



Filed VIA E-PUC

January 15, 2021

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:

With the continued rise in Covid-19 cases in Vermont, VGS wanted to inform the Commission that we are continuing to take measures to ensure the health and safety of our people, our customers, and our communities.

On November 20, 2020, VGS informed the Commission that we would postpone all non-urgent work inside our customers' homes and businesses until at least December 15, 2020. On December 16, 2020, VGS informed the Commission that we would extend that posture until at least January 15, 2021, consistent with the Governor's extension of the state of emergency. Today, we write to inform the Commission that with the Governor's announcement to further extend the state of emergency through February 15, 2021, we have decided to extend postponement of all non-urgent work inside our customers' homes and businesses until at least February 15, 2021. We continue to believe this posture is in the best interests of our people, customers, and communities during these challenging times.

Our customer care representatives have been reaching out to affected customers to reschedule work. Emergency response personnel are still available at all times and will respond to no heat, no hot water, carbon monoxide, and leak calls, as well as some other essential service order work. If it is necessary for an employee to enter a home or business, we will continue to take the appropriate public health precautions to ensure our employees' and customers' safety.

We have briefed the Department of Public Service and will keep them updated. We will also provide updated information to the Commission as the situation evolves.

Thank you again for your support and leadership.

Regards,

A handwritten signature in blue ink, appearing to read "Neale F. Lunderville". The signature is fluid and cursive, with the first name "Neale" being the most prominent part.

Neale F. Lunderville
President and CEO