



To: Burlington Board of Electric Commissioners

From: Darren Springer, General Manager

Date: June 5, 2026

Subject: May 2026 Highlights of Department Activities

General Manager – Darren Springer

- **Hydro Contracts** – BED was pleased to announce both a short term CY26 hydro contract, and two longer term (5 and 10 year contracts) culminating significant work on renewable power procurement - <https://www.burlingtonelectric.com/hydropurchase-260601/>
- **DPS Business Process Audit** – The DPS business process audit kicked off on Wednesday May 27th with ARC, the selected consultant.
- **FY27 Rate Case** – Approved unanimously at City Council June 1, filing likely by June 12th at PUC.
- **DRP** – BED is continuing to work with DPS to provide updated DRP plans and budgets now that H. 940 has been signed.
- **New Hires** – BED is pleased to welcome Jared Pellerin, currently deputy city attorney for South Burlington, who will be joining us at Principal Counsel/Compliance Officer. Jared previously served in the Burlington City Attorney’s Office. BED is also pleased to welcome Dan Edson, currently with Efficiency Vermont, who will be joining us as Manager of Energy Services. Dan previously led the state energy program at Vermont Buildings and General Services. Both Dan and Jared start June 22nd.

Center for Innovation – Emily Stebbins-Wheelock

- Executed 5-year contract with Brookfield for hydro energy and RECs from Skelton Hydro in Saco, ME.
- Submitted draft FERC license application for Winooski One.
- Multiple team members participating in interviews with ARC Business Solutions, firm hired by DPS to conduct BED management audit.
- Met with DPW, Planning, Parks, and CEDO re future public EV charger sites.
- 2026 rate case preparation.
- Enrolled first five commercial customers in Building GIANTS program; software vendor Dynamic Organics began integrating with their HVAC systems for flexible load management.
- Filed request with PUC to make Neighborhood Charging rate permanent.
- IT Director Erica Ferland serving on planning team for Vermont Emergency Management-DPS grid/cyber emergency tabletop exercise.
- Replaced primary network switching at VELCO data center.
- SpryPoint implementation team completed 2.1 functional testing, 2.1 data validation, and bill validation round 1.

- BED selected for AARP Community Challenge Grant to promote e-biking among Burlingtonians 65+; will partner with Local Motion.
- Coordinated meeting with HomeBoost Library program team. Fletcher Free Library, VGS, and BED Energy Services are piloting a free, do-it-yourself home energy audit kit in FFL's Library of Things.
- Co-sponsored two events at the ONE Community Center including e-bike event for women of AALV.
- Met with BHA Housing Support Specialist, Franklin Square/BHA Property Manager, BHA Director of Property Management, and the Director of Operations to discuss several high bill complaints, how to work with tenants to reduce loads and to arrange for monthly Franklin Square visits starting in June.

Safety

- The Safety Team participated in BED internal Restoration and Tabletop exercise planning.
- The Safety Team conducted weekly Tuesday morning safety briefings with operations personnel. PreJob tailboards are covered, as well as weekly assignments for Operations with Engineering Support. System Operations gives weekly SCADA updates.
- The Safety Team completed weekly OSHA 300 reporting.
- The Safety Team completed and submitted to senior management a weekly safety summary of field checks for Operations & Generation.
- The Safety Team participated in McNeil insurance recommendation meeting with two (2) of the major insurance carriers.

Environmental

- The McNeil REC team completed the first quarter 2026 GIS submission into NEPOOL which the reporting deadline is July 10, 2026. Compliance deadline is 100 days from the end of the reporting period.
- The Environmental Team conducted outage inspections of confined spaces and wrote inspection reports for the drums and the tubular air heaters. In addition, the resin in demineralizer train B was replaced and regenerated.
- The Environmental Team conducted meetings with the State ANR about amending the Gas Turbine permit to add R99 fuel usage. There was also a meeting with the new water treatment chemical supplier, and they worked with them on changing the systems over.
- The Environmental Team organized and updated the McNeil oil storage room and removed accumulated waste from the facility.

