

**From:** [AGO - CAP](#)  
**To:** [REDACTED]  
**Subject:** Public Records Act Request 2023-01613  
**Date:** Monday, February 13, 2023 4:51:30 PM  
**Attachments:** [2023-02-13 CAP response to Peterson cost estimate.pdf](#)  
[2023-02-07 Peterson PRA request.pdf](#)

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Dear Michelle Peterson,

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

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](mailto:ago.cap@vermont.gov)



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

February 13, 2023

Via email to [REDACTED]

Michelle Peterson

[REDACTED]  
Salem, MA 01970

Re: Public Records Request 2023-01613

Dear Michelle Peterson,

I write in response to your Public Records Act request dated February 7, 2023, for records of “Consumer complaint files within the database of the Consumer Assistance Program (CAP) regarding Polli Construction, Inc., of South Burlington,” received by our office on February 8, 2023, a copy of which is attached for your convenience.

Upon searching our database of consumer complaints, CAP located six consumer complaints, going back to 2006: three complaints in 2019 and three complaints in 2006.

Should you seek to obtain related documents, we estimate that searching for, reviewing, and redacting the documents (11 in total) will come to approximately 140 minutes. Note that there is no charge for the first 30 minutes. At 110 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 \$49.50.

Should you prefer to receive only the original complaint form or letter submitted, three 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).

Should you prefer a spreadsheet with an overview of the complaints, for six complaints in total, the cost estimate is adjusted to \$3.60, whereas the time estimate is reduced to approximately 38 minutes with no charge for the first 30 minutes and 8 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