



CAPI Summit

- December 8, 2022
- Fall Summit Materials Can Be Found Here:
- [CAPI Fall Summit 2022 | Department of Public Service \(vermont.gov\)](#)

Welcome!!

- 1:00 p.m. Welcome and Review of Agenda
- 1:10 Disconnection Rule
- 1:25 Medical Notes
- 1:40 Household Rule
- 2:00 p.m. Break
- 2:10 Reconvene, Winter Rules
- 2:30 Discuss Emergency Rule, VHAP and VERAP-U
- 2:55 Wrap Up and Adjourn



Disconnection
Rule Broad
Overview 3.300

[Link to PUC Rule: Disconnection of Residential Gas, Electric, and Water Service \(vermont.gov\)](#)



Quick Note

- Disconnection Rule 3.3 Overview – Last amended 7/21/06
- Current Investigation Into Rule 3.3 & 3.4 17-4999 - Current with the PUC
- Emergency Rule 2.6 Effective 7/1/22

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What is the
disconnection rule, and
how does it affect what
we do?

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Commonly Seen Exceptions

Health or Safety

Over 2 years old

Result of line extension

No Payment Plan

Specific to Rental Unit

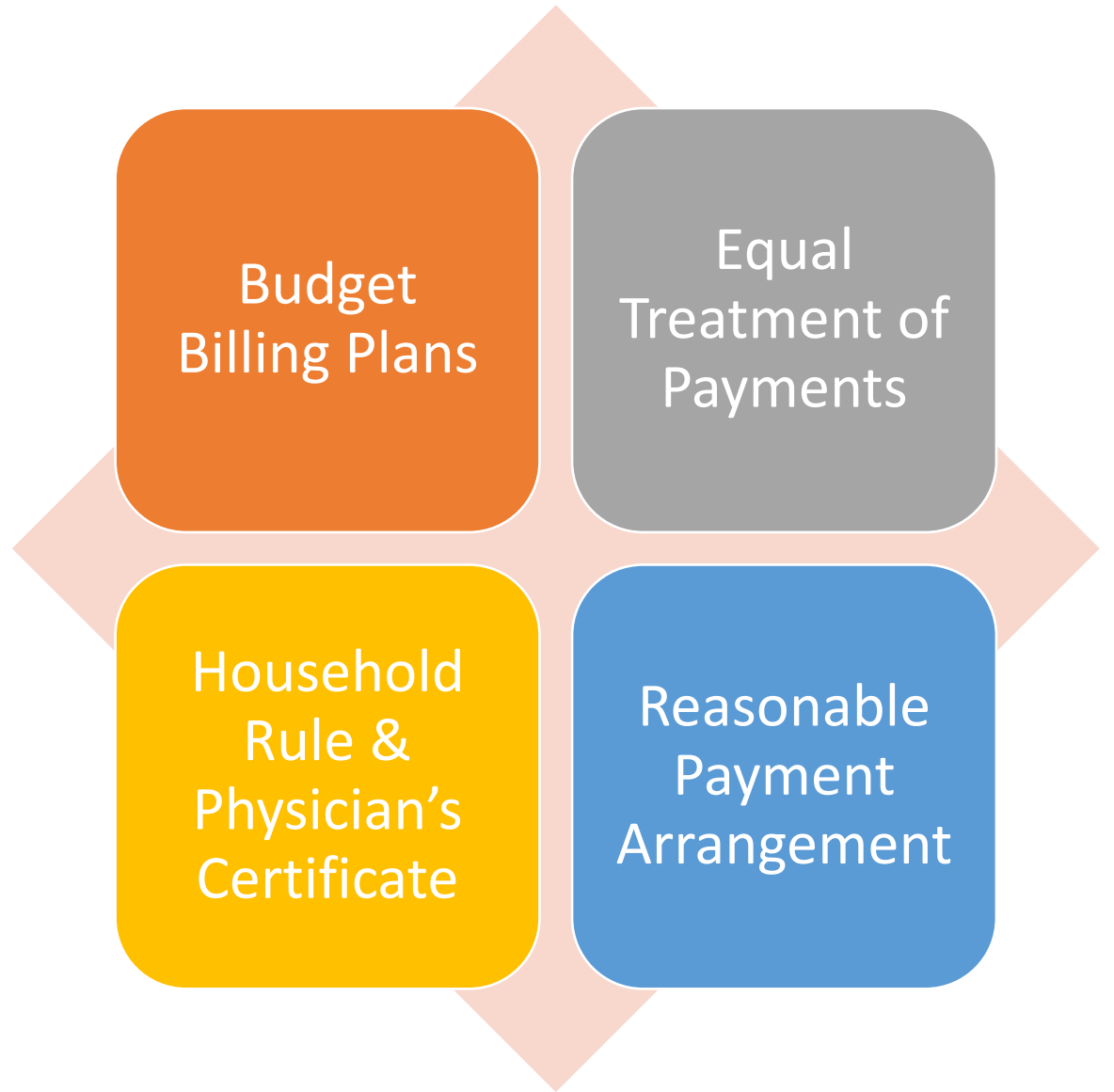
At Landlord Request or
Delinquency

Service in tenant name

Notice to Affected Tenants

In Depth Details 3.302(C)

Repayment Plans & More



Disconnection Notice

Statement of delinquency

Date and time of disconnection

Statement of reasonable repayment option

Contact information for company representative

Assistance options

Time and Date

- 8am – 2pm
- April to October (Date of disconnection or within 4 days thereafter (5 days total)).
- November to March (Date of disconnection or within 8 days thereafter (9 days total)).
- Business Days
- 5pm Exception
- Notice for onsite disconnection



A blue ribbon graphic with a white border, featuring the text "Winter Rule" and "November 1st – March 31st".