Risk Management

- Received final payment re: Small Claims Court case (matter closed).
- Filed with the Burlington Police Department a "theft of service" claim (meter).
- Received and processed insurance invoices for General Liability and Agency fee from H&B.
- Complete performance evaluation for one employee.
- Updated the 2025 version of the "Hazard Mitigation Plan" (HMP) for the Burlington Fire Department.
- Met with broker (Aciurse) on their "Annual Focus Plan."
- Created liability release for the "Touch-a-Truck" event and E-bike training events with Local Motion.
- Attended VT Chartered Property Casualty Underwriter (CPCU) Chapter meeting (CEO roundtable).

- Conducted three new employee orientations.
- Reviewed BED’s privacy policy for Energy Services and a contractor.
- Sent out an “all-users” reminder regarding BED’s E-bike policy and training videos.
- Reviewed and revised the Facility Materials Specialist II, III job description for posting.
- Conducted a 585 Pine Steet employee tour.
- Reviewed and revised the Spark Space use form to include the updated contact information.
- Attended the interview as it relates to compliance with the DPS consultant (ARC) and forward requested backup documents.
- Attended the meeting with BED’s Restoration Plan & Annual Tabletop Exercise Committee.

Purchasing/General Services

- Replacement of new HVAC system in Distribution offices has started.
- Attended a meeting with BED’s Restoration Plan & Annual Tabletop Exercise Committee.
- Reviewed Facility Materials Specialist II, III job descriptions to include minor changes. HR & Union approved these changes.
- Hired temporary employee Nick Book to help while job posting goes out for Facility Materials Specialist I, II, III.
- RFP out for proposals-GT Fire suppression Panel, GT Fuel Transfer Pump & Manifold and 405 Pine St EVSE Service.

Center for Operations & Reliability – Munir Kasti

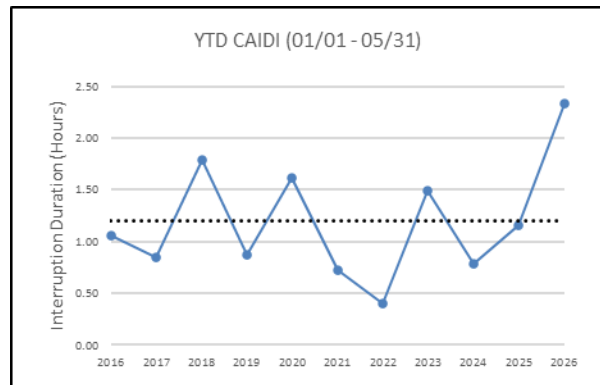
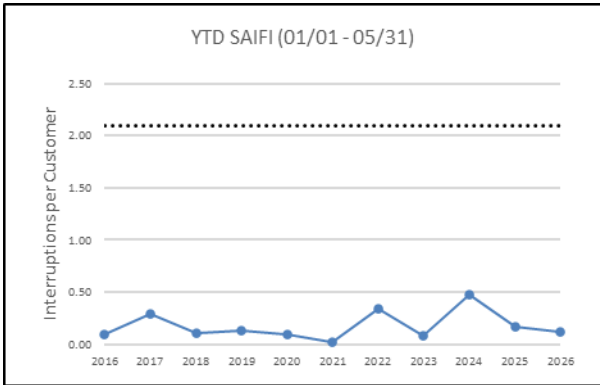
Engineering, Grid Services & Operations

- Added a neutral conductor on Curtis Avenue.
- Commissioned two new Level 3 electric vehicle chargers near City Place.
- Set new poles and reconductored the primary circuit on Wells Street.
- Reconductored primary and neutral circuits on South Union Street and Crombie Street.
- Completed the rebuild of the Main Street Utility Hole #53 for the Main Street Great Streets project.
- Replaced six condemned poles on North Willard Street, Maple Street, Blodgett Street, North Champlain Street, Nash Place, and Driftwood Lane.
- Completed two transformer upgrades on South Union Street and North Avenue.
- Coordinated a scheduled power outage for the UVM Davis Center for customer-owned equipment repairs.
- Two apprentice line workers attended their second session of the third-year apprenticeship program at the Northeast Public Power Association (NEPPA) headquarters in Littleton, Massachusetts.

