

Regarding Utility Shutoffs during COVID-19 crisis

From: Consumer Affairs & Public Information Division (CAPI), Vermont Department of Public Utilities

We wanted to take the opportunity during this time of uncertainty to let you know that the Consumer Affairs & Public Information (CAPI) Division of the Department of Public Service is available to help Vermonters with regulated utility concerns regarding electric, telephone, natural gas, and private water service. Although not regulated we also try to provide assistance regarding cell phone services and broadband matters. You may be aware that the Public Utility Commission (PUC) has declared a moratorium on regulated utilities' non-payment disconnections of electric, telephone, natural gas, and private water service to all residential and business customers.* However, there are other utility-related problems consumers are experiencing and we are here to help.

*See March 27, 2020 PUC order in Case No. 20-0703-PET<<https://epuc.vermont.gov/?q=node/64/148158>>.

If any of the people you work with need assistance from our office please let them know they can contact us at the following:

- 1-800-622-4496 (CAPI hotline): We are working remotely and cannot answer calls live but we are checking voice mail regularly throughout the day.
- psd.consumer@vermont.gov : This is our generic email box and is also checked regularly throughout the day.
- <https://capi.epsd.vermont.gov/?q=node/51>: This is our online form where consumers can submit complaints or questions to our website.