



GMP Customer Update: Working Together Through the Pandemic

Arrearage Program/House Energy and Technology Committee | April 7, 2021

GMP: Pandemic Safety & Customer Care

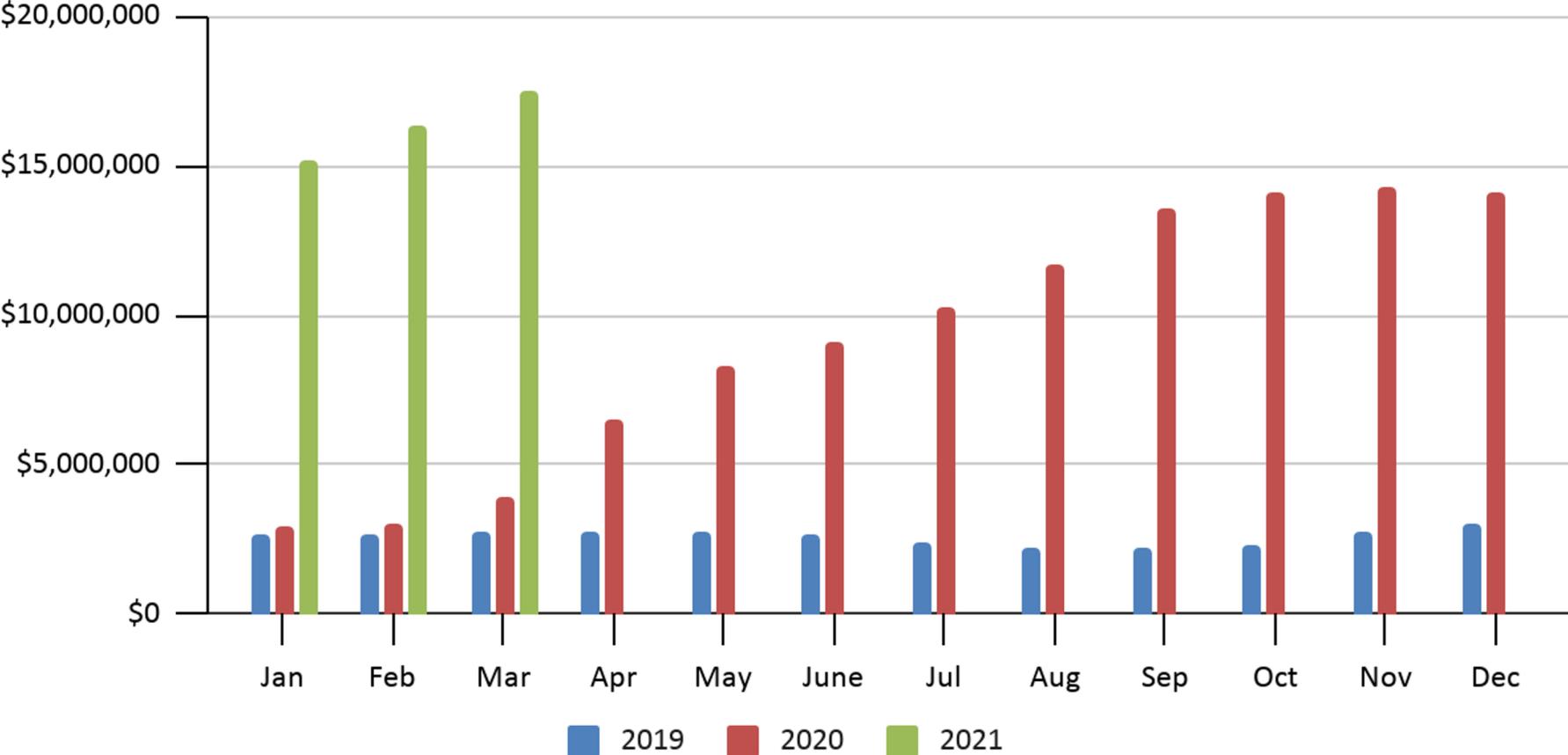
- Over 26,000 customers are 60+ days behind with debt at \$17.5 million.
- GMP voluntarily suspended disconnections last March.
 - Public Utility Commission moratorium on customer disconnections extended now until May 31.
- Vermont COVID-19 Arrearage Assistance Program (VCAAP) funds flowed from state directly to consumer accounts.
 - Established using Coronavirus Relief Funds through Act 137 of 2020
 - Customers applied via DPS website (August - December 2020)
 - 7,307 customers received \$5.9 million in VCAAP grants
- Newest funding, while helpful, targets a narrow subset of customers who are behind in their bills and who need help. **Backstop funding is necessary to help the majority of customers not otherwise addressed.**
- GMP is working with growing number of customers who are falling behind - but what's needed is additional COVID relief funding.

Total Accounts Receivable >60 Days

Customer Class	Current Balance	Current # of unique customers	Pre-pandemic # of customers (1 year ago)
Non-Residential	\$3,480,980.86	2,623	1,105
Residential	\$14,069,962.49	24,121	12,654
TOTAL	\$17,550,943.35	26,744	13,759

As of April 1, 2021

Accounts Receivable >60 Days



Customers Delinquent >60 Days