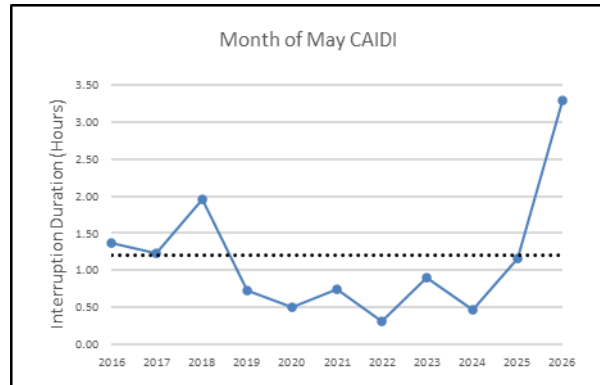
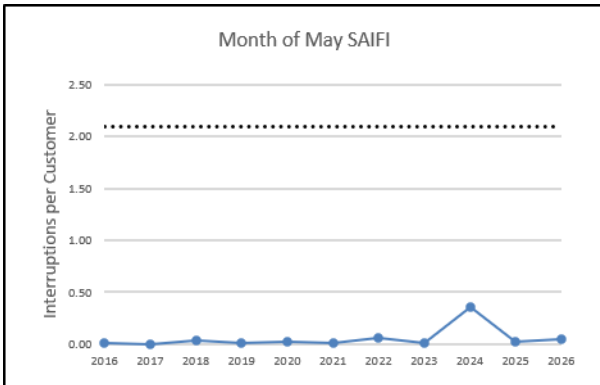
SAIFI & CAIDI Outage Metrics:

BED’s distribution system experienced 18 outages in May 2026 (3 unscheduled and 15 scheduled). BED’s SAIFI for the month of May was 0.05 interruptions per customer and CAIDI was 3.3 hours per interruption. BED’s YTD SAIFI is 0.12 interruptions per customer, and YTD CAIDI is 2.33 hours per interruption. The CAIDI value for the month of May was higher than BED’s target value due to the multiple overnight outages required for the rebuild of UH#53 as a part of the Main Street Great Streets project. These outages were required to allow SD Ireland to safely enter our vault and perform our rehabilitation work.

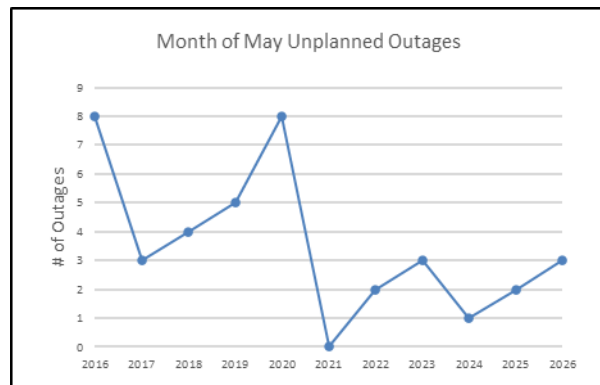
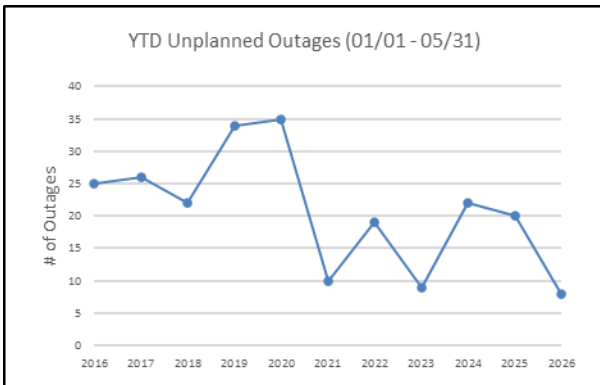
The following figure shows BED’s historical YTD SAIFI and CAIDI:



