

# Other Utility-Related Proceedings

**EEU Matters.** The Commission oversees Vermont’s Energy Efficiency Utility (EEU) Program. The Commission’s oversight includes establishment of EEU budgets and performance goals, verification and evaluation of EEU savings claims, management of the EEU Fund, and review of EEU annual plans. The Commission’s oversight activities are conducted through multiple EEU proceedings (both contested and uncontested proceedings) that occur on both an annual basis (e.g., review of annual plans) and a multi-year basis (e.g., establishment of three-year budgets and performance goals).

Opportunities for public participation in EEU proceedings depend on the nature of the proceeding, but may include the opportunity to provide public comments, attend workshops, or request to be a party, known as [intervention](#), to a contested EEU proceeding.

**Utility Service Quality Proceedings.** Distribution utilities are required by statute to provide “reasonably adequate service, accommodation and facilities to the public. The charge made by [utilities] for any product or service shall be reasonable and without discrimination” ([30 V.S.A. § 219](#)).

Utilities are also required to prepare [service quality plans](#) for Commission approval. Each service quality plan sets out the standards by which a particular utility’s performance will be measured. Utilities monitor their performance against these standards and then report the results to the Public Utility Commission and the Department of Public Service. The Commission’s authority to approve service quality plans stems from 30 V.S.A. §§ 209(a)(1), 209(a)(3), and 219.

The Commission may, on its own initiative or at the recommendation of the Department, open an investigation into service quality if it suspects that a utility is not meeting the standards set out in its service quality plan.

Opportunities for public participation in service quality cases depend on the nature of the case, but may include the opportunity to provide public comments, attend a public hearing, or request to be a party to a case, known as [intervention](#).

**Integrated Resource Plans (IRPs).** Electric and natural gas utilities are required to prepare and implement a plan for Commission approval describing how the utility will provide energy to meet its customers’ needs. The plan is referred to as a “least cost integrated plan” or “[integrated resource plan](#)” (IRP). An IRP describes the utility’s energy demand and how it will secure energy to meet that demand, after safety concerns are addressed, at the lowest present-value life-cycle cost. Cost considerations include environmental and economic costs; strategies of combining investments and expenditures on energy supply, transmission, and distribution capacity; transmission and distribution efficiency; and comprehensive energy efficiency programs.

The statutory requirements of IRPs can be found at [30 V.S.A. § 218c](#). As a general rule of thumb, the Commission requires utilities to update their IRPs every three years. The Department of Public Service and the energy efficiency utility play an active role in helping the utilities develop their IRPs.

A utility will typically be required to issue a notice to its customers that it is in the process of revising its IRP. The notice should provide a summary of the content of the IRP and indicate that the public may provide comments and request a public hearing on the matter.

*This document can be accessed at <http://puc.vermont.gov/document/utility-specific-procedures> where the glossary terms and other links will be active. Similar documents for other types of cases can be accessed at [puc.vermont.gov/public-participation/introduction-participating-commission-processes/procedures-different-types](http://puc.vermont.gov/public-participation/introduction-participating-commission-processes/procedures-different-types).*