, our customers, and our communities.

On November 20, 2020, VGS informed the Commission that we would postpone all non-urgent work inside our customers' homes and businesses until at least December 15, 2020, consistent with the Governor's extension of the state of emergency through that date. With the Governor's announcement yesterday to further extend the state of emergency until January 15, 2021, VGS has decided to extend the postponement of all non-urgent work inside our customers' homes and businesses until at least January 15, 2021. We believe this posture is in the best interests of our people, customers, and communities during these challenging times to do our part to keep our community safe.

Our customer care representatives have been reaching out to affected customers to reschedule work. Emergency response personnel are still available at all times and will respond to no heat, no hot water, carbon monoxide, and leak calls, as well as some other essential service order work. If it is necessary for an employee to enter a home or business, we will continue to take the appropriate public health precautions to ensure our employees' and customers' safety.

We have briefed the Department of Public Service and will keep them updated. We will also provide updated information to the Commission as the situation evolves.

Thank you again for your support and leadership.

Regards,

A handwritten signature in blue ink, appearing to read "Neale F. Lunderville". The signature is fluid and cursive, with the first name "Neale" being the most prominent part.

Neale F. Lunderville
President and CEO