2021 Member Satisfaction Study

Vermont Electric Cooperative

PREPARED BY:

NRECA Market Research Services

NRECA
America's Electric Cooperatives

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Executive Summary

Following are the top-line findings based on the results of an online survey of 1,038 residential and non-residential members of Vermont Electric Cooperative conducted in June of 2021:

- Overall satisfaction with Vermont Electric is very good, with an overall mean rating of 8.72. This has not changed significantly from the 2019 study and is significantly higher than in 2014, 2015, and 2017. However, it does remain lower than the Co-op Norms mean rating of 8.91.
- The mean ratings for 19 of the 23 service attributes are evaluated above 4.00 on a 5-point scale, which is considered "good". Thirteen attributes receive mean ratings near or above 4.50, the "excellent" threshold. VEC receives the highest ratings for *having professional employees*, *providing consistent voltage*, and *customer service*. Compared to the 2019 study, five attributes have increased significantly and three have decreased.
- **Member Service** is the strongest key driver of overall satisfaction. This means that increases/ decreases in the ratings for the attributes included in this area should cause a corresponding increase/ decrease in overall satisfaction ratings. This area contains nine attributes and all are evaluated well above 4.0, including the highest rated attribute in the study.
- The second-strongest key driver of satisfaction is **Electric Cost**. Not surprisingly, this is the driver that contains the lowest rated attributes in the study. Although this is typical in studies of this type, with mean ratings below 4.0 and three of the four attributes having decreased significantly from the 2019 study, this may be cause for concern. However, member evaluations for *the value they feel they receive for the money* are positive with a mean rating of 4.12.
- **Electric Service** is the next driver of satisfaction and is another area that is evaluated very well, with mean ratings for the six attributes close to or above 4.50. Additionally, five of the six attributes have increased significantly since the 2019 study. Members indicate that the impact of longer power outages (3 to 4 hours) have the most serious impact, while outages lasting 5 to 10 minutes have the least impact.
- The final key driver of satisfaction is **Payments and Bills**. While the three attributes in this area do not have a strong impact on overall satisfaction, they are all evaluated well above 4.0.
- Members continue to feel that providing electricity from solar and hydro power is important. The importance of providing power from nuclear energy is significantly higher than in 2018 and 2019 while the importance of hydro, bio-mass, and natural gas have decreased from most or all of the studies between 2014 and 2018.
- Providing low cost energy is more important than receiving power from renewable energy and carbon free energy generated locally or in-state. However, receiving power from renewable energy and carbon free energy generated locally is more important than that generated in-state.
- Nine percent of the members sponsor solar panels in VEC's Co-op Community Solar program. Although this is a significant decrease from 2019, the decrease is due to more people saying they don't know if they sponsor panels or did not answer the question, not to people saying they do not sponsor panels.

- The proportion of members who currently own or lease an electric vehicle has increased significantly from the 2019 study, as has the likelihood of purchasing or leasing an EV in the next 5 years. The proportion of members who say they are likely to purchase/lease on-site back up battery storage for their home in the next 5 years has also increased significantly.
- Newsletter readership is consistent with recent studies but has significantly decreased from the studies between 2014 and 2016. Most members receive their newsletter in print format.
- Most members receive their electric bills digitally and almost half say they always or usually read the inserts that come with the bill.
- The majority of members prefer information from VEC via email and most would like information on a monthly basis.
- If VEC would decide to ask members to make an appointment to meet with VEC office staff in-person, most members say this would not be a big issue.
- Two-thirds of members use social media, most often Facebook. Facebook is also the social media members use most.
- Eight in ten say they use VEC's SmartHub online tool.
- More than four in ten view themselves as a member of the co-op, rather than just a customer. Although this is consistent with previous studies, it is lower than the Co-op Norms. More than half are aware they may receive a member capital allocation which has increased significantly since 2018.

Objectives, Methodology, & Analysis

Objectives

This residential member survey addresses but is not limited to the following informational objectives:

- **Overall Satisfaction:** Assess how satisfied members are with Vermont Electric Cooperative.
- **Performance Quality Attributes:** Evaluate residential member perceptions of service quality on a variety of attributes (e.g., rates, billing, outages, problem resolution, etc.).
- **Performance Quality Trends and Benchmarks:** Compare the results to past studies to identify trends and benchmark the results against co-ops nationwide using NRECA's Co-op Norms Database.
- **Prioritizing Improvement and Maintenance Efforts:** Derive the key drivers of overall satisfaction and the degree to which consumer needs are being met to help VEC prioritize any improvement efforts.
- **Other:** Explore other areas of specific interest to the co-op, including perceived importance of renewable power sources, likelihood of purchasing/leasing a plug-in electric vehicle in the next 5 years, newsletter and bill insert readership, and communication preferences.
- **Member Demographics:** Provide demographics of the residential member base and identify differences in attitudes between demographic groups.

Methodology

Data were collected through online surveying. This is the first year that VEC's survey was conducted entirely online.

An e-mail invitation was sent on June 7 to a random sample of 6,684 members for whom VEC has an e-mail address, with 177 returned as being undeliverable. The survey was closed on June 14 with a total of 1,038 surveys completed online, resulting in a response rate of 16%. The online survey respondents are weighted by district and connect date to match the overall distribution of the co-op.

The margin of error at the 95% confidence level for the entire sample is plus or minus 3.0 percentage points. This means that a result of 50% in the survey may range between 47% and 53% in an infinite number of residential samples this size.

Analysis

The graphics presented in this report are based on data collected from the current study and tracking comparable results from 16 studies conducted between 2003 and 2019. The results of tracking surveys provide value by demonstrating when results remain consistent and indicating where there has been significant change over time. Comparisons to previous studies are primarily focused on the studies since 2014, the first year an online component was introduced in the methodology. Due to the co-op's desire to move to a combined survey including both residential and non-residential members, data from previous surveys have combined data from the residential and non-residential studies. Because of this, it is important to remember that results from previous surveys in this report will not be the same as presented in those reports.

Additionally, because phone respondents typically give higher ratings than do online respondents on 5- and 10-point scale questions, it would not be unusual for ratings to decrease this year with the all-online methodology.

The co-op has experienced some recent events that are likely to have an impact on attitudes and satisfaction:

- After not raising rates for 5 years, a rate increase of 3.29% was implemented in 2020.
- VEC has committed to 100% carbon-free energy in 2023.
- The co-op has also committed up to $3 million over the next 3 years to support and accelerate broadband deployment.
- As with many utilities across the country, VEC saw their commercial sales decrease in 2020 during the COVID-19 pandemic. While this was slightly offset by a rise in residential sales, there were also more delinquencies with non-payments.

Comparisons are also made to results from similar studies conducted by 70 co-ops among more than 85,000 residential members across the nation between January 2018 and December 2020. These "Co-op Norms" are not taken from the universe of all cooperatives; rather these are co-ops who value, monitor, and measure the satisfaction of their members and therefore represent higher performing co-ops, not all co-ops. Comparisons to the Co-op Norms are made to residential online respondents only.

Differences between member segments, such as differences by age or service tenure, are pointed out and characterized as being either statistically significant or not. When the term "significant" is used, this refers to the certainty of a difference, not the magnitude or size of the difference. Significance is measured at the 95% confidence level, meaning that at least 95% of the time, using the same sampling procedure, this difference will occur; the difference is likely not a matter of chance.

When evaluating the mean ratings in this report, on a 5-point scale a mean of 4.50 or above should be considered "excellent" and a mean between 4.00 and 4.49 is considered "good". Means below 4.00 may be cause for concern and those below 3.75 indicate a need for improvement.

To provide additional points for analysis, demographic information was purchased from Acxiom Corporation for each household served (residential members only). For those households that matched

by surname and address, a basic package of demographic data was appended to the file. The data elements are listed below:

- Adult Age Ranges Present in Household
- Number of Children in Household
- Children Age Ranges in Household
- Marital Status in the Household
- Number of Adults in Household
- Household Size
- Education
- Homeowner/Renter
- Length of Residence
- Estimated Household Income

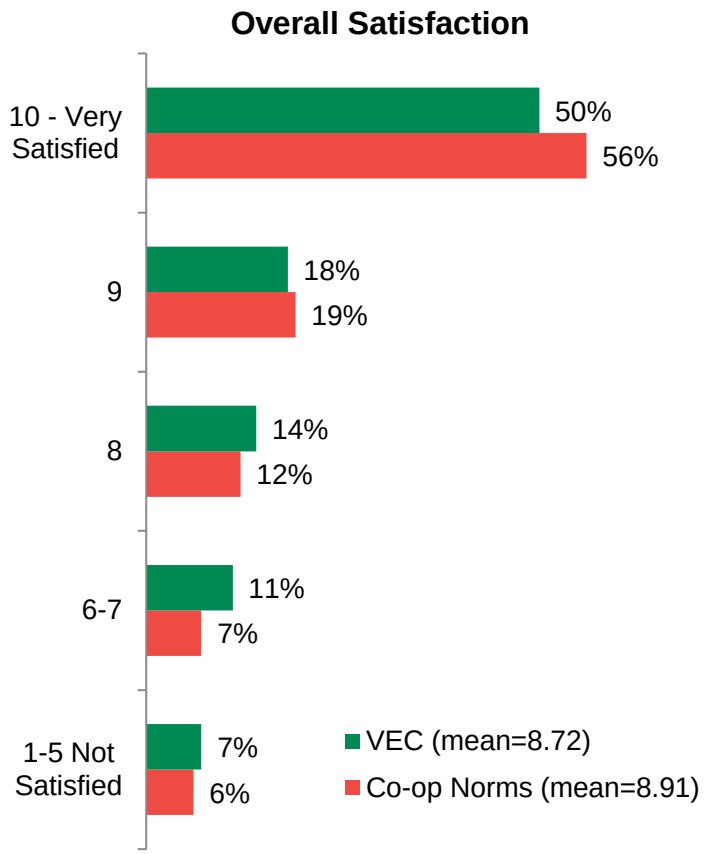
Key Findings

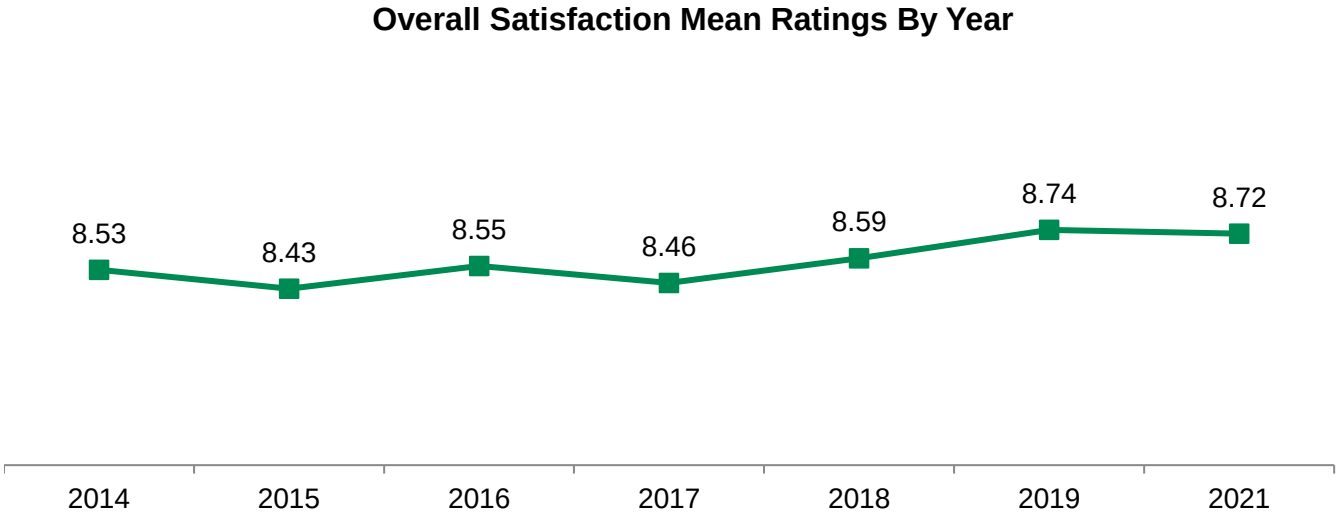
Overall Satisfaction

Overall satisfaction among Vermont Electric's members continues to be very good. The mean overall satisfaction rating is 8.72 and 68% give a top rating of "9" or "10".

Although this is lower than the Co-op Norms, it has not changed significantly from the 2019 study and is significantly higher than in the 2014, 2015, and 2017 studies.

Older members (55 or older), those living alone or with one other person, those paying lower monthly electric bills, retired members, and more affluent members are significantly more satisfied than are their individual counterparts.





Performance Quality Attributes

Members were asked to evaluate 23 performance quality attributes related to member service, electric service, communication, billing, and cost. On 19 of the attributes measured, the mean ratings are above 4.00, a "good" rating on a 5-point scale.

Additionally, mean ratings for 13 attributes are approximately 4.50 or higher which is considered excellent. These are**:**

- Having professional employees (4.63)
- Providing consistent voltage without surges or brownouts (4.62)
- The overall customer service provided (4.61)
- The courtesy, understanding, helpfulness of employees to members' inquiries or problems (4.59)
- The reliability of service and frequency of interruptions (4.56)
- Keeping the number of longer outages to a minimum (4.55)
- Keeping blinks and momentary outages to a minimum (4.54)
- The restoration of power after an outage (4.54)
- Communicating with members and keeping them informed (4.54)
- Having convenient payment options (4.53)
- The speed and efficiency of responding to customers (4.52)
- Resolving any issues or problems (4.50)
- Keeping members informed on the status of outages (4.49)

Conversely, the attributes on which VEC is rated least well are *the monthly service fees* (60% rating "4" or "5") and *charging reasonable rates* (62%). This is an area that is often rated lower in cooperative satisfaction research and ratings often fall below the "good" threshold of 4.00. With mean ratings of 3.70 and 3.71, respectively, and significantly lower than in 2019, this may be of concern to the co-op.

Performance Quality Trends and Benchmarks

Compared to the 2019 study, five attributes have increased significantly while three decreased. However, almost all of the attributes are significantly higher than in at least one study between 2014 and 2018.

The five attributes that are significantly higher than in 2019 are all related to electric service. They are:

- Keeping blinks and momentary outages to a minimum
- Keeping the number of longer outages to a minimum
- The reliability of service and frequency of interruptions
- The restoration of power after an outage
- Keeping members informed on the status of outages

Conversely, the three attributes that have decreased are all related to cost:

- Charging reasonable rates
- The monthly service fees
- Helping customers keep bills as low as possible

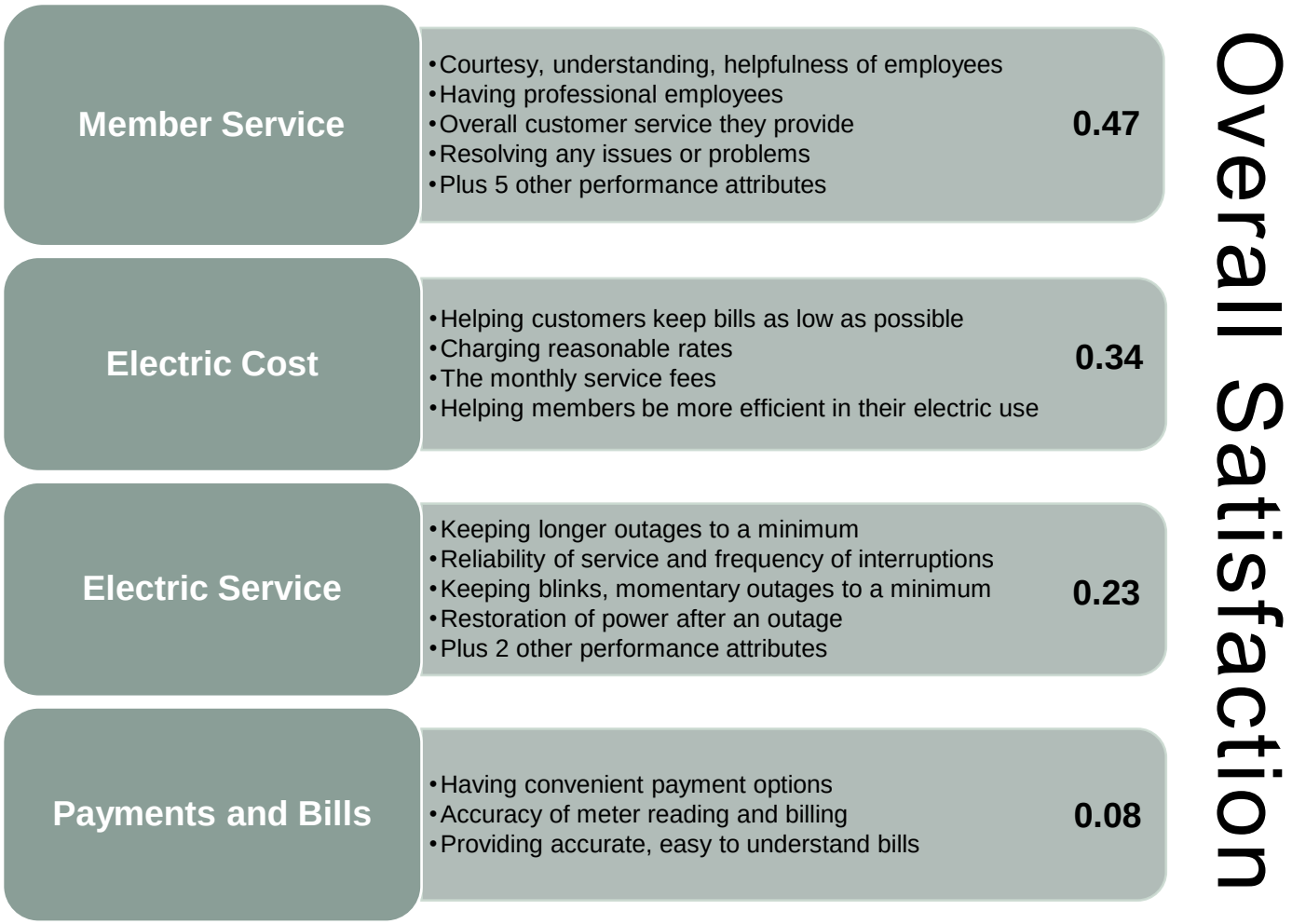
While mean ratings for many of the comparable attributes are similar to the Co-op Norms, there are a number with gaps of 0.10 or greater, both higher and lower than the Co-op Norms:

	VEC Mean	Co-op Norms	Gap
Keeping members informed on the status of outages	4.49	4.19	+0.30
Providing consistent voltage	4.62	4.50	+0.12
Supporting the local community	4.42	4.55	-0.13
Delivering good value for the money	4.12	4.26	-0.14
Helping members to be more efficient in their electric use	3.90	4.11	-0.21
Charging reasonable rates	3.71	3.93	-0.22

Prioritizing Improvement and Maintenance Efforts

The key drivers of overall satisfaction among residential members are: Member Service, Electric Cost, Electric Service, and Payments and Bills. Going forward, these are the areas that Vermont Electric Cooperative should focus on most.

Regression analysis was used to determine the key drivers of overall satisfaction. The scores are to be interpreted relative to each other. For example, since *member service* has an importance score of 0.47 and *electric service* has a score of 0.23, we can say that members' perceptions of the member service they receive has twice the impact on overall satisfaction as their perceptions of their electric service. More information on how the factors were formed and importance scores derived can be found in Appendix B.

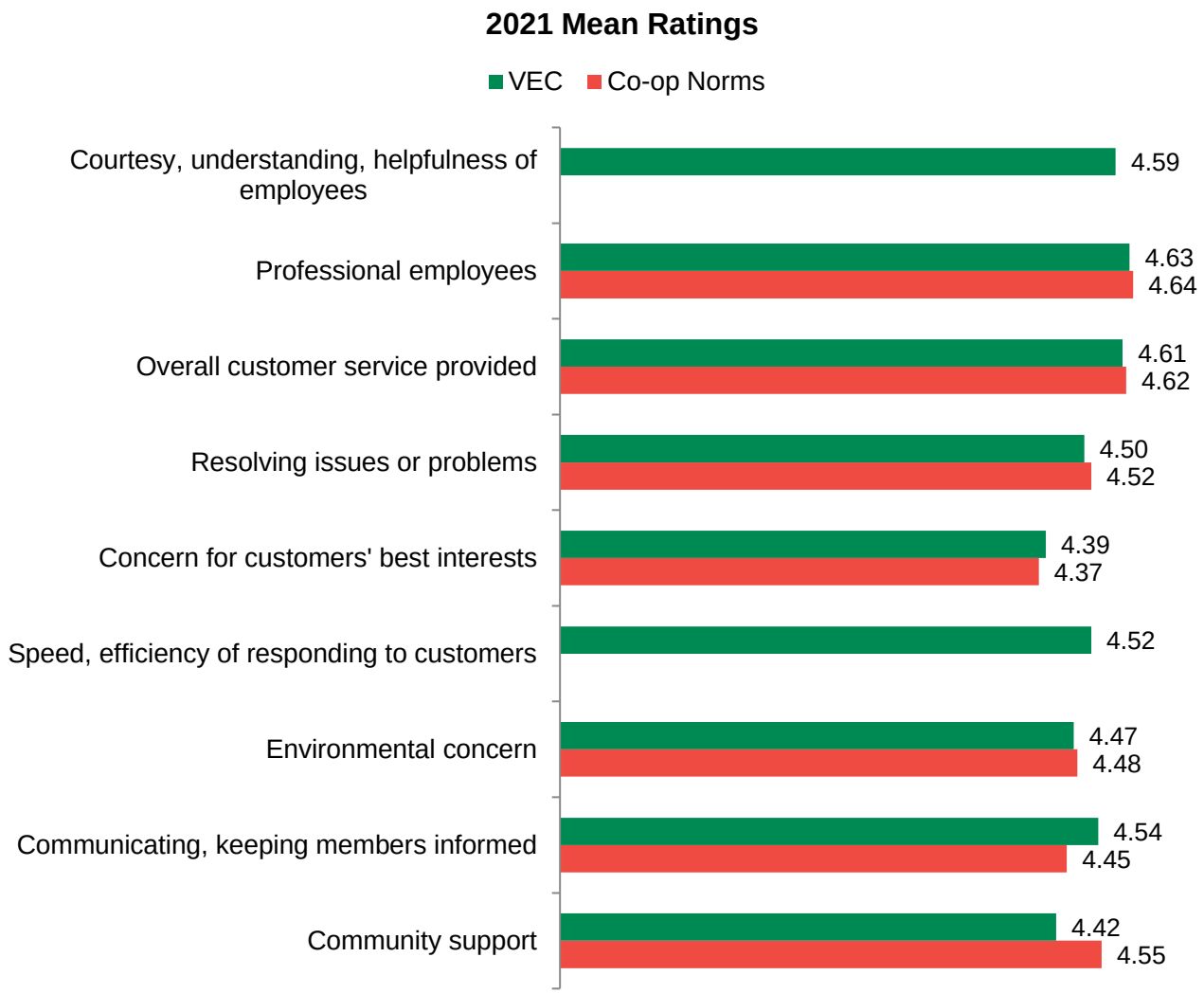


Member Service

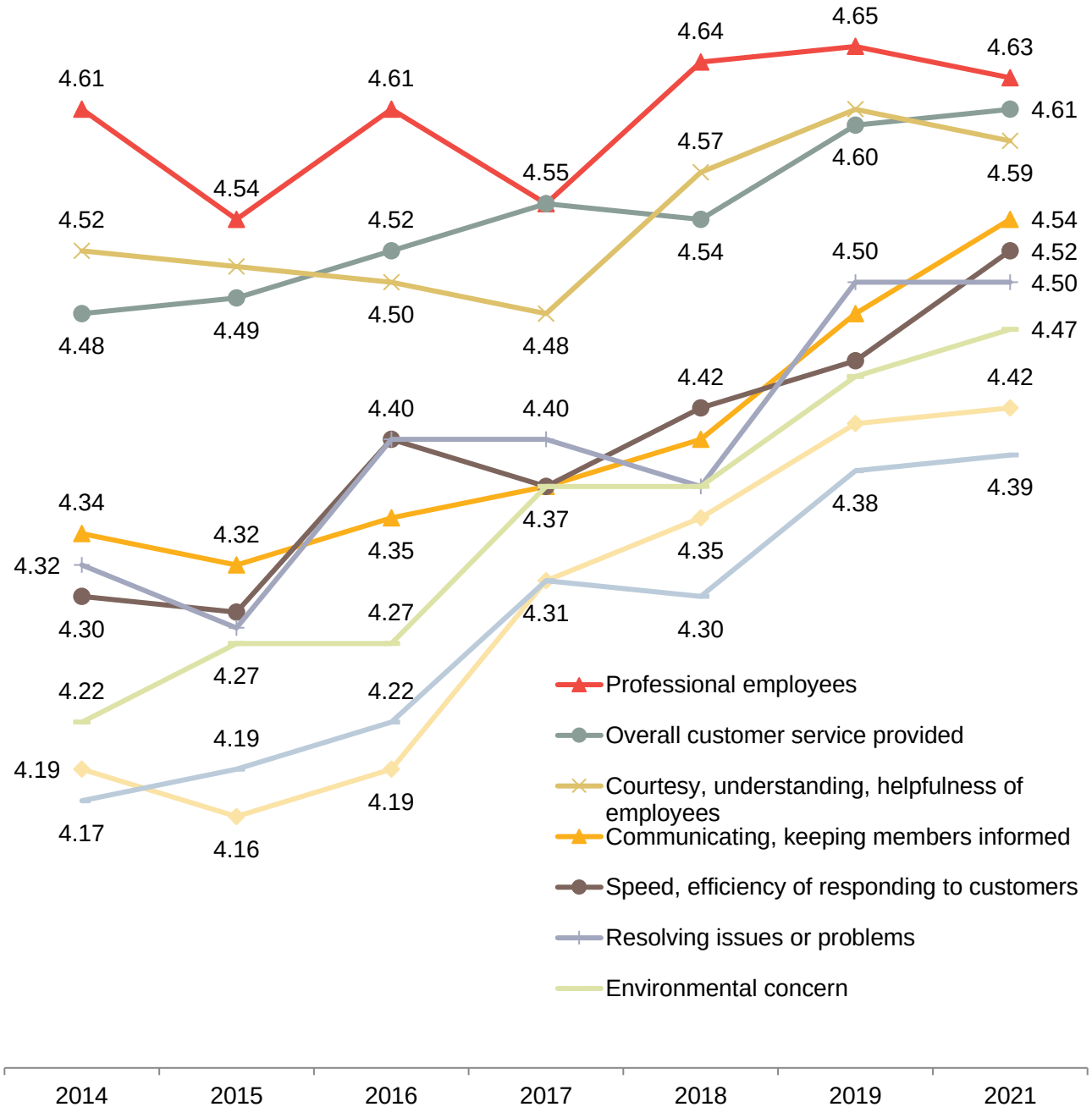
The strongest key driver of overall satisfaction is **Member Service**. The nine attributes that make up this driver are evaluated well above the "good" threshold of 4.0, including the highest rated attribute in the study – *having professional employees*. Five other attributes in this driver also meet or exceed the excellent threshold.

Most of the comparable attributes are similar to the Co-op Norms with two exceptions. *Communicating with members and keeping them informed* is higher than the Co-op Norms while *supporting the local community* is lower.

All nine attributes are significantly higher than at least one study between 2014 and 2018. Additionally, *resolving issues/problems*, *communicating with members*, and *speed and efficiency of responding to customers* are significantly higher than in all five of those studies. These are graphed on the following page.



Mean Ratings by Year

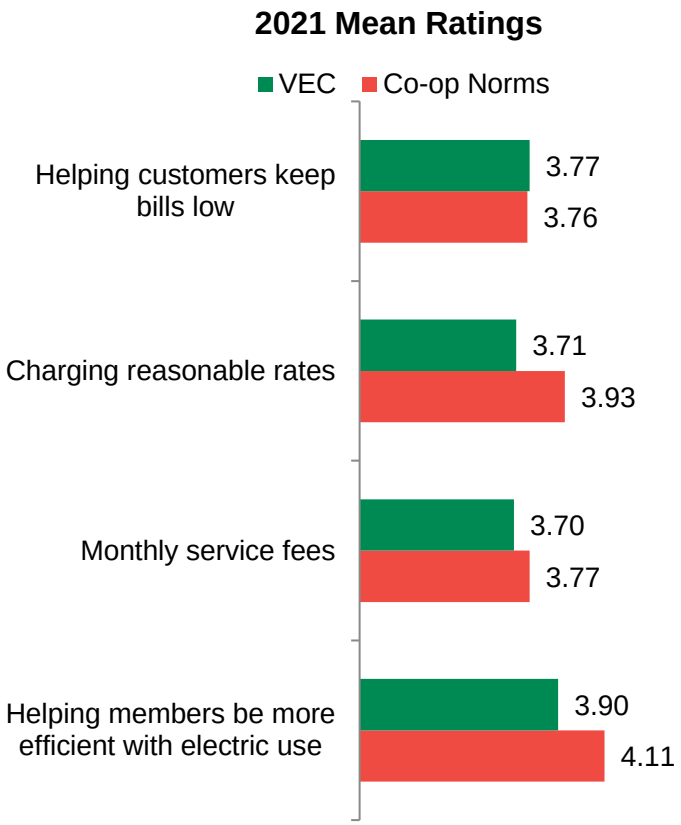


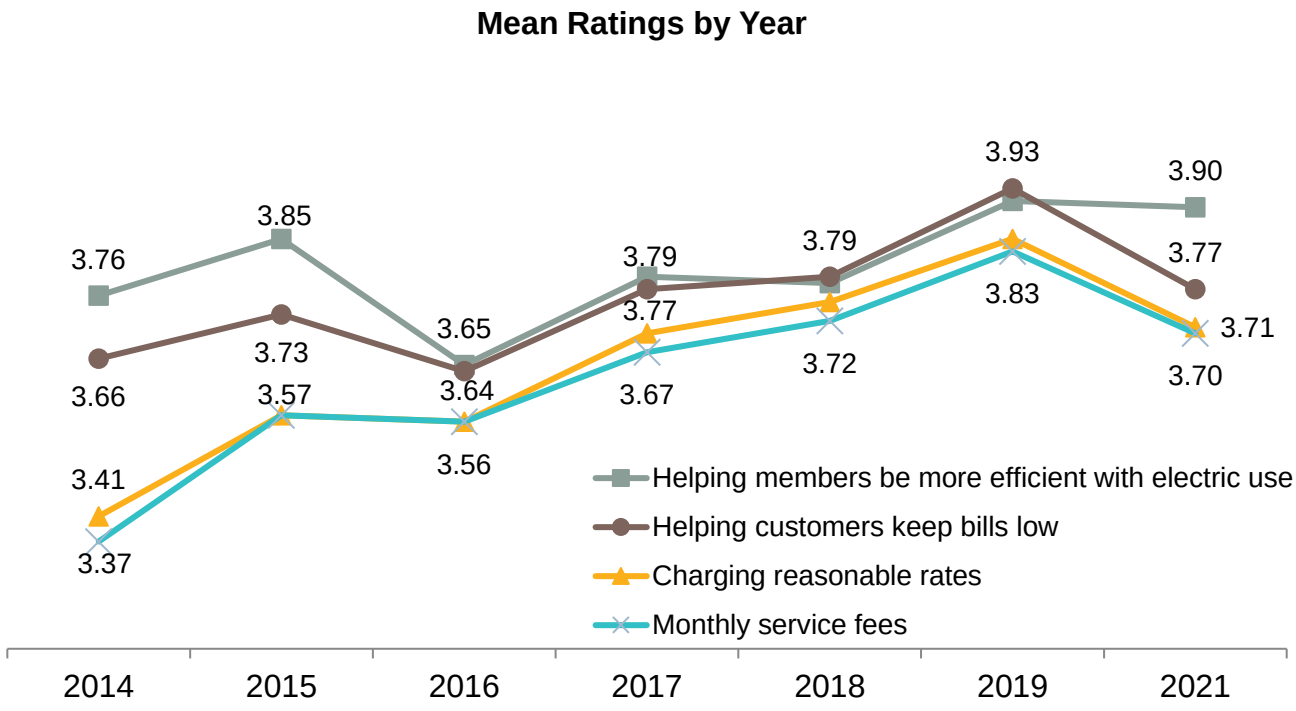
Electric Cost

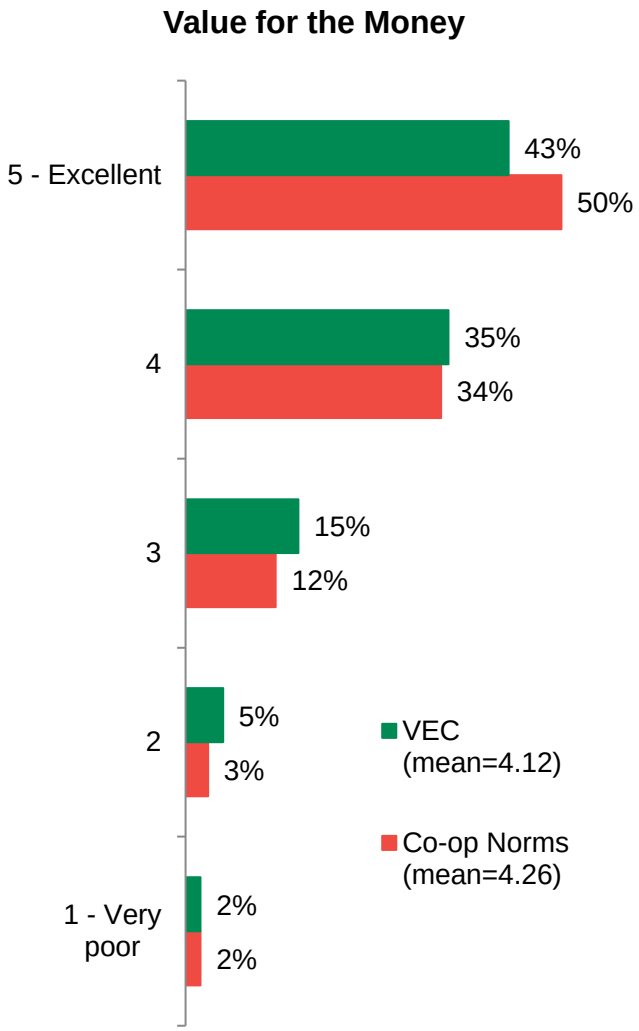
Electric Cost is the second-strongest key driver of overall satisfaction. This area includes the four attributes in the study whose mean ratings fall below 4.0.

Additionally, three of the four attributes in this area are evaluated significantly lower than in 2019 – *helping customers keep bills low*, *charging reasonable rates*, and *the monthly service fees*. However, these three attributes continue to be significantly higher than in most of the studies between 2013 and 2016.

Compared to the Co-op Norms, VEC is evaluated lower for *charging reasonable rates* and *helping members to be more efficient in their use of electricity*.



