



State of Vermont
Department of Public Service
112 State Street
Montpelier, VT 05620-2601
<http://publicservice.vermont.gov>

[phone] 802-828-2811
[fax] 802-828-2342
[tdd] 800-734-8390

March 7, 2025

Dear Environmental Justice Advisory Council,

As required pursuant to 3 V.S.A § 6004(d), the Department of Public Service (PSD) is pleased to offer this report on Environmental Justice and Civil Rights (Title VI) complaints. The enclosed report covers the following sections:

- The Role of the PSD
- Environmental Justice & Civil Rights Complaint Reporting Systems – Overview
- Complaints Received Since March 2024

The Role of the Department of Public Service

The PSD represents the public interest in matters regarding energy, telecommunications, water, and wastewater and helps carry out state energy policy (Title 30, Section 202a). This means ensuring to the greatest extent practicable that Vermont can meet its energy service needs in a manner that is adequate, reliable, secure, and sustainable; ensuring affordability and encouraging the state's economic vitality; using energy resources efficiently and managing demand costs effectively; and in a manner that will achieve greenhouse gas reductions requirements. The PSD does so in several ways, including resolving utility customer complaints and informing the public about utility-related matters. The PSD's Consumer Affairs & Public Information (CAPI) Division supports these efforts through helping members of the public resolve informal disputes with regulated utilities and by investigating complaints filed against entities holding a Certificate of Public Good (CPG). Contact information for CAPI is on every utility disconnection notice and CAPI provides regular outreach, such as webinars, for referring organizations inside state government and community-based organizations.

More information about CAPI's work can be found here:

<https://publicservice.vermont.gov/consumer-affairs-and-public-information>

Environmental Justice & Civil Rights Complaint Reporting Systems – Overview

Environmental Justice Complaint Reporting

Vermonters may contact the PSD via an online form to make a complaint relating to regulated utilities (ex. electric, cable, natural gas) and unregulated broadband or wireless providers. The form can be accessed through a link on CAPI's webpage at Consumer Affairs and Public Information | Department of Public Service¹. The online complaint form is available directly at <https://capi.epsd.vermont.gov/?q=node/51>.

¹ <https://publicservice.vermont.gov/consumer-affairs-and-public-information>



State of Vermont
Department of Public Service
 112 State Street
 Montpelier, VT 05620-2601
<http://publicservice.vermont.gov>

[phone] 802-828-2811
 [fax] 802-828-2342
 [tdd] 800-734-8390

The CAPI homepage offers information specific to *Environmental Justice Complaint Reporting*². This provides members of the public with information on CAPI's role in investigating complaints relating to environmental justice and non-discrimination and provides links to the Agency of Natural Resource's Environmental Justice Law page. It also offers information on filing complaints through the online form and via contacting CAPI staff directly over the phone or email.

*Nondiscrimination Complaint Reporting*³

Questions or complaints regarding nondiscrimination related to PSD programs or activities, including Title VI of the Civil Rights Act of 1964, can be filed by contacting the PSD's Director of Planning or the Director of CAPI via email, telephone, or mail. This contact information is available on the website. Complaints received by the PSD are assigned to an investigator. Formal or informal investigations will be conducted as determined by the nature of the complaint and findings will be addressed per the PSD nondiscrimination policy.

Updates to Environmental Justice & Civil Rights Complaint Reporting Systems Since March 2024

There are no changes or updates to report about complaint reporting systems.

Environmental Justice Complaints Received Since March 2024

The Department has not received any Environmental Justice complaints between March 2024 and the filing of this report.

Civil Rights Complaints Received Since March 2024

The Department has not received any Civil Rights complaints between March 2024 and the filing of this report.

Other Related Updates

In November 2024 the PSD initiated a Community of Practice on Public Engagement. This group includes representatives from each Division within the PSD and the Vermont Community Broadband Board and seeks to strategically advance efforts around public outreach and

² The PSD's information on environmental justice complaint reporting is available here:

<https://publicservice.vermont.gov/environmental-justice-complaint-reporting>

³ The PSD's Notice of Nondiscrimination and information on submitting related questions or complaints is available here: <https://publicservice.vermont.gov/notice-nondiscrimination>



State of Vermont
Department of Public Service
112 State Street
Montpelier, VT 05620-2601
<http://public.service.vermont.gov>

[phone] 802-828-2811
[fax] 802-828-2342
[tdd] 800-734-8390

communications, broadly. Although not specifically focused on Civil Rights and Environmental Justice complaint reporting, this cross-division group could serve as a venue to consider modifications of existing systems as conversations on this topics advance through the Interagency Environmental Justice Committee. This group could also be used to guide future outreach work to better ensure the public is aware of the reporting systems available.

The PSD looks forward to any recommendations, feedback or guidance the Environmental Justice Advisory Council has regarding this report and looks forward to continued collaboration on this work.

Sincerely,
Signed by:

A handwritten signature in black ink that reads "Kerrick Johnson". The signature is written in a cursive, flowing style.

263C50C995A9481...

Kerrick Johnson
Commissioner
Department of Public Service