



Filed VIA E-PUC

April 10, 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:

Nearly a month has now passed since VGS moved to our work-from-home, essential-services-only response to the pandemic. We are encouraged by the signs that Governor Scott's 'Stay Home, Stay Safe' Executive Order and Vermonters' efforts are flattening the curve. We are acutely mindful that progress remains fragile and vigilance is more important than ever. We remain focused on the health and safety of our people, our customers and our communities.

Here are our key updates since our last update on March 27:

- We continue to operate in a work-from-home, essential services mode. Day to day, approximately 15 VGS team members are working in the field or in our facilities to ensure safe, reliable service, monitor and maintain our system, and respond to essential customer needs.
- Consistent with the Governor's guidance, all VGS employees working outside the home in public settings are wearing protective masks. For the safety of our customers and employees, we are asking screening questions before entering a customer's home and using appropriate personal protective equipment based on the exposure potential. We have adequate supplies of personal protective equipment for our field personnel.
- We are extending our moratorium on disconnections and collection activities through at least May 31 or the duration of the State of Emergency if it continues beyond that date. When it is reasonable to lift this moratorium, we will have an appropriate glide path for our customers.
- I am relieved to report that the VGS team member who tested positive for COVID-19 has fully recovered. No other VGS employees have tested positive. Two VGS employees are in self-quarantine, based on out-of-state travel or potential exposure to infected individuals. These employees are symptom-free and nearing the end of their isolation periods.
- We have completed an assessment of our ability to continue essential operations in the event of a significant loss of personnel to illness or quarantine, including management. I am confident

we have the resilience and contingency planning in place to withstand this “worst-case” scenario.

- A dedicated group of VGS volunteers continues to support the Department of Labor by assisting daily with unemployment calls
- Our financial liquidity and access to capital remain strong. We plan to close a replacement three-year revolving credit facility in June. This financing remains on track to close on schedule, pending PUC approval. Our Section 108 petition for approval of this financing is pending, Case No. 20-0688.

The pandemic’s impact on Vermont’s entire economy has been swift and severe. There remains considerable uncertainty about the timing of and pace of recovery efforts. We know many of our customers have endured, and will for a time endure, serious hardships. We continue to explore effective ways to support our customers through this period, beyond our disconnection moratorium. In addition, at the Department’s suggestion, and with its support, we have requested a postponement of our pending Alternative Regulation Plan proceeding until we gain understanding of the longer-term impacts of the pandemic.

At VGS, we are keeping our distance and delivering on our mandate as an essential energy services provider – safe, reliable and affordable service. For all of us, physical and social isolation are hard. I am inspired by the creative ways our VGS team is staying safe, connected, engaged and working on behalf of our customers and communities.

Thank you again for your support and leadership.

Regards,



Don Rendall
CEO