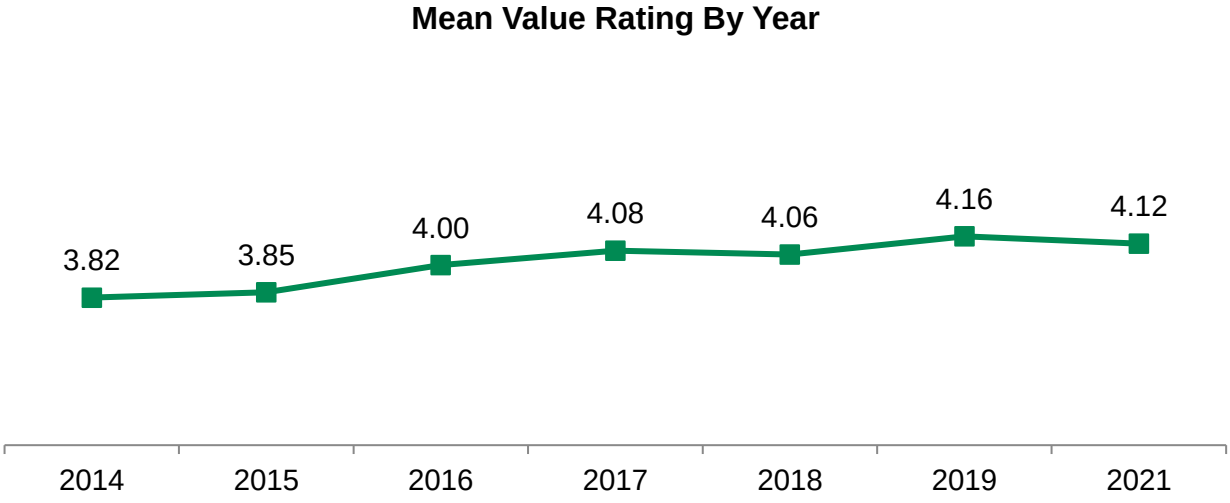




Members evaluate *the value they receive for their money* as good, with a mean rating of 4.12 on a 5-point scale. This is significantly higher than the studies between 2014 and 2016 but lower than the Co-op Norms.

A regression analysis was also conducted to determine the key drivers of *delivering good value for the money*. As can be seen in the table below, it was found that four factors are significant drivers of value. Although perceptions of members' electric cost have the strongest impact on the value members feel they receive, it is not the only factor that enters into the "value equation".

Key Drivers of Value	
Electric Cost	0.57
Member Service	0.49
Electric Service	0.24
Payments and Bills	0.09

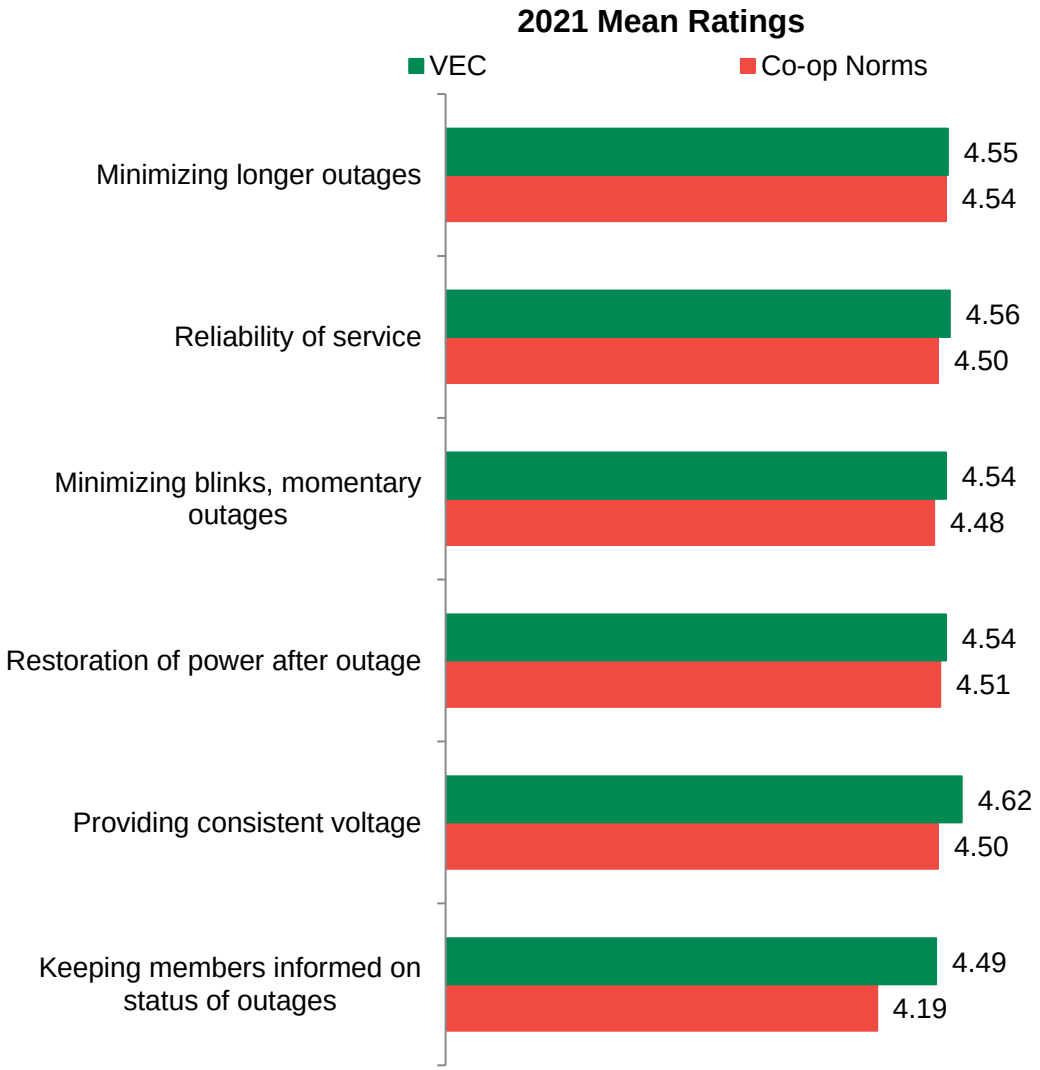


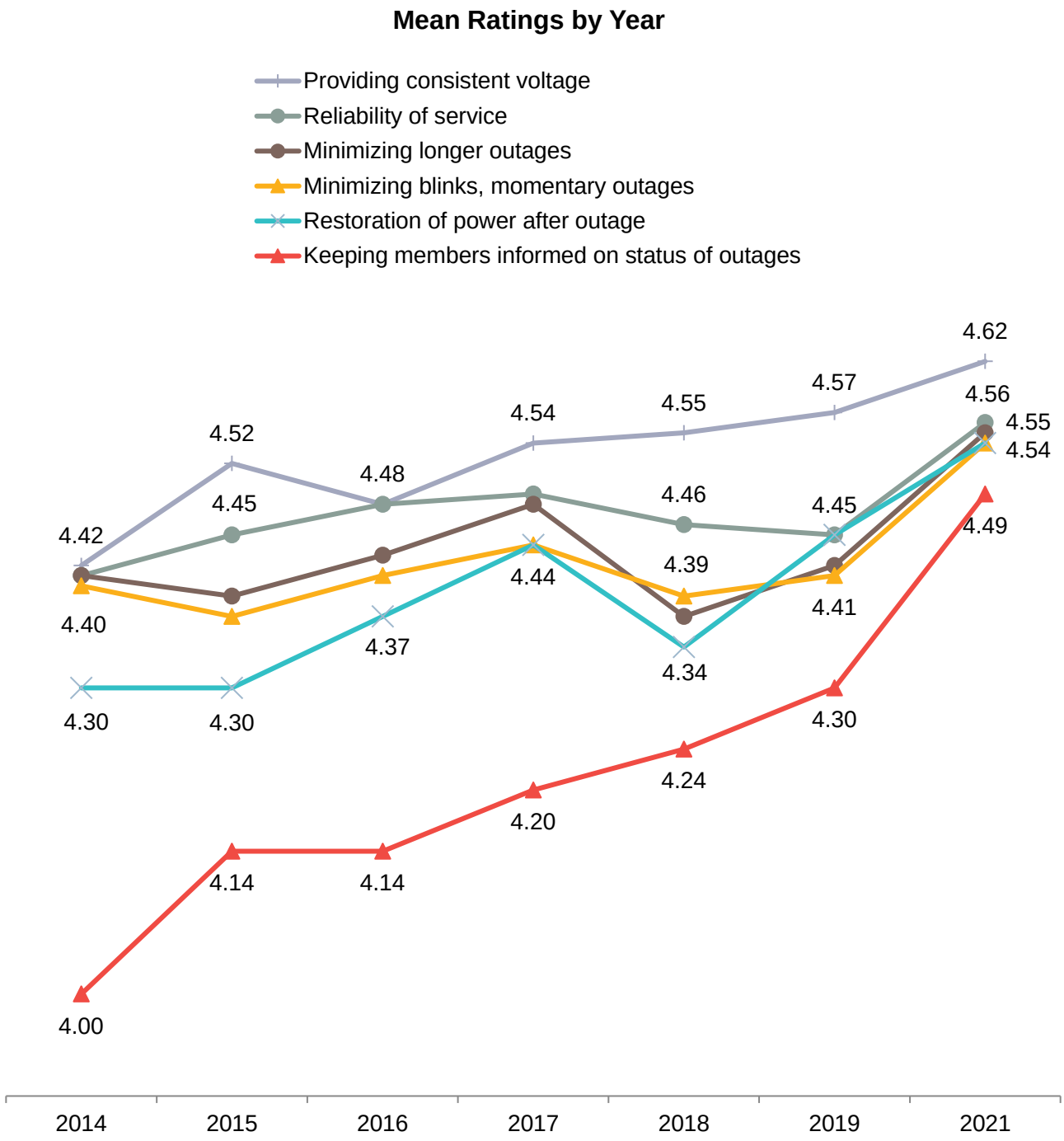
Electric Service

Electric Service is the next key driver of satisfaction. This is an area for which VEC is evaluated as being excellent, with all six attributes included in this driver having mean ratings of approximately 4.50 or higher.

While most of the attributes are very similar to the Co-op Norms, *providing consistent voltage* and *keeping members informed on the status of outages* are evaluated higher among VEC's members.

All six attributes are rated higher than in the studies between 2014 and 2016. Except for *providing consistent voltage*, they are also evaluated higher than in most or all of the studies between 2017 and 2019. Trending is shown on the following page.

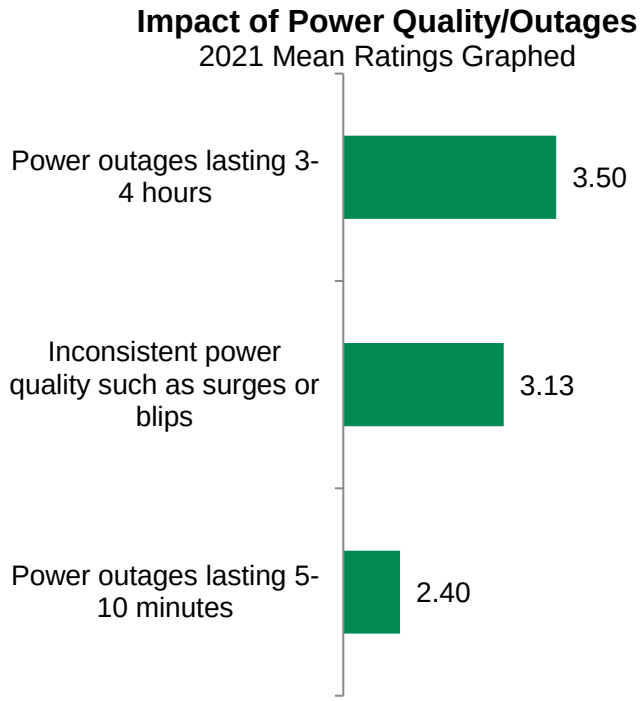


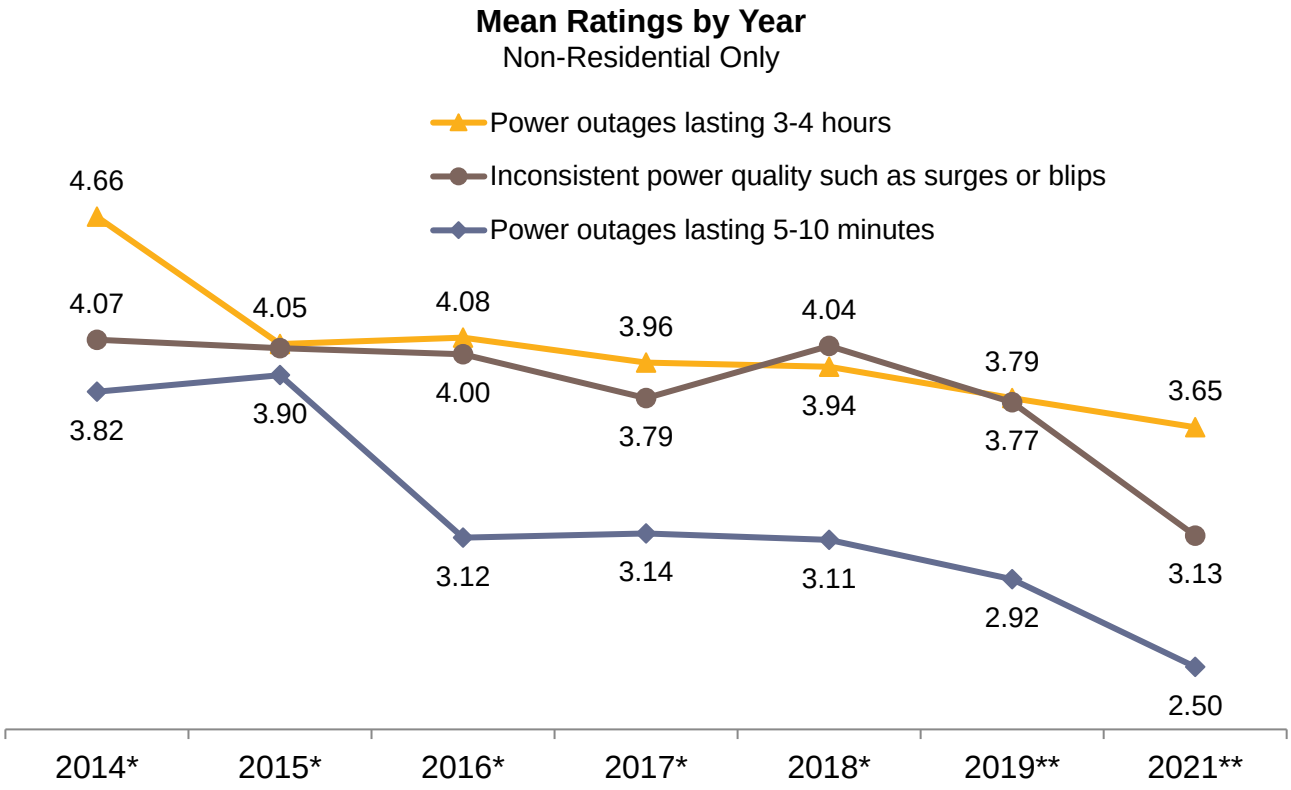

Mean Ratings by Year
Providing consistent voltage
Reliability of service
Minimizing longer outages
Minimizing blinks, momentary outages
Restoration of power after outage
Keeping members informed on status of outages
4.42
4.52
4.48
4.54
4.55
4.57
4.62
4.45
4.46
4.45
4.56
4.55
4.40
4.41
4.39
4.44
4.54
4.49
4.30
4.30
4.37
4.34
4.30
4.00
4.14
4.14
4.20
4.24
2014
2015
2016
2017
2018
2019
2021

Power outages that last three to four hours is more serious to members than are outages of 5 to 10 minutes and inconsistent power quality.

Since in past studies these questions were only asked of non-residential members, the 2021 data points in the trending graph below reflects only the non-residential respondents.

Compared to all prior studies, the impact of poor power quality and outages has decreased.



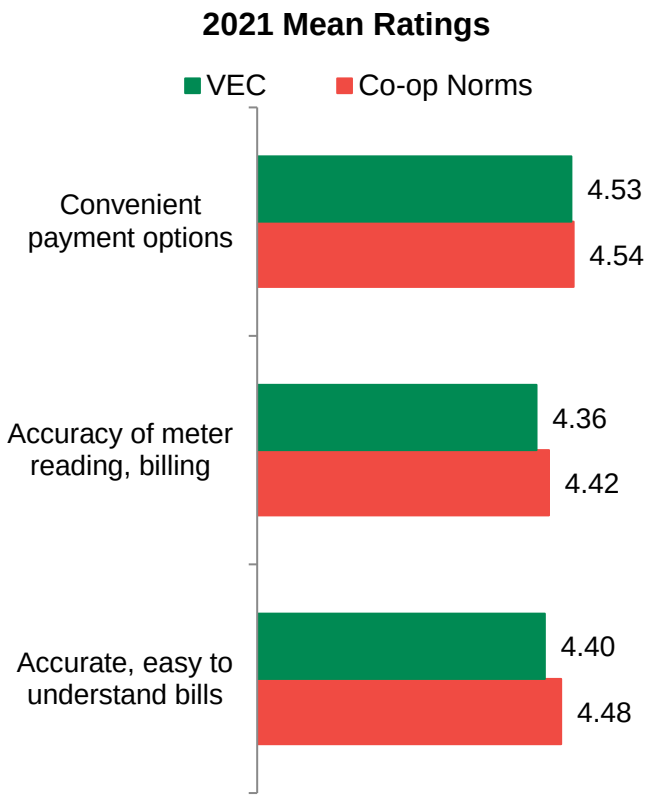


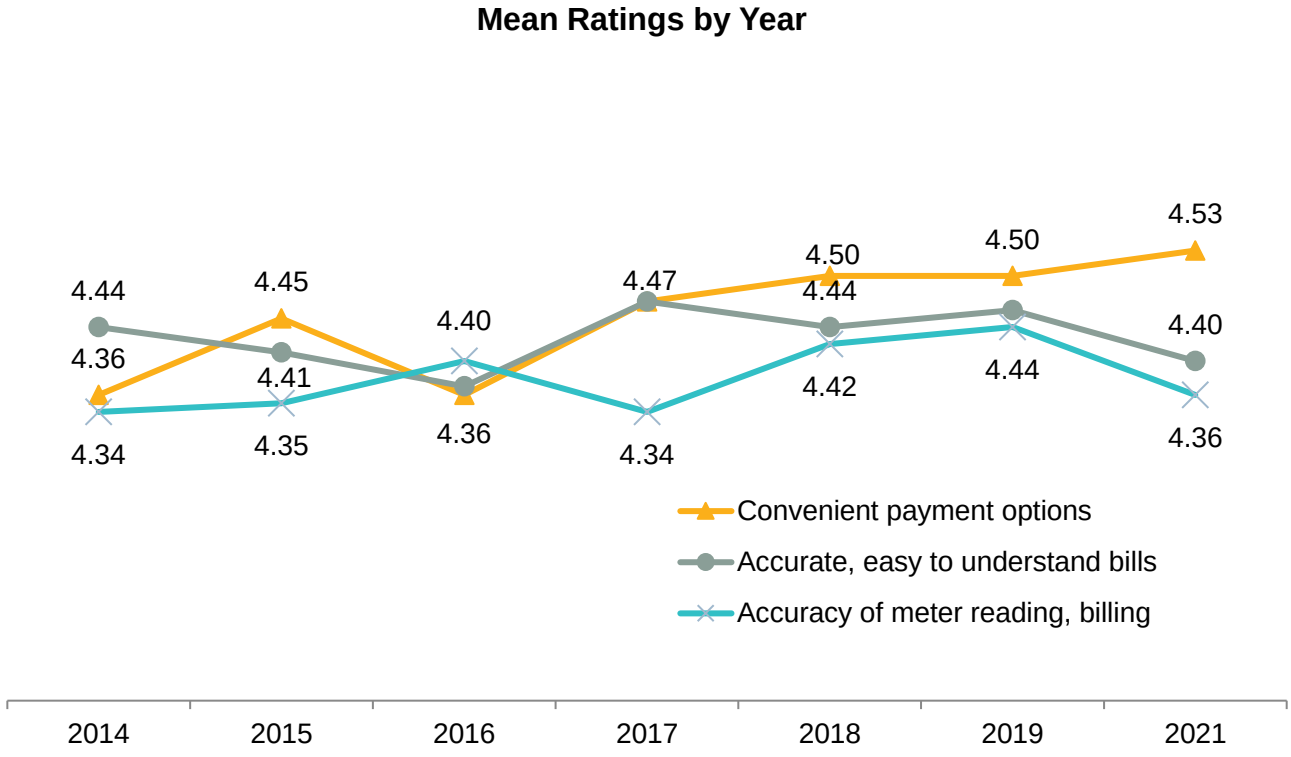
*Phone only
**Phone and online

Payments and Bills

Payments and Bills is the final key driver of overall satisfaction and is another area for which VEC receives very good ratings from its members.

Having convenient payment options is significantly higher than in the 2014 and 2016 studies. All three attributes are similar to the Co-op Norms.



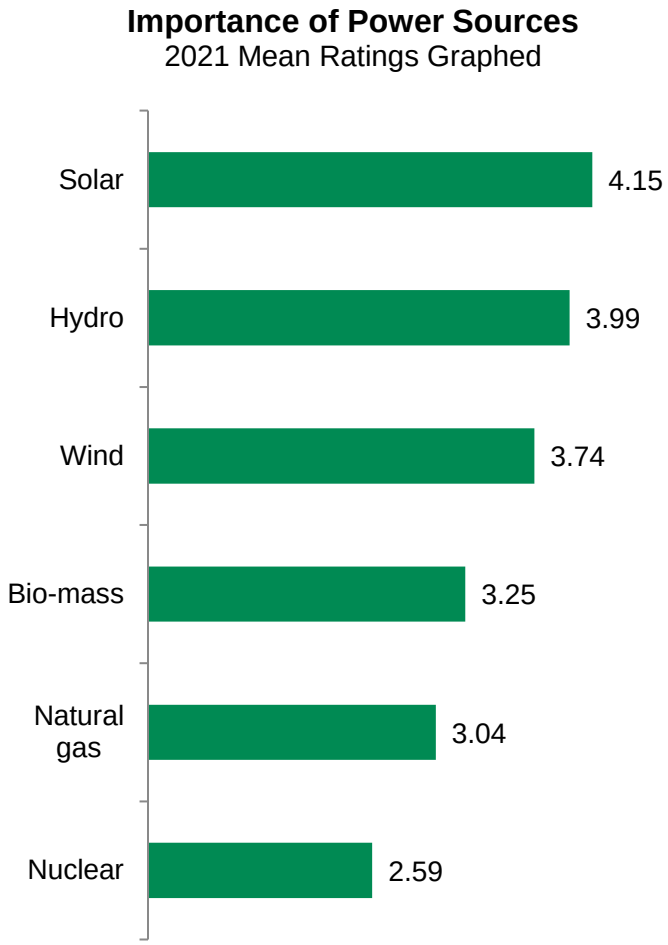


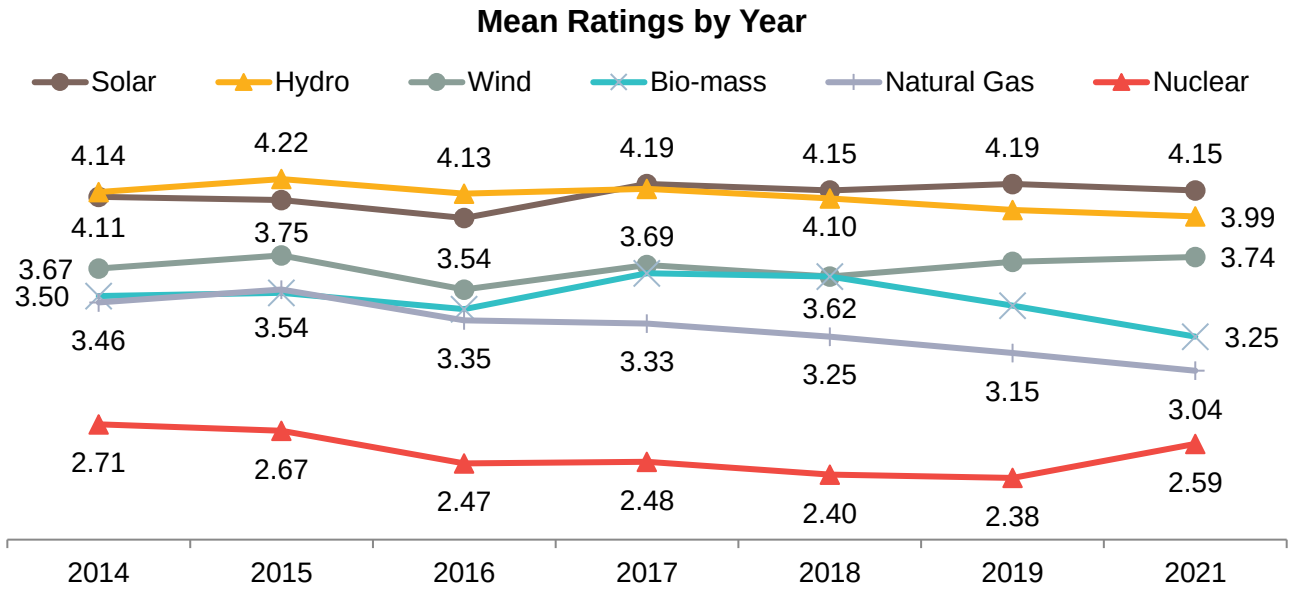
Renewable Energy

Members continue to give the highest ratings for the importance of VEC providing green power from solar and hydro renewable sources.

The importance of providing power from nuclear is significantly higher than in 2018 and 2019. Conversely, the importance of providing power from hydro, bio-mass, and natural gas is significantly lower than in most or all of the studies between 2014 and 2018.

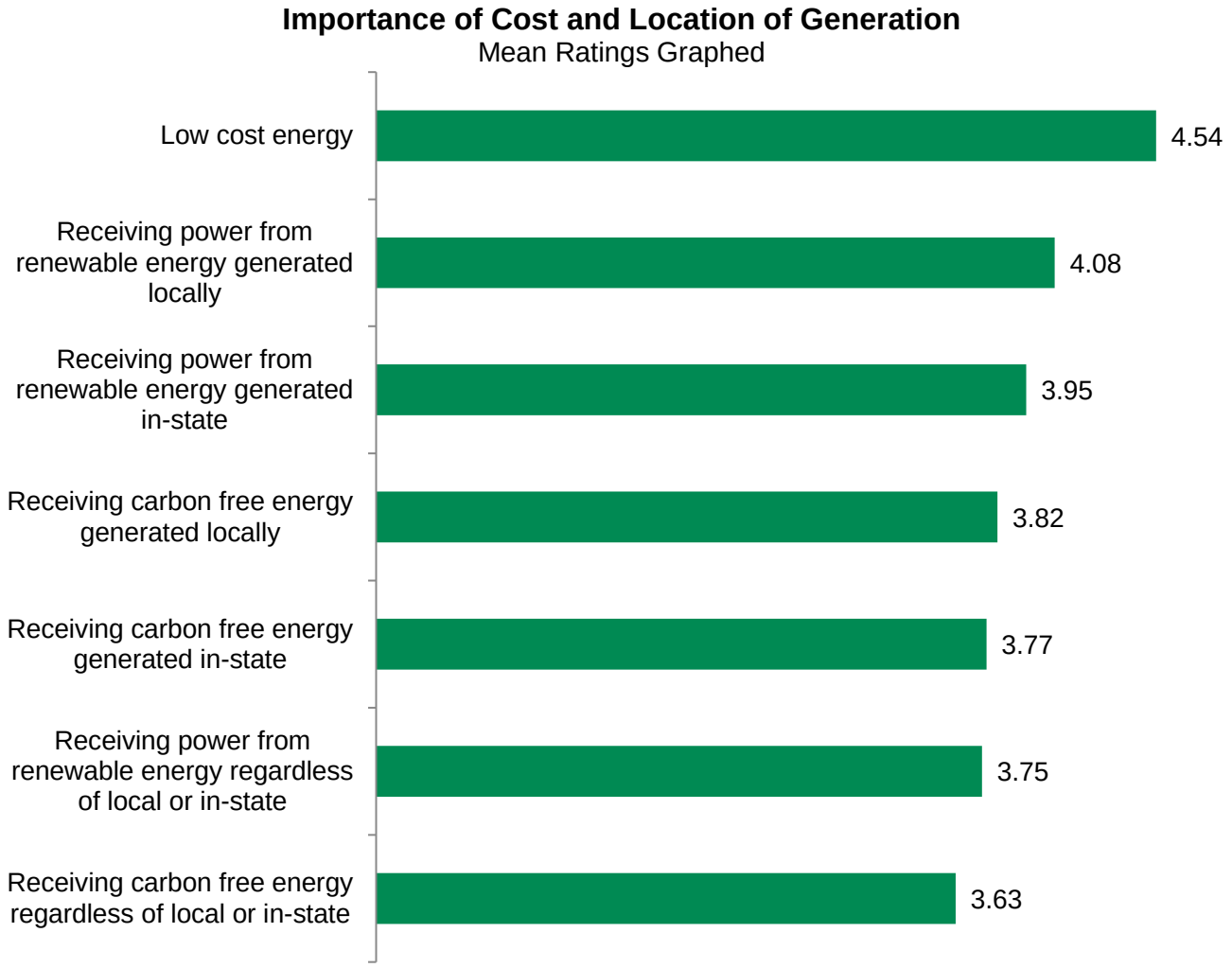
Renters place significantly higher importance on wind power. Those who are single give higher ratings for wind and solar power. Those paying lower electric bills give higher ratings for solar. Retired members give higher ratings for hydro, natural gas, and nuclear. Less affluent members tend to give higher ratings for wind and solar while more affluent members tend to give higher ratings for natural gas, although not all of the differences are significant.





It is more important to VEC members to have low cost energy than to receive power from renewable energy and carbon free energy, regardless of where it is generated. However, renewable energy generated locally and carbon free energy generated locally are more important than either generated in-state.

Additionally, receiving power from renewable energy is more important than receiving carbon free energy regardless of where it is generated.

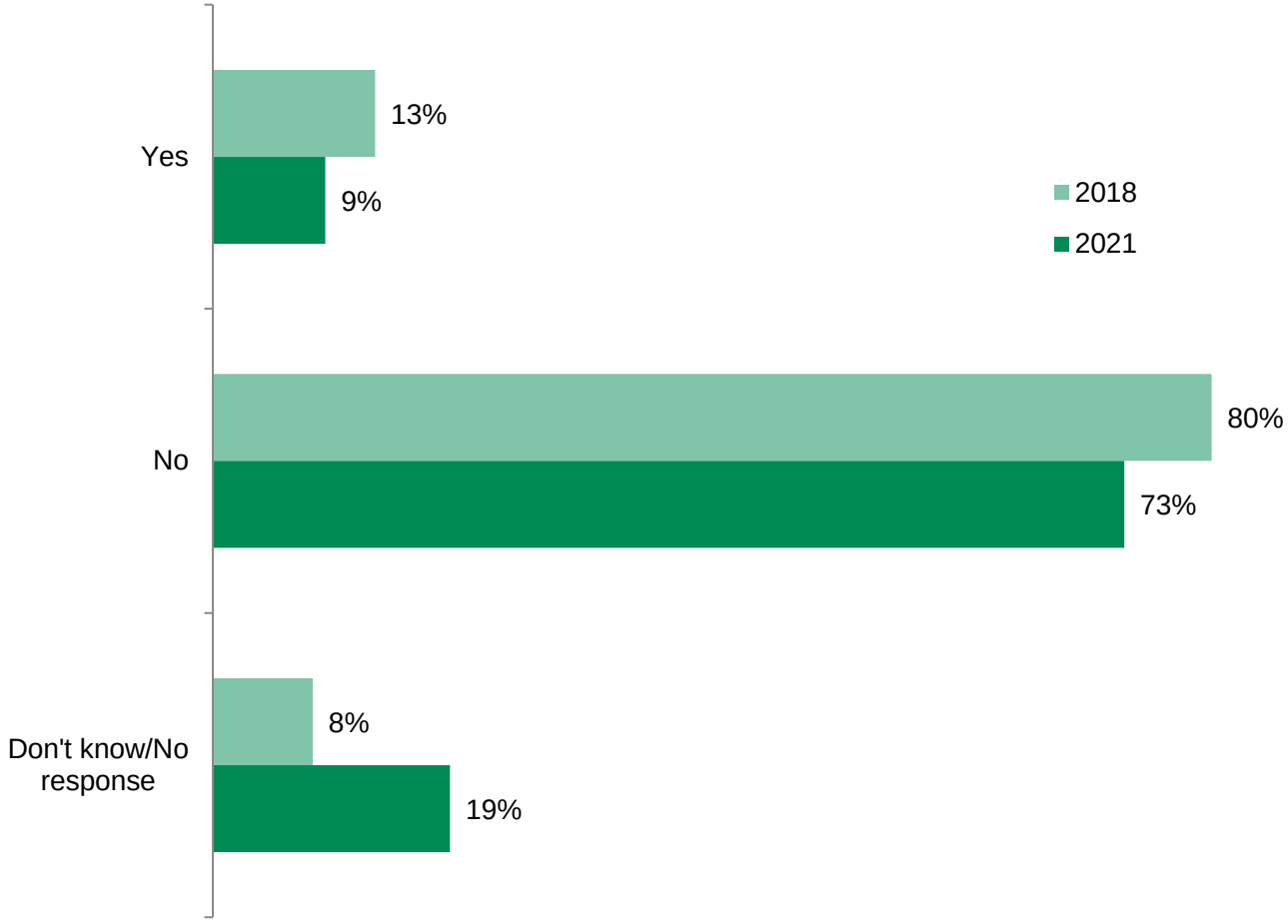


Approximately one in ten members indicate they sponsor solar panels in VEC's Co-op Community Solar program. Longer-tenured members, older members (65 or older), those living alone or with one other person, and retired members are significantly more likely than their individual counterparts to sponsor solar panels.

Compared to the 2018 study, the proportion of members who say they sponsor solar panels in the community solar program is significantly lower. However, this is due to an increase in members who say they don't know if they sponsor solar panels rather than an increase in members who do not sponsor solar panels.

Approximately one-third do not know or were not able to name a reason for not sponsoring solar panels. Among those able to provide an answer, the reason given most often is the cost, followed by members not being aware of the program and members who have solar panels at home. A full listing of responses can be found in Appendix C.

Sponsors Solar Panels in VEC's Co-op Community Solar Program



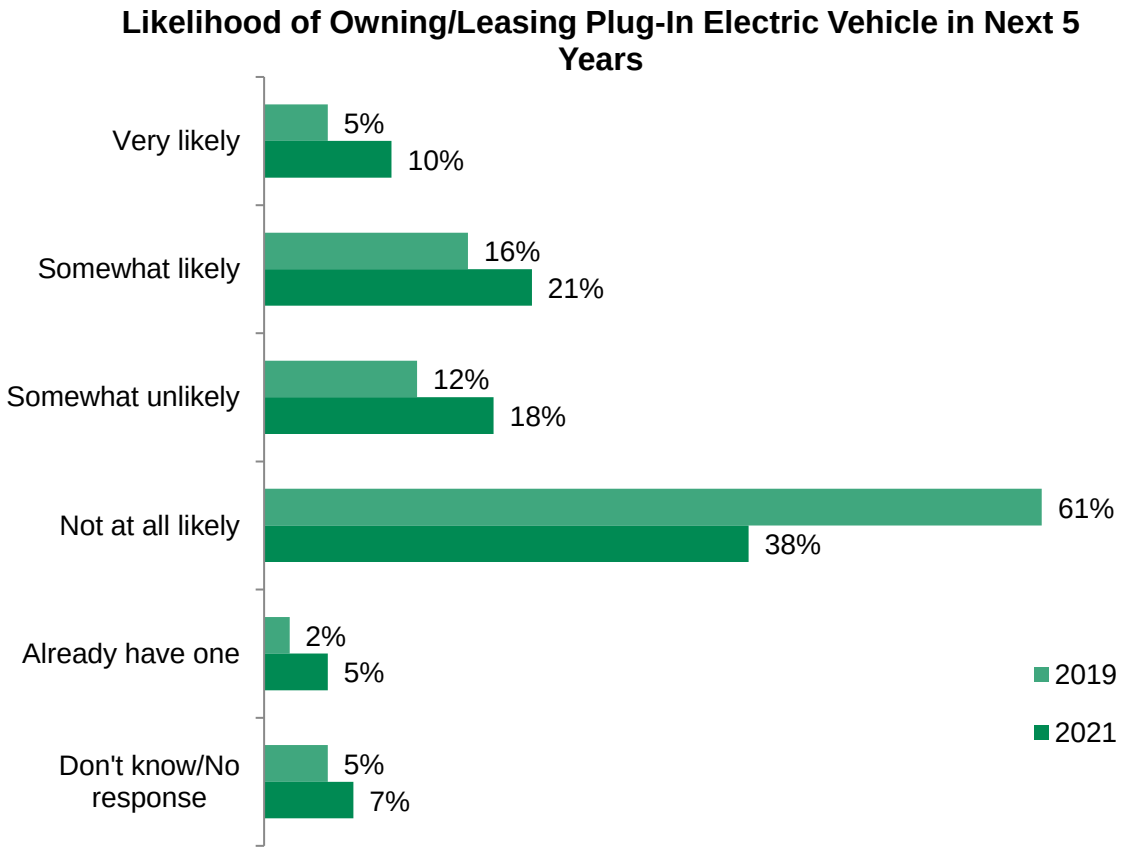
Products and Services

Five percent of the members indicate they currently own or lease a plug-in electric vehicle and three in ten say they are very (10%) or somewhat (21%) likely to purchase or lease an electric vehicle in the next 5 years. The proportion of both current owners and members who are likely to purchase a plug-in electric vehicle in the next 5 years have increased significantly from the 2019 study.