Winter Rule

November 1st – March 31st

Notice While Under Repayment Plan

Information
required

Mail

In Person

Oral Notice

Disconnection
notice
required

Restoral of Service



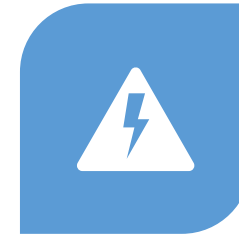
24HRS



3 MONTH PLAN



AVOID OVERTIME
CHARGES



CHARGES FROM
DISCONNECTION



MEDICAL NOTE

3.308 Filing Requirement

- Monthly Filing
- Proper Form Used
- Failure to file

Thank You



Up Next: Looking Closer at Medical Notes

Medical Notes



WHEN AND HOW MEDICAL
NOTES MAY BE USED



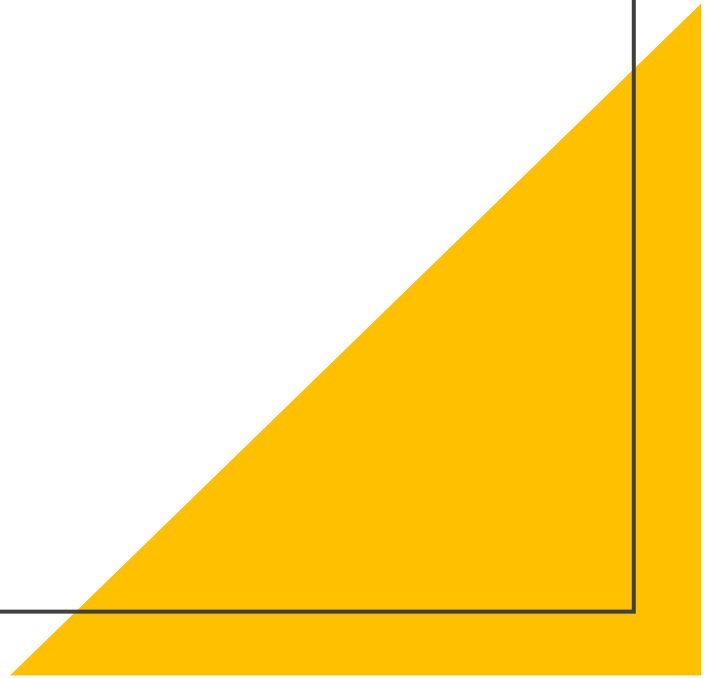
PUC HANDOUT



CAPI FOLLOW UP PROCESS WITH
REFERRALS FROM THE PUC

Household Rule

Review of the Household Rule



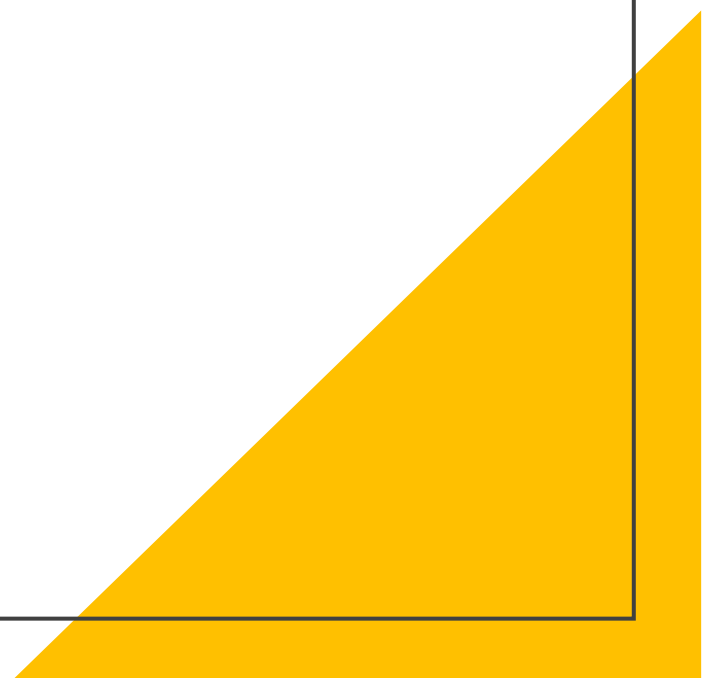


Quick Break Back in 10 minutes



Winter Rule

- [Winter Rules Discussion](#)



COVID Related Topics

Questions about:

- Emergency Rule
- VERAP-U
- VHAP

Wrap Up

What worked well about this webinar?

What improvements or changes would you suggest?

What topics are of interest to you to discuss in future webinars?

Thank you for your
participation!

We so appreciate all you
do!

Thank you, from Beth,
Carol, Christine, Louise,
Mel, Morgan, and Susan