

THE COMMONWEALTH OF MASSACHUSETTS  
DEPARTMENT OF PUBLIC UTILITIES

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COMMISSIONER

February 27, 2025

Via Email Only

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)

RE: Joint Request regarding Winter Moratorium

Dear Companies:


As you know, the regulations of the Department of Public Utilities ("Department") prohibit electric and gas companies from shutting off service from November 15 through March 15 ("Moratorium"). 220 CMR 25.03(1). On February 7, 2025, representatives of the Commonwealth's investor-owned utilities, the Office of the Attorney General, the low-income fuel assistance network, and the National Consumer Law Center jointly requested that the Department extend the Moratorium to April 1, 2025. These parties state that extending the Moratorium will create certainty for all parties and allow the utilities and fuel assistance agencies to engage in better messaging to customers.

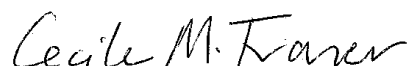
The Department agrees that extending the termination date of the Moratorium at this time will enable a consistent message among utilities and ratepayer advocates, which will assist ratepayers to meet their financial obligations while protecting them from shut-offs in still cold weather. That message includes the importance of making payments during the winter months and avoiding the accumulation of large arrearages. Therefore, the **Department approves the joint request and asks that your company refrain from initiating the termination process**

**until April 1, 2025. More specifically, we request that second requests for payment pursuant to 220 CMR 25.02(3)(b) not issue until April 1, 2025.**

The Department appreciates your cooperation in extending the Moratorium in previous years. Thank you in advance for your anticipated continuing cooperation. Should you have any questions, please do not hesitate to contact Theresa Kelly, our Director of Consumer and Administrative Affairs, at (617) 305-3642.

Sincerely,

  
James Van Nostrand, Chair

  
Cecile M. Fraser, Commissioner

  
Staci Rubin, Commissioner

Enc.

cc: Jenifer Bosco, National Consumer Law Center  
Peter Wingate, Co-Chair Massachusetts Energy Directors Association  
and Energy Director, Community Action Pioneer Valley  
Elizabeth A. Anderson, Division Chief, Energy and Telecommunications, Office of  
the Attorney General of the Commonwealth of Massachusetts  
Theresa Kelly, Director, Consumer Division

**Exhibit A**  
(Investor-Owned Gas Distribution Companies)

Kristen Fellmann  
Supervisor of Customer Care & Credit & Collections  
The Berkshire Gas Company

Lisa S. Wieland  
President  
Boston Gas Company d/b/a National Grid

Theresa Washington  
Manager, Credit Hardship Programs & Protections  
Eversource Gas Company of Massachusetts and NSTAR Gas Company,  
each d/b/a Eversource Energy

Justin L. Stearns  
Supervisor, Credit and Collections  
Fitchburg Gas and Electric Light Company d/b/a Unitil

R.J. Ritchie  
Director, Legal Services Liberty Utilities (New England Natural Gas Company) Corp. d/b/a  
Liberty

**Exhibit B**  
(Investor-Owned Electric Distribution Companies)

Justin L. Stearns  
Manager, Credit & Collections  
Fitchburg Gas and Electric Light Company d/b/a Unitil

Lisa S. Wieland  
President  
Massachusetts Electric Company and Nantucket Electric Company,  
each d/b/a National Grid

Theresa Washington  
Manager, Credit Hardship Programs & Protections  
NSTAR Electric Company, d/b/a Eversource Energy

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