The following figure shows BED’s historical May SAIFI and CAIDI:



The following figure shows BED’s historical Unplanned Outages:



Generation

McNeil Generating Station

Month Generation: 0 MWh

YTD Generation: 84,206 MWh
Month Capacity Factor: 0.0%
Month Availability: 0.0%
Hours of Operation: 0 hours

McNeil is currently conducting the annual maintenance outage.

Winooski One Hydroelectric Station

Monthly Generation: 2,879.2 MWh
YTD Generation: 12,334.4 MWh
Month Capacity Factor: 52%
Annual Capacity Factor: 45.99%
Month Availability: 85%

Burlington Gas Turbine

Month Generation: 73.2 MWh
YTD Generation: 693.5 MWh
Month Capacity Factor: 0.45%

Solar (Pine Street 107 kW)

Month Generation: 12.87 MWh (+15% from previous year)
YTD Generation: 33.36 MWh
Month Capacity Factor: 16.2%
Month Availability: 100%

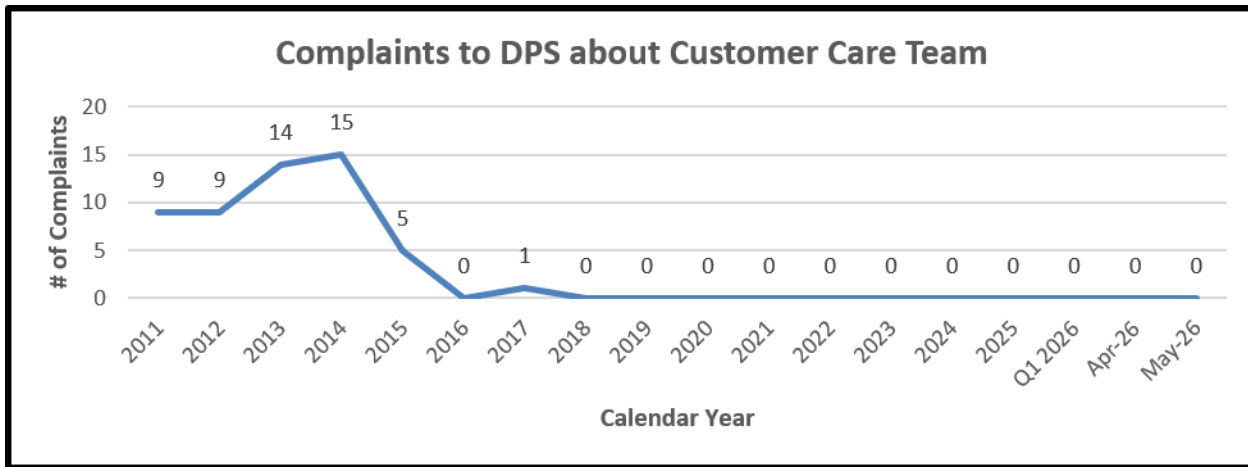