More affluent members are more likely than those who are less affluent to currently own or lease an electric vehicle. Those with more formal education are significantly more likely than those with less formal education to be likely to purchase/lease an electric vehicle.

Not surprisingly, the cost of an electric vehicle is mentioned most often as the biggest obstacle to purchasing/leasing one. Other obstacles mentioned include the battery range and lack of public charging.

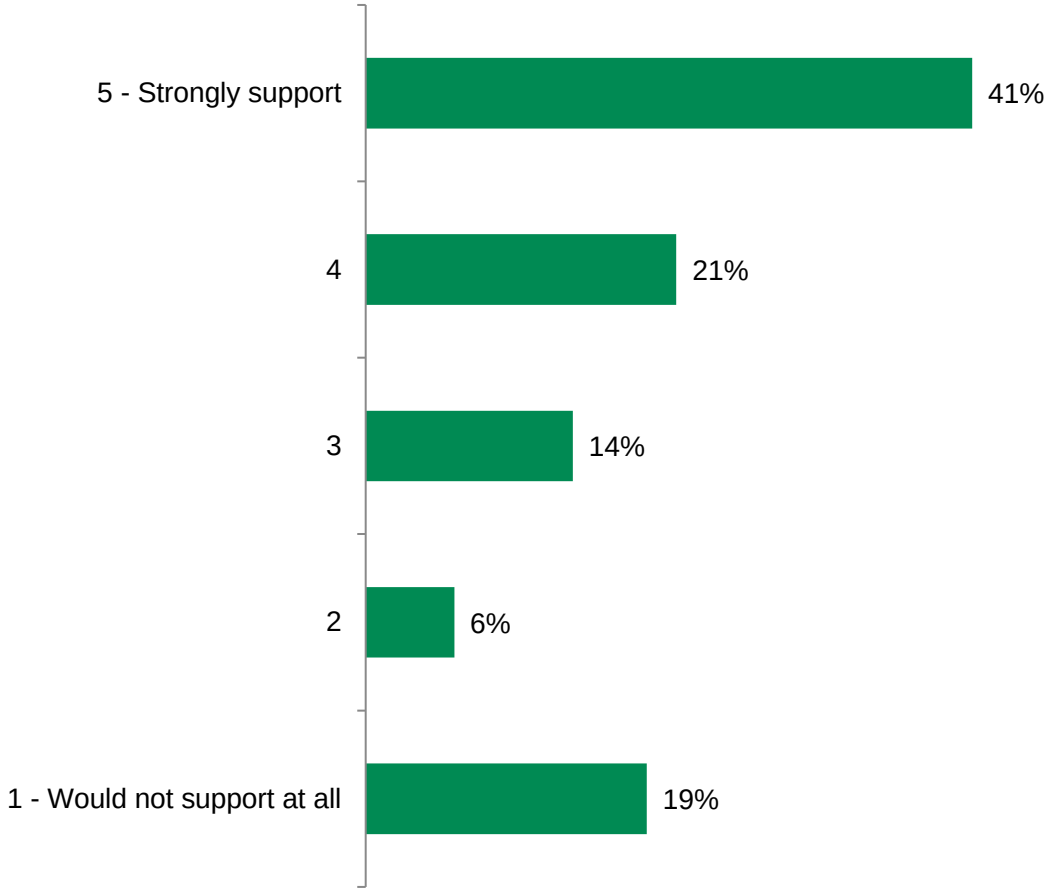
Almost half of the respondents do not know or did not have a response for what VEC should do to help more members transition to driving an electric vehicle. Of those able to provide an answer, having more charging stations or locating stations, financial incentives and subsidies, and education and information are mentioned most often. Seven percent say that the co-op should not do anything. A full listing of responses can be found in Appendix C.



Although fully six in ten indicate they would support VEC offering a special rate structure for EV charging, approximately one-fifth say they would not support that at all, giving the lowest rating of "1". Those more satisfied with VEC overall, those paying lower monthly electric bills, those with more formal education, and more affluent members are more likely to support VEC offering a special rate structure.

How Strongly Would Support VEC Offering Special Rate Structure For EV Charging

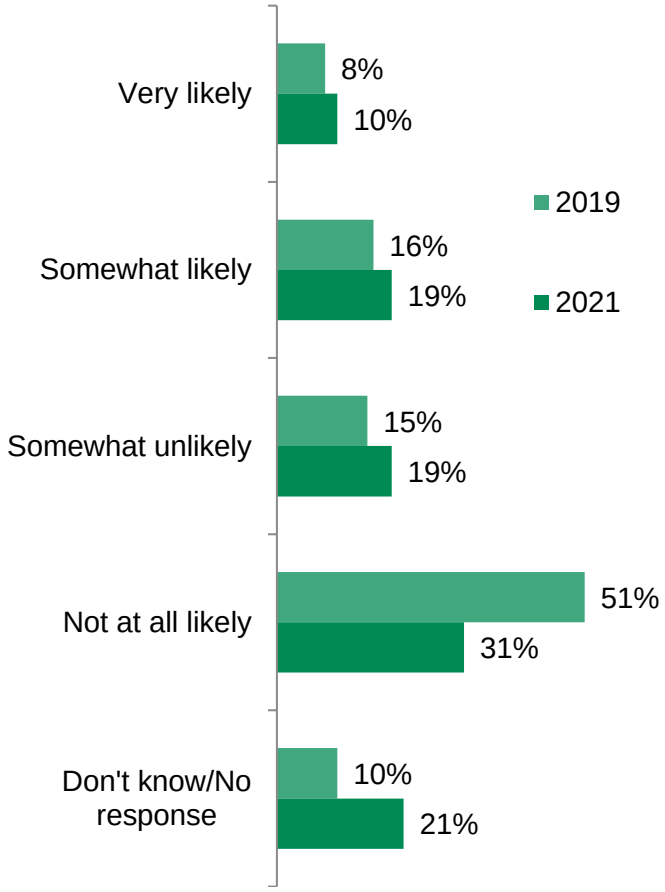
Mean = 3.59



Similar to the purchase or lease of a plug-in electric vehicle, approximately three in ten say they are very (10%) or somewhat (19%) likely to purchase or lease on-site back up battery storage for their home in the next 5 years. This is significantly higher than in 2019.

Newer members, those living with at least one other person, homeowners, those who are currently employed, those who are not married, and more affluent members are more likely than their counterparts to say they are likely to purchase on-site back up battery storage.

Likelihood of Owning/Leasing On-Site Back Up Battery Storage For Home in Next 5 Years

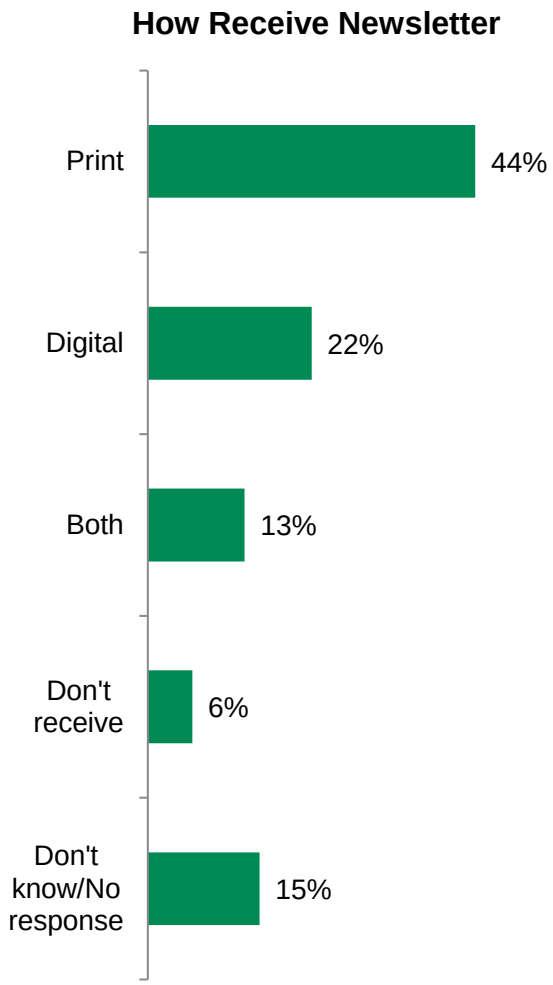


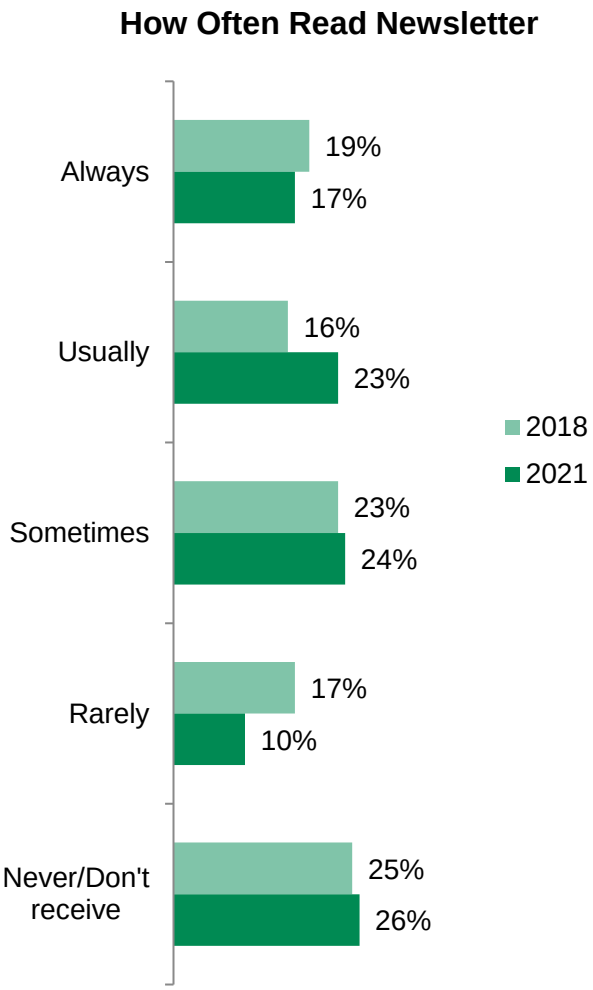
Communication

Fifty-seven percent of the members say they receive the print version of the *Co-op Life* newsletter and 35% receive the digital version. Four in ten say they always (17%) or usually (23%) read the newsletter. This is consistent with recent studies, although the proportion of members who say they always read the publication is significantly lower than in the studies between 2014 and 2016.

Longer-tenured members are significantly more likely to receive the print version of the newsletter while newer members are more likely to receive the digital version or say they don't receive it. This is similar for age – older members are more likely to only receive the print version and younger member are more likely to not receive it. Those less satisfied, those who are currently employed, and those who are not married are also more likely than their counterparts to say they don't receive the newsletter.

Longer-tenured members, those more satisfied with VEC, older members, homeowners, retired members, and those who are married are more likely than their counterparts to say they always read the newsletter.



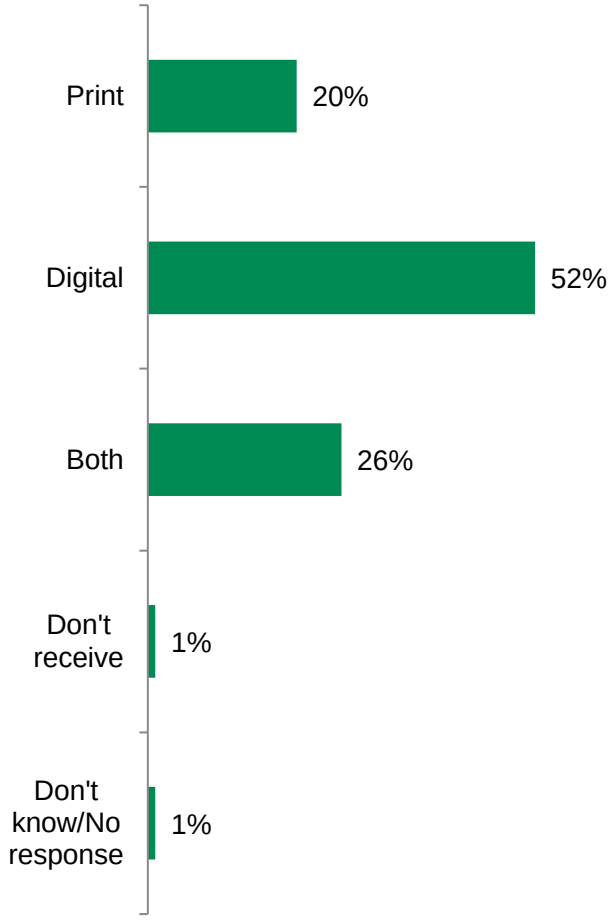


Forty-six percent of the members say they receive the printed version of their electric bill and 78% receive their bill digitally. Almost half say they always (18%) or usually (30%) read the inserts that come with their bill.

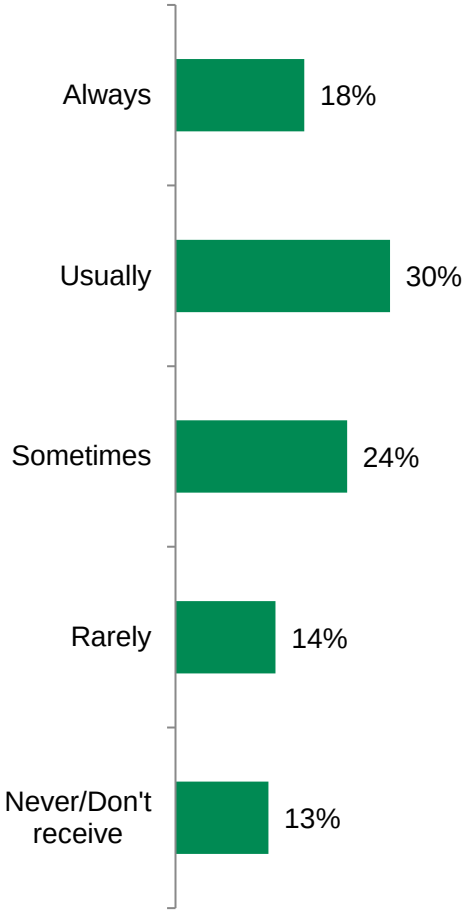
Similar to receiving the newsletter, longer-tenured members and older members are significantly more likely to receive only the printed version of their electric bill. Younger members are significantly more likely to receive their bill both digitally and in print.

Both newer (2 years or less) and longer-tenured (20 years or more) members are most likely to say they always read the bill inserts.

How Receive Electric Bill



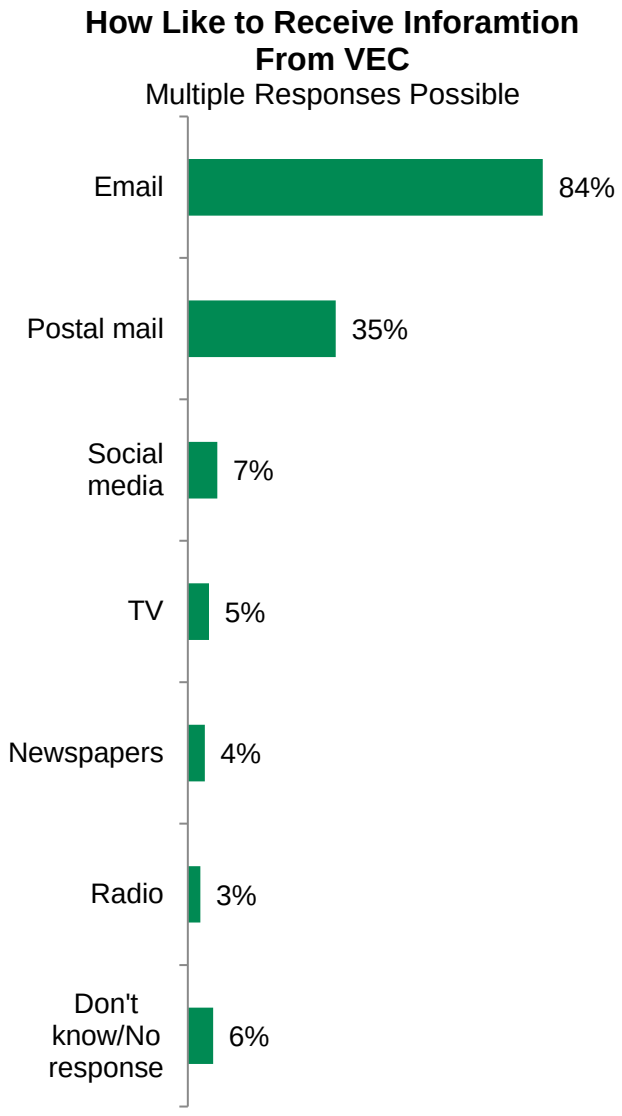
How Often Read Bill Inserts

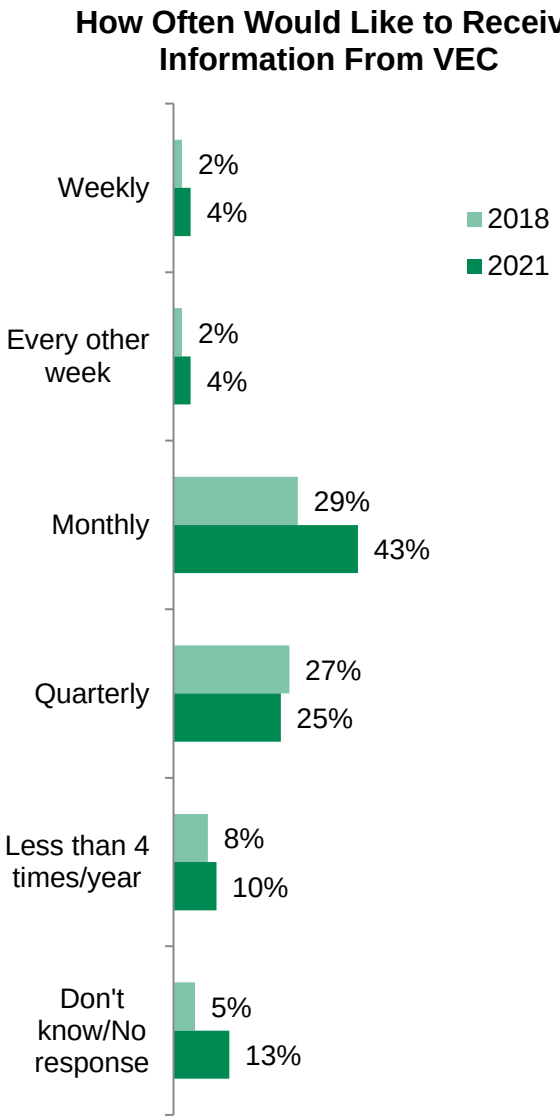


Members prefer to receive information from VEC by email and to receive it monthly.

Those more satisfied with VEC overall, those with more formal education, and more affluent members are significantly more likely than their counterparts to prefer email while longer-tenured members, older members, and retired members are more likely to prefer postal mail.

Those living alone or with one other person are significantly more likely to prefer monthly communication while those living with at least one other person are more likely to prefer more frequent communication. There are few other consistent differences between member segments.





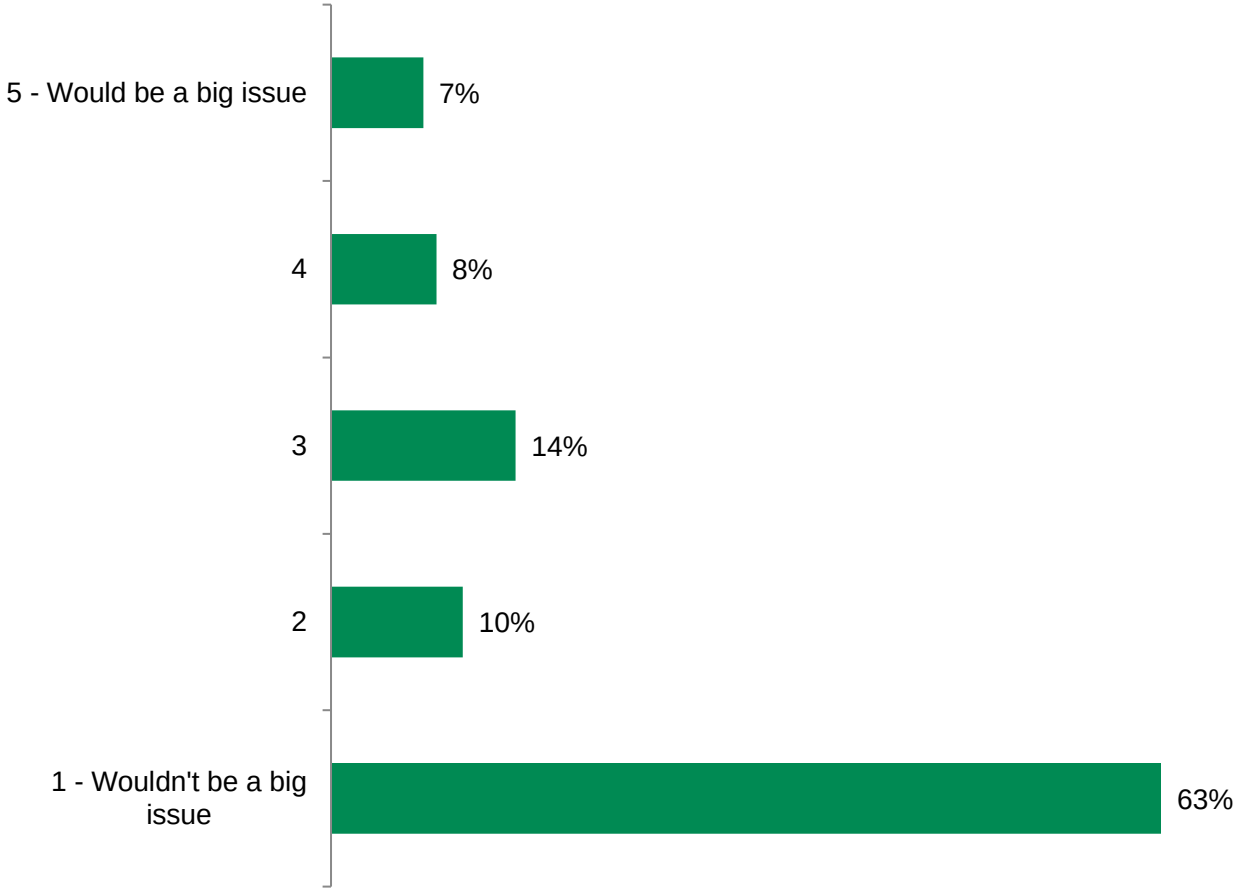
Note that in 2018, "never" was included as a response option for how often members would like to receive information from VEC. Twenty-eight percent gave this response. This was not included as a response option in 2021.

The majority of members say that it would not be a big issue if they had to make an appointment to meet in-person with VEC office staff. Just 7% indicate it would be a big issue for them.

Those who are less satisfied with the co-op and those paying higher monthly electric bills are significantly more likely than those who are more satisfied or those paying lower electric bills to indicate that making an appointment would be an issue for them.

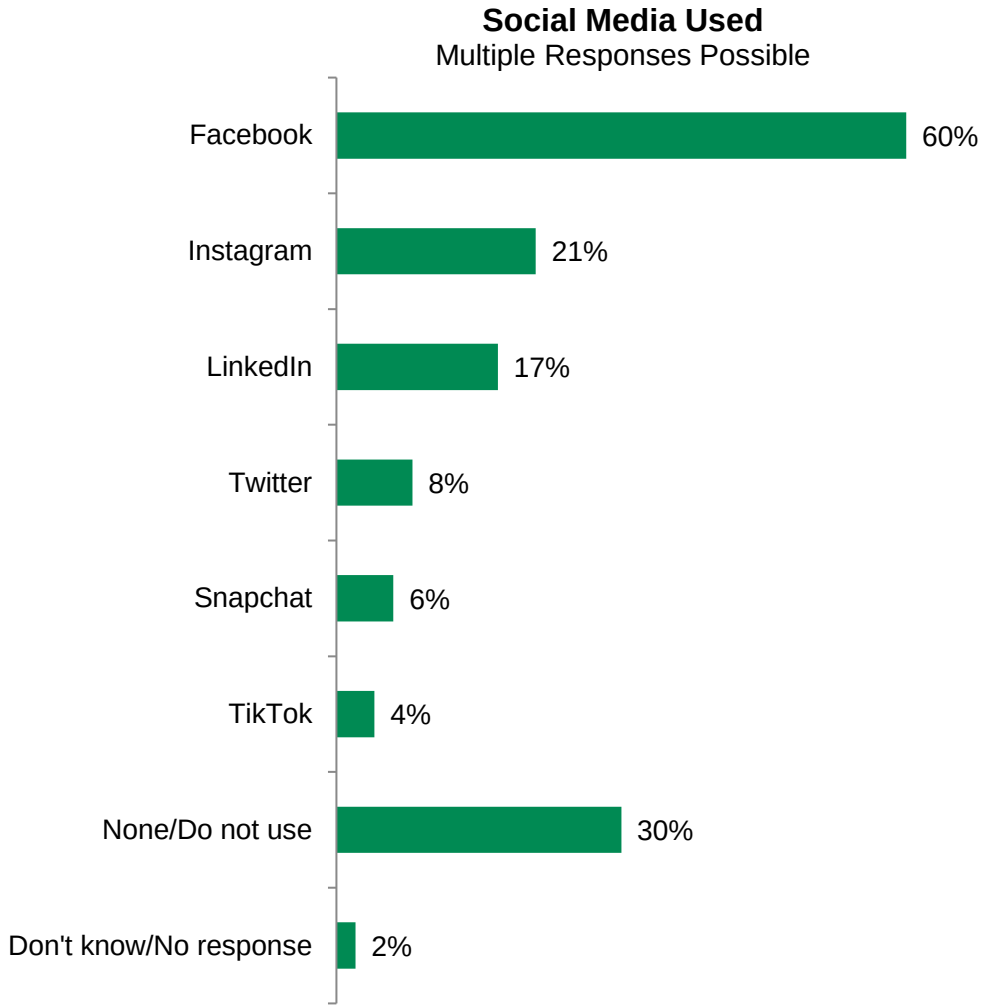
How Much of an Issue Would it be to Make Appointment to Meet In-Person With VEC Office Staff

Mean = 1.86



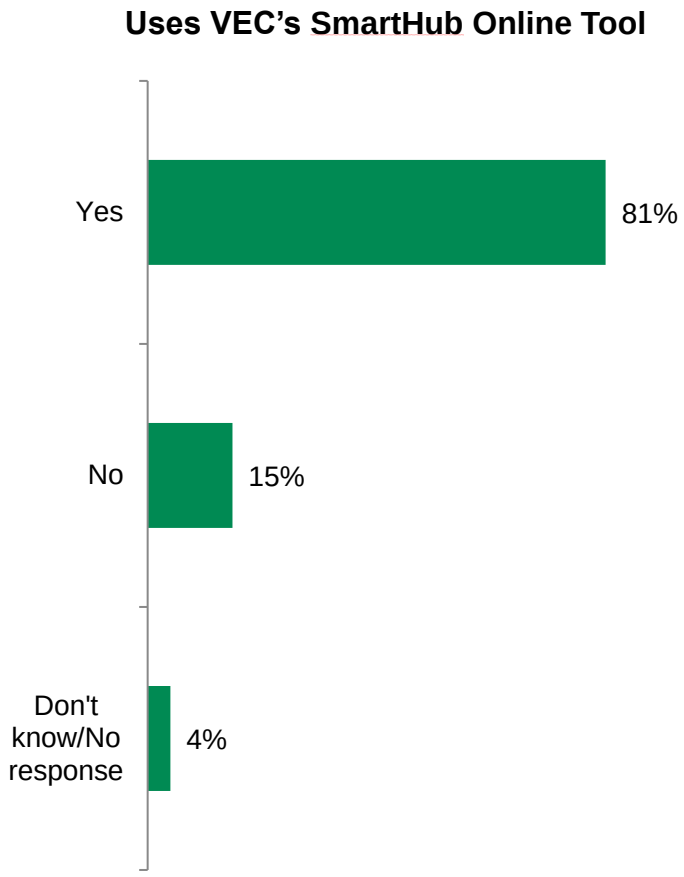
Two-thirds of VEC's members say they use social media, most often Facebook. Not surprisingly, the use of social media is significantly higher than it was in the studies between 2014 and 2016. Newer members, younger members, those living in larger households, those who rent their home, those paying higher monthly electric bills, those with less formal education, and those who are currently employed are significantly more likely than their individual counterparts to use social media.

Those who use social media by far use Facebook the most (79%). This is also true for each individual member segment. However, there are member segments that are significantly more likely than their counterparts to use Facebook most. These include longer-tenured members, older members, retired members, married members, those without children in the home, and less affluent members (especially those with household income between $30,000 and $99,999).



Fully eight in ten members use VEC's SmartHub online tool. Younger members, those living in larger households, those who are currently employed, and those who are not married are more likely than their counterparts to use SmartHub.

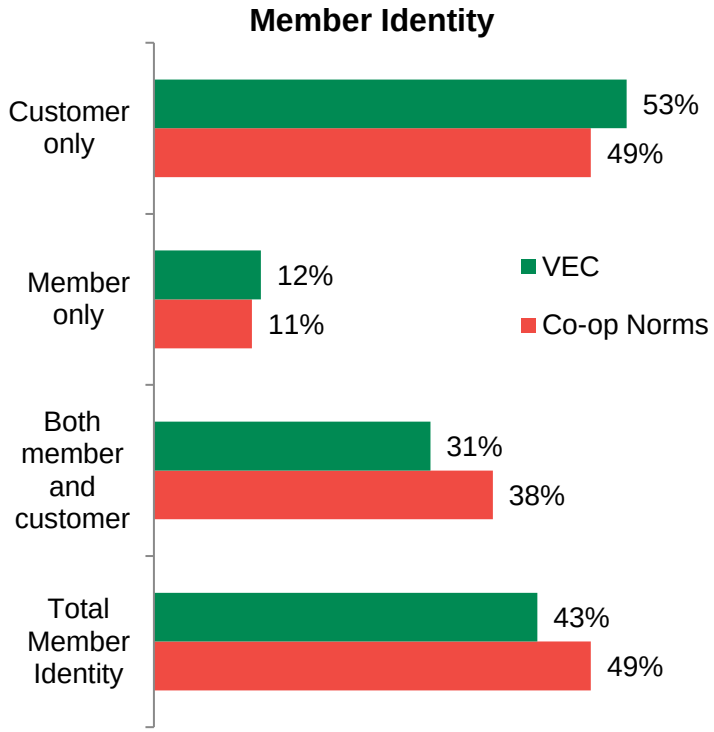
Members who do not use SmartHub say they don't use it because they dislike the internet or don't use it or they don't know about SmartHub. A full listing of responses can be found in Appendix C.



Co-op Membership

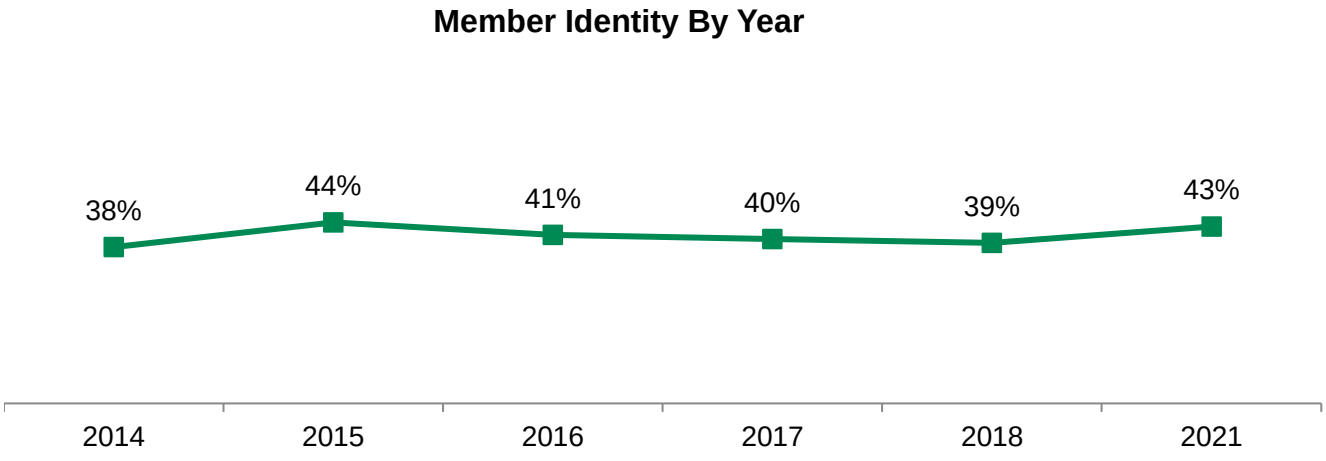
Forty-three percent view themselves as a member of the co-op as opposed to feeling like a customer. That is, they view themselves as a member/owner (12%) or both a member/owner and a customer (31%). This is consistent with previous studies but lower than the Co-op Norms.

Longer-tenured members, those more satisfied with VEC overall, older members, those living alone or with one other person, homeowners, those with more formal education, and retired members are significantly more likely than their individual counterparts to have member identity.



Those with member identity are significantly more satisfied with the co-op than are those who view themselves as a "customer" and give significantly higher ratings on all of the performance attributes. They are also more likely to receive the newsletter in print form, always read the newsletter and bill inserts, sponsor solar panels in VEC's Co-op Community Solar program, already have a plug-in electric vehicle, feel that it is important for utilities to provide power from solar and hydro, feel that it is important to receive renewable and carbon free energy, and be aware they may receive a member capital allocation.

