

**STATE OF VERMONT
PUBLIC UTILITY COMMISSION**

Case No. 25-1955-PET

Petition of Green Mountain Power Corporation for approval of its new Multi-Year Regulation Plan pursuant to 30 V.S.A. Sections 108, 209, 218, and 218d	
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**PREFILED DIRECT TESTIMONY OF
CAROL FLINT
ON BEHALF OF THE
VERMONT DEPARTMENT OF PUBLIC SERVICE**

June 19, 2026

Summary: Ms. Flint's testimony provides recommendations regarding Green Mountain Power Corporation's ("GMP") service quality reporting responsibilities and the proposed GMP Innovation & Performance Metric Report updates.

Ms. Flint Sponsors the Following Exhibit:

Exhibit DPS-CF-1

GMP Innovation & Performance Metric Report
Update

PREFILED DIRECT TESTIMONY OF CAROL FLINT

1 **Q1. Please state your name and occupation.**

2 A1. My name is Carol Flint. I am the Director of Consumer Affairs and Public Information
3 ("CAP") at the Vermont Department of Public Service ("Department").

4 **Q2. What is the purpose of your testimony in this proceeding?**

5 A2. The purpose of my testimony is to make recommendations regarding GMP's Service
6 Quality and Reporting Plan ("SQR") redline and GMP's Innovation & Performance
7 Metric Report.

8 **Q3. Did you submit prefiled direct testimony in this proceeding?**

9 A3. No. This is my first time testifying in this proceeding.

10 **Q4. Have you previously submitted testimony before the Vermont Public Utility
11 Commission ("Commission")?**

12 A4. Yes. I have provided testimony previously in several cases and most recently in Case No.
13 26-0096-TF.

14 **Q5. What are your recommendations for GMP's SQR?**

15 A5. The Department recommends that GMP revise its SQR so that service quality calculations
16 are also reported annually. This will ensure an accurate annual accounting of any negative
17 points that are available for carry forward to the next year. The Department respectfully
18 requests that the Commission require GMP to work with the Department on this revision
19 for submission to the Commission within ninety days following the Commission's final
20 order in this case.

1 **Q6. What recommendations do you make for the GMP Innovation & Performance Metric**
2 **Report?**

3 A6. Submitted as **Exhibit DPS-CF-1** is a redline update to GMP's innovation and performance
4 metrics provided to the Department by GMP. This list includes the following updates:

- 5 • Addition of capital spending and closed to plant for resiliency programs;
- 6 • An average interconnection cost for DG systems >150kW;
- 7 • Added language to the electric vehicle metrics to include an option to use registration
- 8 data; and
- 9 • Splitting ACH and Credit Card payment customer count into two metrics.

10 The Department agrees with the changes identified above as well as in **Exhibit DPS-CF-**
11 **1**. The Department also recommends that GMP report one additional affordability metric
12 beyond the list provided as Exhibit DPS-CF-1. The Department respectfully requests that
13 the Commission issue a condition in its final order for this case that requires GMP to work
14 with the Department to develop an additional affordability metric and a revised Metric
15 Report to be submitted within 90 days following the date of the order.

16 **Q7. Does that conclude your testimony?**

17 A7. Yes, it does.