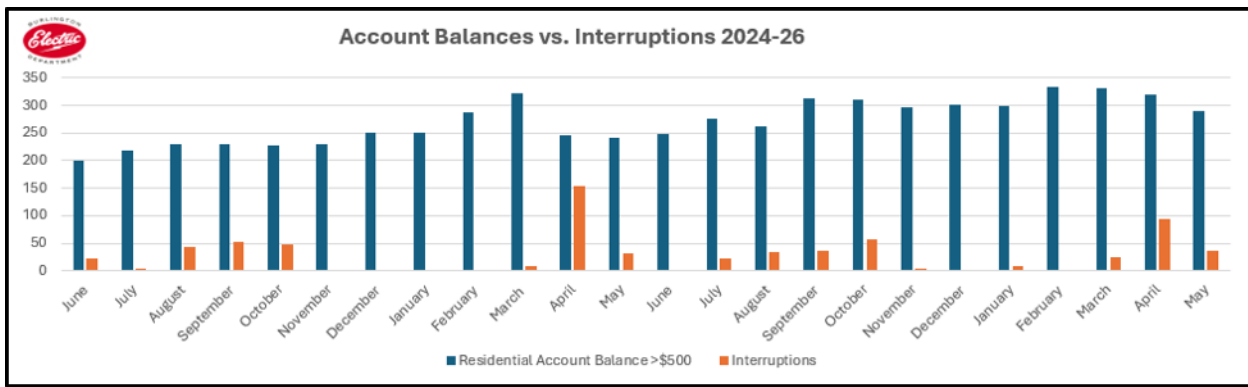
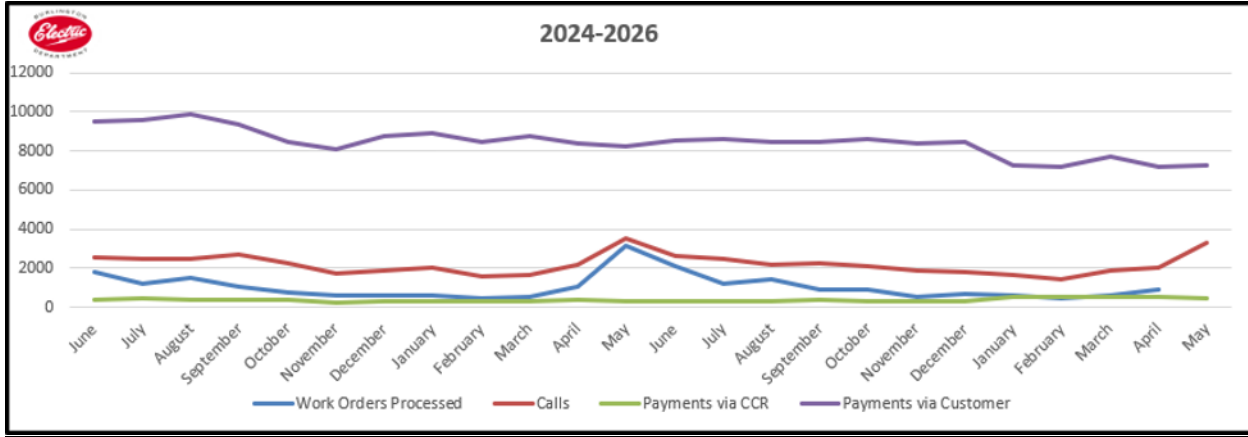
Solar (Airport 499 kW)

Month Generation: 67.56 MWh (+9% from previous year)
YTD Generation: 176.45 MWh
Month Capacity Factor: 18.2%
Month Availability: 100%

Center for Customer Care & Energy Services – Mike Kanarick

Customer Care

- **Call Answer Time (75% in 20 seconds):** May 2026 58.3%, April 81.0%, March 81.7%, February 80.6%, January 87.9%, December 2025 91.4%. May 2025 61.4%, April 86.1%, March 90.3%, February 89.6%, January 86.4%, December 2024 83.4%. **Busy Season #s: Monthly # calls increased 60% (1,988 to 3,324) from last month. Tremendous increase (6x) in use of web requests for termination and new service – up from 111 to 677 since last month.**
- **May 2026 Stats:** please see dashboard for additional metrics categories.



