



**State of Vermont**  
**Department of Public Service**  
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<http://publicservice.vermont.gov>

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March 6, 2026

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 annual 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 works to make sure Vermont has energy, telecommunications, and utility services that are affordable, clean, efficient, reliable, secure, sustainable, and safe. It does so through planning, public advocacy, and delivery of programs. This includes 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. CAPI staff also investigate 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>

### **Review - Environmental Justice & Civil Rights Complaint Reporting Systems at the PSD**

#### *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.



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The form can be accessed through a link on CAPI's webpage at Consumer Affairs and Public Information | Department of Public Service<sup>1</sup>. The online complaint form is available directly at <https://capi.epspd.vermont.gov/?q=node/51>.

The CAPI homepage offers information specific to *Environmental Justice Complaint Reporting*<sup>2</sup>. 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*<sup>3</sup>

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 2025*

There are no changes or updates to report about PSD-specific complaint reporting systems. However, in 2025 the PSD's designee to the Interagency Environmental Justice Committee (IAC) participated in collaborative discussions with other IAC members to begin drafting a work plan to investigate the development of a cross-agency environmental justice complaint reporting system. This was in response to recommendations made by the Environmental Justice Advisory Council (EJAC) and EJAC members in 2024 and 2025. The PSD looks forward to advancing this work with the IAC and EJAC, recognizing it is a significant undertaking requiring time, resources, and cross-agency collaboration.

### **Environmental Justice Complaints Received Since March 2025**

The Department has not received any Environmental Justice complaints between March 2025 and the filing of this report.

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

<sup>2</sup> The PSD's information on environmental justice complaint reporting is available here: <https://publicservice.vermont.gov/environmental-justice-complaint-reporting>

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



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### **Civil Rights Complaints Received Since March 2025**

The Department has not received any Civil Rights complaints between March 2025 and the filing of this report.

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:

  
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Brittney L. Wilson  
Deputy Commissioner  
Department of Public Service