

* We agree
* Don't feel ^{High Use} Should be part of 3300 ^(Good Point, but Should be somewhere)
* We agree

• However, could add to exceptions clause as #7 - to refer Cust's to EE services

→ Language should be expanded to include ALL utilities Not just those with L.I. energy assistance programs.

x What is meant by high use. ← (Good question!)

• EEU support / partnerships w/ DU's related to high-usage customers presents the opportunity for us to collectively enhance the customer experience and help resolve the root cause of their issue.

• The EEU is an ~~asset~~ asset to DU's to help allocate extended high bill calls related to usage so that they can focus on what's most important for their ^{EDU} businesses
a.) Billing; Turn on/shut off; etc...

- PERHAPS SOME FUNDING SHOULD BE SET ASIDE FROM EFF VT CAN GO TOWARD WEATHERIZATION ~~WITHOUT~~ WITHOUT ~~ADDITIONAL~~ ADDITIONAL COST TO LOW INCOME CUSTOMERS

* DU's should not be responsible for maintaining consumer's income info.
- Agencies should manage this → if required locations = ↑ staff = ↑ cost