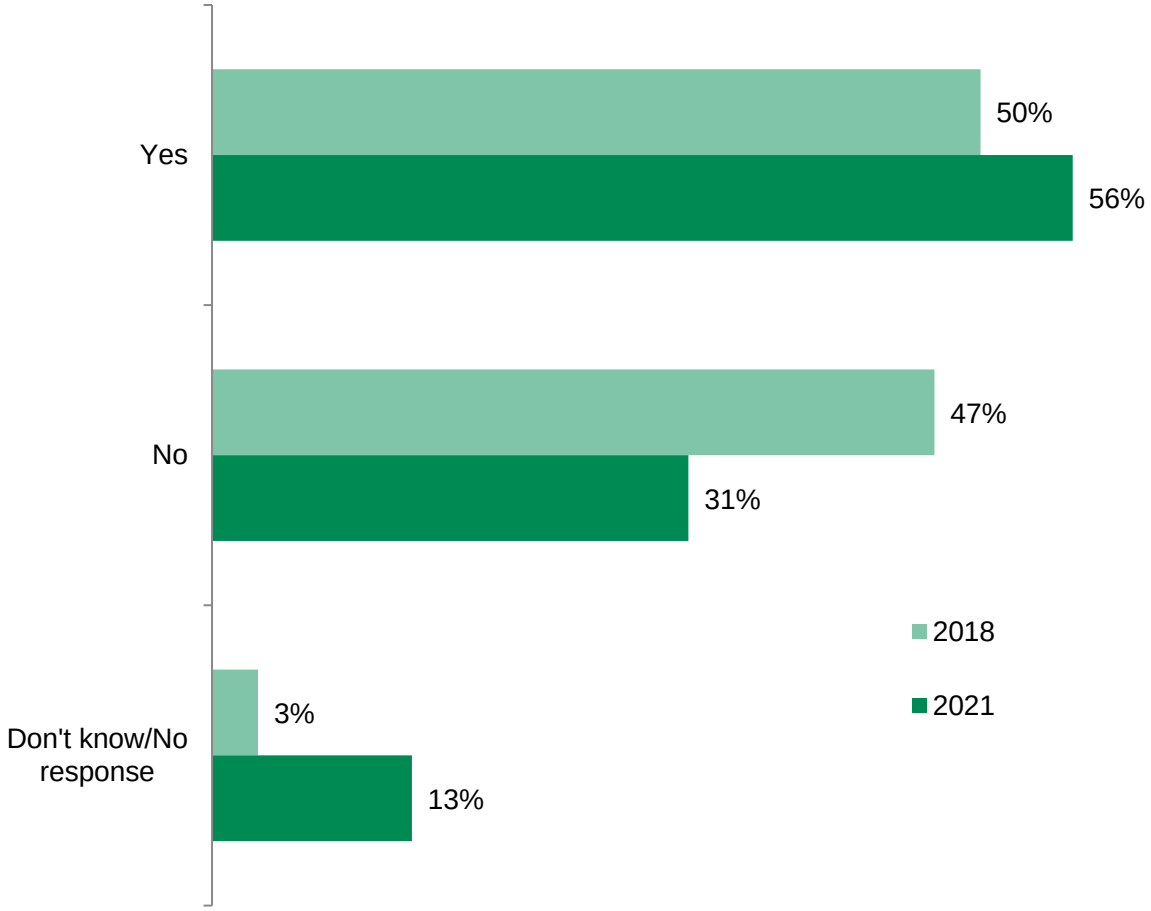
However, they are less likely to use social media.



A majority of members are aware they may receive a member capital allocation as a member of VEC nonprofit cooperative. Awareness has increased significantly from the 2018 study.

Longer-tenured members, those who are more satisfied with VEC, older members, homeowners, those with more formal education, retired members, and those who are married are significantly more likely than their counterparts to be aware they may receive a member capital allocation.

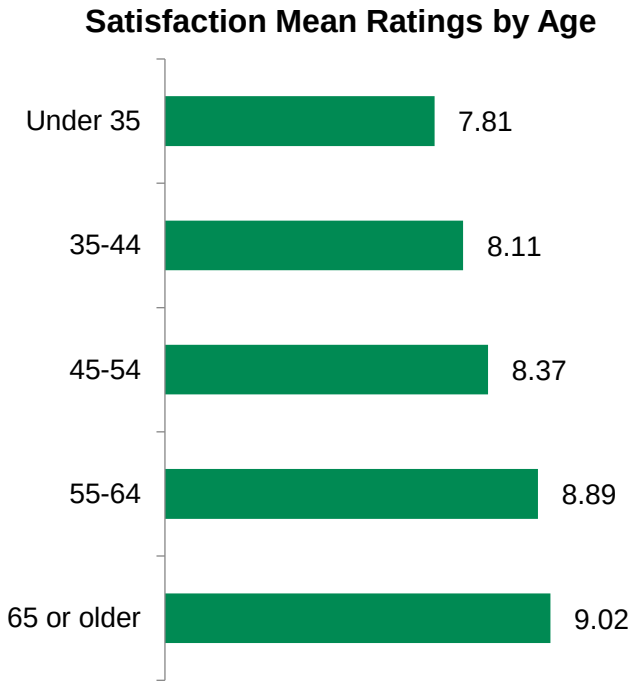
Aware as Member of VEC Nonprofit Cooperative, They May Receive a Member Capital Allocation



Member Demographics and Segmentation

On average, VEC members are approximately 57 years of age* and have household income of approximately $71,400. The vast majority own their home and 51% are married. While most of the members have lived in their home for at least 10 years, 20% have been in their home for 2 years or less. Almost six in ten have not pursued additional education after high school*. (Asterisked items are based on the head of household.) Appendix A contains tables that break down all of the information obtained in the demographic data append.

Overall satisfaction increases as age increases. Differences are significant between those who are under 55 and those who are 55 or older. Those living alone or with one other person, those paying lower monthly electric bills, retired members, and more affluent members are also significantly more satisfied than are their individual counterparts.



These segments also tend to give higher ratings on the service performance attributes, with most of the differences being statistically significant.

In addition to giving higher satisfaction and attribute ratings, older members are significantly more likely than younger members to:

- Receive *Co-op Life*, get it in the printed version, and always read it
- Receive their electric bill only in printed form
- Prefer information from VEC through postal mail
- Sponsor solar panels in VEC's Co-op Community Solar program
- Support VEC offering a special rate structure for EV charging
- Feel they are a member of VEC and be aware that as a member, they may receive a member capital allocation

Conversely, younger members are significantly more likely to:

- Receive their electric bill in both print and digital form
- Use social media
- Use SmartHub

Members between the ages of 45 and 54 are significantly more likely than both those younger and older to indicate that it is likely they will own or lease on-site back up battery storage for their home in the next 5 years.

With the smaller number of non-residential responses, there are not a lot of statistically significant differences between residential and non-residential members. Therefore, the statements below do not always reflect a significant difference, but are more focused on those differences that may be of interest to the co-op.

- Residential members are more satisfied than are non-residential members.
- The mean rating for the seriousness of inconsistent power quality is the same in both groups. Non-residential members give higher ratings for the seriousness of power outages, regardless of the length of outage. Among both groups, longer outages have the most serious impact.
- Residential members are more likely to receive their bill only in digital form while non-residential members are more likely to receive their bill both digitally and in print.
- Both groups are most likely to prefer email for receiving information from VEC. However, non-residential members are more likely to prefer social media.
- Non-residential members are much more likely to say they are likely to own or lease on-site back up battery storage in the next 5 years. This is one of the few significant differences between the two groups.

Members in District 2 give the highest satisfaction ratings (8.99), significantly higher than those in Districts 5 and 6 (8.60 and 8.48, respectively).

Significant differences in the performance attributes ratings are shown in the table below. In general, those in District 7 give the highest ratings while those in Districts 5 and 6 give the lowest ratings.

Significant Differences in Performance Attributes by District	Highest Ratings	Lowest Ratings
Delivering good value for the money	1, 4	6
Resolving any issues or problems	7	5, 6
Having professional employees	7	2, 6
Demonstrating concern for customers' best interests	4, 7	5
Operating with concern for the environment	1, 7	5
Supporting the local community	4, 5, 7	2
The speed and efficiency of responding to customers	1, 2, 3, 7	6
Courtesy, understanding, helpfulness of employees	4, 7	3, 6
Keeping blinks, momentary outages to a minimum	1, 2, 3, 6, 7	5
Keeping number of longer outages to a minimum	1, 2, 3, 7	5
Reliability of service, frequency of interruptions	1, 2, 3, 6, 7	5
Restoration of power after an outage	1-4, 6, 7	5
Keeping members informed on the status of outages	3, 7	2, 5
Charging reasonable rates	4	6
The monthly service fees	1	6
Providing accurate, easy to understand bills	1	3, 6
Helping members to be more efficient in their use of electricity	7	3, 4, 5, 6

Other Significant Differences by District	Most Likely	Least Likely
Always read *Co-op Life*	6	3, 5, 7
Always read bill inserts	1, 2, 4	5
Prefer postal mail for information from VEC*	1, 6	5, 7
Prefer social media for information from VEC*	3	1, 2, 6
Making appointment for in-person meeting with VEC staff would be an issue	2, 4	1
Sponsors solar panels in VEC's Co-op Community Solar program	7	2, 4, 6
Own/lease plug-in electric vehicle in next 5 years	5	1, 2, 3, 4, 6
Support VEC offering special rate structure for EV charging	5, 7	1, 2
Own/lease on-site back up battery storage for home in next 5 yrs	5	1, 2, 3, 7
Wind power important	5, 6, 7	1, 2
Solar power important	5, 6	1, 2
Hydro power important	6	5
Natural gas power important	1	3, 5
Nuclear power important	1	4, 5
Low cost energy important	1, 2	5
Receiving power from renewable energy generated locally	3, 4	5, 7
Receiving carbon free power generated locally	4	5
Receiving carbon free power generated in-state	4	2, 5
Aware may receive member capital allocation	4, 5	1, 2, 6, 7
65 or older	1, 7	4, 5
Live alone	1	5, 6
Work full-time	4, 5	1, 7
Electric bill $100 or less	1, 2	5
Rent home	2	All others

*However, note that the overwhelming majority of each district prefer email (more than 80%).

Verbatim Comments

At the conclusion of the survey, members were given the opportunity to share any comments, concerns, or questions they had. Fifty-seven percent of the respondents offered input.

Among those who commented, the following table provides a breakdown of the subjects mentioned and the number of comments that were positive, negative, or neutral. A full listing of comments can be found in Appendix C.

Subject/Topic	Total # Comments	Positive	Negative	Neutral
Operations/Engineering	186	136	32	18
Overall Satisfaction	112	109	1	2
Rates/Fees	96	16	68	12
Renewable Energy	88			
Member Service/Communication	62	42	15	5
Management/Board	56	33	9	14
EV/Battery Storage	40	0	8	32
Co-op Membership/Member Identity	25	11	7	7
Internet	22	1	0	21
Energy Efficiency/Efficiency Vermont	20	2	5	13
Newsletter/Electronic Media	11	8	1	2
Additional Services	11	2	3	6
Billing/Finance	11	1	4	6
Community Support	2	1	1	0

APPENDIX A: Member Demographics

Residential Member Demographic Profile
Full Membership
Data Source: Acxiom Corporation

Head of Household Age Ranges	%
18 to 35	10%
36 to 45	15%
46 to 55	20%
56 to 65	25%
66 or Older	31%
Total	100%
Estimated Avg. Age	**57.2**

Estimated Household Income	%
Less than $50,000	39%
$50,000 - $74,999	24%
$75,000 - $99,999	14%
$100,000 - $124,999	8%
$125,000 or more	15%
Total	100%
Estimated Avg. Income	**$71,353**

Home Ownership	%
Own	89%
Rent	11%
Total	100%

Marital Status	%
Married	51%
Not Married	49%
Total	100%

Years at Residence	%
2 years or less	20%
3 to 5 years	12%
6 to 9 years	13%
10 to 14 years	18%
15 years or more	38%
Total	100%
Estimated Avg. Residency	**13.3**

Head of Household Education Level	%
High School	57%
College	26%
Graduate School	17%
Total	100%

Household Size	%
1 person	30%
2 people	33%
3 to 4 people	30%
5 people or More	7%
Total	100%
Estimated Avg. Household Size	**2.4**

Adults in the Home	%
1 adult	49%
2 adults	34%
3 adults	11%
4 or more adults	6%
Total	100%
Estimated Avg. No. of Adults in the Home	**1.8**

Children in the Home	%
None	64%
One child	28%
Two or more children	8%
Total	100%
Estimated Avg. No. of Children in the Home	**0.5**

Age Ranges Present in the Household (multiples possible)

Age Present in Household	%
Adults 18-24	5%
Adults 25-34	13%
Adults 35-44	18%
Adults 45-54	23%
Adults 55-64	31%
Adults 65-74	26%
Adults 75 or Older	19%

Oldest Adult Age Present	%
Adults 18-24	1%
Adults 25-34	6%
Adults 35-44	12%
Adults 45-54	17%
Adults 55-64	24%
Adults 65-74	22%
Adults 75 or Older	19%

Youngest Adult Age Present	%
Adults 18-24	5%
Adults 25-34	12%
Adults 35-44	16%
Adults 45-54	17%
Adults 55-64	21%
Adults 65-74	18%
Adults 75 or Younger	11%

APPENDIX B: Key Driver/Factor Explanation

Factor Analysis

Factor analysis was used to reduce the many service attributes rated in the survey to a core set of issues. This analysis shows how consumers subconsciously think about or group the many different performance attributes. Four factors were found and named Member Service, Electric Service, Electric Cost, and Payments and Bills.

The performance quality attributes that make up each factor are listed below in order of the performance attribute most related to the factor down to the attribute least related to the factor.

Member Service Factor

- The courtesy, understanding and helpfulness of employees to your inquiries or problems
- Having professional employees
- The overall customer service provided
- Resolving any issues or problems
- Demonstrating concern for customers' best interests
- The speed and efficiency of responding to customers
- Operating with concern for the environment
- Communicating with members and keeping them informed
- Supporting the local community

Electric Service Factor

- Keeping the number of longer outages to a minimum
- The reliability of service and frequency of interruptions
- Keeping blinks and momentary outages to a minimum
- The restoration of power after an outage
- Providing consistent voltage without surges or brownouts
- Keeping members informed on the status of outages

Electric Cost Factor

- Helping customers keep bills as low as possible
- Charging reasonable rates
- The monthly service fees
- Helping members to be more efficient in their use of electricity

Payments and Bills Factor

- Having convenient payment options
- The accuracy of meter reading and billing
- Providing accurate and easy to understand bills

Key Driver Analysis

To help determine where expectations are and are not being met for co-op members, we calculate importance scores for the factors and attributes. The importance scores were derived using the beta scores from a regression of the factors and attributes on overall satisfaction. What we are looking for is significance. If a factor or attribute is positively significant, it has a positive relationship with satisfaction. If the factor/attribute receives a high rating, overall satisfaction also receives a high rating. That is, the more a factor or attribute influences overall satisfaction, the higher its importance score. Factors and attributes that are found to be significant in the regression are labeled as key drivers of overall satisfaction and shown in the figure.

A separate analysis was done to find the key drivers of value among residential members of Vermont Electric Cooperative. Rather than regressing the factors and attributes on overall satisfaction, they were regressed on the attribute "delivering good value for the money." The key drivers of value are shown in a separate figure.

What would be the main reason you don't sponsor solar panels?

Cost. (26 mentions)

Didn't know about it. (8 mentions)

Not interested. (7 mentions)

Have my own. (6 mentions)

I have my own. (6 mentions)

Money. (5 mentions)

Money. (5 mentions)

I have my own solar panels. (4 mentions)

Too expensive. (4 mentions)

We have our own. (4 mentions)

Up front cost. (3 mentions)

I rent. (3 mentions)

Not enough information. (3 mentions)

I rent. (3 mentions)

I don't know anything about it. (3 mentions)

Not enough information. (3 mentions)

$. (2 mentions)

Can't afford it. (2 mentions)

Didn't know I could. (2 mentions)

Don't know much about it. (2 mentions)

Don't know about them. (2 mentions)

Don't know about this. (2 mentions)

Don't know how. (2 mentions)

Have our own. (2 mentions)

Reason Don't Sponsor Solar Panels (continued)

Haven't really looked into it. (2 mentions)

I don't know what that is. (2 mentions)

Initial cost. (2 mentions)

Location. (2 mentions)

Never looked into it. (2 mentions)

Never thought about it. (2 mentions)

Not aware of it. (2 mentions)

Not aware of the program. (2 mentions)

Not cost effective. (2 mentions)

Initial cost. (2 mentions)

Location. (2 mentions)

Never looked into it. (2 mentions)

Never thought about it. (2 mentions)

Not aware of it. (2 mentions)

Not aware of the program. (2 mentions)

Not cost effective. (2 mentions)

Our age. (2 mentions)

Price. (2 mentions)

Seasonal customer. (2 mentions)

They are ugly. (2 mentions)

Too old! (2 mentions)

Why would I? (2 mentions)

Additional cost to me.

Reason Don't Sponsor Solar Panels
(continued)

After reading the literature I did not feel it was cost effective for my situation. Just too expensive for the benefits I would receive. It would be helpful if VEC could make sponsoring solar more affordable and offer more help with green options for residential customers. Perhaps more community outreach to make customers aware of their options?

Age- expense.

Age.

Already had an array on the roof and own additional panels in a private cluster in Alburg. Not sure if these are considered part of the program.

Already have my own solar and the cost is too high to add the community system on.

Already have them on another house.

Already own two arrays.

Am a cottager.

Am running behind on things like donations right now.

Apparently, it is a big boondoggle.

At Smugglers Notch Resort we have them on home property. Great!

Bad salesperson.

Because net metering by private solar owners has been decreased intentionally.

Because they are not available to me in my area.

Because we have solar panels on our roof.

Break-even point too far out.

Can't afford at this time. But we are very pleased that VEC uses solar power!

Can't afford the upfront cost.

Can't afford them.

Can't afford to. I am on a fixed income.

Can't afford to. They could build some solar panels in my old unused fields or put few wind towers up on the hill. I suggested this few years ago.

Reason Don’t Sponsor Solar Panels
(continued)

Cause I don't know anything about them, plus how will it help with getting my bill down?

Climate change is not a threat.

Considering getting my own.

Considering having my own.

Considering installation of home solar panels.

Cost and I don't live here in the winter months and Vermont doesn't get a lot of sunshine.

Cost and space.

Cost and value for dollar.

Cost doesn't quite work out for us. Not sure how long we will be remaining in Vermont.

Cost for retires. Return on investment poor.

Cost to benefit. Long term savings is tough for a large upfront investment. Might not stay in the area long enough to mature.

Cost to convert and utilize solar.

Cost too much.

Cost, also would like battery back up like GMP.

Cost, at my age I am not interested in accumulating debt.

Costs not convinced in saving and performance.

Couldn't afford it.

Currently have our own solar panels at the house.

Did not know about this option.

Didn't know about it, I guess.

Didn't know what that means.

Didn't know.

Do not agree with concept.

Reason Don’t Sponsor Solar Panels
(continued)

Do not know much about them; they are ugly on the landscape.

Do not like solar.

Does “sponsor” mean involved financially? Favor idea and VEC involvement.

Doesn't lower my cost.

Doesn't seem cost-effective at this time.

Don’t understand how it works.

Don't care for it.

Don't consider solar a good geo-friendly option.

Don't fully understand how the system works, how or why?

Don't have the money to.

Don't have the money, and low return on the investment.

Don't have the money.

Don't know about the program.

Don't know about this possibility.

Don't know anything about it.

Don't know anything about it; never heard of it.

Don't know enough about it.

Don't know enough about the process and cost.

Don't know enough about the program.

Don't know the program.

Don't know what it's about.

Don't know whole lot about it.

Don't like the looks of the larger groups of solar panels.

Reason Don’t Sponsor Solar Panels (continued)

Don't like them.

Don't need to.

Don't own my home.

Don't see a benefit to me.

Don't see the advantage.

Don't want them on our roof.

Don't want to.

Economically unattractive.

Email program information.

Expense.

Extra cost. Bill is already too high.

Finances.

Financial resources.

Funds needed for other budget items.

Good idea but for younger users.

Harnessing the sun's power is fantastic and wise, but I'm not sold on the current technology being non-toxic. The waste stream of the batteries for Solar Panels and Electric Cars is not good for the environment.

Have a share of solar array through SunCommon.

Have home solar panels.

Have my own panels.

Have my own solar array and use net metering.

Have my own solar panel installation; will consider sponsoring panels if my usage increases.

Have not had time to research.

Have not kept informed on this matter.

Reason Don’t Sponsor Solar Panels
(continued)

Have not yet seen figures showing they benefit me financially. Not in a position to Invest: retired, fixed income.

Have our own panels on roof.

Have our own solar panels at our home.

Have our own solar.

Have owned solar panels on home.

Have panels on garage roof.

Have panels on our roof that we own.

Have roof mounted array.

Have share in a SunCommon community array. Is this the same thing?

Have solar panels on house.

Haven’t' bothered.

Haven't been asked, don't know about the program.

Haven't done my research on it yet.

Haven't gotten around to it.

Haven't heard about it

Haven't looked into it.

Haven't really thought about it.

Haven't researched it yet.

High cost of installation.

Holes in roof.

I already have them on my house.

I already own 111 panels in VEC-1 in Alburgh.

I am a seasonal resident.

Reason Don’t Sponsor Solar Panels
(continued)

I am already a CSA member with SunCommon.

I am losing my house to foreclosure and cannot make long term investments.

I am not aware of this as an option in Newport.

I am not clear on the cost/ benefit to me.

I am too old.

I am trying to get more information as to whether I should build my own or join your program.

I am uninformed about solar panels.

I believe the sun doesn't shine enough in Vermont and the equipment is too expensive and the pay back to put in the grid is a joke and it's ugly. Wait until you have to re-do the shingles and move that stuff around.

I bought my own in 2011. I'm not sure what you mean by "sponsoring" solar panels.

I bought my own.

I didn't know you could do this...how much?

I do but not through VEC.

I do not believe it gives useful returns.

I do not have enough information on it.

I do, but in SunCommon's program.

I don’t know what it is.

I don’t like the aesthetics look that solar power grids due to the country/land. I don't like the giant windmills either.

I don't have any information on it and haven't done research as of yet.

I don't know about the program.

I don't know anything about it.

I don't know what it means to sponsor solar panels.

I don't know what that means “sponsor solar panels”.

Reason Don’t Sponsor Solar Panels
(continued)

I don't know what this program is. I want my own solar panels but not sure if the co-op will help with that.

I don't know what you mean by sponsor solar panels.

I don't like that my credits go away if I don't use them after a year

I don't really think about it.

I don't understand the benefit.

I guess I don't know anything about it or how much it would cost.

I guess I would say I haven't looked into the solar panel program.

I guess we haven't really discussed it.

I had a difficult time “going solar” as a homeowner, however, as the school board chair for the local school, I recommended and voted for participation in a solar coop but none of our help in doing so care through VEC.

I have a low bill (often under $65) and it does not seem worth it. And I am in my 70's so not sure how long I will reside at my current location.

I have a solar panel installation on my dairy farm.

I have a very low electric bill.

I have already purchased solar panels through CEC roofless solar program.

I have my own and net metering.

I have my own panels on my home.

I have my own panels.

I have my own panels. That's an issue I have with the COOP, I feel the coop could do more to promote members having solar set ups and contributing. I found the process rather tedious and difficult to maneuver. In a true cooperative I would expect support to do everything possible in furthering non-carbon renewable power generation.

I have my own, roof-top solar panels.

I have never seen a statement on total dollars spent (including government subsidies) vs payback. I feel like we are putting old panel technology w/o considering cost of removal when they deteriorate.

I have no idea what you are talking about.

Reason Don’t Sponsor Solar Panels
(continued)

I have no information on solar panels sponsorship.

I have panels at my house.

I have rooftop solar.

I have solar on my home and have a lot invested in that, which doesn't leave a lot of extra $ to fund other programs at this time. If VEC offered a program similar to GMP to help offset the cost of solar and Tesla powerwalls (which I also have), I would have the means to support this type of program.

I have solar panel thru another company that is applied to my electric bill.

I have solar panels myself.

I have solar panels on my house.

I have solar panels on my residence.

I have solar panels but considering sponsoring as we currently use all of our credits for heating.

I have them on my own roof.

I have to sponsor my own solar panels.

I haven't researched the opportunity.

I keep forgetting to sign up!

I know nothing about the program.

I live alone, making my monthly bill reasonable.

I only have a camp and do not use enough electricity to justify sponsoring solar panels.

I own my own panels at home.

I own my own solar panels.

I own solar panels on my property.

I own solar panels.

I prefer residential solar.

I prefer wind. I don't want solar panels on my roof. I would love to have a small wind tower in my backyard.

Reason Don’t Sponsor Solar Panels
(continued)

I purchased and installed my own solar panels.

I rent and do not own any property.

I want solar to get off the grid and for emergency power stored in batteries. The last time I checked batteries weren't allowed.

I want to own my own solar panels.

I wasn't aware of it. Likely my fault :)

I would actually be interested in looking into this again!

I would be gone when I start getting my investment back.

I would like to have an option to have my own solar panels.

I’m not even sure what this means.

I'd like to have my own, however we don't currently use much power since it is our camp, cost to benefit isn’t quite there.

I'm my parents' guardian and while I actively take care of their affairs, I live in Hawai'i and sometimes am not completely in touch with what's happening in Vermont.

I'm not sure what that is about.

I'm poor?

I'm too old to make it financially worthwhile.

I'm waiting for one more breakthrough to increase solar panel efficiency.

Ineligible for rebate programs.

Initial expense is very high. I signed up one year and it took a long time to complete the solar panels, such that I opted out before they were complete.

Initial investment.

It honestly doesn't seem like a good deal for a homeowner.

It is not an efficient or best use of my money allocated to electricity. I would prefer VEC sponsor or support customers point-of-use installation of solar panels.

It's a rip off. Net metering should be paying the wholesale price, not the retail price.

Reason Don’t Sponsor Solar Panels
(continued)

I've heard they are not worth it. Don't want my house damaged.

I've looked at on my property but to costly or to long payback period, haven't really looked at off site.

Just became a new customer and just own a summer cottage.

Just bought my home.

Just choose not to.

Just don't.

Just have not found the extra cash to do so.

Just haven't looked into it yet.

Know nothing about it.

Lack of detailed information about it.

Lack of incentives.

Lack of information on benefits.

Lack of information.

Lack of knowledge; not sure how it would help me.

Lack of money.

Lazy.

Life span barely covers cost.

Live in a condo.

Long term expense relative to benefit.

Longevity and price.

Might get my own.

Mobile home parks.

My age and low use of electricity.

Reason Don’t Sponsor Solar Panels (continued)

My electric bill isn't high.

Need more info and time to consider options.

Never considered.

Never heard of it.

Never looked into the program.

Never tried to check it out.

New customer. Not interested at the moment.

New.

No Available funds for donations.

No clue about this.

No extra money.

No information.

No interest in program.

No particular reason. Just never looked into it.

No pay back.

No special reason. Don't own my home anymore.

No time to look into whether it's a good return for me or not.

None in Island Pond.

Not a big enough savings to make a difference.

Not at property full time and it would not help my bill at this time.

Not aware of the option, benefits or cost.

Not aware.

Not convinced it is worthwhile, have little spare money.

Reason Don't Sponsor Solar Panels
(continued)

Not cost effective in my case...there is no way to cost effectively store the power so that one becomes self-sufficient. excess that goes to the grid should be credited to the solar panel owner's electricity account.

Not economical.

Not eligible.

Not enough facts on cost reduction.

Not enough payback and too much investment for a normal family.

Not enough room.

Not familiar with this. Do not have solar panels.

Not familiar.

Not fully informed.

Not here long enough. Just summer.

Not in our small budget.

Not informed?

Not interested at this time.

Not interested would rather own my own.

Not interested. Fixed income.

Not really local.

Not really sure what it means to sponsor solar panels. I do have my own solar panels.

Not sold on their value.

Not sure about the process.

Not sure how it benefits individuals and not really a full understanding of how it works. I have now retired so $$$$ are very tight.

Not sure how this would affect selling the house, or having the roof repaired. The cost of ownership.

Not sure how to do this and how much extra I would have to pay to support your solar fields.

Reason Don’t Sponsor Solar Panels
(continued)

Not sure it will ever offset the cost.

Not sure it would be the best financial move for me, though I like the idea of it.

Not sure maybe price or not enough knowledge.

Not sure of the benefit to me.

Not sure of the terms and conditions. don't want someone else to own my roof or the land upon which the panels are installed.

Not sure what it is.

Not sure what this is about.

Not well enough informed.

Not worth the investment

Our units are part of a resort and do not have the rights to install solar at this point.

Overall expense up front does not get justified.

Overpriced/don't believe they make sense in our climate.

Own panels.

Pay too much for electric bill. can't afford any more.

Payback period is too long for us.

Personal solar panel at our home.

Poor investment.

Poor rate of return.

Prefer individual on site at my property if I could afford.

Prefer tidal power and hydro.

Preoccupied with COVID, closed border.

Procrastination/Cost/Lack of Knowledge.

Rapidly changing technology.

Reason Don't Sponsor Solar Panels
(continued)

Really don't know that much about the program (in any great detail).

Remodeling home so may in the future.

Rental.

Return on investment - time to break even.

Rip off.

ROI and GHG reduction is not as impressive as the panel industry portrays.

Saving money.

Seasonal cottage just haven't thought about it much.

Seasonal customer so payback would be long term.

Seasonal property.

Second home and don't really know too much about it. Have solar panel at our home in Hinesburg, so figure we are doing our part.

Site isn't conducive to solar.

Solar is not economically viable, and I believe in the free market determining value. Solar in Vermont is particularly stupid. Arizona would be a different story.

Solar panel farms are ugly. Also, for me to support solar panels, they need to be financially viable without government programs that make them look like a better option than they are.

Solar panels should be self-funded not taxpayer funded.

Sponsor yourself.

Sponsoring elsewhere before Vermont Electric offered them.

Still considering solar usage.

Still new and we are hoping to get our own solar panels soon.

Sugar house is my use, maybe mount my own solar panel sometime soon.

Summer camp: I have solar panels at home.

Reason Don’t Sponsor Solar Panels
(continued)

The cost is astronomical and doesn't benefit lowering my bill in any meaningful way. It honestly seems like a money scam.

The numbers I have seen from VEC do not make a compelling case.

There is no economic advantage to me.

They are a blight on the landscape and do not produce enough power to significantly impact input to the grid, not to mention the majority of the panels are FOREIGN made!!!!

They are huge, expensive, we can't sell the extra so why should I.

They are obtrusive.

They are too damn UGLY. You need to wipe out acres of trees to put them in. Vermont is the green mountain state, that means green with trees. Not solar panels or stupid windmills.

They're not useful at our property.

Thinking of installing own array.

Too costly for my household.

Too expensive and not enough return on investment.

Too expensive AND... UP FRONT COSTS!!

Too expensive for my budget. Sponsoring a solar panel through SunCommon.

Too expensive for now.

Too expensive for our area.

Too expensive for retired ordinary person.

Too expensive for the amount of power I use.

Too expensive to get. I'll be dead before I recover the expense.

Too old to be worth payback time. Money invested elsewhere pays back better.

Too old to make the investment.

Unaware of the program.

Unfamiliar with the program.

Reason Don't Sponsor Solar Panels (continued)

Uninformed, $$$.

Unless we sponsor the panels simply by being part of the coop; we have our own solar panels to take care of.

Unsure about pay back.

Unsure of value to me.

Up front cost. I am not interested in an installment payment plan.

VEC should sponsor solar panels at my house.

Vermont is a STUPID place to use solar panels!!

Want my own on site.

Was able to install solar at my home.

Was not aware of the program and any benefits it may have.

Was not aware of them and this program.

Wasn't aware of them.

We are getting older and the cost benefit is not as tempting as it would be if we were younger and planning farther into the future.

We are planning to install our own solar array.

We are unable to afford it.

We compared owning a solar array to sponsoring. We can recover the cost of owning in 20 years. The financial benefit for us to sponsor long term wasn't there.

We have a solar panel of our own and don't feel the need to make additional investment.

We have one solar tracker. don't really know about program which is probably my fault.

We have our own array.

We have our own panels on our house.

We have our own panels.

We have our own private solar system.

Reason Don’t Sponsor Solar Panels
(continued)

We have our own solar array.

We have our own solar panels installed.

We have our own solar panels.

We have our own solar tracker.

We have our own tracker for several years now and share credits with our family.

We have solar at the house and net meter.

We have solar panels and have been really disappointed with the Co-op's approach the environmentally friendly energy alternative. I have personally called several times looking into storage batteries and other significant initiatives that GMP has been offering for some time now.

We have solar panels at our home.

We have solar panels installed on our roof of our home.

We have solar panels installed on our roof that provide about 1/2 of our annual electricity and looked into supplementing them with community solar but didn't want to invest even more into panels... solar upfront costs are still very expensive. Maybe in the future if the cost comes down more, we'd sponsor community solar.

We have solar panels. Don't know about sponsor.

We have solar power for hot water.

We live in the woods and don’t have enough sunlight.

We may not be staying in this location enough to recoup the cost.

We need nuclear power. I hate windmills and solar farms.

We own our own solar panels.

We purchased panels in Alburgh at the CEC array which predated the VEC array.

We tried to but the power lines were too far from the place where we had the space for them.

Well, I can afford one, so I am not inclined to pay for someone else’s.

What are they?

What control of power availability and usage from panels.

Reason Don’t Sponsor Solar Panels
(continued)

What does that mean?

What I need is a heat pump rebate. We both have hurt our backs and putting ac units in our window is becoming a challenge. It is discriminating against less able body people.

What is benefits?

When I'm ready to invest in solar, it will be for stand-alone, off-grid service for my property.

Why would I sponsor someone else's panels? Didn't know it was an option anyway.

Without a tax break I do not believe there is a positive cost benefit to solar panels. Most material and tech is from China.

Would love to have solar panels - but cost is too much.

Would need more information.

Would rather own my own.

You can’t recycle solar panels or the lithium batteries and there will be big problems when they need to be replaced.

You did not ask me to.

What is the biggest obstacle to you purchasing or leasing an electric vehicle? (Asked if do not already have electric vehicle)

Cost. (68 mentions)

Money. (20 mentions)

Price. (20 mentions)

$$$. (8 mentions)

Charging. (7 mentions)

Not interested. (6 mentions)

Age. (5 mentions)

Don't want one. (5 mentions)

Expense. (5 mentions)

Charging stations. (4 mentions)

Cost of electricity. (4 mentions)

Availability of charging stations. (3 mentions)

Cost and availability of charging stations. (3 mentions)

Charging station availability. (2 mentions)

Cost and range. (2 mentions)

Cost and reliability. (2 mentions)

Cost of vehicle. (2 mentions)

Don't need a new vehicle. (2 mentions)

Financial. (2 mentions)

Initial cost. (2 mentions)

Just not interested!!! (2 mentions)

Mileage. (2 mentions)

Price and reliability. (2 mentions)

Biggest Obstacle to Purchasing/Leasing EV (continued)

Up front cost. (2 mentions)

Vehicle cost. (2 mentions)

$$$. I'm saving up. I think next year or 2023 I'll buy one.

... in Vermont? Too expensive. I need to travel for work and can't sit at a charging station for hours. My solar panels support my household electric and were not designed to support our three adult drivers' cars. It's nice that wealthier people can drop $45,000+ per vehicle, but we are the working lower middle class and it ain't happenin' here.

1. My car is now about 3 years old. I'll drive it into the ground before I buy another -- it could be another 10+ years. 2. I like the traction control of Subaru's. If Subaru comes up with an electric vehicle, I'll think about it. 3. availability of charging stations.

1500 miles.

4-wheel drive electric vehicle availability.

5 years of expected use for current vehicle.

Ability to purchase. Unsuitability for long distance usage.

Ability to travel far in one day. We cannot make it to Vermont from our permanent residence in Virginia with an electric vehicle without taking days to make the trip.

Access to charging stations in Vermont and when traveling.

Access to charging stations.

Access to plug cost of vehicle and electricity.

Access to power.

Added expenses to charging it. My bill is already astronomical as it is.

Affordability.

Affordable, reliable in winter.

Affordable, reliable in winter.

Age (83).

Biggest Obstacle to Purchasing/Leasing EV (continued)

All electric vehicles are fine for down south where it's warm. Here in Vermont I think it's a big mistake unless you want a highbred which I don't. Have fun driving to Boston in an all-electric car in January. Five-hour drive probably a five-hour charge in between 10 hours great drive time!

All electric. Their range.

All-wheel drive.

Already have new vehicles.

Already have two new vehicles.

Also need good ground clearance, AWD, and passenger room for adults in back seat.

Amount of miles to a charge.

As a contractor I require a full-sized pickup.

Availability of charge stations, long-distance travel, cost.

Availability of charging stations in rural Vermont.

Availability of electric trucks.

Availability of something I can afford.

Availability.

Awaiting next vehicle trade cycle. My next vehicle will be an EV.

