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March 26, 2020

Vermont Public Utility Commission  
112 State Street  
Montpelier, VT 05620

Dear Chairman Roisman, Commissioner Cheney, and Commissioner Hofmann:

With the “Stay Home, Stay Safe” Executive Order in effect through at least April 15, I wanted to provide an update from GMP as we continue our work to keep customers and employees safe, while providing reliable service in this extraordinary time. Being here for customers in the long term and keeping everyone connected and safe is at the core of every step we are taking in this rapidly developing pandemic.

GMP is well positioned to respond to the Governor’s Order, as we had already implemented physical distancing precautions all across our company and adjusted our operations to essential services only. This means we will continue to respond to all emergencies, outages and safety-related matters. These important safety changes we put in place included in my prior updates, including staggering work shifts and dispatching field crews from home, will continue for as long as is necessary to ensure our employees stay strong and healthy and available to serve customers.

This is an unprecedented time and we will remain flexible as customers, businesses, and communities figure out exactly how this affects them. We have indicated to our partners that it is imperative we focus on critical services only during this time so that we are doing everything we can to stop the spread of the virus and keep our customers and employees healthy and safe.

We also remain very concerned about the economic impact of this virus for all. As previously indicated, GMP suspended disconnections and collections through April 30. Also, with Commission approval, we are now delaying quarterly adjusters, and have also filed for approval to delay a final step in a rate integration for our business customers, all to provide stability in this uncertain time. We will continue to evaluate these steps and others as this pandemic unfolds. GMP is happy to work with the Commission on the timeframe for the suspended disconnections and any related issues going forward, as more information on the scope of this crisis, and its impact on customers, becomes available.

We are talking regularly with the Department of Public Service, as well as with other utility partners in Vermont to share ideas and support each other, so we can continue to best serve Vermonters.

Our top priority remains the same. Keeping ourselves, each other and our customers safe and healthy. Every single employee is committed to being here for our customers in the long term, providing them with reliable power, answering their calls, and keeping them connected at this critical time as the pandemic continues to unfold. We are keeping customers informed through social media, front porch forum, our call center team, and also posting all safety and COVID-19 related updates on our web site: <https://greenmountainpower.com/covid-19/>.

I've heard it said that a crisis is one part danger and one part opportunity. We feel that intimately at GMP and I'm so glad we are taking the precautions we need to stay safe and healthy while also finding ways to operate our teams and services efficiently. Also, as I've mentioned in prior updates, paying attention to our mental health, in addition to our physical health, during this time remains of utmost importance and we are encouraging more communication with each other than ever before.

I will continue to provide updates. If you have any questions or concerns about this next phase in the pandemic, or about anything at all, please do not hesitate to reach out.

Be well,

Mari McClure

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