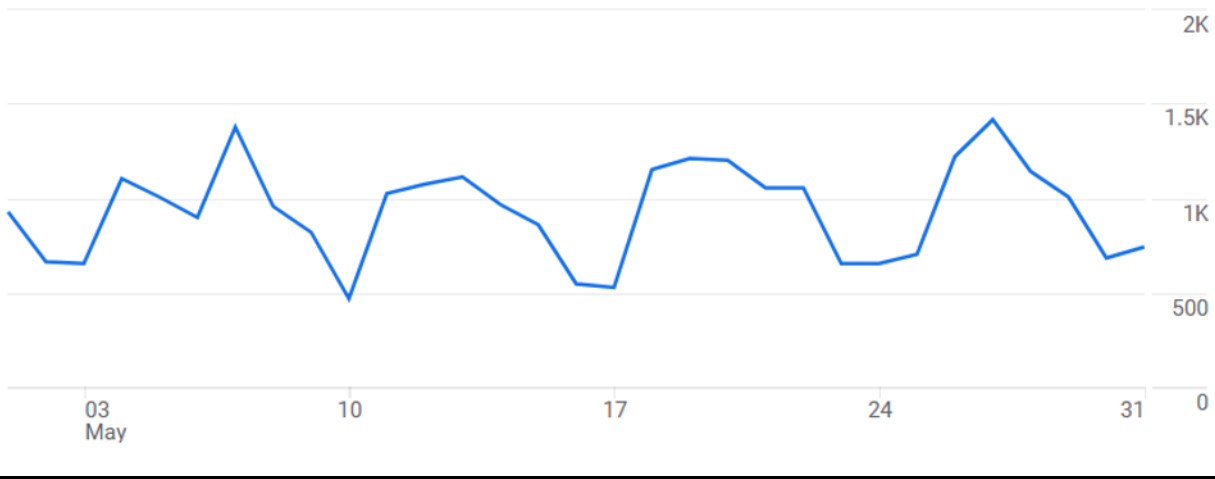
Communications and Marketing

Lake Monsters Customer Appreciation Nights: BED will be on the Centennial Field concourse again this season on Tuesdays, June 9, and July 28. To show appreciation for our customers, BED will give away baseball caps to the first 250 Burlingtonians each night. Also, we will provide expert energy advice before and during the game.

- Robin’s Big Truck Day: BED will join the Robin’s Nest Children’s Center in the Old North End for Big Truck Day on June 13 from 9am-12noon. The event is open to the public and provides kids with the





opportunity to climb on and explore trucks of all sizes, including a BED Ford F-150 Lightning electric truck.

- Juneteenth: BED will participate in the City’s Juneteenth celebration on Saturday, June 20, in City Hall Park and on the Church Street Marketplace. Visit our tent to ask us your energy questions and to check out our Ford F-150 Lightning electric truck that will power a stove to prepare treats for our visitors to enjoy.
- Net Zero Energy Festival – A Supercharged Day of Family Fun: mark your calendars for Saturday, August 22 (rain date August 23) from 12noon-4pm at Waterfront Park (new venue – not at BED this year). To further our NZE progress, we’ll have activities for people of all ages focused on reducing fossil fuel use and electrifying everything, including: renewably-powered food trucks; games and activities for children; Star 92.9’s radio personalities Mike & Mary; raffles; E-bike test rides; EV showcase; mobile bike repair unit; bike parking; BED partners providing heat pump, solar, and electric lawn care products; carshare and biking partners; BED energy experts; rescue dog adoption opportunity; and more.
- Net Zero Energy Podcast: we invite you to listen to our latest podcast episodes, featuring Chad Farrell, founder and president of Encore Renewable Energy, who discusses the evolving world of solar energy, GM Darren Springer, providing a progress report on the City’s Net Zero Energy Roadmap. burlingtonelectric.com/podcast
- Full website visits for May 2026



Top-performing Facebook & Instagram posts

- New public Level 3 EV chargers
- GM Darren Springer podcast on Net Zero Energy Roadmap update