Back roads in the mountains and winter weather.

Back roads; snow mud, clearance, power and drive train issues.

Batteries are produced in China and I also believe that gasoline is more efficient with more power and less costly.

Battery backup for solar so that the regular power outages don’t burn up the charger/car and other appliances. Cold weather effects on the car batteries are also a concern.

Battery cost when replacement is needed, long trips do not recommend, not knowing where recharging stations are located!

Battery life and charging options.

Battery life, ability to recharge on longer trips. Sustainability of the types of batteries used currently (what happens to them when they die). The value of the car when it is over 5 years old.

Biggest Obstacle to Purchasing/Leasing EV (continued)

Battery longevity. Battery charging. Distance possible to travel.

Battery storage limitations.

Battery technology limitations.

Because, it still requires fossil fuels.

Can't afford a new car right now. And don't know enough about them.

Can't go long distances.

Capital cost of new vehicle.

Carrying capacity, both of passengers and cargo, limited range, charging rates, and vehicle cost. I need a vehicle that meets 110% of my current needs to ensure that I have room for growth. I don't want to have an electric vehicle that meets 80% of my needs in addition to a gas vehicle that meets or exceeds my needs just to get by.

Cars I have run.

Charge point availability.

Charging facility.

Charging hubs.

Charging infrastructures. Ability to link solar panels to home charging port.

Charging it in a convenient manner.

Charging locations and availability.

Charging networks.

Charging options and driving range. Don't really need an extra vehicle at this point and the costs of registration and insurance offset the energy savings. Don't believe we're at a point yet where you can hop into an all-electric vehicle and drive it anywhere you want without risking getting stranded.

Charging options and the cost of charging versus using gasoline.

Charging options.

Charging station access and cost.

Charging stations, fast charging.

Biggest Obstacle to Purchasing/Leasing EV (continued)

Charging stations. Price of vehicle.

Charging time, battery life/performance in winter and high cost of electricity.

Charging, and power living up a mountain.

Climate.

Cold climate battery range. Cost over life of vehicle comparison.

Cold winters, contrary to popular belief, they aren't actually any "greener". Lithium, I'm old enough to remember when plastic bags were going to save all the trees and the environment.

Common sense for our area.

Commuting distance, higher price and not having a charging station at home.

Concern the vehicle might not meet my needs. I have a steep enough driveway and worry that an electric car might not work consistently enough to navigate my driving/driveway needs.

Concerned about long distance travel. Preference for AWD car.

Cost and charging stations, winter performance.

Cost and convenience.

Cost and distance needed to be traveled in an uninterrupted trip.

Cost and distance of mileage on a charge.

Cost and distance travel.

Cost and distance traveled between charges.

Cost and driving range (one car household).

Cost and effect of Vermont cold winters.

Cost and environment we live in.

Cost and how many miles between charges.

Cost and I am not convinced the environmental impact of manufacturing solar vehicles/panels has been fully vetted.

Cost and issues around charging it.

Biggest Obstacle to Purchasing/Leasing EV (continued)

Cost and lack of charging stations in rural areas and shortness of lasting charge when driving distances in rural areas are much longer than in cities.

Cost and lack of charging stations.

Cost and lack of vehicle choice.

Cost and length that batteries can currently run.

Cost and maintenance of vehicle.

Cost and mileage limits.

Cost and my vehicle does not need to be replaced.

Cost and not available in AWD plus no garage or other place to plug in especially in the winter.

Cost and range of current models.

Cost and the fact that once people are dependent on electric cars the electric companies will jack up electricity costs. (Oops - I am not supposed to say that.).

Cost and time required to recharge when traveling.

Cost and where to get power stations when traveling long distances.

Cost at this time.

Cost followed by access to charging.

Cost might consider if Subaru comes out with an affordable one.

Cost of buying auto, then getting rid of the battery.

Cost of electric vehicle.

Cost of electricity compared with traditional fuels.

Cost of new vehicle.

Cost of new vehicle. I like to pay cash for used. Also, concerns about performance of electric vehicles in cold conditions.

Cost of purchase.

Cost of purchasing ANY new vehicle.

Biggest Obstacle to Purchasing/Leasing EV (continued)

Cost of the electricity. Not sure of the long-term value of these vehicles. Not enough data available at this time.

Cost of the vehicle and cost of installing a higher throughput charger. Being able to rapidly recharge a vehicle is a large issue still with my desired use case.

Cost of vehicle and a charging station at my home.

Cost of vehicle and convenient affordable charging.

Cost of vehicle and enough solar power to avoid paying electrical.

Cost of vehicle and impact to environment for the batteries.

Cost of vehicles Lack of charging stations.

Cost to buy and cost to charge it.

Cost to expand the rooftop solar that I already have on my home and deciding to purchase a new vehicle vs keep the one I have.

Cost up front.

Cost, ability to recharge in a reasonable amount of time.

Cost, access to quick charging stations.

Cost, also need truck for farm work so type of vehicle.

Cost, and long-distance travel.

Cost, availability of Tesla in Vermont.

Cost, capacity of batteries and performance of vehicles in rural areas with difficult driveways. Would need solar panels on garage.

Cost, distance per charge.

Cost, duration of charge, how long they take to charge, reliability in cold weather, plus the environmental impact of generating all that extra electricity for them.

Cost, efficiency and availability of charging.

Cost, hassle of retrofit.

Cost, lack of 4wd options.

Biggest Obstacle to Purchasing/Leasing EV (continued)

Cost, limited range.

Cost, long distance travel, size.

Cost, more information about how to use efficiently.

Cost, not enough power and I prefer to drive Subaru's. If Subaru made an electric vehicle, I would be much more likely to buy one.

Cost, range and resale value.

Cost, range.

Cost, reliability, and maintenance.

Cost, unfamiliarity.

Cost. Lack of convenient charging stations. Low range in mileage.

Cost. I just leased a new gas-powered vehicle so in 3 years, I will see what the market for EV's is like. I would very much like to.

Cost. Range. Lack of charging stations.

Current cars are only 4 years old and we love them. Also, would be more likely to buy if range is over 300 miles.

Current vehicle is satisfactory.

Current vehicle still very reliable.

Current vehicles are new so won't be looking for new vehicles for at least 6 or7 years.

Currently don't need a new vehicle.

Disposable income.

Distance and dirt roads.

Distance and length of time to recharge.

Distance between charges.

Distance is limited without recharging. Often travel over 400 miles a day.

Distance need to drive, need a truck.

Biggest Obstacle to Purchasing/Leasing EV (continued)

Distance on charge.

Distance per charge and time it takes to recharge.

Distance per charge is not adequate.

Distance per charge, reliability of finding charging stations.

Distance per charge. Unavailability of charging stations.

Distance performance, particularly pulling a trailer.

Distance restrictions. Charging time. Towing capacity.

Distance they go.

Distance to chargers, the cost of electricity, just switching environmental impact from fossil fuel to sources that also have negative impact on the environment. Besides solar, hydro, wind all have their opponents and I am just plain tired of everyone with their protests against things they personally dislike.

Distance to drive to visit relatives > 800 miles.

Distance travel on one "plug in'.

Distance traveled and all-wheel drive options.

Distance traveled plus limited charging stations.

Distance.

Do not believe in them. I'm a fossil fuel guy. Like the roar of my big block Chevy Corvette engine. Started life with one and plan to end my life the same way!!

Do not have electric outlet where I can park my car at home or at work.

Do not like them.

Do not need a new vehicle at the moment.

Do not need to replace a current vehicle.

Do not want one.

Does not make sense in Vermont.

Don’t know too much yet.

Biggest Obstacle to Purchasing/Leasing EV (continued)

Don’t like them.

Don’t need a new vehicle.

Don't care for one.

Don't drive enough to justify the expenditure.

Don't know enough about it.

Don't know enough about them yet.

Don't know enough about them; worry about the cost.

Don't like the restrictions.

Don't like them don't want one.

Don't like.

Don't need a car at this point.

Don't need a car.

Don't need a new vehicle and apparently too expensive with to short travel distance between charge-ups.

Don't need a new vehicle at this time.

Don't need it.

Don't need my light bill any higher.

Don't need new vehicle yet. Cost is a consideration though.

Don't need one right now. Cost of home charging station.

Don't need one.

Don't need. I like my truck.

Don't think they're economical in this area.

Don't trust winter performance and limited range. Plus, I'm not convinced they save energy. Just transfer the consumption to other phases: i.e. battery manufacturing and battery disposal.

Down time for traveling. Availability of the auto while it needs to be charged.

Biggest Obstacle to Purchasing/Leasing EV (continued)

Driving distance and recharge time.

Driving distance between charging.

Driving distance on a charge and work truck is not an option.

Driving distance.

Driving range and environmental impact of both building the vehicles and the disposal of batteries.

Driving range of vehicle between charges.

Driving range, cost.

Driving range.

Driving range. We travel to Cape Cod often to visit family and need at least 300 miles driving range.

Ease of recharging.

Effectiveness in cold weather and cost of recharging and recharging unit.

Electric cars are illogical in Vermont and not a smart use of resources.

Electric places to plug in.

Electric upgrade needed for my house to prepare for this.

Electric vehicles are for virtue signaling idiots. They are not ready for widespread use and there are too many lies about them. How is the electrical infrastructure going to be upgraded to support them? They perform poorly in cold weather so why are they being pushed in Vermont?

Electric Vehicles are not proven to be better for the environment. If petroleum is the "problem," we have a long way to go to remove it as a raw material from our culture it is in plastics, clothes, road materials, laundry detergent and pretty much everything. Targeting the use of gas-powered cars as the source of the "problem" is an easy answer that isn't much of an answer considering the minute impact restricting the car emissions of Vermonters (via a gas tax or carbon tax) would have on carbon emissions. Consider the driving distance of Vermonters for commuting and the harm higher taxes will do to the economy, is this really a good idea? Policy makers need to look at the total benefit to society are we seriously harming PEOPLE to benefit the "environment" with a nearly undetectable benefit of reduced carbon emissions?

Electric vehicles will not lower my electric bill. Do not agree that EV will solve climate change.

Electric.

Electrical circuits in house.

Biggest Obstacle to Purchasing/Leasing EV (continued)

Electricity costs too high.

Enough charging stations in the NEK of VT and knowing the ones ranging out from our area.

Existing vehicles needn't be replaced yet.

Expense and no reliable resources where I would travel.

Expense, no charging stations near me.

Expensive and electricity has to come from somewhere. Batteries will not charge from non-sunny and non-windy days or at night. I like solar but four months out of the year it's very low output with panels.

Few charging stations and high initial cost of vehicle.

Few charging stations.

Finances and no need for a new car.

Finances.

Finances. Fixed income.

Find recharging stations in NEK that are fast charge.

Finding a vehicle with sufficient range and lack of convenient charging stations.

For myself, the price.

Fueling.

Funds and improvements on charging stations and better miles per charge. It's not worth buying a new vehicle here in the salt belt. The current vehicles are starting to have rot before they are even paid for. Also, miles per charge.

General lack of EV charging infrastructure.

Grid reliability, range.

Ground clearance for mud season.

Happy with regular vehicle.

Harsh winters, very rural environment in our area.

Has to be able to tow.

Biggest Obstacle to Purchasing/Leasing EV (continued)

Hate them.

Have a new car I like.

Have a new hybrid Prius.

Have new gas vehicle.

Have newer vehicles at the time, so don't want to purchase one now. Will switch to electric when I can find a vehicle that suits my lifestyle, i.e., it can carry my kayak and bikes and has enough clearance for some of our back roads.

Have relatively new autos.

Have relatively new low mileage gas vehicles.

Haven't looked into repairs or refueling yet.

Haven't looked up enough information about them. Cost.

Having enough charging stations statewide.

Having to charge them and limited charging stations.

Having to charge.

Having to drive 1 1/2 hours to work.

Having to plug it in. Having availability for plug in. Wouldn't want to have to stop on a trip to charge the vehicle. To me it is a waste of time. Also, expensive to maintain and they have graveyards of electric vehicles that would cost more to fix than to buy a new one. Not to sensible to me.

High initial cost, concern about disposal of batteries.

Hilly terrain I live on and low mileage.

I already have a car.

I am 83 years old and do not own any car. I'm not sure if it makes sense at my age to purchase a car and drive again.

I am afraid that I would run out of juice and not be able to recharge, especially in remote areas.

I am hoping to do some traveling in remote areas. I am not a city person. Traveling distance. Unavailability of plug ins.

Biggest Obstacle to Purchasing/Leasing EV (continued)

I am in my 80's and do not take to change easily.

I am not sure of the how well this vehicle will perform in our cold winter months.

I am too elderly to be involved with such a thought. And I am sure that much of the world could not possibly afford one!

I currently own a 30-year-old VW van with Subaru engine, a Toyota Camry, and a Genesis all working well so I don't see myself buying a new car anytime in the near future. I know they are coming but until I can drive back and forth to Florida using the back roads, I'm not a fan. The charging stations are all on 95 but who wants to see our country on that road?

I do not believe in them yet... too costly runs out too soon for my needs not enough charging places, costs, and charging time!!

I do not drive a lot now since my health has deteriorated. I am not sure. Same answer.

I don't drive much, no need for a new car.

I don't know enough.

I don't like them.

I don't need a car right now.

I don't need a new car.

I don't need another vehicle.

I don't see the possibility to be able to drive a whole lot of years. I'm 79 and know that I'll have to pack it in sooner or later. Not that I want to, but that's a fact! Anyway, I couldn't afford one.

I don't think they really are any better at saving the environment.

I don't want car payments. All my vehicles are paid for.

I don't want one especially with your astronomical prices.

I don't want one unless it's a Tesla Cyber truck.

I have a car that should last quite a while.

I have a great car and don't replace often. I always buy used.

I have a hybrid and need to travel back and forth from Florida. I don't think I could do this with an all-electric vehicle.

Biggest Obstacle to Purchasing/Leasing EV (continued)

I have a relatively new car.

I have a Subaru Crosstrek Hybrid at the moment so not likely in the next few year but will consider an all-electric vehicle that is good in winter and if there are more public recharging stations available when traveling.

I have been driving hybrids for many years, and think they make more sense by generating their own electricity rather than having to plug it in.

I have had minor problems with my hybrid vehicle during cold weather and would not yet trust a fully electric vehicle to measure up to dependable functioning here in northern Vermont.

I have nice gasoline cars now.

I have to drive long distances.

I have to travel quite often and currently the electric vehicles can't go the 400 miles without recharge.

I haven't driven a car for 4 years because I don't feel I'm good enough driver now. 81 years old.

I just bought a car and probably won't buy another at my age since I am retired and don't drive a lot anymore.

I just do not want one.

I keep my vehicles for many years. May not be in the need for a new one just yet.

I like driving a stick. I will never own an electric vehicle

I like gas. It's reliable.

I like the car I have!

I like what I have.

I live in the NEK where there are no short drives so the range the vehicles can travel on a single charge has got to be far. And, I have concerns about how the winter/cold affects the range they can travel. Electric cars are also quite a lot more expensive than a gas-powered car. On top of them costing more, there is the additional cost of having to pay to have a charger installed at my house.

I live in Vermont. An advocate for EVs recently indicated he could not run his defroster or heat in the winter months without major degradation to his range capability, that does not work for me. Vermont Electric Co-op raised rates this year or late last year, so I am not looking to increase my electricity costs. Also, I find the raping of Africa of its precious metals and rare elements to build batteries reprehensible.

Biggest Obstacle to Purchasing/Leasing EV
(continued)

I live on a 1200-foot private driveway and up an 800-foot hill that is also a state highway but need all or four-wheel drive relatively high off the ground to drive in snow. There are very expensive vehicles meeting this need but none that I can afford. I also need to drive to get anywhere and I must drive to MA to visit family members. Very few charging stations.

I live on a steep private drive and require an all-wheel drive which at this point are not affordable to buy.

I love my current vehicle and it has under 30,000 miles. I only put about 7,000-8,000 miles a year on. Some of my travel is to Boston, which is too far for an e-vehicle and no place to recharge when I get there (to visit daughter who lives in an apartment).

I no longer drive.

I own a vehicle and I don't anticipate buying a new one anytime soon. I would also be worried about power to drive in Vermont and for long distances.

I own and love a Prius and consider the combination of small engine and self-generated electric energy a good combination.

I plan on running my gas car into the ground then will go to electric in a few years.

I prefer non-electric vehicles - I travel quite about and do not want to worry about distance miles, charging stations, charging time, etc. Plus, we do not know how to dispose of the batteries once they are no longer usable as they cannot be placed in a landfill. Plus, the cars are too expensive and I'm sure the maintenance is as well.

I pull trailers and also don't feel electric is viable here in Vermont winters.

I really like the car I have now. My next car, when I need one, will probably be electric, if I feel confident it will function well in Vermont winters.

I recently just purchased a new vehicle but would love to make the switch.

I think we should get back into nuclear energy first. A lot of power for a small amount of waste.

I travel a lot for work. They are expensive.

I want a power wall. GMP leases them and you guys don't.

I will buy when my vehicle is due for change.

I work and live on a farm. So far not practical for us.

Ignorance.

I'm concerned about the disposal of electric car batteries.

Biggest Obstacle to Purchasing/Leasing EV
(continued)

I'm happy with my car's current fuel (gas). If gas prices were to rise for the long term, I would probably consider it.

I'm leery about what the disposal of the battery will be like and how can this be addressed?

I'm no Jeff Bezos.

I'm too to buy a new car, when I have a Subaru in perfect shape!

I'm visually impaired.

I'm waiting for a model with good clearance for winter driving up here in the NEK.
Impact of electric vehicles on the grid. Reliability/costs of electric vehicles over long term and unknown resale value.

In order to visit my daughter and brother who both live 1000 miles from me, I must drive. I drive Subaru's. They intend to only produce plug-ins and not hybrids, I need to ensure the infrastructure is in place to re charge the car whenever I need to, I won't trade my gas powered vehicle until that is assured.

Inconvenience of charging, especially on long trips and cost.

Inconvenience.

Infrastructure, Range of vehicle before recharge.

Initial cost, travel distance on a single charge, time to research.

Initial cost, vehicle type availability and charging.

Initial expense of car.

Installing a charger.

It is not clear what value add they have for the environment or the economy. I have always leaned toward more consideration of hydrogen fuel cells.

It will require a much more reasonable battery than current technology allows.

It's efficiency in harsh Vermont winters such as temperatures and road conditions.

Just bought a new (gas) car.

Just bought a new ICE car.

Just bought a new vehicle, we usually keep our vehicles 10 years!

Biggest Obstacle to Purchasing/Leasing EV (continued)

Just don't want one.

Just not a feasible vehicle for overall use and distance.

Just waiting for one that can go longer distances without needing a charge.

Knowing there would be electrical stations available all over.

Knowledge.

Lack of 4-wheel drive and low range.

Lack of availability to plug in.

Lack of charging facilities on long drives.

Lack of charging stations and lack of speed of charging.

Lack of charging stations.

Lack of charging stations. Time it takes to charge. Short distances between needed charging.

Lack of funds!

Lack of infrastructure.

Lack of knowledge. Can I charge at home and how much will it cost compared to gasoline?

Lack of range. New models coming online in next few years should ease this.

Lack of State and Federal incentives.

Length of time to charge and availability of charging stations. Also, using an electric vehicle in VT in the winter is problematic: serious deterioration in miles/charge due to need for heat and headlights.

Length of travel. Cost.

Like our present car and don't need to replace it. Also, it would be a project to put a plug in the garage.

Limitation of miles driven on a charge and recharging time.

Limited choice of vehicles plus cost plus amount of charging stations.

Limited distance range.

Live in the mountains and we have somewhat regular outages.

Biggest Obstacle to Purchasing/Leasing EV (continued)

Live in the NEK.

Live rurally.

Living in a rural area up a mountain and need all wheel drive and snow tires, etc.

Living in the country and traveling to camp, hike, vacation, canoe races. Too limited on how many miles one can travel before recharging, and then having to locate one of the limited charging stations on the road and having to wait so long to recharge as well as wait in line to plug in. We also need a vehicle that can tow a trailer for canoes and kayaks and bikes and most have limited capability to tow. Plus, still not sure how damaging all the old batteries will be to our landfills once they need to be replaced in electric cars. Will there need to be special sealed landfills created for these when most vehicles are electric? Definitely am looking for a hybrid for the next vehicle and am not opposed to an electric vehicle if some of the above issues are rectified. Have checked into a vehicle that runs completely on electric for 40-50 miles then switches to gas, which then recharges the battery. This would be the ideal for our use of a vehicle right now, if it can tow as described above.

Living way out on a steep dirt road I really want 4-wheel drive and need good range. The electric options for 4-wheel drive are all very expensive and much fancier than I want or need. Hopefully, that will get better soon.

Longevity.

Long-range mileage before recharging.

Low autonomy.

Low mileage range and location of fast charging stations.

Low temperature area diminishing battery function; newer vehicles need more testing for reliability; no charging stations that I can see; ICEs tried and true.

Maintenance record and longevity of serviceability.

Maybe price? And not knowing enough information on them, I haven't done much research. (Also, I love my current vehicle).

Mediocre battery capacity and long-distance travel limitations.

Mileage between charges.

Mileage on a charge.

Mileage/travel distance. Performance.

Miles to recharge.

Money and they don't have a Subaru Forrester.

Biggest Obstacle to Purchasing/Leasing EV (continued)

Money/credit.

More charging stations.

Municipality and our needs would not be met by an electric vehicle.

My age and range of vehicle.

My age, 84 years old. But I think they are useful and hope more will be sold.

My age.

My current vehicle has miles to go.

My current vehicle works just fine. Cannot afford one at the moment. Bought an e-bike a couple of years ago.

My lingering dread that nobody has thought of how to dispose of these massive batteries at the end of the car's life and concerns about long-term access to the materials required to produce them.

My vehicles are relatively new.

Need all wheel drive and affordable options.

Need an electric pick-up truck. Not available yet.

Need more information about charge times and how far they can go on one charge.

Need more outlets.

Need more power to get up and travel dirt road fully loaded.

Need tax incentives.

Need truck for towing.

Need, reliability, mechanics in the NEK.

Needing to set up the charging at home and lack of access to charging around the state.

No big trucks.

No charging stations.

No desire to own one.

No hubs.

Biggest Obstacle to Purchasing/Leasing EV (continued)

No infrastructure.

No interest in program.

No interest.

No need for a new vehicle.

No need for a vehicle at this time.

No never.

No vehicles to our liking, plus driving range concerns with recharge.

None, we had no need to replace our vehicles right now.

Not a big fan but would look at if the right one came along.

Not convinced that they are as reliable to fuel powered car. Having to learn new technology. Concern to plug vehicle in and access to plug ins.

Not enough available plug-in services.

Not enough battery time yet.

Not enough charging points.

Not enough charging stations available.

Not enough fast charging stations available where I travel in New England.

Not enough places in my area to charge one.

Not familiar with the various EV models.

Not for us.

Not going to work in winter months and way too expensive.

Not having a garage to plug in the vehicle.

Not in market for a new car.

Not informed enough.

Not interested at all.

Biggest Obstacle to Purchasing/Leasing EV (continued)

Not interested in an electrical car, like the gas better.

Not into global warming and what they feel we need to do, we'll stick with the old way, gas.

Not know which to buy.

Not knowing where to recharge for 200+ mile trips. There should be a website that I can enter my destination and it illustrates where recharging is available.

Not large enough for my family.

Not many charging stations around the area.

Not only cost, but run time on vehicles, no one is talking about battery life and disposal, plus there are other potentials to consider like CO2 reclamation with no pollution potential if the oil companies don't buy the patents. One other potential is to vaporized gasoline and extend MPG improvement like 100 to 1 if people would just do their research and push these oil and gas firms solar would be left in the dust. PS. why would the USA be reliant to China and Brazil for lithium and other raw materials to even produce batteries?

Not practical for my type of driving - 98+% highway miles.

Not ready to change the vehicles we currently own, for our next purchase we will consider electric.

Not suitable for our colder climate and living in a rural area. In the event of a power outage, let's say due to an ice storm, how does one get to a hospital, store, or other places of importance if unable to recharge a vehicle. Electric batteries are compromised in extreme cold and serious limit the miles it can bring you. Conversely, I am interested in owning a hybrid for my next vehicle, but never will I own a fully electric vehicle.

Not suitable for this climate, and travel distance to medical appointments.

Not sure how charging works, where to access charging, how far you can travel on a charge, how fast can you go, what about cold weather and big hills.

Not sure I can charge it at my house. Also, my priority is solar panels and more efficient appliances for my house.

Not sure if the technology is reliable enough. I believe I should go electric but do not want to make a poor choice and get stuck with a "lemon".

Not sure it really saves.

Not viable yet.

Number of miles between charges.

Number of miles it gets.

Biggest Obstacle to Purchasing/Leasing EV (continued)

Old age.

Other than vehicle choices nothing.

Our age and the cost of buying one.

Our car has to be 4/all-wheel drive, good clearance, have a decent range, and be able to carry a lot of gear.

Own a newer car.

Payments too high.

Philosophical, own Prius feel plug in is in effect robbing Peter to pay Paul. However not pleased that in 15years there is no improvement in gas mileage.

Places to plug in.

Plug in stations, time to recharge, lay over waiting to get going again, wasting time waiting.

Plug power cost to home. And finding out and about.

Power sources away from home, electric filling stations, if you will.

Present cars good for next 6-10 years.

Price and availability of charging stations.

Price and charging.

Price and models available.

Price and need to research how much it would increase my electric bill.

Price and recharging stations.

Price and want to make sure they are going to be reliable. But mostly, I need the price to come down.

Price of car and charging stations during travels.

Price of the vehicle.

Price points are still quite high for the types of vehicles we might consider. In our case, small/mid-sized SUVs.

Price, and how we charge it at home or long trips.

Price, and present vehicle is satisfactory. Now only drive 5000 miles per year.

Biggest Obstacle to Purchasing/Leasing EV (continued)

Price, range of travel, price of battery replacement. I also realize that as we still use lots of fossil fuels to generate electric energy, there is not much difference to the environment whether we burn them in our car motors or at the power plants. We also lose electric energy when transporting it to consumers.

Price, range, available charging stations.

Price. Really not interested.

Range and charging facilities-but these are rapidly improving-wasn't the case when we had to buy a new car 2 years ago.

Range and charging time.

Range and finding charging stations.

Range and lack of charging options.

Range and towing capacity. plus finding quick charge stations not only locally but also traveling out of state.

Range between charges, specifically in the winter. Inevitably will cost the same or more to recharge as utilizing fossil fuel given the federal tax rate at the fuel pump (less gallons sold, less revenue) and will need to be recouped somehow.

Range in wintertime.

Range limitations.

Range, 4-wheel drive, power to tow trailers.

Range, cost, environmental impact of production.

Range, my commute is long.

Range, not many truck offerings.

Range, reduced range in winter, excessive winter electric rates.

Range. Don't want one car for daily driver and have to have another for long trips to out of the way places. Many places don't even have many gas stations, let alone charging.

Range. Great for around town, not convinced that they are sufficiently developed for long rang use.

Range. Poor overall cost modeling. Power outages.

Rate of technological advancement makes electric cars almost instantly obsolete. Do not need an additional car at this time.

Biggest Obstacle to Purchasing/Leasing EV (continued)

Rates at home are too high.

Rather have a hybrid. Range of vehicle.

Recently purchased gas vehicles and expect to get 10+ years out of them.

Recharging stations and cold weather operation.

Recharging.

Reliability and recharging time. Also, they damage the environment as the power has to come from somewhere.

Reliability, maintenance, emergencies.

Reliability.

Reliability/charging stations.

Reliable technology, cost of utility to pay for charging it.

Retired, could not afford it.

Rural area and cost of disposal of batteries and making of batteries and the impact on the environment has not been fully research and exposed.

Same as with solar panels the batteries can't be recycled when they go bad.

Same reason Vermont Electric doesn't use electric line trucks. Not feasible for my line of work.

Sparsity of charging stations.

Taking on an additional vehicle loan.

Technology.

The amount of stations available to charge them.

The carbon footprint generated in order to produce an electric vehicle is greater than that of manufacturing and owning a fossil fueled vehicle. Also, where do you think the energy comes from that you charge your electric vehicle with? Most cases it's another fossil fuel source that provides the electricity used to charge the batteries.

The charging for it since I live in an apartment.

The cost of power!!!! Does your company realize just how high your rates are my power bill is close to my mortgage?

Biggest Obstacle to Purchasing/Leasing EV (continued)

The cost, and I currently have a 2019 car.

The dealer would prefer we purchase "off the lot" rather than go with an advertised program that doesn't give him the profit he wants.

The inconvenience of finding charging stations

The long distances you need to drive in Vermont; the lack of charging stations.

The one I want isn't here yet (VW I.D. Buzz).

The price and outlet for it

The range and I don't like the idea of being totally reliant on electricity to charge a vehicle.

The stations you have to put in and the Time you have to wait to charge the car.

The way so much electric power has to be produced; the fairly short distance between recharges; not enough charging stations yet.

Their inability to be a good option for me to use on long trips. The range is too short and the recharge time too long.

Their lack of traction in winter.

There is no "carbon offset" in their use as fossil fuels are still largely needed to provide the electricity to charge them. In the same scope, the resources required to construct the batteries for EV's has its own impact on the environment and usage of resources.

There's not a lot exposure to information to make me believe it wouldn't be a problem more than a solution at this point. I'm scared I won't be able to fix it or find someone who can or find it to be a financial stress. It's a very general statement but wealthy people or those committed to going electric or solar and most areas are doing their research to make an informed purchase. Gas vehicles are still being promoted over electric from what I can tell, sure there will be a huge shift in the next 10 years to electric I hope, but right now I don't have enough information or resources to feel secure in investing in this.

They are expensive to purchase up front.

They are not proven to be in the best interest here in Vermont.

They are not saving crap.

They are too close to the ground for our back roads in winter.

They are totally impractical for most people living outside cities. I have driven them for work, so I know this from personal experience.

Biggest Obstacle to Purchasing/Leasing EV (continued)

They don't come in standard transmission.

They don't come with manual transmission; the design of the console looks like an airplane console full of dials and is very distractive to driving, esp. at night.

They don't last, you would need to plug it in which makes a larger carbon footprint because in order to charge that said car more fossil fuels need to be consumed to make more electricity.

They don't work well in Vermont.

They take too long to charge, and I travel to much.

Think it is a waste of money. There are not enough mechanics to take care of regular vehicles, let alone a new engine style. Not all Vermonters have access to mechanics to work on vehicles, or a local dealer.

Time and cost.

Time for charging and the range of the vehicle are barriers to me.

Time required to refuel when traveling across country.

Timing. Current cars not old enough to replace.

To short range. No electric docking station Live on dirt road (spring, deep bomb holes). Need truck.

Too expensive and do not allow long travel distance and uncertainty of finding somewhere to plug in when traveling.

Too expensive and I do out of state driving and where I drive, they don't have charging places.

Too expensive and require to be charged too frequently.

Too expensive and the driving range is not enough.

Too expensive. Have to wait to charge up cold climate draws energy from battery.

Too low to the ground. Difficulty getting in or out charging stations needed.

Too old. I only hope humans will take heed, but I highly doubt it.

Travel distance and cost.

Biggest Obstacle to Purchasing/Leasing EV (continued)

Travel distance to employment, I like my reliable combustible engines, and green energy is not really green I feel it has a more harmful impact on the environment it is only what the tree huggers are pressing Us in the governments oppressing our ability to continue to stay with fossil fuels this will in turn cost us more money in the future just like everything else they will tell you it's free get you hooked and then the bait and switch comes.

Travel distance, local plug-in sites, winter months!!

Traveling distance and vehicle size. And, it still costs money to charge it. Maybe some free now, but eventually it will need to be paid for.

Trying not to buy any more cars.

Uncertainty about distance I would be able to go before needing to recharge.

Uncertainty.

Understanding the current options.

Uneducated as to overall ownership responsibilities and unsure of how well they perform in the winter on secondary roads.

Unless they make a working pickup (farmer) before then, then???

Upfront cost. Current vehicle does not need to be replaced.

Upfront costs/maintenance cost.

Use our cars to travel long distances not to commute. Not enough reliable plug ins on highways across country etc.

Uses electricity which has to be sourced from outside of Vermont.

VEC should not be in the business of sharing out member costs. Let individual members pay the full costs of their own lifestyle costs. Otherwise some members are compelled to pay for virtue signaling of other members.

Vehicle cost is still too high. We already own 2 conventional hybrids.

Vehicle range. I live out of state. My Vermont home is a second home for me.

Vehicle size. I'm a big guy.

Waiting for an affordable American SUV.

Waiting for AWD vehicle options at reasonable cost.

Waiting for enhanced technology. No current need to replace our cars.

Biggest Obstacle to Purchasing/Leasing EV
(continued)

Waiting for more efficient vehicles to be on the market that have 4WD capability.

Waiting for the right one at a reasonable price.

Waste and cost of batteries that are more environmentally dangerous. Dumping, disposal. The availability of stations to recharge. The lack of practical reasons to change. High cost and styles of vehicle.

We all drive pickups that haul equipment.

We both drive company vehicles which are gas powered. As we look to retirement, we will consider Electric vehicles.

We don't need a new vehicle right now. It would be a consideration at the time we purchase a new vehicle.

We drive Honda HRV we purchased early 2021 so will not replace that vehicle for a while. I have a Toyota Tacoma that will need replacing in the next year or two, but currently there is not an electric mid-size pickup. And not sure if I could afford the price of a new electric pick up. But would like to test drive one.

We frequently drive long distances.

We have new vehicles now and probably won't be in the market

We just upgraded to 200 Amp service and that included the charge for a new transformer on the pole. That was one big hurdle and very expensive investment. Now we still need to update electric panel in garage for installing a charger. Probably putting a 100 Amp panel in place of the 50 Amp so we can do a 50 Amp charger.

We live a good distance from most larger towns, I would not like to get there locate a charging station, wait for charge. Ease of use and expense would hold us back.

We live very rural and travel long distances for major shopping and for visiting our children. We need a vehicle that can go the distance and assurance of outlets along the travel routes.

We need a truck that can drive long distances without needing a charge.

We travel too far.

We will be going electric vehicle next year and whenever possible. I am trying to stop burning fossils fuels. Did have a heat pump water heater install as well as a 4 head mini split heat pump heating and air conditioner last fall try to save the mother earth.

We're not in the market right now to buy a new car.

We've owned plug-in hybrids but not a fully electric vehicle. Other than Tesla, which we don't want to support for a variety of reasons, we haven't found a vehicle that has the range and utility of our gas fueled cars. Ford is finally getting serious about EVs though, so, maybe in a few years.

Biggest Obstacle to Purchasing/Leasing EV (continued)

When everyone has one I will.

When I need to travel, I tend to drive 16-18 hours at a time. Electric vehicles do not recharge fast enough to accommodate the way I drive. Also, power is very expensive here. Although VEC has a fairly small carbon-footprint power supply profile, other places rely heavily on dirtier or more intermittent power sources (backed up by dirty peakers) that make electric vehicles less clean than gasoline-powered vehicles.

Where I live and the distances I drive.

Where I live.

Where I park my car (in Ohio, my primary home) there is no place to recharge the battery.

Where the electricity is generated.

Winter in Vermont and cost of recharging batteries.

Winter, power access.

Winter.

With our extremely cold, long winters I do not believe electric cars would be feasible.

Would want to make sure there are charging stations at our destination, and along the way. We live in a less populated area of Vermont and enjoy visiting other less populated areas of the region. We don't regularly visit cities; we visit small towns and outdoor recreational areas.

What should VEC do to help more VEC members transition to driving electric vehicles?

