

Vermont

Last updated: 10/13/22

Covered utilities: These policies pertain to electricity customers who receive their service from an investor-owned utility, a municipal utility, or an electric cooperative in the State of Vermont.

CVR 30-000-3300 Rule 3.302; CVR 30-000-1000 Rule 1.100

Weather Protections

Customers may not be disconnected from their utility service between November 1st - March 31st when the forecasted temperature falls below 10 degrees F in the 48-hour period spanning from 7-10 A.M. on the day of scheduled disconnection. For households with a resident age 62 or older, disconnections cannot take place if temperatures fall below 32 degrees F.

There are no similar protections that limit disconnections during times of hot weather.

CVR 30-000-3300 Rule 3.304

Medical Protections

Disconnections will be initially delayed for up to 30 days if a resident within the customer's household would suffer an immediate and serious health hazard by the disconnection of service. Medical certificates can be issued by a duly licensed physician. A customer can postpone a disconnection for 3 separate 30-day periods each year, but only 2 of those periods can be consecutive (60 days maximum). After that, any additional delay in the same calendar year is only possible with a written order from the Commission.

In addition, a utility will delay a disconnection for up to 7 days if the customer notifies the utility that they intend to obtain a medical certificate.

CVR 30-000-3300 Rule 3.30; Id. at Rule 3302

Other Customer Protections

For households with a resident age 62 or older, disconnections cannot take place if temperatures fall below 32 degrees F between November 1st through March 31st each year.

There are no specific protections for households with children, individuals with disabilities, or military personnel.

General Exemptions

Customers and utilities can request an exemption from the rules for reasons of hardship.

CVR 30-000-1000 Rule 1.200

Notification Requirements

Written notification of at least 14 days is required from a utility before a customer may be disconnected. In-person or telephone notifications are also required. However, a utility is not required to delay a disconnection if it is unable to reach a customer by a telephone call or an in-person visit.

CVR 30-000-3300 Rule 3.301; CVR 30-000-3300 Rule 3.304

Payment Information, Delinquency, and Fee Information

Bills are due on the specified due date but will not be considered late until 30 days after receipt.

The minimum arrearage before a utility may disconnect a customer is \$50, provided that this exception may not be used more for more than 2 billing cycles within the same calendar year.

Customer may be charged fees associated with a disconnection or a reconnection.

Utilities may provide customers with payment plans.

CVR 30-000-3300 Rule 3.301; CVR 30-000-3300 Rule 3.302; CVR 30-000-3300 Rule 3.303

Landlords and Tenants

When the landlord of a housing unit is the account holder, tenants must be given 3 days of notice before a disconnection takes place, and they must be offered options to obtain service in their name.

CVR 30-000-3300 Rule 3.302

Availability of Protection Policies

Utilities and public utility commissions are required to provide information on available sources of financial assistance. In addition, customers are made aware of their protections at the time they receive notice of a disconnection.

CVR 30-000-3300 Rule 3.303