**Winter Rules**

**Notice**

* Notice time periods

*Regular Disconnection*

**14 days**’ notice with **9 dates of disconnection** on the notice

*Broken Payment Arrangement*

**5 days mailed notice or 72 delivered** providing that the consumer was given **oral notice** at the time that the repayment plan was made.

Broken PA notices do need a date range to accommodate temp moratoriums or other issues that may keep a utility from disconnecting on the planned day.

* Oral Notice

Can be given by telephone or personal visit. Must make all reasonable attempts (3 phone calls)

If all required phone calls have been attempted a voicemail is acceptable oral notice.

If, after complying with the requirements actual oral notification has not been given, then, at least 48 hours before disconnection is to occur, the utility shall e-mail a report to the Department of Public Service ([psd.qualdesk@vermont.gov](mailto:psd.qualdesk@vermont.gov))

**Oral notice only has to be given to each ratepayer ONCE during the winter season (Nov-March)**

Please include:

**the ratepayer's name, address and, if available, telephone number.**

The utility shall be prepared to provide a description of the observations of the person

who attempted to give oral notice by personal visit as to whether the premises appear

to be occupied.

* Written Notice

Two notices are required in the winter months

1. 14-day notice
2. Notice delivered to premise (48 hours before 1st disconnection) date or mailed (4 days before 1st disconnection date)

Temps

Disconnection is not allowed if forecasted temps will drop under **10 degrees Fahrenheit during a 48-hour period beginning between 7 a.m. and 10 a.m. on the anticipated date of disconnection**. *Utilities should check the temp for the specific town that the customer lives in.*

If there is a resident in the household aged **62 or older, disconnection is not allowed if temps are forecasted to drop below 32 degrees in a 48-hour period.** The account holder must let utilities know that there is a person of that age living in the home. Utilities can request reasonable proof that an eligible person lives in the household.