



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

Annual Report for the Year Ending December 31, 2022

Submitted to:

Vermont General Assembly

Consumer Affairs and Public Information Division
Vermont Department of Public Service
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Introduction

In response to Act 130 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 at the conclusion of our investigation, and 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.

Complaints Researched by Consumer Affairs and Public Information at the Vermont Department of Public Service for the period January 1, 2022 through December 31, 2022.

CAPI received one complaint about CPGs in 2022. The complaint was regarding a solar company taking tax credits incorrectly and filing for a CPG with incorrect information to the company's advantage.

CPG complaints in 2022

| Energy Type | Town | Description | Investigated by CAPI | Status | Potential Violation |
|--------------------|---------------|-----------------------|-----------------------------|---------------|----------------------------|
| Solar | Weathersfield | Fraudulent CPG Filing | No- Referred to PA | Closed | Unknown |

The case was referred to Public Advocacy within the Department of Public Service for further review and possible filing with the Public Utility Commission.

Administrative Citations

Draft Administrative Citations

No draft administrative citations were issued in 2022 to a CPG holder.

Final Administrative Citations

No final administrative citations were issued in 2022 to a CPG holder.