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**Sent:** Tuesday, March 23, 2021 3:37:54 PM

**To:** Faith Brown <[FBrown@leg.state.vt.us](mailto:FBrown@leg.state.vt.us)>; Ann Cummings <[ACUMMINGS@leg.state.vt.us](mailto:ACUMMINGS@leg.state.vt.us)>

**Cc:** Porter, James <[James.Porter@vermont.gov](mailto:James.Porter@vermont.gov)>; Tierney, June <[June.Tierney@vermont.gov](mailto:June.Tierney@vermont.gov)>

**Subject:** Contacts to the Consumer Affairs & Public Information at the Department of Public Service

Dear Senator Cummings,

The Consumer Affairs & Public Information Division understands that there were some questions about its activities this afternoon. The Division fields contacts from Vermonters, many referred by legislators like yourselves. The contact information for the Division is printed on regulated utility disconnection notices as required by Public Utility Commission Rules.

In 2020, the Division handled 3,561 contacts and investigated 1,561 complaints. The Division experienced higher contact volume in 2020 that is attributed to COVID-19 and CRF programs. In 2019, the Division handled 1,914 contacts and investigated 1,145 complaints.

I hope that this is helpful information.

Sincerely,

Carol Flint

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