

**From:** [AGO - CAP](#)  
**To:** [REDACTED]  
**Subject:** Public Records Act Request 2022-05950  
**Date:** Thursday, July 14, 2022 7:44:25 AM  
**Attachments:** [Melone - 2022-05950 CAP cost estimate.pdf](#)

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Dear Nicole Malone,

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)

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

July 14, 2022

**Via email to** [REDACTED]

Nicole Melone  
PO Box 696  
Moretown, VT 05660

Re: Public Records Request 2022-05950

Dear Nicole Melone,

I write in response to your Public Records Act request dated July 11, 2022 (a copy of which is attached for your convenience) for records of complaints "that reference a Frank Piazza or Moretown Real Estate in matters relating to rental units and properties he currently owns/manages/leases or has in the past...".

The Consumer Assistance Program (CAP) receives consumer complaints via our consumer hotline, standard web form, online scam form, email, and mail. These interactions are recorded as "Complaint Intakes" as well as the "Online Scam Form." 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. All fields of the Online Scam Form are searched.

To satisfy your request, our office searched for the entities specified, "Frank Piazza" and "Moretown Real Estate", as an entity of record as well as in the description field and identified two complaints with nine corresponding files.

We estimate that searching for, reviewing, and redacting the complaints (2 in total with 9 corresponding files) will come to approximately 205 minutes. Note that there is no charge for the first 30 minutes. At 175 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 \$78.75. Should you prefer instead to receive a spreadsheet of the two complaints without corresponding files, the time estimated is reduced to 80 minutes. For 50 minutes billed according to the Secretary of State's fee schedule for the rate of other staff time (\$.45 per minute), the cost to produce a spreadsheet of consumer complaints is an estimated \$22.50.

We ask that you identify the option you would like and pay the estimated cost (\$78.75 or \$22.50) before we 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