



Filed VIA E-PUC

March 13, 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:

The situation related to COVID-19 or Coronavirus is evolving rapidly, with potentially wide-ranging and serious implications. I write to update the Commission on the measures VGS is taking to ensure the safety of our employees and their families, customers, and communities and stakeholders. Safety is at the heart of everything we do at VGS. VGS is well positioned to continue to serve our customers safely and reliably while our community is impacted by the virus.

Over the past several weeks, we have been actively preparing our continuity and contingency plans. We are ready to keep operations ongoing for the long haul.

What does this look like specifically?

- Effective March 13 we implemented a “work at home” protocol for as many employees as possible. We are now focused on putting the tools in place to increase our remote work capability.
- Our customer care (call center) team will work from home beginning midweek the week of March 16. Our teams are focused on making this transition as invisible and seamless for customers as possible. As you may recall from our rate filings, we are in the midst of a major project to convert our customer information technology system (CIS). Our legacy system was not well designed for remote work by customer representatives. Our technology and customer care teams, however, have made creative adjustments to our systems and workflows to maximize this capability and implement an interim solution
- We will continue to have essential personnel working in our always-restricted gas control area to monitor and manage our system operations around the clock. We have the capability to perform this work even in the event of significant sickness-related absenteeism.
- We will also continue to have technical professionals available in the field to maintain our system and perform emergency work, whether on our system or in customer premises. Here too, we are confident we have the resources to perform this work as the virus situation evolves.
- For the safety of our customers and employees, we are restricting non-employee access to our VGS building, including walk-in customers.
- For non-emergency service work in our customers’ homes and businesses, we are taking appropriate precautions to ensure it is safe for our employees to be conducting this work. We are asking customers to let us know if they are sick or have been exposed to someone who is so

appointments can be rescheduled. We continue to monitor events closely and we are prepared to cancel all non-emergency work if circumstances make this appropriate.

- We have reached out to key vendors, including natural gas suppliers, to confirm their readiness.
- We are keeping our customers and stakeholders apprised of the situation using social media, e-mail, website, and individual communications. A recent communication from me to our customers can be found at <https://www.vermontgas.com>
- Our management team is organized to ensure continuity in the event any of our leaders become unavailable.

We are monitoring the situation closely and in real time. We are prepared to adjust our response as events unfold. We anticipate challenges along the way of course, but intend to be fully operational during this challenging time. Each functional area has appropriate plans in place and our aim is to anticipate, mitigate and resolve issues efficiently and effectively. To that end, our management team is conducting daily check-ins by conference call.

We have briefed the Department of Public Service and will keep them updated. Similarly, we will provide updated information to the Commission as warranted as the situation evolves. We stand ready to provide any additional information the Commission finds helpful.

Please feel free to reach out to me, or a member of my team, with any questions.

Regards,

A handwritten signature in black ink, appearing to read "Don", with a stylized flourish at the end.

Don Rendall

CEO