



September 23, 2019

To whom it may concern:

After careful consideration of the recent request from the George Wiley Center to accept a 10% down payment for restoration, Pascoag Utility District (PUD) respectfully disagrees with the need to implement this proposed emergency regulation, but if such proposed regulation is approved, requests to be relieved or exempted from such requirement. Every October, PUD notifies its entire customer base of the protections available to them that will prevent termination during the winter months. Those protections are available to customers who may be struggling financially, medically or otherwise. PUD customers receive detailed information explaining the requirements needed to qualify for the protections, along with the applications for each category of protection. PUD strives to provide affordable, customized payment arrangements for our in-need customers struggling through difficult times. PUD is also fortunate enough to have the support from several local agencies to refer those seeking financial relief during hardships.

As a not-for-profit utility company, PUD takes pride in offering affordable rates to its customers. Due to the recent obligations of the Arrearage Management Program, PUD has experienced an increasing financial burden as a result of the required monthly reduction of each enrolled account. Reducing the restoration down-payment further per the request of the George Wiley Center will place even greater financial burdens on PUD's customers during an already financially stressful season. In efforts to keep our electricity rates low, allowing PUD to regulate the restoration down payment is necessary and crucial for our continued fairness in rates to all customers. PUD has and will continue to offer several payment arrangements to customers requesting options to prevent termination of their service.



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UTILITY DISTRICT

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Pascoag Electric • Pascoag Water

Pascoag Utility District is proud to offer competitive rates, timely restoration of services and prompt customer service. PUD has recognized the value of these qualities and how vital they are for the well-being of the entire community. PUD appreciates your time in considering this request.

Respectfully,

Toriana Rivet

Pascoag Utility District