Nothing. (24 mentions)

More charging stations. (8 mentions)

Charging stations. (5 mentions)

Incentives. (4 mentions)

Cost. (3 mentions)

Lower rates. (3 mentions)

Credits. (2 mentions)

Don't bother! (2 mentions)

Educate. (2 mentions)

Education. (2 mentions)

Install charging stations. (2 mentions)

Lower electric rates. (2 mentions)

Lower the price. (2 mentions)

Lower the rate. (2 mentions)

Make charging stations more available. (2 mentions)

More stations. (2 mentions)

Pay for it. (2 mentions)

Provide charging stations. (2 mentions)

Rebates. (2 mentions)

Subsidize. (2 mentions)

??? I assume VEC has no control over vehicle cost.

1) Find opportunities to have members drive one - maybe the Co-op's. 2) Keep members informed about the key issues: range and charge time. 3) Keep educating people about the basics.

What VEC Should Do to Help Members Transition to Electric Vehicles (continued)

1. Demonstrate the economic value for the transition 2. Demonstrate the environmental value 3. Contribute/participate in continued smart charging and flexible load management. 4. Keep rate structure simple foe consumers (if possible).

A plug in at every meter.

Add a larger rebate to the purchase.

Add charging stations.

Add more fast charging stations and be proactive in presenting information on how to get started with an electric vehicle (FAQs, how-to guides, etc.).

Additional incentives.

Additional outlets would be helpful.

Address all of the above, especially how the electric power is produced.

Advertise more about the availability and affordability.

Advocate for more charge stations.

Affordability, reliability.

Again, more charging stations in public places.

Am not sure this is VEC's problem.

An energy-savings rebate would be nice.

Another question could be: Should an electric company be involved in private automobile purchases?

Any effort to encourage car designers/manufacturers to come up with EV's that are suitable for driving in winter conditions.

Any subsidy would be welcome; currently driving a hybrid.
appreciated in evaluating the choices. Once again, I don't want to make a poor choice and get stuck with a short

Arrange for and lobby for higher tax credits.

Assist with home charging setup.

Assist with installing charging stations at home.

At minimum install a 240-volt station at every residence with an EV.

What VEC Should Do to Help Members Transition to Electric Vehicles (continued)

Availability of charging stations and cost of electricity.

Be honest.

Better battery technology. Faster charges. Longer range.

Better charging options; bill credits.

Better incentives.

Better rebate program; assistance with installation of solar panel charging stations and installation of home chargers.

Big financial incentives.

Bigger rebates.

Bill credits and incentives.

Bring back nuclear power.

Bring cost of vehicle down and put up more charging stations.

Bring more information to the public about the pros and help with pricing. Charging stations need to be readily available and widely advertised to their locations.

Bring the cost down.

Build out the infrastructure to the point of the availability, speed of charge, and cost no longer being issues.

Buy me a car.

Buy me an electric vehicle.

Buy them cars!

Buy them for us!

Car batteries need to last longer, be easier and faster to recharge and more places available to charge the vehicle. Can't take long trips and refuel like one can now with gas or hybrid.

Car's battery should serve my household when the grid goes down.

Change the weather.

Charging places.

What VEC Should Do to Help Members Transition to Electric Vehicles (continued)

Charging station access.

Charging stations at home.

Charging stations in public locations. Reduced rates for coop members.

Cheaper power and more charging spots.

Cheaper rates, free set up at home for vehicle.

Cheaper rates.

Cheaper vehicles.

Cheaper.

Clearer understanding of the advantages and disadvantages.

Communication.

Competitive pricing and information vehicles, manufacturer, model, efficiency, longevity, etc.

Concessions.

Continue giving up-to-date information.

Continue helping with solar options.

Continue the credit, provide helpful links, and encouragement. Maybe credit or support for installation of smart chargers.

Continue to educate.

Continue to support their use.

Continue with credit on the electric bill.

Cost rebates. Information about access to charging stations. I would consider a hybrid way before all electric.

Create more charging stations, offer rebates on vehicles.

Create partnerships with towns, businesses and organizations to have charging stations in places other than big cities. Create partnerships to offer financial incentives to purchase electric vehicles.

Develop a program for a user to easily install recharge capability.

What VEC Should Do to Help Members Transition to Electric Vehicles (continued)

Develop solar recharging in cars and increase the distance a car can go. Also produce electricity without causing as much pollution as the standard car itself. Hydroelectric comes to mind.

Discount program.

Don't try to push them.

Don't do winter surge pricing.

Don't know enough about it.

Don't know if it's your job, what are the benefits? Environmental impact of electricity is a factor also.

Don't want it.

Easy to find and use recharge stations. Rebates and enhancements for purchasing.

Educate and cost.

Education and awareness about the reliability, cost savings, and environmental impact. Cost incentives to transition to e-powered vehicles. Make it attractive similar to tax incentives for solar power.

Education and grants.

Education and incentives.

Education around cost savings.

Education- I haven't heard anyone talk about the efficiency of EVs in cold temperatures or bad-traction conditions like mud/ice/snow and I wonder if the driving range decreases significantly in the winter; also, how available are charging stations when on a road trip out of state?

Education. Demonstrate economic savings of ownership because if it doesn't save people LOTS of money, then they simply will not switch.

Electric vehicles have their place depending on a person's need, but it's not a one size fit all. Electric vehicles still have limitations.

Ensure controlled future electric rates.

Ensure there are charging stations, ease of transition of power needs at homes (higher voltage plug ins)

Everything needs to be more affordable.

Explain he process, and price.

What VEC Should Do to Help Members Transition to Electric Vehicles (continued)

Explain how they work and what the cost is and what the benefits are.

Explain why they are still practical in a rural environment.

Fast charging.

Feature vehicles that can perform well in Vermont's winter conditions. Increase the number and visibility of charging stations in the VEC service area.

Financial incentives for purchasing cars install reasonable priced (for use) charging station in rural areas break on utility rate for charging cars.

Financial incentives seem to work.

Financial incentives will motivate people to switch the fastest.

Financial incentives.

For me, it's a range issue of the vehicles.

Free install for charging station.

Free ones to try.

Get prepared for higher power consumption.

Get the cost down and install charging stations in more areas and get manufacturers to upgrade to longer charging capacities if possible.

Give a financial reward of reduced rates.

Give breaks or rebates if you purchase an electric vehicle.

Give grants to purchase nicer vehicles. EVs are too expensive.

Give it up!!! Fossil fuels are here for a lot longer than anyone will admit!!

Give rebates or incentives for installing charging stations.

Give samples of pricing on average for charging vehicles at home. For me I know nothing about that and information from the company would help to determine if I could afford the increase in electric billing.

Give them discounts.

Greater to charging options and probably education on those options so people can make clear options.

What VEC Should Do to Help Members Transition to Electric Vehicles (continued)

Guarantee that charging stations would be accessible for people like us who live and or vacation in rural areas of Vermont and New England.

Guarantee that the cost of electricity will not increase due to the demand.

Have convenient plug-ins in every town.

Have many rapid charging stations.

Have more charging stations.

Have more public charging stations in Northeast Kingdom.

Have off peak rates for charging.

Help create a fast-fueling station system in the state that complies to the rest of the country.

Help develop charging stations in more locations

Help ensure more convenient and abundant charging stations, explain best way to charge at home, lobby for tax credits.

Help get charging stations in rural areas.

Help me compare gas to electric costs. Give me data on where charging stations are, how long it takes to charge. Costs. In short, what is it like to own an e vs an IC car. Does this make buying into community solar more appealing?

Help offset the cost of installing residential solar.

Help pay for the installation of the chargers in homes. Have more public charging stations.

Help people understand how to re-charge a vehicle and how available charging stations will be.

Help promote charging stations.

Help reduce costs (rebates, working with auto industry - whatever, not my area of expertise but 45k for a tiny Nissan is silly)

Help support the installation of power walls like GMP.

Help to lobby the Feds to give larger rebates for electric car purchase.

Help to reduce the cost either through purchase subsidies and/or electricity cost of charging.

What VEC Should Do to Help Members Transition to Electric Vehicles (continued)

Help us estimate the cost based on the amount of miles we typically drive in a week/month/year. Also, there are not many charging units available in Northern Vermont for a quick recharge.

Help us sort out all the "hype" and advertising lingo and help us identify truly reliable vehicles. I believe electric is the way to help save our planet but I'm on social security and want to make a good choice. VEC input would be appreciated in evaluating the choices. Once again, I don't want to make a poor choice and get stuck with a short life battery or poor performance in cold weather. Help with cost.

Help with home set up of charging stations.

Help with installation, to make sure it's done correctly.

Help with set up of home base charging stations. With the wave of electric vehicles coming, will there be enough electricity with current and planned generation and transmission?

Help with simple information on different options.

Help with the costs.

Higher incentives.

Higher rebate incentives and/or offer lower interest rate loans for owning such a vehicle.

Higher value incentives: Larger initial credits on bills OR More help in purchasing/installing at home charging stations.

Highlight incentives for purchase of electric vehicles and level 2 chargers.

Hmmm. Good question. Offer vehicles for lease?

Honestly, we are on our 3rd PHEV and we've gotten little or no support from VEC. I am very disappointed in VEC regarding renewables. We have a better relationship with Green Mountain Power on these issues and they are not our electric provider. They offer many more incentives for alternative energy use, however.

Hook up in home cheaply.

House outlets for vehicles. More road access to charging stations. Incentives.

How about offering a discount on electric services?

I actually do not know what is needed at our home to actually power an electric vehicle. My guess would be

I am against using taxpayer dollars to fund electric cars. I end up being forced to pay for people’s cars. If you want one, save up and buy one.

What VEC Should Do to Help Members Transition to Electric Vehicles (continued)

I am not sure what is being done to subsidize rapid charging at home. I would think that would be important.

I believe you already offer incentives, but I am not sure what the amount is.

I can say that I have lost electronic devices (washer, dryer, multiple computers) due to power surges and dropouts, so I don't see plugging a $50,000 appliance as a reasonable idea. My UPSs intervene many times a day because of over/ under voltage. I have the records to prove it.

I don't know a lot about electric vehicles. I haven't had the interest.

I don't know, but again having an electric car does not make sense to me.

I don't know. I don't want an electric vehicle.

I don't think they can do anything because people in the northeast do not want electric cars.

I don't think they should be involved at all. I think they should plant more trees and find another source to provide power.

I doubt you have any control over how much a new car costs.

I honestly think information would be a great tool.

I need to drive a 4-wheel vehicle because of winter driving in the mountains. I also need a small SUV to take my waste to the landfill and move large items. I am 70+, single female and not strong enough to lift anything over 30 lbs. out of a car trunk.

I think any rebates the state can help with would be great. I'm saving now, but I know it's going to be hard.

I think it make take subsidies at the federal level.

I think it will take all existing gas stations to also offer charging capabilities, combined with extended driving range for electric vehicles. Current ranges of 170 to 250 miles are barely adequate for "drive anywhere" capabilities under current gas station distribution, not to mention having to stop to refuel twice as often, using a process that will likely take longer to complete than filling a gas tank. Increases in gas prices do make electric vehicles more appealing, but one also needs to consider the costs of periodic battery replacement.

I think people worry about a lack of charging stations. Electric and hybrid cars are also more expensive.

I think some of the electric work is a hidden cost to some consumers. Not everyone has service that will support an electric car and meet their needs with fast charging, etc. Possibly an incentive for upgrading service, if that is required to add an electric car.

I think the auto makers are going to have to come up with a better option for people who live in more rural areas. And the availability of plugins in rural areas.

What VEC Should Do to Help Members Transition to Electric Vehicles (continued)

I think the technology and infrastructure has to improve for distance travel; longer on one charge and more charging stations, nationwide. Otherwise, I would have to rent a car to go to Boston. You can't fly (if your minimum requirement is at least two propellers/engines per plane).

I think there are a lot of incentives already. I'd really like to see direct DC solar powered chargers though, like right off panels without going through inverters so if something like that comes to market, that would be a nice thing to incentivize.

I think VEC does well in this area already. Maybe being more of an example by using more EVs in your own fleet. And maybe you already do, but if so, I've never seen one and I don't recall any promotional information on that. Seeing more EVs is a sure way to convince more people.

I would be interested in putting in a charging station.

I would guess that financial incentives always work.

I would like to know exactly where the electric power comes from.

If members want to switch, let them switch. I believe EVs can and will compete in the marketplace but need not receive additional subsidies at the cost of members. EVs are not readily affordable, many VEC members have fixed incomes and should not be helping to pay for someone else's choice of conveyance. Are you going to give a special rate for something I choose to use?

If they want it ok. don't try to force it on the rest of us. The grid cannot handle what you're already putting out there.

If VEC has money to subsidize or incentivize electric vehicle purchase, please consider reducing electric rates instead.

I'm concerned about the ability of the power grid to handle a volume of electric vehicles. I think that VEC should incentivize the installation of power walls to help power homes in outages as well as to provide charging for electric vehicles to spread the demand over the day.

I'm just not interested.

I'm not sure that you should. An electric vehicle is only as clean as the source of the electricity. While I think VEC has pretty green energy (though I think it's over-emphasized - baseload power is critical and it's not clear that development of energy-storage at the required scale is happening quickly enough to sustain the transformation to solar/wind), I am concerned about going too-electric too quickly.

I'm not transitioning.

I'm really not a big fan of them as they don't suite my lifestyle. I don't have a problem with them since they do suite other people just fine and I understand their ecological benefits with the exception of what is going to happen to all those batteries when they have to be replaced.
I'm the wrong person to ask because I don't have much faith in them.

What VEC Should Do to Help Members Transition to Electric Vehicles (continued)

Improve capability to drive longer distances and increase availability of recharge stations.

Improve the battery system and design a nationwide network.

Improve the technology. Endorse mass transit over park and rides.

In Vermont will take time for enough charging outlets to be available.

Incentives for home charging stations and cooperative arrangements with Vermont gas stations to accelerate proliferation of charging options.

Incentives for other e-cars besides the Nissen Leaf. Incentives for hybrid cars. Incentives for installing charger at home.

Incentives for the vehicle and electrical rebate for the service.

Incentives. Another power company in Vermont offered $200 incentive for purchase of eBike but VEC did not. Disappointing.

Influence the development of better batteries. How are electric vehicles going to respond to a family stranded in a snowstorm?

Information about reliability and utility of electric vehicles charging stations.

Information and cost on home installation.

Information and help with buying charging equipment.

Information on rates and how these vehicles work in the cold.

Information.

Install charging equipment.

Install charging stations in various locations.

Install charging stations throughout the area.

Install electric hookup at customers' homes FREE of charge as an incentive when considering a purchase. A rebate also.

Install home charging station.

Install more EV car charging stations, give bonuses to the purchase price or incentive by a small write off on electric bills.

What VEC Should Do to Help Members Transition to Electric Vehicles (continued)

Install more fast charging stations and offer incentives for use of electric vehicle.

Install or promote more charging stations throughout Vermont.

Install outlets for charging! I had to pay to install one myself for friends to be able to charge at my house.

Install plenty of charge stations.

Install plugs at home at discounted rate with extra discount for solar members.

Install residential charging outlets.

Install special outlets and charge just for electricity used for vehicle when plugged in. should be on a separate meter from main home usage. I say this because it allows for better control of usage. Rate should be less for the efficiency.

Introduce them to available cars on the market.

Invest in EV charging infrastructure.

Is this being studied?

It is ridiculous to rely on electric vehicles in northern Vermont in the winter.

It seems like GMP has way more incentives. We don't get a lower rate for having an EV, we can't charge at non peak times for a lower rate, nothing.

It would be awesome to be able to use our EV battery as backup for the house. We're sitting on 50kW in the driveway all the time. If it could be smartly used and replaced and be a saving for us as well as helping the grid.

It's as expensive as gas.

It's not clear to me that the VEC should push members toward driving an electric vehicle.

Keep doing what you are.

Keep giving rebates.

Keep members informed.

Keep the incentives or credits.

Keep them informed.

Keeping the cost down.

What VEC Should Do to Help Members Transition to Electric Vehicles (continued)

Keeping us educated on improvements in electric vehicles and their charging capacities.

Kick backs.

Launch a huge parabolic mirror into space to collect solar radiation energy and deliver it to Earth to make electric energy from non-fossil fuel sources much cheaper.

Leasing or purchasing program.

Leave them alone / It's a personal decision on what a person wants to drive and the fuel source they use

Let it be choice not a forced requirement through lobbying the government.

Let members make their own choices while VEC supplies power ate the most economic overall cost.

Let the market take care of it.
life battery or poor performance in cold weather.

Lobby for better tax incentives.

Lobby state government to increase incentives.

Longer distance on a charge plus more quick charge station.

Longer range.

Long-term incentives.

Low charging cost.

Lower acquisition cost - is group purchasing possible?

Lower charging rates.

Lower cost of electricity.

Lower cost of vehicles.

Lower costs. Duh.

Lower electric costs for charging vehicles. Support wider network charging system.

Lower electrical cost.

What VEC Should Do to Help Members Transition to Electric Vehicles (continued)

Lower the cost of power. Support more non-residential charging stations. Support improved battery development/battery infrastructure (whole-battery change-out stations) to improve ability to drive greater distances prior to a lengthy recharge.

Lower the cost, expand the driving range.

Make a video showing the steps involved in setting up the charging station at home and an example of one's higher electric bill from owning it.

Make charging options less costly from both the hardware and electric rate aspects.

Make charging stations more accessible.

Make charging stations more plentiful.

Make charging stations more widely available.

Make electric cars more reliable and to be able to go further than current standards.

Make electric vehicles last and operate well under northern Vermont weather (-30 degree weather) and trucks that can still operate while towing thousands of pounds in those conditions. Until vehicle makers meet these conditions it's not feasible for my household to transition to electric. If they did ever meet those conditions, then incredibly lower rates would need to happen for me to ever consider switching.

Make electricity rates lower.

Make it easier to set up 240V charging circuits and off-peak charging rates.

Make it for people who live in cities not country folks.

Make it less expensive with more places to plug in.

Make it more convenient.

Make sure you have the power grid/resources available to support owners.

Make them affordable.

Make them cheaper.

Make them more affordable and powerful!

Make them more affordable.

Make them start paying road taxes like everyone else.

What VEC Should Do to Help Members Transition to Electric Vehicles (continued)

Maybe provide solar roof panels along with batteries and give a discount.

Maybe sponsor on-line/in person educational forums.

Mind their own business.

Mind your own business and stop pushing propaganda.

Miss outlets in all areas.

Monetary incentives.

More access to charging stations. Support manufacturers proposals for their own charging stations - dealer locations with multiple stations

More affordable?

More assistance with installing home DC chargers.

More charge stations.

More charging ports in the community.

More charging sites.

More charging stations, I guess. There is not much VEC can do. For me, it's all about range, and therefore about battery tech. Have a hybrid, plug in hybrid, YES, next car. Electric, no.

More charging stations. Faster charging.

More dolor on our buildings.

More electric charging stations.

More general information about vehicles.

More incentives.

More info about environmental impact of transition to electric fleet -- especially environmental consequences of batteries and increasing generating demands (and how they will be met. Practical discussion of living with, "fueling" and maintenance costs and schedules for electric vehicles, including investment in home charging stations.

More information regarding cost, effectiveness in cold Vt winters and safety.

More information.

What VEC Should Do to Help Members Transition to Electric Vehicles (continued)

More plug-in stations, improved distance

More reasonable cost.

More rebates. More education and advertising.

More recharging options.

More recharging stations available and greater distance on each charge.

Need ample fast charge stations in most communities.

Need more battery time.

Need more high-speed charging stations.

Need more places to conveniently plug in and need to know the vehicle can drive Vermont roads in winter.

Need of charging stations.

Network updated information.

Not at this time. I think the batteries need to be a lot more reliable first. Then they need to have a way to recycle them that is green and safe.

Not in favor.

Not interested.

Not knowing where to recharge for 200+ mile trips. There should be a website that I can enter my destination and it illustrates where recharging is available.

Not many charging units available in Northern Vermont for a quick recharge.

Not sure anything. Folks will go electric if it cheaper than gas/diesel and meets their needs for distance on one charge. So, if electricity was cheaper…

Not sure it's a great idea.

Not sure it's something VEC should be promoting.

Not sure it's your job.

Not sure that should be the primary focus of VEC. That is an individual decision.

Not sure that would be the best idea for line trucks.

What VEC Should Do to Help Members Transition to Electric Vehicles (continued)

Not sure, maybe give incentives such as a percentage off your bill if you can prove you have and use an electric vehicle.

Not up to VEC.

Nothing and I'm not willing to foot the bill to subsidize yet another stakeholder group. Time to bring the residential rates down!!! Some of the highest in the nation!!! If I could drop this service I would in a heartbeat. I have friends in high gate with a third more the usage at half the price!!

Nothing for me!

Nothing that is not their business. They should stick to their core business, providing reliable power for the cheapest rates possible.

Nothing this is a free country choices should be that of the citizen and or customer if VEC wants to provide those services to certain customers that is fine but that cost should not be incurred by those who are not utilizing that service. We call that communism and welfare

Nothing you can say or do would make me even be interested.

NOTHING!!!!!!!! Let the consumers and free market decide.

Nothing, concentrate on reasonable rates and reliable delivery. What we use electricity for is up to the customer.

Nothing let it happen naturally. I am not in favor of any subsidies

Nothing, we need fossil fuels.

Nothing. If it is worth it, people should buy it.

Nothing. It's ridiculous in this climate.

Nothing. Let the market decide. VEC has no business supporting electric vehicles.

Nothing. Let the market drive itself (no pun intended).

Nothing. I don't think it is my electric company's place to push vehicle choices on customers.

Nothing. I think solar will be a thing from the pass if the public does their homework.

Nothing. Let people drive what they want.

Nothing. Let people make up their own minds.

Nothing. That's not your corporate mission.

What VEC Should Do to Help Members Transition to Electric Vehicles (continued)

Offer a discount on electric bill.

Offer a lower rate for a quick charge system install at the customers' homes that are used for EV vehicles or ever supply and install charging stations for your customers.
Offer a warranty, or some sort of loan program.

Offer assistance with the installation either through bill credits or direct assistance for installing rapid charging options.

Offer discounts.

Offer electric power affordable pricing for the vehicles.

Offer free chafing station installs.

Offer free plug in receptacles for homes.

Offer healthy incentives.

Offer incentive programs or if you are already, advertise it more widely. I'm unaware of any current incentive programs.

Offer incentives but NOT penalties for those that cannot change over!! Offer low cost or rebates (or both) for at home charging stations.

Offer incentives charging station network access in state.

Offer incentives.

Offer large incentives.

Offer loaners for a month.

Offer more charging ports.

Offer off peak good rates to charge them.

Offer test drive days, maybe with a drawing to win one month electric free.

Offset cost like other electric companies to purchase or incentivize. Incentivize off peak charging for EV's and allow the net metering plan and TOU.

Oh, give huge subsidies.

Open more charging stations. Make home charging stations more affordable.

What VEC Should Do to Help Members Transition to Electric Vehicles (continued)

Our cost of electricity is around the highest in the country.

Pay for part of vehicle, provide more charging stations at a reasonable cost.

Pay for the vehicles.

Pay for them.

Plug in stations. Cheaper electricity.

Point-of-sale incentive would be ideal.

Possibly rebate?

Power stations.

Power wall. Install electric car hookups for free to encourage.

Price and range.

Price and reliability.

Price reduction incentives. Need more charging stations locally.

Promote cold weather performance and all-wheel drive also availability to charging.

Promote hybrids instead of electric if you really care about the safety of your customers.

Promote to members how the process works, including installers and rebates where appropriate.

Provide a blueprint for recommended home install options.

Provide a service to hook up charging systems for electric vehicles on residential homes.

Provide better solar incentive programs and financing for installation with attractive terms.

Provide charging stations in rural locations.

Provide clear information.

Provide current information i.e. subsidies, charging stations etc.

Provide detailed info on home costs-install and annual.

Provide education on plug in technology.

What VEC Should Do to Help Members Transition to Electric Vehicles (continued)

Provide fast chargers.

Provide funding/grants for homeowner panel and circuit upgrades.

Provide info on all the options on the market in 1 place.

Provide information about installing chargers.

Provide information about rebates, where/how to charge, information about disposal of batteries.

Provide information on possible subsidy or rebates from VEC, state and federal governments.

Provide information sessions on these vehicles.

Provide information, FAQ's, interviews with people involved with EV's.

Provide information.

Provide low-cost set-up and competitive prices to help as many people as possible to go green.

Provide lower rates.

Provide maps of charging stations and cost benefits.

Provide monetary incentives.

Provide more affordable charging.

Provide more charging stations.

Provide more incentives.

Provide more specific data. How can the future cost of electricity be known?

Provide off peak hour rates, which do not require a charging station. The vehicle we have is capable of charging on 120 V as well as 220 V. The current rates of being almost doubled over 100 KW hours use is not conducive to plug in vehicles. If you have a plug in, you will use more than 100 KW hours per month.

Provide or help provide more places to charge them.

Provide outlet.

Provide rural community charging stations and metering. Slow charge rates and fast charge rates.

Provide smart charging to utilize excess renewable generation. provide Vehicle to grid functionality to enable virtual storage power plants by networking the batteries to the grid. eliminate gas peaking plants.

What VEC Should Do to Help Members Transition to Electric Vehicles (continued)

Provide some way to educate interested persons such as some forum to offer input with feedback available. Life is busy, my car works well. I would need it to be easier to become educated about my questions and concerns in order to seriously consider it. I'm not opposed, but I'm not motivated to do this research on my own since my current transportation needs are being well met.

Provide SUV and truck type vehicles.

Provide the actual cost, both dollars and energy of electric vehicles. This would include manufacturing dollars and usages over life of vehicle. The usage of vehicle is clean but generating the electricity, building batteries and disposal of same.

Provide the detailed information on the environmental cost of EV's production so the consumer may truly make an informed decision.

Public charging facilities at stores.

Public charging stations.

Put in accessible outlets and help with subsidies or grants.

Put in fast charge stations.

Put in the electric chargers at no or little cost to the costumer.

Put more information out about them.

Put some charging stations in the Islands.

Rebate on charging systems - or subsidize it.

Rebates and install charging stations.

Rebates and make plug-in easy.

Rebates or bill credits.

Rebates or financing options.

Rebates or help financially.

Rebates, monthly discount.

Rebates, more charging stations.

Rebates? Program to help with installation of home charging stations.

What VEC Should Do to Help Members Transition to Electric Vehicles (continued)

Reduce cost. More charging stations.

Reduce rates so I'm not paying between $200 to $300 a month for electricity.

Re-fueling.

Sabotage their cars so they need new cars.

See above for what we want to see in the solution. Living in the country and traveling to camp, hike, vacation, canoe races. Too limited on how many miles one can travel before recharging, and then having to locate one of the limited charging stations on the road and having to wait so long to recharge as well as wait in line to plug in.

Send out information. Saturate social media with info. The Who what where when why and how. Make people feel confident in going electric. Advertise it so well that people do not want a gas vehicle anymore.

Set free charging station at VEC members place of keeping the electric vehicle.

Set up more recharging stations and set up their locations in a GPS form!

Setup charge points.

Share information on real costs of having an electric vehicle in new England

Short term leasing.

Show cost comparisons.

Show me a vehicle that travels long distance, with no issues.

Solve fast at-home charging.

Some kind of deal on installing charging unit at home.

Sponsor a platform that allows panels to charge vehicles before loading the power generated to the grid, then allowing reverse supply to the home from the vehicle in power outages as an automatic process.

Sponsor a program to help customers on the edge of poverty level.

Sponsor charging locations throughout the VEC system.

Sponsor charging stations or provide reduced rates for charging vehicles by entering info at the station such as your meter number.

Sponsor more charging stations.

What VEC Should Do to Help Members Transition to Electric Vehicles (continued)

Sponsor more charging stations. Perhaps offer a credit on our monthly bills for customers who buy electric vehicles.

Spread cost of charging station install over a year's billing.

Stay out of businesses that you don't have any experience. Besides, no one told me what you do with all those storage batteries.

Stop being so greedy with your cost. I am the person who told everyone what the extra amount on the bill was that his money you were banking and not returned when it was not used it runs in the thousands, we can't put it towards our bills. It can't sit in our bank account and make us money. You have taken it. You didn't need it because your budget was less than you thought and yet you never returned it.

Stop telling them to get one. You would be better serving customers by getting them EMP shields or emergency generators, in case Canada shuts down the power line. It takes fossil fuel to produce electricity, anyway.

Subsidize the purchase price.

Tell electric car companies to lower the prices? It's not you, it's them. :)
that VEC would need to be able to support the additional usage that electric vehicles will need.

The cost is usually the obstacle. I rarely buy a new vehicle, so until the market has used electric vehicles, I probably will not own one. Is leasing an option? More financial incentives?

The rates would have to be lower.

The vehicles themselves are still priced high. I would need to see a comparison of gas usage costs with electric costs.

They shouldn't do anything. That would be a stupid policy. When electric vehicles become viable through market forces of supply and demand they won't need to be subsidized by the taxpayer. Anyway, they run on coal which powers the electricity. The batteries they use create more environmental damage to manufacture them than the internal combustion engine does. Electric vehicles are also much more susceptible to destruction through an EMP device.

Variable rates if possible. My house/garage would need to support rapid charging.

Variable rates so charging can occur when rates are down. Educate about home charging.

VEC Charging stations or sponsored ones, so there are more options.

VEC is doing a marvelous service of reaching out to people to give incentives! The reliability of the technology and manufacturing and services to support EVs needs to get a bit stronger before more of us ca take the risk. Costs are coming down and financial incentives for converting are very good right now. We're almost there in taking the leap!

What VEC Should Do to Help Members Transition to Electric Vehicles (continued)

VEC should not provide incentives for EV purchases. This is not fair to other customers that cannot afford EV. Vermont and the VEC need to be more friendly to the addition of solar power and provide incentives for those who invest in it as well as encouraging it. the use of battery backup is also an incentive that the VEC should be willing to work with as GMP does.

Wait. Battery tech not adequate yet.

Waste of money.

We also need a vehicle that can tow a trailer for canoes and kayaks and bikes and most have limited capability to tow. Plus, still not sure how damaging all the old batteries will be to our landfills once they need to be replaced in electric cars. Will there need to be special sealed landfills created for these when most vehicles are electric? Definitely am looking for a hybrid for the next vehicle and am not opposed to an electric vehicle if some of the above issues are rectified. Have checked into a vehicle that runs completely on electric for 40-50 miles then switches to gas, which then recharges the battery. This would be the ideal for our use of a vehicle right now, if it can tow as described above.

We live in a rural state and commute longer than average. Stop pushing this without giving all sides.

Whatever is possible.

While VT has an incentive, because my wife and I file married we weren't able to qualify - this almost meant we didn't get an AEV - it would be great if VEC either had different rebate criteria in a higher amount or if they would lobby the state to only consider the primary driver's income instead of joint or just raise the married filing jointly limit to double what the individual limit is.

Why is this question biased toward more electric vehicles? Is this a complete agenda item if the cooperative?

Work to have a large number of charging stations installed throughout service area. Hundreds, not dozens. This should be a top priority for VEC.

Work with AAA to produce always updated trip tickets indicating where recharge stations are located along every road and highways across Canada and the US.

Work with landlords to make charging stations available.

Work with state and federal government to offer financial incentives for purchase and also expand recharging station network in our area.

Would be hard to convince me to do it.

You are making the assumption that VEC should help VEC members transition to driving electric vehicles. I'm not sure that's a good idea unless/until electricity generation is completely nonpolluting and not prohibitively expensive.

You shouldn't. Let people be free, don't push them to do anything they don't want to do.

What VEC Should Do to Help Members Transition to Electric Vehicles (continued)

You want to offer time of day charging incentive's and yet you complained to the people that Vermont do not use most of its electricity during the day and that's why solar is not feasible. playing games with the customer over matters like that make it hard for anyone to trust VEC.

Zero cost charge stations, for home and around the area.

ADDITIONAL COMMENTS

In order to present comments in their entirety, verbatim responses may appear under more than one heading. The portion of the comment pertaining to the section is in black, while portions covered under other areas are colored in gray.

Overall Satisfaction – Positive Responses

I'm satisfied/They do a good job/No problems (109 general comments like this)

Overall Satisfaction – Negative Responses

Disappointing.

Overall Satisfaction – Neutral Responses

No questions.

Not sure just now ...on a budget plan and use fuel oil as well.

Management/Board – Positive Responses

Always looking forward.

Appreciate Management quality.

At a meeting in Jericho, Rebecca Towne gave a presentation and answered questions. I was extremely impressed. She consistently gave a "tour d'horizon," explaining the implications of each issue from financial, ecological, political, technical, human, etc. points of view. So, you knew she had weighed them all in her positions. I don't know anything about her politics, but I'd like to see her as governor.

Been very satisfied with VEC service and commitment to low energy costs.

Bring back nuclear power please.

Excellent organization from my perspective.

Excellently run organization that is always looking to improve cost and service options for member/owners.

Generally, we are a community owned/oriented/operated electric cooperative utility that strives to meet the needs of its members -- and usually succeeds. Our membership is both big enough and small enough (though somewhat fragmented, geographically) to enable such success.

Good company and well run, co-op. They are doing a good job.

Additional Comments
Management/Board – Positive Responses
(continued)

Good company, well managed.

Have been a happy customer for 26 years. VT Electric Co-op is always looking ahead to the future with the customer and environment in mind.

I am fine the way you operate, no complaints at all.

I am overall very pleased to be a member/owner and customer of VEC. I feel it is seriously working to find ways to preserve our planet by finding and promoting ways to reduce our carbon footprint.

I am pleased with the service and do believe it treats its customers fairly.

I respect your working to better VEC.

I think we have common goals and that feels good.

In my job I get to work with GMP occasionally at Waterbury Dam, and have made many tours inside the hydro powerhouse. So I have a glimpse into the world of producing and distribution power. It's a complicated and challenging process. It's very important, although not easy, to move away from fossil fuels both for power and transportation. I applauded the Co-op for taking the steps necessary to move to a carbon free future.

Keep up the good work and forward-looking vision.

Overall, I like the co-op. I like the idea and the people who make it work. I'm aware of the challenge to service a rural, hilly area and appreciate the diligent efforts to keep us connected. The rates we pay are far higher than GMP, which I find troubling. I have neighbors on either side of me who, for whatever reason, have GMP service. I like that the co-op is Vermont owned and operated, rather than a foreign country owned, but the money!

Overall, we have very stable and consistent power from a utility that appears to strive to be as green as possible.

Peter Rossi has proven to be a very good and supportive COO.

Seems like a well-managed business, and I am amazed that they can keep mostly ahead of the ever growing forest.

Since moving here five years ago, stability has dramatically improved. Great job. Online app is superb. Nice work. The business appears to be efficiently and responsibly run with a commitment to quality. I trust decisions for sourcing will be made wisely (why I used 3 for all questions about sources).

Thank you for looking to the future to explore and prepare for the use of sustainable energy technologies and ways to provide for the needs of future generations.

Thank you for your commitment towards the planet.

Thank you for your service and for making the environment a priority!

Additional Comments
Management/Board – Positive Responses
(continued)

Thank you for doing all you can to support local, in-state, diversified energy sources. I think our societal expectations of production-and- consumption levels are going to have to change, along with where and how our energy is generated in order for the world to survive. Energy consumption cannot continue at the extreme rate across this country that has led to the escalating climate emergency. Energy issues are deeply societal ones as well. The times we live in are demanding that we as human beings re-examine our values, re-invent how our economies are set up, what they entail, how many and what types of products corporations manufacture and sell, and how we live, not only how individuals in our society heat or cool their homes or businesses, or power their cars. The big picture is urgent. Thank you for all you do and for your consideration of these thoughts.

The Co-op has always had an extraordinary philosophy and excellent operational implementation. Especially from the time they switched to Smart Meters, service has been great.

VEC is very innovative, we are fortunate to have and to have had a very good leadership team.

Very good service. And this questionnaire shows that you are thoughtful about the future.

We are not full-time residents in Vermont. My family owns an old farmhouse on 85 acres and have since 1885. VEC has treated us very well over many years and has been responsive to power outages due to storms etc. VEC is a very professional and well run cooperative and we appreciate that.