 New podcast episode with huge news for Burlington's cli... Photo · Burlington Electric Department	Boost ...	Tue May 19, 8:33am	163	4	0
 New podcast episode with huge news for Burlington's cli... Photo · burlingtonelectric	Boost ...	Tue May 19, 8:27am	75	6	0
 NEW PUBLIC LEVEL 3 CHARGERS! We just activated t... Photo · Burlington Electric Department	Boost ...	Thu May 7, 3:29pm	314	7	3
 NEW PUBLIC LEVEL 3 CHARGERS! We just activated t... Photo · burlingtonelectric	Boost ...	Thu May 7, 3:28pm	133	10	0

Center for Energy Services – Chris Burns

UVM & UVMCC

- UVM Medical Center / East Pavilion 3 and Old Hall Level 4 Lighting Upgrades – BED has developed savings estimates for both lighting measures. The EP3 project is a fixture retrofit for an Oncology fit up. The Old Hall project is a new fit-up located at 1 South Prospect Street for a Suicide Care Clinic, treated as a new construction lighting project. A site visit was completed by BED for the EP3 project this month, with an additional walk-through to view another upcoming lighting upgrade in the West Pavilion on Floor 5 of the ACC.
- UVM Rowell / Classroom 003A & B Lighting Retrofit – UVM has provided to BED information on a basement nursing classroom lighting retrofit involving 24 T5 2-Lamp fixtures to be replaced one-for-one with LED. BED has completed the savings analysis for this small lighting project and delivered an incentive offer to the customer.

Other Services

- Continued decline in new development and energy efficiency activity.
- As previously reported, over the past year and a half few new construction zoning applications have been submitted to Department of Permitting and Inspections (DPI), indicating a decline in near term new development. High lending costs and construction costs continue to slow this market.
- As previously reported, ES also continues to see an overall slowdown in EEU and Tier 3 activity with customers. Challenging and uncertain economic conditions are influencing customer decision-making. Customers continue to face economic headwinds where discretionary energy efficiency, and beneficial electrification improvements are understandably not a priority even when utility incentives are available. VGS and EVT continue to report similar market conditions. BED and VGS continue to work with the Burlington 2030 District and CEDO’s Business Support Services team to get the word out about our services and that we are here to help. BED, VGS, and CEDO have been meeting monthly to brainstorm business outreach and program approaches.

Energy Services continues to:

- Work on several projects which include Burlington City Arts / 405 Pine Street multi-phase renovation, City of Burlington Water Dept / Water Reservoir Pump Upgrade, Hill Gardens / 47 S. Williams Street lighting retrofit and Cambrian Rise / BLDG C (Sunset House) NC Project including 135 apartments.
- Support the customer care team with a number of residential and commercial customer high bill concerns.
- Partner with the VGS ES team on a number of residential weatherization and heat pump projects and commercial retrofit projects.

Electric Vehicles & Charging Stations

- The EVSE (ChargePoint, Flo & AmpUp) dispensed a total of 41.9 MWh and supported 2,016 sessions.
- The ChargePoint EVSE served 880 unique drivers.
- The top 3 sales on the ChargePoint network were 106 kWh, 110 kWh, and 120 kWh and occurred at the Cherry Street Garage and at one of the new St. Paul Street & Bank Street DCFC's.
- Approximately 55% (or 23.1 MWh) of the energy sold from the entire network is attributed to the DCFC's. The Pine Street DCFC dispensed the most energy.
- The AmpUp Maple Street station was repaired.
- Installation of the BE22 and BE23 (120 Main Street) was completed Wednesday May 27. The station activation form was submitted the same day.
- EV and PHEV rebates to date – 1,235 (of this 276 LMI rebates to date)
- Customers currently participating in the EV Charging Rate- 457
- Single-family & multifamily home EV charging stations rebates to date – 431 (of this 23 LMI rebates to date).

Heat Pump Installations to Date

Total heat pump technology installations including multi-family new construction projects and installations in existing buildings since the September 2019 NZEC announcement – **3,283 installations** (of this 259 LMI rebates to date).