



THE COMMONWEALTH OF MASSACHUSETTS
DEPARTMENT OF PUBLIC UTILITIES

CHARLES D. BAKER
GOVERNOR

KARYN E. POLITO
LIEUTENANT GOVERNOR

KATHLEEN A. THEOHARIDES
SECRETARY OF ENERGY
AND ENVIRONMENTAL AFFAIRS

ONE SOUTH STATION
BOSTON, MA 02110
(617) 305-3500

MATTHEW H. NELSON
CHAIRMAN

ROBERT E. HAYDEN
COMMISSIONER

CECILE M. FRASER
COMMISSIONER

April 6, 2021

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: Ratification of the Chairman's Eighth Set of Orders under G.L. c. 25, § 4B

Dear All,

Pursuant to section 4B of chapter 25 of the General Laws, the Commonwealth Utilities Commission ("Commission") hereby ratifies Chairman Matthew Nelson's Eighth Set of Orders issued on February 26, 2021 (attached as Exhibit D). Pursuant to section 4B and the authority Governor Baker granted the Chairman thereunder, the Chairman's Eighth Set of Orders contained the following directives 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"):

(1) until July 1, 2021, or they 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; and

(2) until July 1, 2021, or you receive further communication under section 4B of chapter 25 of the General Laws, whichever comes first, all communications to residential customers that discuss the shut off of gas, electric, or water service for failure to pay a bill or any portion of a bill the Companies issued to a customer shall state that residential shutoffs for nonpayment shall not occur until or after July 1, 2021 and list all payment and repayment programs and debt-forgiveness options available to residential customers; and

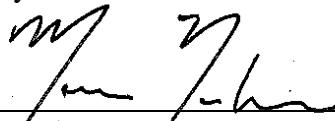
(3) at least five business days before they are sent to any residential customers, the Companies shall email the Department the model or template for all communications to residential customers referenced in the preceding paragraph.¹

Under this ratification, the Chairman's Eighth Set of Orders shall be effective until and including June 30, 2021. In response to current and ongoing effects of COVID-19, the Commission takes this action to assure public safety and welfare through the priority restoration and continuing availability of gas, electric, and water utility services. In our action today, the Commission recognizes that the COVID-19 pandemic continues to cause an unprecedented public health emergency and substantial economic disruption, and that access to vital utility services remains critical. Accordingly, under this ratification, the Commission finds that extension of the moratorium on shut offs until July 1, 2021 is appropriate.


If any of the Companies fails to carry out the Chairman's Eighth Set of Orders through and including June 30, 2021, it may be assessed penalties as provided for in section 4B of chapter 25 of the General Laws.

¹ Specifically, the model or template shall be emailed to Joseph Truschelli (joseph.m.truschelli@mass.gov) and Shane Early (shane.early@mass.gov).


By Order of the Commission,



Matthew H. Nelson, Chairman



Robert E. Hayden, Commissioner



Cecile M. Fraser, Commissioner

Exhibit A

(Investor-Owned Gas Distribution Companies)

President William Akley
Eversource Gas Company of Massachusetts
d/b/a Eversource Energy
247 Station Drive
Westwood, MA 02090

President Peter Eichler
Liberty Utilities (New England Natural Gas
Company) Corp. d/b/a Liberty Utilities
36 5th Street
Fall River, MA 02722-0911

President Franklyn Reynolds
The Berkshire Gas Company
115 Cheshire Road
Pittsfield, MA 01202

Interim President Terry Sobolewski
Boston Gas Company d/b/a National Grid
40 Sylvan Road
Waltham, MA 02451

President William Akley
NSTAR Gas Company
d/b/a Eversource Energy
247 Station Drive
Westwood, MA 02090

President Thomas Meissner
Fitchburg Gas and Electric Light Company
d/b/a Unitil
6 Liberty Lane West
Hampton, NH 03842

Exhibit B

(Investor-Owned Electric Distribution Companies)