We've been customers since about 1985. Over the years Vermont Electric Cooperative has consistently improved service, recovery from outages, and communications. And I really appreciate the more recent attention to renewable sources. It's very well run, keep it up!

Management/Board – Negative Responses

Buying into solar was a pain in the ass. Otherwise all of my scores would trend higher. Your ground teams are amazing, but your administration needs enhanced.

Great organization. I disagree that any subsidies should be given to any power generating source (coal, natural gas, nuclear, wind, biomass, solar, etc.). If the market does not want it, there should not be forced adoption. I agree with reduced rates when power is used at off-peak hours, but not exclusively to subsidize any particular technology. Reducing rates for electric vehicles seems to benefit those who can afford electric vehicles. The poor folks trying to make ends meet effectively subsidize the wealthier people with their pricey electric vehicles.

I believe you folks are doing a good job. I do not believe in the various games to give people "incentives" for everything. This just forces everyone else's cost to go up. The co-op must have a specific amount of income to operate. Give away a $500 incentive and others must pay for it. Another redistribution of wealth scheme.

I dislike when companies I interact with get involved with politics and then tries to shove it down my throat, so please don't. Stick to electricity.

Additional Comments
Management/Board – Negative Responses
(continued)

Please focus more strongly on reliable power delivery and less on social trends or social agendas. My power frequency is less than stable, and your meter reads are causing difficulties with electronics. Broadband over Internet is also a concern and I'm curious if you are utilizing this technology or protecting your technology (our power system) from the exploitation of this.

Why does it cost me tens of thousands of dollars to do all the work to bury an electric cable? Why did you increase rates recently? Why am I having to subsidize other, more affluent member's expensive choices? Why would VEC endorse electrification of heating and transportation when the existing technologies do not adequately support the rural nature of your members? When are you going to support and lobby for the elimination of the efficiency charge, another special interest flimflam scam here in Vermont? I took a VEC broadband survey last year, what are you doing with that?

You people are fools and Marxists to be trying to force energy markets to behave contrary to natural market forces by subsidizing billionaires who make electric vehicles and wanting to kill birds with giant boondoggle wind power that doesn't work. Electric vehicles are run on coal and the batteries in them destroy the environment far more significantly because of the components and minerals needed to create them. You guys are ignorant and need to educate yourselves on the costs of "renewable" energy. Nuclear, natural gas, and hydro are the future and perhaps solar in places like Arizona and New Mexico and Texas and Florida but not in Vermont. Stop spreading your ignorance throughout the state.

Your company preaches about saving energy, using less electricity and so on but I was hit with a LOW ENERGY USE FEE! You are penalizing people for using less! Then on top of it I receive a monthly bill regardless of how much I use and your prices comparative to others are very expensive. If things don't change, I will invest into a whole house solar system with battery backup and cut the cord with your company. Vermont is a financially struggling state especially in your region and you're taking advantage of being the only company in the area.

You're going to have to start giving higher kickbacks in order to make me feel like a "member". Never seen any company with such a new vehicle fleet.

Management/Board – Neutral Responses

From a cost perspective we should be a follower, not a leader.

Get some nuclear.

Good job all around for sure. It is important to continue to keep members informed of efforts to contain costs. The aging electric transmission infrastructure is of concern. If it is not updated (who pays the cost?) what will happen in the event of failures during extreme storms or the need for more capacity within the present network?

I appreciate the Co-op and hope that it can maintain itself for the foreseeable future.

Additional Comments
Management/Board – Neutral Responses
(continued)

I understand this is a co-op and have limited ability to provide electricity. Like many, I am concerned that our future is threatened by global warming, that systematic change is required, but that the VEC is but a small player in a huge industry. I would love to install some home batteries to get us through the occasional power outage, and take advantage of off-hour rates, but, once again, disposable income is the limiting factor.

I would like to know administrative costs of the VT Electric Co-op. What is the amount of money allowed to be held back from Co-op members when money is returned to members? You have the best online resource for VT Co-op members. Kudos to the IT department. It is helpful when we analyze how much energy we use and to find out if there is an outage in our area. Thanks for this service.

It's not broken. Don't try to fix it.

Please be sure that the NEK does not fall victim to the whims of the Canadian government, where our power resources are concerned.

Please do everything you can to go green and save the planet. Keep educating the public about green options.

Since we started using VEC 30 years ago, outages have been less, rate increases have been reasonable; strongly support transition to renewable energy. I hope VEC is lobbying for improved national transmission capability to support nationwide transition to renewables.
Stick to your core business of providing reliable power and the lowest cost possible. Why doesn't the CO-OP purchase more power from Hydro Quebec?

VEC should concentrate on providing electric service and that's it.

We're surprised you didn't ask if we have an energy-efficient home. We do, because one of the most important ways to affect energy use and cost is to have efficient homes. This is also a more attainable goal (with financial incentives) for many people than purchasing electric vehicles or sponsoring solar panels. Also, when we say that all the various sources of energy are extremely important, it's with the understanding that VEC will meet the balancing act of resilience, environmentally friendly, and affordability.

Operations/Engineering – Positive Responses

A good, reliable energy provider

All in all, I have been pleased with the co-ops service and outage recovery when needed, very quick and responsive to outages.

All in all, my experience with VEC has been excellent. Given where we are, the infrequency of outages and the swiftness with which they are fixed when they do happen is amazing. If I had to make a comment, I'm not a fan of how my trees were trimmed around the lines last year. Other than that, though, I'm good. It could be cheaper, but hey, that's always the case, right? ;)

Additional Comments
Operations/Engineering – Positive Responses
(continued)

Always a reliable company.

As far as I know, VEC is the only electric company in this county. I am satisfied with their service.

Back in the 1970's and 1980's power outages occurred often which was very inconvenient. Power outages since then have been very few and generally repaired quickly. I am a seasonal owner so winter outages generally do not apply.

Been very satisfied with VEC service and commitment to low energy costs.

Bill is easy and clear to understand. Payment options are also easy and convenient. Starting a new account was simple and the customer service was polite and helpful. Power line issue we had was promptly fixed and power was restored in a timely matter. Employees sent were knowledgeable and courteous.

Crews work hard to keep us all eclectically safe and electricity is available always.

Excellent repair service when line is down.

Excellent service but very expensive. I owned a home in Hyde Park, Vt (Morrisville Water and Light) and my highest ever electric bill was $31a month and usually averaged $24-$28. Sold that home in November 2020 and living in my family home in Averill where the bill is over $100 a month. I am restoring an old home in Canaan and trying to make it energy efficient; spray foam insulation, demand low gas water heater, all new electric system and a new hot air furnace. Not living there as still under construction. The only electricity used is the furnace and a few outlets for saws and charging drills and one light in the basement, and I'm paying $60-$70 a month already this spring, winter was much higher.

Excellent service for many years! Thanks!

Excellent service provider.

EXCELLENT service!

Excellent service. Thank you!

Extremely reliable. Very fair price.

For a utility company where there aren't other options, VEC has consistently provided great service and I've been very happy with them over the years.

Generally happy with service.

Glad for good and reliable service. Thanks.

Good company, good service.

Additional Comments
Operations/Engineering – Positive Responses
(continued)

Good company. Great service.

Good service.

Great crews out working in the worst weather in our harsh environment. Very skilled and professional.

Great improvement this past year in preventing power outages. All of the free work and clearing really helped! We live in Albany; it was really bad before all of the cutting.

Happy with electric service.

Happy with the services but hope they can keep the rates as low as possible. Thank you.

I am a seasonal customer, so I don't think my answers really have a lot of value. Service has always been and continues to be excellent.

I am impressed with the Vermont Electric Cooperative's efforts of providing a good service.

I am overall satisfied with the VEC service.

I am pleased with the service and do believe it treats its customers fairly.

I am satisfied the service has been good, and has gotten better each year I have lived here.

I am satisfied with the service that I get from VEC, keep it up.

I am very grateful to have such low energy costs; I know paying high bills is not an issue for some Vermonters but it is for most of us. I am not sure Vermonters know how fortunate they are in terms of bill amounts as it relates to usage. I have a brother who lives in Morris CT where the Eversource monopoly has destroyed a working person's ability to pay their bill. VEC offers top notch service and their response during outages is excellent. Thank you for all you do for all of us! Stay safe, where your helmets, and have a great summer!

I am very happy with their service.

I am very satisfied with the service provided!

I appreciate VEC and am very satisfied with the service they offer.

I believe since moving to Vermont that you have done an excellent job of maintaining our service. I am open to any environmental options to save on Carbon without changing our excellent service. Solar and wind are great options. In Vermont Solar is risky due to lack of sun. It is too expensive for the average person. However wind could be an option but again cost plays into the equation.

I believe we are getting good service from VEC.

Additional Comments
Operations/Engineering – Positive Responses
(continued)

I can't believe how reliable!

I have always been satisfied with Vermont Electric Co-op services. Outages have been at a minimum for me and only for extended times in cases of bad weather-related events and cleared up as soon as could be expected. Your employees have been polite to deal with personally and on the phone whenever needed. Thank you for little things as well as what we should expect from any company.

I have been extremely satisfied with our service and VEC employees. The only complaint I have comes from last summer when an arborist came to the house wanting to cut down trees when I asked for information, he was short tempered. I called VEC to gain more knowledge and the person I spoke to was also very short with me. After the phone call the first man I had spoken to came back and reprimanded me for calling the office about him. If VEC wants to cut down trees because of their proximity to the power lines they should be prepared to do the job right, by that I mean stump removal.

I have been very happy with the service we have received over the years. Everyone is very friendly and helpful. The response time is very quick.

I have enjoyed having the smart meter at our Vermont home. It has made our energy use much more understandable and controllable. Thank you for being so proactive in keeping up with the times!

I have lived here for 59 years and overall have been very satisfied with the service I receive from the Vermont Electric Co-op.

I have seen many improvements in our electric service over the years, far fewer outages, which I appreciate!

I just think that your linemen are awesome always have been. Not just saying that because my son Dylan works there. I have had many of them over the years they are and were special people, HANDS DOWN.

I just wish that more tree branches would be cut around the electrical lines in front of my house. They were trimmed a little bit a couple years ago, but not enough and now the trees are overpowering. I have no complaints otherwise, thank you for your great service.

I like the service I get. It's better than my home state of Connecticut.

I live in a very rural area and experience outages often. Line crew is always prompt.

I live in town, my power rarely goes out. I am happy.

I really appreciated the line right away clearing of trees to reduce power outages, especially since we are away 5 months during the winter and cannot operate a generator to keep the propane heaters on.

I used to live in Huntington, last house on the VEC line. I hated VEC and their service! I moved to Grand Isle and Citizens Electric. VEC took over and has been wonderful.

I'm happy with our service and am pleased to be part of a co-op for our electricity.

Additional Comments
Operations/Engineering – Positive Responses
(continued)

I'm impressed with how rarely power outages occur, and with how hard you work to fix the situation when they do occur. Also, communication about power outages and other issues is much improved as compared to many years ago.

I'm impressed with the current upgrade to the power distribution system in the NEK. With the exception of high energy costs VEC does a good service for its customers Dennis

I'm quite happy with the service.

In general, I am very happy with their service and pricing.

It has been great. I received notice of herbicide use in my area, and I am concerned about that. I have a deep well under the area they want to spray, and I would rather not have that done. I also tap maple trees near there and want to keep that organic with no sprays around. Many thanks for the great service!

I've been impressed over the years by how the shunt has been trimmed minimizing weather-related outages.

Keep up the great work and your team is very hard-working keeping lines running especially during storms. Environmental and cost savings are very good, but carbon free seems too much as I'm not a big believer in that global warming is man made to a huge extent.

Love your service and ease to pay bill automatically.

Lucky to be a customer of this fine service.

Only had one power failure in 8 eight years, exceptional service. Does VEC paln to offer Tesla or either in home storage leasing programs in the future?

Overall, they have been a good service provider.

Over the years I've seen great improvement with the winter outages. We actually fair well with wood heat and a generator. You get the service up and running quickly, and for that I thank you. Electricity is my biggest bill.

Over the years the service has improved every year. The service is great, the automation and online services are great. The employees are friendly and professional. I have no complaints and can only say keep doing what you are doing. Thanks to you all!

Overall, I like the co-op. I like the idea and the people who make it work. I'm aware of the challenge to service a rural, hilly area and appreciate the diligent efforts to keep us connected. The rates we pay are far higher than GMP, which I find troubling. I have neighbors on either side of me who, for whatever reason, have GMP service. I like that the co-op is Vermont owned and operated, rather than a foreign country owned, but the money!

Overall pleased with their service.

Overall, we have very stable and consistent power from a utility that appears to strive to be as green as possible.

Additional Comments
Operations/Engineering – Positive Responses
(continued)

Pleased always with the service.

Pleased with the decline in power outages in recent years, which I attribute to an increase in tree trimming around poles and lines.

Pretty happy with the service and the company.

Reliable. One other comment that seems a bit out of line. Someone wanted a right of way across my road frontage. No real issue at first. When they sent me the ROW to sign, I noticed they wanted 50' along the road frontage. That would destroy my trees and put the ROW line halfway to the front of my home. That's absurd. There is zero reason to take that much land.

Satisfied with the service.

Seems like a well-managed business, and I am amazed that they can keep mostly ahead of the ever growing forest.

Service has only gotten better.

Since moving here five years ago, stability has dramatically improved. Great job. Online app is superb. Nice work. The business appears to be efficiently and responsibly run with a commitment to quality. I trust decisions for sourcing will be made wisely (why I used 3 for all questions about sources).

Since we started using VEC 30 years ago, outages have been less, rate increases have been reasonable; strongly support transition to renewable energy. I hope VEC is lobbying for improved national transmission capability to support nationwide transition to renewables.

So far we have been happy with the service and communication. We also like the online and app presence VEC has.

So far your electrical service has been spot on and keeping us informed when there are outages. We always get prompt answers and service when we inquire for it.

Solar credits offset our bill. Customer service has been excellent. Only complaint is the number and severity of power outages (we are among last to get power back on). Last year or two have been better, I think some tweaks were made to lines.

Thank you for clearing the trees and brush away from the access line to the house.

Thank you for keeping cost low for seasonal people! We appreciate having our power when we need it!

Thank you for keeping costs down and providing power with minimal power outages

Thank you for keeping the lights on and for dealing as quickly as possible with power restoration after extreme weather events.

Additional Comments
Operations/Engineering – Positive Responses
(continued)

Thank you for this opportunity to comment about VEC. Thank you for your service. I wish there was competition in my area in order for me to select my choice of Electric companies. In fact, I wish I had three or four choices. I'm locked in to VEC because I do NOT have a choice. No need to contact me unless you're informing me of the alternative company's willing to service my area. Thank you. VEC does a good job, but, gee, my bills are usually through the roof. Hope your employees are paid a decent wage.

Thank you for your good service.

Thank you for your service and for making the environment a priority!

Thank you for your service.

Thank you to all the linemen who work tirelessly to ensure that service remains continued.

Thanks for being a great provider!

Thanks for being accessible and pretty darn reliable:)

Thanks for improved service over the years. Much better now than 20 years ago.

Thanks for providing a utility service to my community.

Thanks for your service. Be safe.

The Co-op has always had an extraordinary philosophy and excellent operational implementation. Especially from the time they switched to Smart Meters, service has been great.

The line workers are great!

The linemen are to be commended for their dedication and hard work and the member service group is extremely professional and kind.

The service is better under the new leadership. I don't feel we have much control over the utility. I just pay the bills. Regarding a car, I will look to purchase or lease a hybrid before an electric. I want the technology to improve before I go for an electric vehicle. Regarding solar, I am interested in installing solar panels on my house. Regarding transitioning an old house to electric, who is to say when or how or who pays for this. The carbon tax is very concerning to me, particularly since we live in a remote area that requires great travel to metropolitan areas. I used to have to drive to Montpelier every day and that would be cost prohibitive today.

The service of removing trees above/around wires has been well managed. Some flexibility and customer focus.

The usage in the last 60 years has improved so drastically, I love it!

The work in the last 5-10 years to clear the lines has made a difference!

Additional Comments
Operations/Engineering – Positive Responses
(continued)

They give very good service. Their staff has been very helpful and friendly.

They have come a long way in the 34 years I've been a customer/member especially in regards to power outages and length of power outages.

They provide good service.

Very good service. And this questionnaire shows that you are thoughtful about the future.

Very pleased with improvements that have been made in reliability. Would like to see rates be lower.

Very pleased with service, but the bills have always been very high compared to other electric companies. Hope to check into solar if able to afford.

Very reliable power provider. I would like to see the trees that are cut under and around VEC power lines removed instead of left there to rot next to the roadside. They are an eyesore to look at and de-beautify the countryside.

Very reliable service of power, but higher rates than other providers.

Very satisfied with service at our second home in Jay.

Very satisfied with the VECI service and response time during outages. I feel they do beyond what is required or asked in providing service and keeping rates as low as possible.

We are happy with service.

We are happy with your service.

We are not full-time residents in Vermont. My family owns an old farmhouse on 85 acres and have since 1885. VEC has treated us very well over many years and has been responsive to power outages due to storms etc. VEC is a very professional and well run cooperative and we appreciate that.

We are overall very satisfied with the service we receive, and the commitment Vermont Electric has made to be environmentally friendly. The co-op has done significant strides in the last few years to ensure fewer outages.

We are very happy with the service we currently have.

We find the service very good. Thank you.

We have always had good service from Vermont Electric.

We have been satisfied with our service.

We have been very happy with the service and impressed with how you have reduced power outages in our area.

Additional Comments
Operations/Engineering – Positive Responses
(continued)

We have gratitude for the employees that work hard to keep our power on. We very seldom experience power outages and are happy with our service. Our rates are reasonable and on a limited income we are happy with our rates.

We've always had good service from VEC.

We've been customers since about 1985. Over the years Vermont Electric Cooperative has consistently improved service, recovery from outages, and communications. And I really appreciate the more recent attention to renewable sources. It's very well run, keep it up!

You are much better in providing service then Green Mountain Power and 10 times better than Vermont gas, who is horrible. Vermont gas monthly rates may be cheaper, but their maintenance, repairs, billing and customer service are lousy!

You did a good job cutting back trees from the power lines leading to fewer outages.

You do a good job at providing power, stick with it. Your line crews do an outstanding job at restoring power after an outage.

You do a great job restoring power during storms. Thank you.

You do a pretty good job considering the conditions where I live. I have back up power.

You guys are doing great. When I first moved in, the power was out quite often approximately 2007. Over time it's gotten much better. I have no worries at all about VLEC and happy to be customer, you have helped me with several different situations, and I appreciate it. I did see the survey a while back indicating you may offer fiber to the home. I have experience with networks and would be interested in seeing if I could help with that if you decided to move forward.

You guys do a very good job keeping the power on, but I think your prices are higher than the other power companies in Vermont.

You guys have done a great job at increasing the reliability of the power in my area. A lot less interruptions. Thank you!

Operations/Engineering – Negative Responses

A planned power outage in the middle of summer is not a good idea. You should have either done it early spring or wait till fall.

A tree service told us to contact Vermont Electric to have 2 trees taken down close to our wires coming to the house. When we called, the person was very pleasant and said someone would be out within a week. The trees are marked but have not been removed. It has been a month since our call.

Additional Comments
Operations/Engineering – Negative Responses
(continued)

All in all, my experience with VEC has been excellent. Given where we are, the infrequency of outages and the swiftness with which they are fixed when they do happen is amazing. If I had to make a comment, I'm not a fan of how my trees were trimmed around the lines last year. Other than that, though, I'm good. It could be cheaper, but hey, that's always the case, right? ;)

Built a new home in Sheldon 7 years ago, have experienced more power outages in this time frame than ever before in my lifetime. We were forced to buy a generator as were all of our neighbors. Outages have been extreme at times "days" in the middle of winter." I understand extreme conditions and outages, but seems like we are always the last area to get restored maybe because there are so few houses on this line??

Don't cut too many trees.

I had a pole replaced from a storm in Irasburg 3ish years ago and some toxic smelling liquid was poured on the ground near my apple trees and that spot still smells bad and no grass or weeds grow in that spot. Not a fan of that spill at all. about 3 feet by 6 feet. I don't use the apples as I feel they are most likely poisoned. I have maple trees along the road as well and when they get trimmed, I would like to talk to whoever trims before they trim. Thanks.

I have been extremely satisfied with our service and VEC employees. The only complaint I have comes from last summer when an arborist came to the house wanting to cut down trees when I asked for information, he was short tempered. I called VEC to gain more knowledge and the person I spoke to was also very short with me. After the phone call the first man I had spoken to came back and reprimanded me for calling the office about him. If VEC wants to cut down trees because of their proximity to the power lines they should be prepared to do the job right, by that I mean stump removal.

I live in a very rural area and experience outages often. Line crew is always prompt.

I live in the northeast kingdom near Jay Peak. The VEC should spend far more time removing trees and limbs that interfere with the electric cables. And, they should better communicate with property owners when doing this kind of work. Many of the cables in our area could use a refurbish or upgrade, some are looking quite ratty.

I used to live in Huntington, last house on the VEC line. I hated VEC and their service! I moved to Grand Isle and Citizens Electric. VEC took over and has been wonderful.

I'm concerned about the high cost and getting right of way permission to have a new service installed on the property.

I'm in a rural area, surges and inconsistent electricity are common. They have caused spikes in our bill over the past year and no one at VEC was able to assist us with this issue.

It has been great. I received notice of herbicide use in my area, and I am concerned about that. I have a deep well under the area they want to spray, and I would rather not have that done. I also tap maple trees near there and want to keep that organic with no sprays around. Many thanks for the great service!

Need to make it easier and more cost effective to get power to locations that do not have to today. We own a parcel on lower Regan Road in Montgomery Center and no power is available along the road.

Additional Comments
Operations/Engineering – Negative Responses
(continued)

Nothing good...that is why I now have a backup generator and solar panels. I understand when the power goes out the help for restoration goes to where the most people live. But a couple years ago there were a couple of outages that lasted 3 or more days. I lost a lot due to this. There was no offer of helping replace or rebate for the rental of a generator. Both myself and wife need power for CPap machines due to medical. Thus, why I have spent thousands on a backup generator and installation of solar.

Only issue I ever had was that the trees that were cut down were left as they fell. Want spraying to keep growth down as little as possible. Prefer "natural" clearing like men with equipment or goats etc.

Our power seems to go out ALOT in the wintertime. More than it should.

Overall, I'm pretty satisfied with the company despite the many blips in service.

Please focus more strongly on reliable power delivery and less on social trends or social agendas. My power frequency is less than stable, and your meter reads are causing difficulties with electronics. Broadband over Internet is also a concern and I'm curious if you are utilizing this technology or protecting your technology (our power system) from the exploitation of this.

Please make better choices when hiring line clearing companies. Stop using cancer causing pesticides on your right of ways.

Please spend less effort on electric car and renewable energy initiatives and more time on keeping the power lines clear. It doesn't matter where the power comes from when the power goes out often. Focus on keeping the lines healthy THEN focus on where it comes from and the carbon footprint.

Pretty happy with everything offered. We do tend to have fairly frequent power outages or blips. We tend to have the longest power outages after major storms. 5 days of outages a few times over the years.

Pretty satisfied. I'm in St. George and there are a lot of outages sometimes.

Reliable. One other comment that seems a bit out of line. Someone wanted a right of way across my road frontage. No real issue at first. When they sent me the ROW to sign, I noticed they wanted 50' along the road frontage. That would destroy my trees and put the ROW line halfway to the front of my home. That's absurd. There is zero reason to take that much land.

Solar credits offset our bill. Customer service has been excellent. Only complaint is the number and severity of power outages (we are among last to get power back on). Last year or two have been better, I think some tweaks were made to lines.

The crew that was clearing power lines around Belvidere pond, Eden was some of the worst waste of time I've seen. Spent hours per day just parked. I'm sure this was subcontracted out and I'm glad to have the opportunity to report this. I know all this type of work is reflected in our electric bills and it honestly infuriated me to see such waste of time and money.

Additional Comments
Operations/Engineering – Negative Responses
(continued)

The line clearing crew was a disaster last summer. To cut a few trees they drive all over our farm in loud diesel vehicles, leaking fuel, driving over stone walls, leaving large ruts that became tadpole traps, tearing up 800-foot-long driveway. In a prior year, a different company stacked all the cleared brush on top of historic stone walls for about 1500 feet, obliterating the stones.

There are too many very long outages. We average a 4-6-day outage every 2-3 years, and many shorter ones per year. More needs to be done to get the power back on faster after storms, and to prevent these long events. Also, you need to rotate who gets their power back first so it's not always the same areas waiting 5 days.

They do not follow through on construction projects and destroy the Vermont landscape by not removing old unused poles.

VEC is an excellent utility with exceptional personnel. My residence is on the end of the line on Westford Rd in Milton and we have experienced several long outages ranging from 4 hours to four days and the customer service from the call center to the line crews have been responsive and pleasant to deal with.

Very reliable power provider. I would like to see the trees that are cut under and around VEC power lines removed instead of left there to rot next to the roadside. They are an eyesore to look at and de-beautify the countryside.

We had trees dropped on our septic mound, hopefully there is nothing damaged.

Operations/Engineering – Neutral Responses

I cannot comment on outages, since we didn't have any last year, and we are very new customers.

I just wish that more tree branches would be cut around the electrical lines in front of my house. They were trimmed a little bit a couple years ago, but not enough and now the trees are overpowering. I have no complaints otherwise, thank you for your great service.

I think I better stock up on candles and wood. I don't want to end up like the people in Texas.

I think there should be more road maintenance whereas trees that could fall on lines should be trimmed back. I see trees now leaning on lines in places and worry about power going off.

In my opinion, this is ridiculous! Way too complicated, requires too much of my time. I can't even speak to most of your questions. I basically care about two issues - is our electricity reliable and is it affordable. Your job is to deliver on those.

It would be helpful to have my meter near my house. It is on a pile a half mile from my house.

Keep the power lines cleared to save money and reduce outages. Keep doing what you are doing. Reduce Vermont Energy surcharges. Consider hybrids a much as EV's They are the near future.

Additional Comments
Operations/Engineering – Neutral Responses
(continued)

Keep the trees trimmed.

Line maintenance is critical to ensure fewer outages.

More reliable low-cost energy.

My pole is in pretty bad shape. The cable company has improperly set up my connection. I think VEC should request that consolidated communications fix it.

Support more membered owned renewable energy instead of insisting on "SELLING" us power. Wake up to the future, you are no longer an energy provider, you are a network provider so do your job and update the infrastructure to make way for more electrical energy distribution.

The pole in front of my house looks very old.

The transformer on our pole is very rusty.

Vermont Electric Cooperative provides electric service. As a cooperative it's my belief they lack in providing adequate, useful information to customers/shareholders.

You supply electricity to our seasonal summer cottage, so we have very limited usage. We also live in a retirement home which does have off site solar panels but being a part of a large group inhibits out individual actions.

Member Service/Communication – Positive Responses

All encounters with staff have been excellent- always professional and helpful.

Always have met my needs.

Bill is easy and clear to understand. Payment options are also easy and convenient. Starting a new account was simple and the customer service was polite and helpful. Power line issue we had was promptly fixed and power was restored in a timely matter. Employees sent were knowledgeable and courteous.

Buying into solar was a pain in the ass. Otherwise all of my scores would trend higher. Your ground teams are amazing, but your administration needs enhanced.

Customer friendly.

Electrical costs are high, but we could probably do more to lower our own expenses going forward. Customer service at VEC is tops!

Excellent customer service. Very happy!

Additional Comments
Rates/Fees – Neutral Responses
(continued)

Correct to ask: What is your monthly electric bill From VEC only? From leased solar and VEC? Overall, I am a satisfied customer. RATES: Three Rates: NORMAL, LOWER, LOWEST. You should offer (seasonal) Off Peak Hour Rates from LOWER after 9pm to 11pm, LOWEST 11pm to 6am. Thank you for offering rebates on certain more energy efficient product options.

Happy with the services but hope they can keep the rates as low as possible. Thank you.

In general, I'm very satisfied with VEC. Obviously, I would like to see as low cost as possible for our electrical energy, while maintaining environmentally safe and sound generation. Expanding VEC's electrical generation capabilities to cover transportation energy without increasing cost per KWH will be a challenge.

In my opinion, this is ridiculous! Way too complicated, requires too much of my time. I can't even speak to most of your questions. I basically care about two issues - is our electricity reliable and is it affordable. Your job is to deliver on those.

I've had a hard time figuring out how the charges are determined (in person meter reading or ?) and am a bit confused by increases/decreases in amounts used given that they don't seem to fit with my actual experience.

Keep cost down.

More reliable low-cost energy.

Rates of power generated vs power used.

When you say, "average monthly electric bill" do you mean "how much I would have been charged if I had not bought into solar" or "how much cash am I putting out each month"? The former is $200; the latter is $50. Your question was not well defined.

Business electric is very high. Home electric is very low.

Energy Efficiency / Energy Audits – Positive Responses

I am happy to see VEC working in concert with Efficiency Vermont regarding rebates and promoting more efficient use of electricity.

They are easily contacted during outages and identifying problems that may be occurring in your home re: excessive energy use.

Energy Efficiency / Energy Audits – Negative Responses

I appreciate the people who work at VEC. However, when I have asked about energy efficiency, I have not had great success or help in trying to lower my bills. I realize providing energy in a rural area is difficult, but I would appreciate lower bills. Other energy providers in the state are less expensive. We have no choice in providers.

Additional Comments
Energy Efficiency/Energy Audits – Negative Responses
(continued)

I disagreed with the scenario of varying rates for electric vehicle charging at different times of the day because I thought it would be unfair to those unable to make use of the most favorable rate/time.

I don't like subsidizing other people's energy efficient policies.

Very disappointed not being able to get off peak rates. This is very important to me and its success of my business.

Energy Efficiency / Energy Audits – Neutral Responses

Consider differential rates for time of use. Continue to offer incentives for efficiency. Consider home battery storage incentives.

Help with set up of home base charging stations. With the wave of electric vehicles coming, will there be enough electricity with current and planned generation and transmission? Help a sugar maker be/have more efficient operation.

I wish there was more information on bills breaking down solar production vs usages. It needs to be done so it is easier to understand for the normal public to understand. I would also like to know more options available for heat pumps and batteries which don't cost a fortune and would work all year in Vermont.

I would be interested in demand side management for heat pumps in the future.

I would like to explore more energy and cost efficient ways to cool the house. Also, would like more advanced reporting of my solar panel generation, I understand they are used panels but would like to see something more advanced.

I'd like more information on what I should do to keep heat pumps more efficient.

In Vermont there are many old homes. Growing up we rented homes and apartments and our electric bill was so high, it would be shut off more than once a year or we would have to get assistance. Women especially, single moms do not know how to lower their bill and are at the mercy of the landlord. Whether it is old wiring or light bulbs or fixtures, there should be more programs or teachings about how to lower your electric bill.

Need help with management of electrical costs.

To consider timed metering to spread the use of electricity through the day and give homeowners a chance to save money by using electricity in off peak hours.

VEC needs to make solar, geothermal, battery backup available to its members like programs run by Green Mountain Power. I find it offensive that other power companies make it easy for its customers to migrate to green energy but as an "owner" of my power company there is nothing for me. At least have different rates for peak and off-peak.

Additional Comments
Energy Efficiency/Energy Audits – Negative Responses
(continued)

We're surprised you didn't ask if we have an energy-efficient home. We do, because one of the most important ways to affect energy use and cost is to have efficient homes. This is also a more attainable goal (with financial incentives) for many people than purchasing electric vehicles or sponsoring solar panels. Also, when we say that all the various sources of energy are extremely important, it's with the understanding that VEC will meet the balancing act of resilience, environmentally friendly, and affordability.

With the heat wave going on now please be aware we are using more energy than we wish to.

Would like to know how we can lower our bill.

Community Support – Positive Responses

I really like the openness and the willingness to help the community. A very "Vermont" way of doing things.

Additional Services – Positive Responses

Correct to ask: What is your monthly electric bill From VEC only? From leased solar and VEC? Overall, I am a satisfied customer. RATES: Three Rates: NORMAL, LOWER, LOWEST. You should offer (seasonal) Off Peak Hour Rates from LOWER after 9pm to 11pm, LOWEST 11pm to 6am. Thank you for offering rebates on certain more energy efficient product options.

I appreciated receiving a rebate for installing a heat pump system in 2020.

Additional Services – Negative Responses

As a summer resident, none if the incentive programs apply to our home and I wish there was a way to make the improvement incentives available to nonresident homeowners.

I used to have Green Mountain Power and really liked their incentive programs for solar and home energy storage/batteries (Tesla power wall). Unfortunately, I did not own my home at the time. Where I live now, I've got the co-op but the programs that you're running aren't things I'm very interested in. You seem to be pushing EV uptake based on these survey questions, but I want solar power. Someday I'll get an EV but not until my current car dies, and someday I'll get a heat pump, but those are just not immediate needs. I would be much more interested in solar/home energy storage solutions.

Additional Comments
Additional Services – Negative Responses
(continued)

Wondering if any thought is being put into Vermont's decision to double down on wood pellet burning as a fuel source about 10 years ago. Was disappointed to see incentives for heat pumps drop this year, and pellet stoves remain. Wood burning has many known health hazards and is more polluting to the environment than moderns gas fueled cars. There is little regulation around the claims that it is "renewable". Trees take a long time (about 40 years) to be achieving carbon offsets that would make a difference. Many sources claimed to be made from reclaimed wood scraps when in fact they use clear cut lumber. I own a pellet stove and it is terribly dusty and dirty business. With the price of fuel, they are actually more expensive to run than the latest cold climate heat pumps.

Additional Services – Neutral Responses

Bring in natural gas for heating. Propane is getting too expensive.

I would love natural gas but my location in the foothills of the Green Mountains probably makes that impossible. VEC rates are high! I have been a member since 1968. Most of your issues apply to people living in the valleys where multiple services are available. I would love an electric vehicle for summer travel but cannot afford two vehicles. I would love solar panels or a storage battery but cannot afford either.

More information on rebates and more help to go alternative energy.

VEC should allow more programs from any contractors. You get a heat pump (whatever brand) installed by any contractor, you get a discount. You buy smart baseboards or anything, you send the bills, you get a discount. Not only if you buy this brand or installed by this company. This looks bad.

What happened to all the programs such as helping to turn electric to propane heat?

Working from home is terrible in this heat. My daughter got a large rebate fir a heat pump in Burlington. I would like one but can't afford it and am working in the heat as finding someone to put in window ac units is difficult. Have you evaluated how your rebates and programs effect the poor or those with physical limitations?

Internet Service – Positive Responses

You have good focus on your customer/member service. Your efforts to advance broadband initiatives are particularly noteworthy and critical in our region considering the territory challenges, VEC provides an excellent value for the service cost.

Internet Service – Neutral Responses

Are you considering a broadband system?

Additional Comments
Internet Service – Neutral Responses
(continued)

At one point I filled out a survey about an interest in high speed internet provided by VEC but haven't heard anything more about that. I would be very interested as the internet provided by Consolidated Communications is very slow. Any news on this?

BROADBAND? We have heard about BROADBAND, right? As far as I can tell, I didn't see ANY mention of BROADBAND.

Carry through on your previous survey regarding provision of fiber with delivery of high bandwidth service and telecom services.

Explore adding Hi-Speed Internet.

Get fiber optic internet going.

Help me get a Tesla battery. Provide it like GMP does in exchange for permission to take power. Or provide and allow payments. Provide broadband, fiber optic

Hope you're going to be providing fiber to home service in Belvidere.

I hope Rebecca continues to push for fiber optic on the VEC poles.

I was hoping that Vermont Electric Cooperative would offer internet and phone service.

I wish we had a fiber internet option.

I would like to see the Co-op become more active in supporting broadband development in the region.

I would use high speed co-op internet if it was available and cost competitive.

Please focus more strongly on reliable power delivery and less on social trends or social agendas. My power frequency is less than stable, and your meter reads are causing difficulties with electronics. Broadband over Internet is also a concern and I'm curious if you are utilizing this technology or protecting your technology (our power system) from the exploitation of this.

