



## March 2021 News

Catherine Colette  
of Burlington Bedrooms



### VGS rates support safety, affordability, efficiency and innovation

VGS filed its 2021 rate request for November 2021 that reinforces its commitment to customer safety and affordability, energy efficiency, and investments in clean energy solutions. The proposal, which requires approval from the Vermont Public Utility Commission (PUC), calls for an overall rate increase of 2.6%. This adjustment would mean an average residential customer would pay an additional \$2.40 per month. This change comes after generally declining overall rates over the last 10 years. In fact, with this proposed adjustment, homeowners will be paying on average \$260 less per year than they were in November 2011.

"This past year has been extremely challenging for too many Vermonters. The unprecedented global pandemic has stressed the economy and changed our everyday lives. Our VGS team is committed to helping Vermont and our customers through this challenge by keeping rates affordable and offering flexible payment arrangements" said Neale Lunderville, VGS President and CEO. "We believe this rate proposal furthers our commitment to safety and affordability, while allowing us to advance clean energy initiatives and enhance our customers' experience."

"As a small business owner who was forced to close for several months due to the COVID-19 pandemic, we are always looking for ways to keep our monthly bills low," said Catherine Collette, of Burlington Bedrooms. "We are so grateful that VGS understands the importance of keeping their rates affordable and still makes sure that we receive excellent service for our business and our home heating needs."

The rate request advances VGS's Climate Action Plan and strengthens the company's resilience through investments in climate action and its workforce.

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## Our Priorities



climate



cost



comfort



### Take Advantage of Our Current Energy Efficiency Offerings

Right now is the perfect time to invest in your home. VGS is currently offering rebates of up to 50% on weatherization projects for single family homes and many incentives to upgrade to high efficiency equipment. Learn more: <http://bit.ly/vgsefficiency>

“From our professional service technicians who are safely following COVID protocols to keep customers warm this winter, to our energy efficiency and innovation teams working to advance clean energy solutions to help save carbon, each and every member of the VGS team is focused on providing Vermonters exceptional service all year long,” Lunderville said.

The filing is composed of a 1.95% increase in the non-gas portion of VGS’s rates, and with a projected 4.1% increase in the natural gas charge, results in an overall increase of 2.6%. This rate proposal also includes a request to return approximately \$4.44 million of the System Expansion and Reliability Fund (SERF) back to customers.

The regulatory proceeding will take approximately eight months to complete and will include review and input from the Department of Public Service, public comment, testimony from the company and energy experts and public hearings before the PUC ultimately rules on the matter.

To view the filing, please visit [vgsvt.com](http://vgsvt.com).

## Important Customer Account Information

VGS is working hard behind the scenes to replace our current Customer Information System (CIS). The new system, which will be live in the coming months, will provide many back-end system improvements that will benefit the overall customer experience. We look forward to offering you many new self-service enhancement options in the future.

### What does this mean for you now?

As we make the transition, customers will be assigned a new Customer-Account number that will replace current Account numbers. If you use your bank’s bill-payment service to pay your VGS bill, please update your autopayment with your new Customer Account number. We will be sending a separate communication before the transition. We thank you for your continued patience and flexibility.



### Planning any spring planting or other digging projects?

If you plan to do any type of digging on your property, you or your contractor must contact Dig Safe™ at 811 at least 48 hours prior to digging.

Before the work begins, Dig Safe will notify member utilities, who will then ensure the locations of buried facilities they own are clearly marked. Please insist that any work within 18 inches of the marked lines be done by hand.