



January 2025

Dear VGS Customer,

Happy New Year! Throughout the year, we have the honor of serving tens of thousands of neighbors across northwest Vermont. Providing you with exceptional care is core to our mission. On behalf of the entire team at VGS, we extend a heartfelt “thank you” for choosing us for your energy needs.



*Home Energy Technician Nick Rogers &
VGS President & CEO Neale Lunderville*

2025 marks the mid-point of the decade. As we reflect on the past year, I’m mindful of the challenges our communities have faced since the 2020s got underway. It wasn’t long ago that a global pandemic upended daily life. Today, the impact of the pandemic remains. The cost of living is elevated following stubborn inflation, and many feel unsettled as they try to make ends meet.

On top of that, we’ve also seen our share of extreme weather in Vermont in recent years. The heavier rain events that brought flooding to the region have been accompanied by warmer winters. In fact, 2024 was Vermont’s warmest year since meteorologists started tracking data in the late 19th century. We know this new reality impacts your lives in measurable ways: from flood damage to less reliable income for those who plow our driveways to shorter snowmobile and ski seasons. These trends are troubling – and focus our efforts at VGS on deploying innovative technology to reduce greenhouse gas emissions at a cost that customers can afford.

Despite all this, I find much to be grateful and optimistic for as we start a new year. I’m regularly reminded of daily acts of kindness that occur around our communities. Many of these reports come from VGS technicians as they dispatch to homes and businesses in the area. Time after time, we see neighbors helping neighbors and community members rallying together to solve problems.

Neighbors helping neighbors: that’s an ethic that Vermont Gas works 24/7/365 to uphold. It means keeping our service affordable and doing our part to keep you safe and cozy through every season. No matter the hour, you can be assured VGS is available if you or a loved one has a home heating or cooling need. As we look to 2025, we’ll continue to make your safety and comfort our focus – with efficiency and affordability always top of mind. That’s one less thing you’ll need to worry about.

It’s a privilege to serve you and our communities across northwest Vermont. Thank you again for placing your trust in us. We look forward to serving you in the years ahead.

Best wishes,

A handwritten signature in blue ink, appearing to read 'Neale'.

Neale F. Lunderville
President & CEO