



MARI MCCLURE
President & CEO

Mari.McClure@GreenMountainPower.com
Phone: (802) 655.8749

March 16, 2020

Vermont Public Utility Commission
112 State Street
Montpelier, VT 05620

Dear Chairman Roisman, Commissioner Cheney, and Commissioner Hofmann:

As we start the week, we would like to provide you with another update from Green Mountain Power (GMP) on the steps we are taking in response to the COVID-19 pandemic.

As this situation unfolds, our commitment remains steadfast and strong: to continue to deliver reliable service, while protecting the health and safety of our employees and customers. For example, this weekend when a storm hit, GMP crews restored power to about 5,000 customers as part of 140 outage and hazard events. Also, our office teams have quickly switched to remote work from home, so we can help slow the spread of the virus, while leveraging technology to still ensure our customers are served.

While Team GMP is taking steps to stay healthy and doing all we can to stop the spread of the virus, we are also paying close attention to everyone's mental health and taking steps to be flexible and supportive with each other, our teams, our customers and our communities. In addition to the important safety policies in my previous update, including those we are following from the CDC and State of Vermont, here are some new steps we are taking to keep employees safe, continue reliable service, and support our customers:

- **Stopping Disconnects.** The economic impacts of the virus have been and will continue to be far reaching and we recognize some customers may experience financial difficulty during this time. As a result, GMP is temporarily suspending disconnections for non-payment and other collections-related activities, through the end of April. We will re-evaluate at that time.
- **Delaying Quarterly Adjustors.** We are filing for approval to push back any pending adjustors that were otherwise going into effect on April 1, 2020. The details will be set forth in our filing on the matter. In light of these unprecedented events and the short-term economic disruption for our customers and the state, we think it is the right step to take.
- **Safety for Critical Teams.** Effective immediately we are implementing staggered work shifts for essential employees who work in the field, in garages, stockrooms and who need to be in our offices even if only briefly. We have restricted access to our control room by any non-essential personnel. Finally, we are working with our employees who are affected by the public school closures, especially those whose job duties do not easily allow them to work at home, to help ease the impact on them.
- **Information for Customers.** We have a dedicated location on our web site for all COVID-19 related information and safety updates: <https://greenmountainpower.com/covid-19/>. We continue to use social media channels and our call center to communicate with our customers.

At this time, we continue to meet our regulatory deadlines, reports, and service obligations. That includes interconnection estimates and construction deadlines, net metering application responses, make ready/pole attachments, service quality metrics, and regular reports. However, things are evolving quickly, and our focus remains on the mission-critical work of safety and reliability. Our operational team was working over the weekend and into the early part of this week on a plan to implement essential services only to the extent we need to for safety and continuity of service. I will provide you an update on this plan very soon.

We currently expect open GMP matters before the PUC will move forward as planned. With regard to future dockets, it is important to note that our team had already starting work on the June MYRP filing before the pandemic, and we will keep you informed as that work proceeds. Our finance team is also working on different scenario planning for this pandemic to ensure continuity of service for our customers.

We will continue to evaluate our work and communicate any anticipated impacts as we can. We remain in close contact and coordination with State officials, including the Department of Public Service, on all the steps we are taking.

I want to assure you that our teams are focused and prepared. We greatly appreciate your support and guidance as we all manage through these unprecedented times. I will continue to provide you with updates, and as always, please be in touch to with any questions or feedback.

Be well,



Mari McClure

Cc: Commissioner June Tierney, Vermont Department of Public Service
Judith C. Whitney, Clerk of the Commission