Run high speed broadband through your power lines please.

What has become of the survey/consideration on providing high speed internet service?

Whatever happened to the idea of investing in broadband?

Additional Comments
Internet Service – Neutral Responses
(continued)

Why does it cost me tens of thousands of dollars to do all the work to bury an electric cable? Why did you increase rates recently? Why am I having to subsidize other, more affluent member's expensive choices? Why would VEC endorse electrification of heating and transportation when the existing technologies do not adequately support the rural nature of your members? When are you going to support and lobby for the elimination of the efficiency charge, another special interest flimflam scam here in Vermont? I took a VEC broadband survey last year, what are you doing with that?

Would like to have internet available.

Would like to see pursue bringing broadband to all members as surveyed earlier this year.

You guys are doing great. When I first moved in, the power was out quite often approximately 2007. Over time it's gotten much better. I have no worries at all about VLEC and happy to be customer, you have helped me with several different situations, and I appreciate it. I did see the survey a while back indicating you may offer fiber to the home. I have experience with networks and would be interested in seeing if I could help with that if you decided to move forward.

EV/Battery Storage – Negative Responses

Difficult to register Tesla for energy credit.

Great organization. I disagree that any subsidies should be given to any power generating source (coal, natural gas, nuclear, wind, biomass, solar, etc.). If the market does not want it, there should not be forced adoption. I agree with reduced rates when power is used at off-peak hours, but not exclusively to subsidize any particular technology. Reducing rates for electric vehicles seems to benefit those who can afford electric vehicles. The poor folks trying to make ends meet effectively subsidize the wealthier people with their pricey electric vehicles.

I envy Green Mountain Power's partnership with Tesla and its Powerwall.

I have a little envy of GMP, with their powerwall and electric car incentives.

Interesting that you asked about 'off peak' usage for charging EV. A few years back you had a program for all electric usage at a reduced rate for a 'trial period' of 1 or 2 years. I liked it. Put timers on electric hot water, washed after hours, etc. I think it did reduce my bill. But it ended (probably reduced bills for everyone who were in the trial). I would not support off peak for EV charging if the program doesn't include all residential home use.

Please don't set up some sort of general fund/new rate that all customers have to pay to support EV in our area. It doesn't make sense.

Please spend less effort on electric car and renewable energy initiatives and more time on keeping the power lines clear. It doesn't matter where the power comes from when the power goes out often. Focus on keeping the lines healthy THEN focus on where it comes from and the carbon footprint.

Additional Comments
EV/Battery Storage – Negative Responses
(continued)

You people are fools and Marxists to be trying to force energy markets to behave contrary to natural market forces by subsidizing billionaires who make electric vehicles and wanting to kill birds with giant boondoggle wind power that doesn't work. Electric vehicles are run on coal and the batteries in them destroy the environment far more significantly because of the components and minerals needed to create them. You guys are ignorant and need to educate yourselves on the costs of "renewable" energy. Nuclear, natural gas, and hydro are the future and perhaps solar in places like Arizona and New Mexico and Texas and Florida but not in Vermont. Stop spreading your ignorance throughout the state.

EV/Battery Storage – Neutral Responses

Battery backup systems please.

Capital should be returned in full when an account is closed. More information and access to energy from Vermont in Vermont should be a priority. More information about electric cars would be helpful. Renters right now it is not even possible.

Consider differential rates for time of use. Continue to offer incentives for efficiency. Consider home battery storage incentives.

Help me get a Tesla battery. Provide it like GMP does in exchange for permission to take power. Or provide and allow payments. Provide broadband, fiber optic

Help with set up of home base charging stations. With the wave of electric vehicles coming, will there be enough electricity with current and planned generation and transmission? Help a sugar maker be/have more efficient operation.

I am very happy with the co-op. I already have on-site back up battery storage (a Tesla Powerwall) in my house. I also have 12 solar panels on my roof and take part in a SunCommon community solar program. I also just installed two heat pumps. I hope to get an all-electric car in the next couple of years. Do you plan to use home PowerWalls to feed back into the grid during peak periods? We would be happy to take part in such a program.

I am very interested to see a program to install power walls in homes, like Green Mountain Power.

I like being a member of a cooperative. I am going to buy an EV and I want to charge it and then be able to discharge it from panels that are grid connected.

I understand this is a co-op and have limited ability to provide electricity. Like many, I am concerned that our future is threatened by global warming, that systematic change is required, but that the VEC is but a small player in a huge industry. I would love to install some home batteries to get us through the occasional power outage, and take advantage of off-hour rates, but, once again, disposable income is the limiting factor.

I understand why we pay a monthly fee, to support the grid, but it would be nice to receive more incentives the way people on GMP do, for example having the level 2 charger for the car covered.

Additional Comments
EV/Battery Storage – Neutral Responses
(continued)

I used to have Green Mountain Power and really liked their incentive programs for solar and home energy storage/batteries (Tesla power wall). Unfortunately, I did not own my home at the time. Where I live now, I've got the co-op but the programs that you're running aren't things I'm very interested in. You seem to be pushing EV uptake based on these survey questions, but I want solar power. Someday I'll get an EV but not until my current car dies, and someday I'll get a heat pump, but those are just not immediate needs. I would be much more interested in solar/home energy storage solutions.

I wish there was more information on bills breaking down solar production vs usages. It needs to be done so it is easier to understand for the normal public to understand. I would also like to know more options available for heat pumps and batteries which don't cost a fortune and would work all year in Vermont.

I wish you would offer a plan to buy storage like GMP does - a battery storage system. We would jump on that!!

I would caution the co-op to be careful of leading people to believe an electric car is carbon free. Also, as I look into Biomass more, I become increasingly concerned that we are ruining out forests.

I would consider battery backup but would expect my provider to partially support it in exchange for balancing the load.

I would like to get information on battery storage backup for those occasions when the power goes out which I understand GMP has?

I would love natural gas but my location in the foothills of the Green Mountains probably makes that impossible. VEC rates are high! I have been a member since 1968. Most of your issues apply to people living in the valleys where multiple services are available. I would love an electric vehicle for summer travel but cannot afford two vehicles. I would love solar panels or a storage battery but cannot afford either.

Keep the power lines cleared to save money and reduce outages. Keep doing what you are doing. Reduce Vermont Energy surcharges. Consider hybrids a much as EV's They are the near future.

Let me know when VEC is going to be digging over my deeded water line! Give me an option to store electricity "on site" with batteries so I won't lose power when VEC lines are down.

Make use of Tesla's mega pack battery storage solutions.

More information on renewables and EV and solar incentives.

Only had one power failure in 8 eight years, exceptional service. Does VEC plan to offer Tesla or either in home storage leasing programs in the future?

Please send more information with clear costs on personal solar farms (I have spare south facing open land) and car plug in information at home.

Should offer batteries to the customer like GMP.

Additional Comments
EV/Battery Storage – Neutral Responses
(continued)

Thanks for the community solar option. It'd be great to have help buying an EV.

The service is better under the new leadership. I don't feel we have much control over the utility. I just pay the bills. Regarding a car, I will look to purchase or lease a hybrid before an electric. I want the technology to improve before I go for an electric vehicle. Regarding solar, I am interested in installing solar panels on my house. Regarding transitioning an old house to electric, who is to say when or how or who pays for this. The carbon tax is very concerning to me, particularly since we live in a remote area that requires great travel to metropolitan areas. I used to have to drive to Montpelier every day and that would be cost prohibitive today.

We have had solar now from 2013 and it is working out fine. The installer went bankrupt in 2020 and am working to get warranty repairs but have enjoyed having the low-cost power. Looking forward to EV cars once the cost comes down a bit and incentives help install a supply at the home.

Wish they were more involved in provided reliable symmetric high-speed fiber-optic internet in rural areas. We have few internet or cell-services presently available.

Would like to see the opportunity for battery back-up system.

Would really like to see a whole house battery backup for power outages available like GMP has.

Newsletter/Electronic Media – Positive Responses

I like that I'm notified by text whenever there is an outage.

I would like to know administrative costs of the VT Electric Co-op. What is the amount of money allowed to be held back from Co-op members when money is returned to members? You have the best online resource for VT Co-op members. Kudos to the IT department. It is helpful when we analyze how much energy we use and to find out if there is an outage in our area. Thanks for this service.

Love your service and ease to pay bill automatically.

Over the years the service has improved every year. The service is great, the automation and online services are great. The employees are friendly and professional. I have no complaints and can only say keep doing what you are doing. Thanks to you all!

Since moving here five years ago, stability has dramatically improved. Great job. Online app is superb. Nice work. The business appears to be efficiently and responsibly run with a commitment to quality. I trust decisions for sourcing will be made wisely (why I used 3 for all questions about sources).

So far, we have been happy with the service and communication. We also like the online and app presence VEC has.

Additional Comments
Newsletter/Electronic Media
(continued)

Newsletter/Electronic Media – Negative Responses

My address is not correctly in sync with the automatic outage announcements. So, when my power is out, I receive no message, but I do receive outage messages when my power is working just fine.

Newsletter/Electronic Media – Neutral Responses

Looking forward to learning more.

Two things are of interest at our NEK 2nd property: 1. An automated notification if we individually lose power. The possibility of using the brook that flows through our property for mini hydro back to the grid.

Co-op Membership / Member Identity – Positive Responses

As a dairy farmer, I am a strong believer in cooperatives. I am glad to belong to VEC.

Generally, we are a community owned/oriented/operated electric cooperative utility that strives to meet the needs of its members -- and usually succeeds. Our membership is both big enough and small enough (though somewhat fragmented, geographically) to enable such success.

I am overall very pleased to be a member/owner and customer of VEC. I feel it is seriously working to find ways to preserve our planet by finding and promoting ways to reduce our carbon footprint.

I just purchased my second home in January of this year and am very happy to be a member of such a progressive and supportive energy cooperative. Wish that I could say the same regarding my energy provider for my permanent residence in NH

I like being a member of a cooperative. I am going to buy an EV and I want to charge it and then be able to discharge it from panels that are grid connected.

I like being a member of the Vermont Electric Cooperative. The communications on ROW clearing could be improved. I do not like the use of pesticides.

I'm happy with our service and am pleased to be part of a co-op for our electricity.

Just love having service provided by a co-op, and, all the field staff I've come in contact with are helpful, friendly, and professional.

Keep up the good work - I'm proud to be a member!

Thankful for nonprofit!

Additional Comments
Co-op Membership/Member Identity – Positive Responses
(continued)

There are not a lot of cooperatives anymore and I am glad to be able to be a part of Vermont Electric. It's a good model for utilities versus the usual corporate stuff.

Co-op Membership / Member Identity – Negative Responses

Capital should be returned in full when an account is closed. More information and access to energy from Vermont in Vermont should be a priority. More information about electric cars would be helpful. Renters right now it is not even possible.

I appreciate the people who work at VEC. However, when I have asked about energy efficiency, I have not had great success or help in trying to lower my bills. I realize providing energy in a rural area is difficult, but I would appreciate lower bills. Other energy providers in the state are less expensive. We have no choice in providers.

Thank you for this opportunity to comment about VEC. Thank you for your service. I wish there was competition in my area in order for me to select my choice of Electric companies. In fact, I wish I had three or four choices. I'm locked in to VEC because I do NOT have a choice. No need to contact me unless you're informing me of the alternative company's willing to service my area. Thank you. VEC does a good job, but, gee, my bills are usually through the roof. Hope your employees are paid a decent wage.

Your allocation should be returned to your customers. It is absolutely outrageous the cost of power through VEC. You are the highest in the state. I have car payments that are less than my power bill. I try to use absolutely no more than I have to, and my bill is outrageous every month.

You're going to have to start giving higher kickbacks in order to make me feel like a "member". Never seen any company with such a new vehicle fleet.

Co-op Membership / Member Identity – Neutral Responses
Great job but would like more money from allocation otherwise not too important.

I have thousands sitting in my 3 accounts thru your paybacks, but I hardly see anything a year credited. Is there a way you could give the customers back more of their earnings?

I think we should be able to use capital patronage more often as much at a time as we choose not you just giving a few dollars off once in a year if you choose.

I would like better information on equity payback for members.

Miss the annual meeting.

Additional Comments
Co-op Membership/Member Identity – Neutral Responses
(continued)

The service is better under the new leadership. I don't feel we have much control over the utility. I just pay the bills. Regarding a car, I will look to purchase or lease a hybrid before an electric. I want the technology to improve before I go for an electric vehicle. Regarding solar, I am interested in installing solar panels on my house. Regarding transitioning an old house to electric, who is to say when or how or who pays for this. The carbon tax is very concerning to me, particularly since we live in a remote area that requires great travel to metropolitan areas. I used to have to drive to Montpelier every day and that would be cost prohibitive today.

There are no choices as to the electric company we use here in the NEK so several of your questions are mute.

Renewable Energy

$50 or less corresponds to the solar production credit. Without the credits, it averages about $200/month.

Allow more home solar power to sell to the co-op.

Assist members more to grow solar and wind.

Be more aggressive about publicizing the environmentally progressive power generation and distribution projects you undertake. Offer assistance with homeowner solar generation system analysis, planning, and installation. My email address is: cruprechtvcfinc@gmail.com. See below.

Bills are owed because I have a VEC solar plan.

Buying into solar was a pain in the ass. Otherwise all of my scores would trend higher. Your ground teams are amazing, but your administration needs enhanced.

Capital should be returned in full when an account is closed. More information and access to energy from Vermont in Vermont should be a priority. More information about electric cars would be helpful. Renters right now it is not even possible.

Carbon neutrality, carbon offsets, and the green new deal are all scams.

Continue leaning toward the green.

Continue the support of environmental issues and climate change.

Decarbonization is a good objective but cannot be divorced from affordability. To the extent decarbonization can be achieved without raising the "real" cost of electricity that would seem to be a reasonable goal. I object to having to pay for other members electric cars. That is an individual choice. My previous answer about the backup battery installation is influenced by the fact I have a standby generator, which I installed years ago after suffering from outages in the winter due to exceptional storms.

Helpful in setting up a solar credit sharing group.

Additional Comments
Renewable Energy
(continued)

I am very happy with the co-op. I already have on-site back up battery storage (a Tesla Powerwall) in my house. I also have 12 solar panels on my roof and take part in a SunCommon community solar program. I also just installed two heat pumps. I hope to get an all-electric car in the next couple of years. Do you plan to use home Powerwalls to feed back into the grid during peak periods? We would be happy to take part in such a program.

I appreciate accommodations for my solar panels.

I believe since moving to Vermont that you have done an excellent job of maintaining our service. I am open to any environmental options to save on Carbon without changing our excellent service. Solar and wind are great options. In Vermont Solar is risky due to lack of sun. It is too expensive for the average person. However, wind could be an option but again cost plays into the equation.

I DO NOT SUPPORT NUCLEAR. Talk about harmful to the environment.

I feel you charge way too much!! I have called with concerns over my usage and it is generally met with a stupid answer. I have energy efficient appliances, lightbulbs and conserve all the time and my bill is still high!!! THANK GOD we got solar panels, so I don't pay $500 a month anymore!!!

I got solar and a battery backup (Tesla power wall) after the windstorm in 2017 and haven't looked back since. It is wonderful and DG is the way to a more robust and reliable power grid.

I have installed solar panels which offset the cost of my electric bills.

I have solar power on my home property.

I really appreciate the incentive of the co-op to produce clean noncarbon energy for Vermont. I strongly support this initiative and hope to use solar energy when I am able to purchase my own home in the future.

I recently (last December) had solar panels put on my home. I am waiting and hoping that by doing so, I will be able to keep my monthly electric bill 'constant' throughout the entire 12 months. Whether I'll be able to "bank" enough energy to get me through winter 2021 is of great concern to me.

I support renewable energy sources. No nuclear or Petro products.

I think you do a great job. I hope to purchase more off-site solar panels.

I used to have Green Mountain Power and really liked their incentive programs for solar and home energy storage/batteries (Tesla power wall). Unfortunately, I did not own my home at the time. Where I live now, I've got the co-op but the programs that you're running aren't things I'm very interested in. You seem to be pushing EV uptake based on these survey questions, but I want solar power. Someday I'll get an EV but not until my current car dies, and someday I'll get a heat pump, but those are just not immediate needs. I would be much more interested in solar/home energy storage solutions.

I wanted to clarify the answer to the last question. I have rooftop solar and Tesla battery storage, which means my electric bill recently has been just to be on the utility, not consuming electricity from the grid.

Additional Comments
Renewable Energy
(continued)

I wasn't sure about the importance of the different renewable energy options because I wasn't sure of relative to what -- nonrenewable sources? In that case very important. Or relative to each other (i.e., to the renewable sources?) -- in that case I don't know.

I wish you would push for more nuclear power! It's the only carbon free energy that makes sense because of the energy density. Solar panels on homes would be the only other carbon free energy that would make sense because it is so inefficient compared to making it travel long distances over power lines and takes up way too much space because of the low energy density of solar. I think the near-term solution to energy that is carbon free would be small Gen III nuclear reactors these are safer and much more efficient than any other energy form. I think you should begin a campaign to show people how safe these are and hopefully allow people to understand how they can provide a much better solution and move us faster to electric cars etc. because of their efficiency and zero carbon emissions. Here's a website about them which I'm sure you already know. https://world-nuclear.org/information-library/nuclear-fuel-cycle/nuclear-power-reactors/advanced-nuclear-power-reactors.aspx

I would caution the co-op to be careful of leading people to believe an electric car is carbon free. Also, as I look into biomass more, I become increasingly concerned that we are ruining out forests.

I would get a home solar system, but the way you structure the credits, in other words they disappear if not used in the year is what stops me from doing it.

I would like to explore more energy and cost-efficient ways to cool the house. Also, would like more advanced reporting of my solar panel generation, I understand they are used panels but would like to see something more advanced.

I would like to have panels on my roof but cannot afford the initial investment. I will be living in my house maybe another 5 years and my average yearly electric bill is $1000.

I would like to host a solar display on my 10 acres, with access for neighbors to use. VCE told me several years ago that my property was not suitable for that. I still would be open to doing that.

I would love natural gas but my location in the foothills of the Green Mountains probably makes that impossible. VEC rates are high! I have been a member since 1968. Most of your issues apply to people living in the valleys where multiple services are available. I would love an electric vehicle for summer travel but cannot afford two vehicles. I would love solar panels or a storage battery but cannot afford either.

I'd like more information on solar home storage panels.

I'd love to have a conversation about renewable energy. I'm not sure of the forum for such a conversation because I'm just one person but my experience teaches there is more than just the common understandings as presented in the media.

If we were to get solar power would you buy our excess power? How do we keep snow and ice from building up on the panels?

Improve incentives for use of renewables.

Additional Comments
Renewable Energy
(continued)

In general, I'm very satisfied with VEC. Obviously, I would like to see as low cost as possible for our electrical energy, while maintaining environmentally safe and sound generation. Expanding VEC's electrical generation capabilities to cover transportation energy without increasing cost per KWH will be a challenge.

In my job I get to work with GMP occasionally at Waterbury Dam, and have made many tours inside the hydro powerhouse. So, I have a glimpse into the world of producing and distribution power. It's a complicated and challenging process. It's very important, although not easy, to move away from fossil fuels both for power and transportation. I applauded the Co-op for taking the steps necessary to move to a carbon free future.

In the "carbon-free" energy questions, I assume this means wind, solar, hydro etc. as opposed to woodchip burning and similar carbon-based renewable energy sources. Of course, nuclear power is also carbon-free, but not renewable. If it includes carbon-credits, then I would rank them quite low, as I do not believe that the carbon credit schemes are effective enough to be worth supporting.

In your question about getting carbon free energy, that is a myth. All forms of energy production have a carbon cost. For some it is in the manufacture or the infrastructure or the elimination of carbon reducing plant life to locate the windmills or solar panels. But all have some carbon cost. So, the term carbon free is misleading.

Keep up the great work and your team is very hard-working keeping lines running especially during storms. Environmental and cost savings are very good, but carbon free seems too much as I'm not a big believer in that global warming is man made to a huge extent.

Learning more about solar energy on homes with the ability to store energy in batteries and then be utilized by electric company if needed.

Making customers aware of solar ownership benefits, such as tax credits and pay back plans.

More information on rebates and more help to go alternative energy.

More information on renewables and EV and solar incentives.

My low monthly cost is due to the solar panels I have purchased in Alburg. I think you would have to add in the cost of the panels/month to get a more accurate estimate of my costs.

Nothing good...that is why I now have a backup generator and solar panels. I understand when the power goes out the help for restoration goes to where the most people live. But a couple years ago there were a couple of outages that lasted 3 or more days. I lost a lot due to this. There was no offer of helping replace or rebate for the rental of a generator. Both myself and wife need power for CPap machines due to medical. Thus, why I have spent thousands on a backup generator and installation of solar.

Our home bills are low because of solar but our store is $3000-$4000 monthly. An apartment house we rent where electricity is included seems high.

Please help those of us who made significant capital outlays to support the environment be at the cutting edge of this fast-moving sector of energy generation and storage.

Additional Comments
Renewable Energy
(continued)

Please move as fast as possible to de-carbonize the energy supply including transportation, buildings and industry. Specifically reach out to the Land Fill in Coventry to electrify their equipment and trucking fleet and utilize all land fill gas for energy production, no more flaring. Hydrogen production and energy storage systems could be added as well.

Please send more information with clear costs on personal solar farms (I have spare south facing open land) and car plug in information at home.

Please spend less effort on electric car and renewable energy initiatives and more time on keeping the power lines clear. It doesn't matter where the power comes from when the power goes out often. Focus on keeping the lines healthy THEN focus on where it comes from and the carbon footprint.

Please stay committed to providing renewable energy at a reasonable cost.

Rethink over reliance on wind and solar. We're not Arizona or New Mexico and solar is not the panacea. Safe, secure nuclear power should be a big part of the energy future.

Since we started using VEC 30 years ago, outages have been less, rate increases have been reasonable; strongly support transition to renewable energy. I hope VEC is lobbying for improved national transmission capability to support nationwide transition to renewables.

Stop paying a higher premium to our customers for the excess power that they produce than what we are charged.

Support more membered owned renewable energy instead of insisting on "SELLING" us power. Wake up to the future, you are no longer an energy provider, you are a network provider so do your job and update the infrastructure to make way for more electrical energy distribution.

Thank you for all you do for the environment.

Thank you for being concerned about how we take care of this planet. And, I hope that we can all do our part to slow down global warming. Bernie

Thanks for the community solar option. It'd be great to have help buying an EV.

The industry needs to start being honest about the cost, financially and environmentally for large scale solar/wind projects. To include information on years to recoup investment and lifespan of the installation. The resources and expenses to produce one large wind turbine station are questionable to be recovered within its lifespan, questioning the true viability of such projects. Nuclear power is safe and efficient to operate. It is only the regulation of waste that the government has implemented, making it difficult. Technology exists to convert this "waste" into safe byproducts. The government uses this technology to produce depleted uranium projectiles for the military. If it is safe and appropriate for the government to use this technology, then so can the energy industry. Not allowing this in the private sector is nothing more than manipulation in trying to shut down the nuclear energy sector.

Additional Comments
Renewable Energy
(continued)

The only problem pursuing wind power is they are mechanic, the day they start is slow process of wear to the point of disability to produce power! I realize solar can't be shut when not needed, that's why we need banks of batteries to store the excess power, so it can be used when to power is needed! It's cleaner energy!

The service is better under the new leadership. I don't feel we have much control over the utility. I just pay the bills. Regarding a car, I will look to purchase or lease a hybrid before an electric. I want the technology to improve before I go for an electric vehicle. Regarding solar, I am interested in installing solar panels on my house. Regarding transitioning an old house to electric, who is to say when or how or who pays for this. The carbon tax is very concerning to me, particularly since we live in a remote area that requires great travel to metropolitan areas. I used to have to drive to Montpelier every day and that would be cost prohibitive today.

There needs to be a balance in your sources of power between hydro/nuclear and wind and solar to achieve a competitive rate for residential and commercial users. Vermont has 100 days of sun and intermittent wind compared to many other states. The cost of power in Vermont is quite high even with subsidies compared to other areas where we have lived.

This is a great company, though I hope they would offer batteries for energy storage at reasonable prices, as we own a home that uses solar for our energy.

Tried to get solar, but due to where it could go there is power lines, and so not able to get solar power.

Two things are of interest at our NEK 2nd property: 1. An automated notification if we individually lose power. The possibility of using the brook that flows through our property for mini hydro back to the grid.

VEC needs to make solar, geothermal, battery backup available to its members like programs run by Green Mountain Power. I find it offensive that other power companies make it easy for its customers to migrate to green energy but as an "owner" of my power company there is nothing for me. At least have different rates for peak and off-peak.

Very much appreciate you having solar panels available to rent, so we don't have to maintain panels on our roof which faces east/west and is very steep.

Very pleased with service, but the bills have always been very high compared to other electric companies. Hope to check into solar if able to afford.

We are overall very satisfied with the service we receive, and the commitment Vermont Electric has made to be environmentally friendly. The co-op has done significant strides in the last few years to ensure fewer outages.

We have a large plot of land and think this might be a good area for a solar farm...???

We have had solar now from 2013 and it is working out fine. The installer went bankrupt in 2020 and am working to get warranty repairs but have enjoyed having the low-cost power. Looking forward to EV cars once the cost comes down a bit and incentives help install a supply at the home.

We have solar panels installed on the house and we are satisfied with their performance.

Additional Comments
Renewable Energy
(continued)

We have solar power and are happy with it.

We have solar to offset bill each month. Obviously better summer than winter.

We have solar. The co-ops policy of how to donate excess solar credits so you do not lose them is confusing. The person in charge of this is great but even she can't paint a clear picture.

We would have appreciated better options for solar when we first moved to Vermont a few years ago. It was expensive and a bureaucratic hassle to install.

We would like to transition to solar or Geothermal in the next 5 years, but not ready to for at least three years.

We've been customers since about 1985. Over the years Vermont Electric Cooperative has consistently improved service, recovery from outages, and communications. And I really appreciate the more recent attention to renewable sources. It's very well run, keep it up!

Would like solar if it could be easy to get!

You people are fools and Marxists to be trying to force energy markets to behave contrary to natural market forces by subsidizing billionaires who make electric vehicles and wanting to kill birds with giant boondoggle wind power that doesn't work. Electric vehicles are run on coal and the batteries in them destroy the environment far more significantly because of the components and minerals needed to create them. You guys are ignorant and need to educate yourselves on the costs of "renewable" energy. Nuclear, natural gas, and hydro are the future and perhaps solar in places like Arizona and New Mexico and Texas and Florida but not in Vermont. Stop spreading your ignorance throughout the state.

You supply electricity to our seasonal summer cottage, so we have very limited usage. We also live in a retirement home which does have off site solar panels but being a part of a large group inhibits out individual actions.

Your company preaches about saving energy, using less electricity and so on but I was hit with a LOW ENERGY USE FEE! You are penalizing people for using less! Then on top of it I receive a monthly bill regardless of how much I use and your prices comparative to others are very expensive. If things don't change, I will invest into a whole house solar system with battery backup and cut the cord with your company. Vermont is a financially struggling state especially in your region and you're taking advantage of being the only company in the area.

Other Comments

Thank you! (5 mentions)

Answered NA to some of the questions because I really don't know how VEC compares to other suppliers.

As a Canadian owning at Smuggs' does any of this really apply?

Additional Comments
Other Comments
(continued)

Have a spa, heated 6 months. Gone from Vt home 6 months. Have 2 aerators in our big pond, usually running 6 months. Heat with gas hot water furnace and gas fireplace.

I am on disability; you gave no option! I have only had one electric bill; therefore, I have had nothing to compare! It is extremely difficult to take a survey, of which you have had no experience with this company!

I have a camp with limited electric usage.

I wish this survey would end.

If an answer to the question is mandatory (it appears to be), you should rephrase the question. (Cher, take this one out.)

In my opinion, this is ridiculous! Way too complicated, requires too much of my time. I can't even speak to most of your questions. I basically care about two issues - is our electricity reliable and is it affordable. Your job is to deliver on those.

It is a camp/vacation home.

It seems that this questionnaire serves more to inform me of your objectives than to divine mine, which is good, too.

I've only been a customer for just over a year and most of that is pandemic period. I'm still getting to know what options there are.

Many of the questions did not include our status as net meter customers.

My home is a vacation home.

Our home is a vacation home, and it is never rented.

Please note that my cottage is used only during the summer months.

Seasonal property owner.

Survey is too long.

Thank you for all you do.

Thank you for asking these questions.

Thank you for compiling this survey.

Thank you for the opportunity.

Additional Comments
Other Comments
(continued)

Thank you for this opportunity to comment about VEC. Thank you for your service. I wish there was competition in my area in order for me to select my choice of Electric companies. In fact, I wish I had three or four choices. I'm locked in to VEC because I do NOT have a choice. No need to contact me unless you're informing me of the alternative company's willing to service my area. Thank you. VEC does a good job, but, gee, my bills are usually through the roof. Hope your employees are paid a decent wage.

Thank you for your survey!

Thanks for all you do.

Thanks for asking these questions, especially about EV's and the future.

Thanks for asking!

Thanks.

The work/employment question is not a good category of answer. Many of us are retired and still work. We may own property and need to keep that up and rented, etc. It is work!

These answers apply only to my seasonal camp on Shadow Lake in Glover. My electricity at home is provided by GMP.

This is a seasonal property.

We are actually a small business, not a single family so some of these demographic questions don't really apply.

We are pleased. Our house is seasonal, so we are away 7 months.

We are seasonal residents and use our home from mid-April till mid-November.

We have sold our home at 10 Deer Lane and we won't need an account with you any longer, Thanks for the many years of service.

You should be able to click NEXT without filling on this box. (Cher, take this one out.)

Your survey is much too long.

Additional Comments
Other Comments
(continued)

Due to the length of this comment, it is listed just once. It is counted as Management/Board (positive and negative), Operations/Engineering (positive), and Newsletter/Electronic Media (positive).

I think you guys are great. The number of energy blips and outages in my neck of the (fairly rural) woods have drastically improved over the last 10 years. We used to get the occasional outage on a bright summer day with nary a breeze. Now even in freezing rain we're usually fortunate to keep our power and your website for communicating outages/expected restorations is really great. I like that you're constantly looking to diversify our power sources, but I really hope you don't get over-zealous with trying to get to carbon 0. While I am fortunate to be in a position where rising electrical rates will not cause a change in lifestyle, there are a lot of Vermonters for whom that is not the case. As we see a heightened push by politicians to make crazier and crazier promises (net zero by 2050! No, 2040! No, 2035! when most of them understand electrical generation, transmission and storage as well as I understand rocketry), I hope the VEC board and executives don't lose sight of the fact that delivering consistent, baseload power has to be its most important goal and that keeping it affordable for all Vermonters must be considered when looking to "greenify" its energy portfolio.

Due to the length of this comment, it is listed just once. It is counted as Operations/Engineering (positive), Energy Efficiency (negative), and Co-op Membership/Member Identity (negative).

1. kudos for your reliability a welcome change from my 20 years living in Massachusetts. 2. the annual rebate is invisible. 3. I am indifferent to where the power is generated. 4. I do care that it is sustainable and not damaging. 5. nuclear is not an anathema. We should have enough experience now with how to do it right. Its waste management does not seem to be an engineering problem. 6. properly integrated energy usage systems in the home remain a poorly addressed problem. Our AC systems dump heat, and then we pay to heat water! Is heating water not the most expensive energy cost? Heat pumps in the winter cost more than other heating methods, but they are still promoted and do not seem to be integrated with alternate heat sources? 7. The Efficiency Vermont program seems inherently flawed in that all the "advisors" cannot be distinguished from "salesmen" - I am unable to find trustworthy advice and numbers to drive a purchase.

Due to the length of this comment, it is listed just once. It is counted as Operations/Engineering (positive), Rates/Fees (negative), Newsletter/Electronic Media (positive), and Co-op Membership/Member Identity (negative).

I pay the same amount or more as a 6-member family does in New York State, literally across Lake Champlain New Yorkers are paying 4¢-5¢ a kilowatt with no tiered rates! We use less energy than them yet pay more! The technology exists to have lowered rates with little to no outages. I'm not impressed with being a so-called member of an electricity company that I have no choice in changing to another because of my address, with no incentives or discounts or low rates. Thank you for keeping the outages to a minimum for my area because I use electric fences for hogs, my neighborhood and I appreciate it. Honestly, if it wasn't for the great work with outages and online bill pay, I'd say I hate everything about how VEC operates.

Additional Comments
Other Comments
(continued)

Due to the length of this comment, it is listed just once. It is counted as Operations/Engineering (positive), Member Service/Communication (positive), Rates/Fees (positive), EV/battery storage (neutral), and Renewable Energy.

We appreciate the continuous efforts of VEC for improved service and for focusing on securing carbon-free renewable energy resources. The number and length of outages has decreased over the past 10 or so years, and the communication has greatly improved. We are on the verge of taking the solar panel buy-in into consideration, and we do plan to purchase an EV as soon as our concerns are satisfied (about reliability and distance capability). Thank you for keeping us informed and for working so hard to provide affordable and reliable electricity for our communities!

Due to the length of this comment, it is listed just once. It is counted as Operations/Engineering (neutral), Rates/Fees (negative), and Community Support (negative).

My biggest problem with VT Electric Co-op is what you charge to suspend power and resume power seasonally. I paid over $50 to have a special meter installed that you could turn on and off remotely. And you still charge a huge fee to have it turned off and again to push a button to turn it back on. It's ridiculous!!! I am trying to save by not using power and having that monthly fee. There is no reason to make that so expensive. 2nd issue-businesses such as active milking farms should be higher priority in restoring power after a storm outage. 3rd issue-I don't think co-ops should not be making charitable donations on our behalf. I prefer to choose my own places to donate, AND to get the tax deduction.

Due to the length of this comment, it is listed just once. It is counted as Operations/Engineering (neutral), Rates/Fees (negative), EV/battery storage (neutral), and Renewable Energy.

Why is trash incineration not an option for electric generation? Instead of having a mountain of trash shipped to the NEK, why not incinerate it for electricity? There are only two people in my household. I have switched to LED bulbs, high efficiency appliances, propane dryer, on demand hot water heater, yet we feel our electric bill is high. The question about accurate meter reading - how in the world am I supposed to know if the meter is accurate or not? Peak/non-peak hours for EV charging - I'd support an incentive (lower rate) for charging at non-peak while rates for peak are the same. Not a higher rate for peak and a lower or regular for non-peak. Do not charge a premium for peak and regular for non-peak.

Additional Comments
Other Comments
(continued)

Due to the length of this comment, it is listed just once. It is counted as Member Service/Communication (negative), Billing/Finance (negative), and Rates/Fees (negative).

We are near Swanton Electric power lines. They have had one rate increase in 18 years. Our bill is $185 a month year around, rarely using a dryer and no furnace. My daughter had her name with ours on a bill. She asked that her email be taken off, thinking it would also take her name off the account, but it did not, and her credit score was flagged for a shut off on the account. A sad experience on her first electric bill being in her name. We overpaid that account in January. Three months later customer service said can shut off for three months of no payment. We had made a payment online and it did not go through before the shut off. Well the account is closed now. VEC does not care about small accounts. No contact needed, we have talked and tried and tried, hopeless. Too many people working in the office. Waste and more waste VEC said if they would buy Citizen Electric their rates would go down. What a laugh. They paid too much; the line was in worse condition than they realized. Sad, sad the rates we pay. Also, Hemond in Richford was told by a neighbor that we put a camera on a pole. Hemond came and got the camera down and put it in his truck rather than return to us. Hemond then told us he noticed the camera on his own. We were told by linesman that the neighbor had called. Hemond is a liar. VEC is pathetic.

Wouldn’t be an issue at all 1 2 3 4 5 Would be a big issue

e. Receiving ca

1 2 3 4 5 6

1 2 3 4 5 6

1 2 3 4 5 6