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ADDRESS REPLY TO:
CONSUMER ASSISTANCE PROGRAM
109 State Street
Montpelier, Vt 05609-1001
Website: ago.vermont.gov/cap
e-mail: ago.cap@vermont.gov

STATE OF VERMONT
OFFICE OF THE ATTORNEY GENERAL
PUBLIC PROTECTION DIVISION
TEL: 1-800-649-2424
FAX: (802) 304-1014

Via email to JSalman@GateHouseMedia.com

June 1, 2020

Josh Salman, Reporter
USA Today
7950 Jones Branch Drive
McLean, Virginia 22108-0605

Re: Vermont Public Records Act request, 2020-04935

Dear Josh Salman:

I write in response to your Public Records Act request dated May 28, 2020, a copy of which is attached for your convenience.

For records of complaints concerning COVID-19, we estimate that searching for, reviewing, and redacting the complaints (373 in total) will come to approximately 215 minutes. Note that there is no charge for the first 30 minutes. At 185 minutes, billed at the lowest possible rate under the Secretary of State's fee schedule (\$.33 a minute), the cost of your Public Records Act request is an estimated \$61.05.

The Consumer Assistance Program (CAP) receives consumer complaints via our consumer hotline, web form, email, and mail. These interactions are recorded as "Complaint Intakes." Complaint intakes have a field labeled "Description", where staff take notes during phone calls, copy and paste email reports, view webform submissions, or copy and paste transcribed voicemail messages. To satisfy your request, our office searched for the terms "covid" and "corona" in the description field. In addition, CAP searched for complaint intakes logged under a newly added category, "COVID-19". This search yielded 373 results (after removing duplicates) between January 1, 2020 and May 28, 2020. If a complaint intake was followed by mediation facilitated by CAP between the consumer and the business, a matter number will be indicated.

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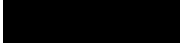
We ask that you confirm your willingness to pay the estimated cost (\$61.05) before we proceed further with processing your request. Upon receipt of your check, the records will be made available for you. Checks may be sent to:

Attn: Charity Clark
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,

/s/


Consumer Assistance Program
Office of the Attorney General
State of Vermont