

From: [AGO - CAP](#)
To: [REDACTED]
Subject: Public Records Act Request 2023-00652
Date: Tuesday, January 24, 2023 4:20:19 PM
Attachments: [2023-01-18 Kuhlmann PRA request.pdf](#)
[2023 01 24 CAP response to Kuhlmann - Spreadsheet Reviewed Redacted BateStamped - 2023-00652.pdf](#)
[2024-01-24 CAP response to Kuhlmann w spreadsheet and cost estimate.pdf](#)

Dear Benjamin Kuhlmann,

Please see attached in response to your Public Records Act request.

Thank you.

Sincerely,

Crystal Baldwin
Consumer Assistance Program
Office of the Attorney General
Mailing Address:
109 State Street
Montpelier, VT 05609-1001

Consumer Assistance Hotline: 800-649-2424
Email: ago.cap@vermont.gov



STATE OF VERMONT
OFFICE OF THE ATTORNEY GENERAL
109 STATE STREET
MONTPELIER, VT
05609-1001

January 24, 2023

Via email to [REDACTED]

Benjamin Kuhlmann
[REDACTED]
Burlington, VT 05401

Re: Public Records Request 2023-00652

Dear Benjamin Kuhlmann,

I write in response to your Public Records Act request dated January 18, 2023, for records of complaints concerning "Vermont Construction Company of Colchester, VT and...Horizon Builders LLC of Jeffersonville, VT," received by our office on January 19, 2023, a copy of which is attached for your convenience.

A spreadsheet highlighting the files pertaining to your request are attached (Attachment "2023 01 24 CAP response to Kuhlmann – Spreadsheet Reviewed_Redacted_BatesStamped - 2023-00652", pages 000001-000002).

Personal information has been redacted pursuant to 1 V.S.A. § 317(c)(7).

To the extent you feel information has been withheld in error, you may appeal to the Deputy Attorney General, Robert McDougall. Such appeal should be in writing:

Robert McDougall
Deputy Attorney General
Office of the Attorney General
109 State Street
Montpelier, VT 05609-1001

Should you seek to obtain related documents, we estimate that searching for, reviewing, and redacting the documents (10 in total) will come to approximately 130 minutes. Note that there is no charge for the first 30 minutes. At 100 minutes, billed according to the Secretary of State's fee schedule for the rate of other staff time (\$.45 a minute), the cost of your Public Records Act request is an estimated \$45.00.

Should you prefer to receive only the original complaint form or letter submitted, two files in total, the cost estimate is adjusted to \$9.00, whereas the time estimate is reduced to approximately 50 minutes with no charge for the first 30 minutes and 20 minutes billed according to the Secretary of State's fee schedule for the rate of other staff time (\$.45 a minute).

We ask that you please submit payment totaling the estimated cost based on your preference according to the fees outlined above to proceed further with processing your request. Upon receipt of your payment, the records will be made available for you. Note, if the actual time to produce the records is less, we will issue a credit.

You may submit payment as follows:

Online: <https://appengine.egov.com/apps/vt/ago/onlinepayment>

By check sent to:

Attn: Lauren Jandl
State of Vermont
Office of the Attorney General
109 State Street
Montpelier, VT 05609-1001

Thank you for contacting the Vermont Attorney General's Office.

Sincerely,

Crystal Baldwin
Consumer Assistance Program
Office of the Attorney General
State of Vermont

Number	Intake Method	First / Company Name	Last Name	Matter Name	Received Date
2022-08351				Kling, Brian (Vermont Construction Company) CAP	9/27/2022
2022-06980				Niggel, Jillian (Vermont Construction Company)	8/2/2022
AG22-03790	Phone-Voicemail	Patrick		CAP	6/20/2022

Number	Summary	Claimed Losses	Process Code	Status Code
2022-08351	Consumer is alleging that there is still work that needs to be finished or fixed on their house and VCC is either being slow or disregarding this matter.		REG - Complaint sent to business for a response	RES - Resolved
2022-06980	Consumers hired business to re-roof and re-side their home. The project was done however after that consumer allegedly noticed there were things missing from what they had asked for in which the business requested more money for the job to complete it. Consumers then called the product manager to confirm and they discovered they had used interior paint on the exterior of their house. Business supposedly claims they are too busy to fulfill the obligations of their warranty at this time. Consumer requests money back to hire a different painter then.	\$6,000.00	REG - Complaint sent to business for a response	NBR - No Business Response After Repeated Attempts
AG22-03790	Calling about a construction issue between ourselves and the Vermont Construction Company. We are looking at a loss of \$20,000.			