



Filed VIA E-PUC

November 20, 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:

With the recent spike in Covid-19 cases in Vermont and the Governor's updated guidelines, VGS is taking additional measures to ensure the health and safety of our people, our customers, and our communities.

In light of recent guidance and the Governor's decision to extend the state of emergency until December 15, 2020, VGS has made the decision to postpone all non-urgent work inside our customers' homes and businesses, including energy audits. Our customer care representatives will be reaching out to affected customers to reschedule work. We will remain in this posture until at least December 15, 2020. 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 are taking the appropriate public health precautions to ensure our employees' and customers' safety.

We are continuing with many of the same measures that have been in place since March:

- We continue to operate in a work-from-home, essential services mode. Non-employee access to our VGS building remains restricted.
- We have extended our moratorium on disconnections through the winter season. We will not begin sending disconnection notices until at least January 2021.

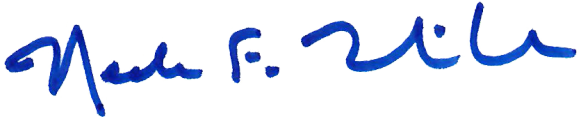
We have briefed the Department of Public Service and will keep them updated. We will also provide updated information to the Commission as the situation evolves.

At VGS, we are masking up, keeping a safe distance, and delivering on our mandate as an essential energy services provider—safe, reliable, and affordable service. Despite the challenges

of physical and social isolation, our VGS team is staying safe, connected, engaged, and working on behalf of our customers and communities.

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 being the most prominent.

Neale F. Lunderville
President and CEO