



THE COMMONWEALTH OF MASSACHUSETTS  
DEPARTMENT OF PUBLIC UTILITIES

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October 23, 2020

All Investor-Owned Gas Distribution  
Companies Regulated by the Department  
of Public Utilities (Exhibit A)

All Investor-Owned Electric Distribution  
Companies Regulated by the Department  
of Public Utilities (Exhibit B)

All Investor-Owned Water Distribution  
Companies Regulated by the Department  
of Public Utilities (Exhibit C)

RE: Chairman's Sixth Set of Orders under G.L. c. 25, § 4B

Dear All,

On March 10, 2020, Governor Baker declared a state of emergency in response to the Coronavirus ("COVID-19"). Additionally, on March 24, 2020, pursuant to section 4B of chapter 25 of the General Laws, Governor Baker has granted me the authority to take such action as I consider necessary to assure public safety and welfare through the priority restoration or continuing availability of gas, electric, and water utility services.

In response to this public-safety issue and consistent with my previous letters, I address this letter to the investor-owned gas distribution companies, the investor-owned electric distribution companies, and the investor-owned water distribution companies (collectively, the "Companies") regulated by the Department of Public Utilities (the "Department"). In this letter, I issue the following orders that I deem necessary to assure public safety and welfare through the priority restoration and continuing availability of gas, electric, and water service during the state of emergency related to COVID-19:

- Until November 16, 2020, or you receive further communication under section 4B of chapter 25 of the General Laws, whichever comes first, the Companies shall not shut off gas, electric, or water service to any of their residential customers for failure to pay a bill or any portion of a bill the Companies issued to a customer.

Any of the Companies that fail to carry out any of these orders may be assessed penalties as provided for in section 4B of chapter 25 of the General Laws.

Sincerely,

*/s/ Matthew H. Nelson*

Matthew H. Nelson  
Chairman