VERMONT GAS SERVICES

Updates Coming to Our Customer Information System

We're preparing to upgrade the software VGS uses to manage your account. These improvements will modernize our systems and support strong customer service for years to come. Here's what you need to know about the changes that are planned for early November 2026.

When a customer contacts VGS, the representative on the other end of the phone or email processes your requests through a customer information system or "CIS." This system is separate from MyMeter, the online VGS Customer Account Portal customers use to login and oversee their account. However, the two platforms are connected in the background. As such, there will be a 5-day period (expected to be Wednesday, November 4 through Monday, November 9) in which your MyMeter customer account portal will not be accessible because of the CIS upgrade. We will also limit non-emergency services in this window to support a smooth transition. We apologize in advance for any inconvenience during this timeframe. We will update you if there are any changes to these dates.

We expect that most customers will not notice changes following the upgrade in systems. There are certain customers who own or manage multiple properties who may experience changes to how they receive their bills, and we will make separate outreach to those impacted customers to assist with the transition. Please know our teams will work to mitigate any interruptions throughout. As always, we welcome your feedback.

To manage updates, we've created a resource page on our website: https://vgsvt.com/system-upgrade. Additional information will be provided through the duration of the project.

Help Shape Our Integrated Resource Plan

Every 3 years, VGS looks ahead and asks: what will it take to keep delivering the energy our customers count on? Right now, we're building our Integrated Resource Plan (IRP), a roadmap for how we'll meet the needs of homes and businesses across our service area over the next two decades, balancing reliability, affordability, and a changing energy landscape.

We can't get this right without hearing from you. What matters most when it comes to your energy service? Reliability during Vermont winters? Keeping costs manageable? Options for lower-carbon heating? Your answers will directly inform the priorities we bring to this plan.

Sharing your thoughts takes about two minutes. Scan the QR code with your phone's camera, or visit https://vgsvt.com/energy-future to fill out a short survey.

Hearing directly from customers is an important part of building this plan. Your feedback helps inform the priorities VGS brings to decisions that will affect energy service for the next 20 years. We will continue to update customers as the IRP process moves forward.

Schedule a Gas Appliance Inspection Today

Cooler weather is on the way. Before heating season arrives, we recommend an annual inspection of your appliances and heating system by a qualified contractor or VGS. Annual inspections protect your family's safety and keep your furnace, water heater, and other gas equipment running efficiently. A trained technician can catch leaks, worn connections, and combustion issues before cold weather pushes your system to full capacity. You can schedule an inspection by calling our customer care team at 802-863-4511.

Before the Furnace Kicks On

Cold weather means your gas appliances run longer, which makes this the right time for two quick safety checks.

First, if you don't already have a natural gas detector, get one installed. It senses methane in the air and warns you of a leak, something your smoke alarm and CO alarm aren't designed to catch. Place it near your furnace, water heater, or stove.

Second, test the detectors already on your wall. Hit the test button on your smoke alarm and your CO alarm this week. Replace any battery that's failing.

To learn more about natural gas safety visit https://vgsvt.com/safety