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March 27, 2020

VERMONT PUBLIC UTILITY COMMISSION
People's United Bank Building, 4th Floor
112 State Street
Montpelier, VT 05620-2701

Dear Chairman Roisman, Commissioner Cheney, and Commissioner Hofmann:

We are still in an early inning of the COVID-19 pandemic. At VGS our first priority is the health and safety of our people, our customers and our communities.

We are adapting as the pandemic evolves. We embrace Governor Scott's 'Stay Home, Stay Safe' Executive Order. We have been following this approach for the past two weeks: Work at home wherever possible, fulfill our responsibility as a critical infrastructure utility to provide essential services and relentlessly practice social distancing, good hygiene and safe practices.

Here are our key updates since our last update on March 17:

- Most VGS employees have been working from home since March 13. Only essential services personnel continue to work outside their homes. Our field personnel, now dispatched from home, continue to provide emergency response services and conduct necessary system safety and reliability work. In our VGS facilities, our gas controllers – who monitor our system round the clock – continue to work in a fully restricted access area. Our customer care call center is working entirely from home.
- For all VGS employees providing essential services outside their homes, we are employing intensive social distancing and hygiene measures. This includes minimizing in-person contacts in the workplace, minimizing crew sizes, avoiding direct customer contact when in homes and appropriate personal protective equipment.
- We have learned a VGS team member tested positive for COVID-19. This employee does not have direct contact with VGS customers or the general public as part of their work. We have taken all necessary and appropriate steps, including the guidance of the Centers for Disease Control and the Vermont Department of Health. We, like all organizations, should expect – and we have planned for – the possibility of additional exposures and illness. Our team is strong and committed to taking care of each other. Consistent with the Commission Order issued today, we had already suspended disconnections and collections activities for all retail customers. Additionally, we will not impose late fees. These measures will remain in effect for the duration of the State of Emergency, and at least until April 30 if the Emergency Declaration expires earlier.
- We will continue to pay employees whose personal or work situation is impacted by the pandemic.

- We have postponed all non-essential work in homes and buildings. All customers with scheduled appointments have been contacted. The customer response has been overwhelmingly positive.
- We are participating in bi-weekly industry calls, sharing our experiences and learning from other companies – what works, what should be adjusted, what to avoid – all to help us anticipate and respond.

We are also stepping up our efforts to assist other first responders and the communities we serve. We are encouraging our employees who are able and comfortable to donate blood. The need is urgent, and we are allowing employees time during the workday to donate. We have provided to the health care community a supply of our protective masks, to address the critical need there. We are working with several small restaurants throughout our service territory to purchase lunches for our field personnel who are on the front lines and to help local establishments. We have made a charitable donation to the Vermont Community Fund COVID-19 Relief Fund. Finally, we, along with other utilities, are assisting the Vermont Department of Labor with the unprecedented call volume associated with new unemployment claims.

We are determined to be realistic in planning for an extended disruption of normal operations. We continue to evaluate our priorities and capabilities as we address current events and plan for the future. This includes a review of regulatory matters and schedules and thinking about a glide path for our customers as we come out the other end of this. We will keep the Commission informed as we review and prioritize these. We are eager to take any actions that will help ensure the safety and security of all participants and stakeholders in all regulatory matters. We understand the importance of continuing the Commission's work as safely, effectively and efficiently as possible under the circumstances. We are resolved to continue to provide safe, reliable, affordable energy services to our customers for the long haul and confident that we will succeed.

Thank you for your support and leadership. I will continue to update you as appropriate.

Regards,



Don Rendall

CEO