President Thomas Meissner
Fitchburg Gas and Electric Light Company
d/b/a Unitil
6 Liberty Lane West
Hampton, NH 03842

Interim President Terry Sobolewski
Massachusetts Electric Company, &
Nantucket Electric Company, each d/b/a
National Grid
40 Sylvan Road
Waltham, MA 02451

President Craig Hallstrom
NSTAR Electric Company
d/b/a Eversource Energy
247 Station Drive
Westwood, MA 02090

Exhibit C

(Investor-Owned Water Distribution Companies)

Agawam Springs Water Company
158 Tihonet Road
Wareham, MA 02751

Andrews Farm Water Company
c/o Mark J. Favaloro, Esq.
Favaloro Law
159 Haven Street, Suite 1
Reading, MA 01867

Aquaria Water Company
170 Aquaria Drive
P.O. Box 1000
North Dighton, MA 02764

Aquarion Water Company of MA
900 Main Street
Hingham, MA 02043

Ashmere Water Supply
P.O. Box 843
Hinsdale, MA 02135-0834

Butterworth Water Company
340 Main Street – Suite #707
Worcester, MA 01608

Century Mill, Inc.
63 Atlantic Avenue
Boston, MA 02110

Colonial Water Company
27 Northwest Drive
Plainville, CT 06062

East Northfield Water Company
P.O. Box 152
Northfield, MA 01360

Granville Centre Water Company
c/o John Stevenson
29 Locust Drive
Bedford, NY 10506

Housatonic Water Company
80 Maple Avenue – Suite #1
Great Barrington, MA 01230

Hutchinson Water Company
c/o Matthew Hutchinson
P.O. Box 446
Grafton, MA 01519

Kings Grant Water Company
839 Newport Avenue
Attleboro, MA 02703

Milford Water Company
66 Dilla Street
Milford, MA 01757

Monterey Water Company
P.O. Box 65
Monterey, MA 01245

Mountain Water Systems
27 Northwest Drive
Plainville, CT 06062

Pinehills Water Company
33 Summerhouse Drive
Plymouth, MA 02360

Whitinsville Water Company
44 Lake Street
Whitinsville, MA 01588

Exhibit D

(Chairman's Eighth Set of Orders issued under G.L. c. 25, § 4B)



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February 26, 2021

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of Public Utilities (Exhibit C)

RE: Chairman's Eighth 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 Eighth Set of Orders 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 Order, I issue the following directives 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 July 1, 2021, 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.
- Until July 1, 2021, or you receive further communication under section 4B of chapter 25 of the General Laws, whichever comes first, all communications to residential customers that discuss the shut off of gas, electric, or water service for failure to pay a bill or any portion of a bill the Companies issued to a customer shall (1) state that residential shutoffs for nonpayment shall not occur until or after July 1, 2021 and (2) list all payment and repayment programs and debt-forgiveness options available to residential customers.
- At least five business days before they are sent to any residential customers, the Companies shall email the Department the model or template for all communications to residential customers referenced in the preceding paragraph. Specifically, the model or template shall be emailed to Joseph Truschelli (joseph.m.truschelli@mass.gov) and Shane Early (shane.early@mass.gov).

Any of the Companies that fail to carry out any of these directives 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

Exhibit A

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President Franklyn Reynolds
The Berkshire Gas Company
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President Marcy Reed
Boston Gas Company d/b/a National Grid
40 Sylvan Road
Waltham, MA 02451

President William Akley
NSTAR Gas Company
d/b/a Eversource Energy
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Westwood, MA 02090

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d/b/a Unutil
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Massachusetts Electric Company, &
Nantucket Electric Company, each d/b/a
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40 Sylvan Road
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President Craig Hallstrom
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247 Station Drive
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Aquaria Water Company
170 Aquaria Drive
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Aquarion Water Company of MA
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East Northfield Water Company
One Lamplighter Way
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Hutchinson Water Company
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