



Complaints about Alleged Violations of the Terms
and Conditions of Certificates of Public Good

Annual Report for the Year Ending December 31, 2020

Submitted to:

Vermont General Assembly

Consumer Affairs and Public Information Division
Vermont Department of Public Service
January 1, 2021

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Introduction

In response to Act 130, Sec. 5c in 2016, the Consumer Affairs and Public Information Division (CAPI) of the Vermont Department of Public Service (Department) drafted a protocol to address complaints about the alleged failure of holders of a Certificate of Public Good (CPG) to abide by the terms and conditions of their CPG. The protocol was implemented on September 1, 2016. At that time, the Public Utility Commission (PUC) began referring complaints about potential CPG violations to CAPI and including direction in Commission orders to CPG holders to follow the complaint protocol. The Vermont General Assembly later expanded the Department's investigative authority to include administrative citations, effective July 1, 2017.

CAPI collects data about and reports on complaints about the alleged failure of holders of a Certificate of Public Good (CPG) to abide by its terms and conditions. The public may make complaints by email, in writing, by phone or in person to the Department. Alternatively, a CPG holder may self-report a potential violation or a complaint it received directly from the public. Another agency that receives a complaint may collect basic details and forward that information to the Department for investigation. No complainant is required to contact a company or CPG holder prior to filing a complaint with the Department.

CAPI investigates complaints and works toward an informal resolution between the complainant and the CPG holder. If an informal resolution cannot be reached, and following an investigation, the Department has reason to believe the CPG holder has violated sections 246, 248, 248a, or 8010, the Department will follow the statutory process for issuing an administrative citation.

The quarterly statistical reports for CPG complaints are available online at:
<https://publicservice.vermont.gov/content/cpg-complaints-quarterly-reports>

Complaints Researched by Consumer Affairs and Public Information at the Vermont Department of Public Service for the period January 1, 2020 through December 31, 2020.

CAPI received two new complaints about CPGs in 2020. One of these complaints was about a solar installation. One complaint related to a tower.

One case was opened and closed in 2020 and one case opened in 2020 remains open at the close of December 2020. Mitigation was recommended and completed in one instance.

CPG Complaints Opened in 2020 by CAPI					
Energy Type	Project Town	Description	Investigated by CAPI?	Status	Potential Violation
Solar	Essex Junction	Screening Unknown	Yes	Closed	Yes
Unknown	Holland	Tower	Yes	Open	

CPG Complaints Closed in 2020 by CAPI				
Energy Type	Project Town	Description	Investigated by CAPI?	Resolution
Solar	Essex Junction	Screening	Yes	mediated resolution

Administrative Citations

Draft Administrative Citations

No draft administrative citations were issued in 2020.

Final Administrative Citations

No final administrative citations were issued in 2020 to a CPG holder.