

**FREQUENTLY ASKED QUESTIONS ABOUT  
GOVERNOR PATRICK'S REORGANIZATION PLAN FOR  
THE DEPARTMENT OF TELECOMMUNICATIONS & ENERGY**

**Q. When is the Reorganization Plan effective?**

A. The Governor's Reorganization Plan, Chapter 19 of the Acts of 2007, will become effective as law on April 11, 2007.

**Q. What is the effect of the Reorganization?**

A. On April 11, 2007 the Department of Telecommunications & Energy ceases to exist. In its place, the Reorganization Plan establishes two new agencies: the Department of Telecommunications & Cable (DTC) and the Department of Public Utilities (DPU).

The Reorganization Plan assigns the current jurisdiction and powers of the Department of Telecommunications & Energy to either the Department of Public Utilities or the Department of Telecommunications & Cable.

The Department of Telecommunications & Cable will be led by one Commissioner and will have jurisdiction over matters relating to telecommunications and cable television. The Office of Consumer Affairs and Business Regulation in the Executive Office of Housing & Economic Development will oversee the DTC.

The Department of Public Utilities will be led by a three-member commission and will have jurisdiction over electric, natural gas, pipeline, siting, water and transportation issues. The Governor will appoint one of the commissioners as Chairman. The Undersecretary of Energy in the Executive Office of Energy & Environmental Affairs will oversee the DPU.

**Q. When will the Reorganization of the Department of Telecommunications & Energy happen?**

A. The Reorganization is effective April 11, 2007. However, few consumers will notice any changes in the way utility companies are regulated and how these two new agencies respond to consumer inquiries and complaints.

**Q. Where will the two new agencies be located?**

A. The two agencies will be co-located in the same offices as the former DTE, at One South Station, 2<sup>nd</sup> Floor, Boston.

**Q. How will I contact the DTC and DPU?**

A. Continue to direct all correspondence to the Department of Telecommunications & Cable or the Department of Public Utilities, One South Station, Boston, MA 02110. Telephone numbers will not change from the numbers currently used by the Department of Telecommunications & Energy. Until future notice, the main telephone number for both the Department of Public Utilities and the Department of Telecommunications & Cable is 617-305-3500.

**Q. How will consumer complaints be handled?**

A. Although the Consumer Division of the Department of Telecommunications & Energy will become part of the newly formed Department of Telecommunications & Cable, it will continue accepting complaints regarding telecommunications, cable television, electric and natural gas services. The Consumer Division's toll free telephone number is 1-800-392-6066.

**Q. Will the Reorganization affect my case before the Department?**

A. No. All the responsibilities and jurisdiction of the Department of Telecommunications & Energy will transfer to one of the two agencies. Each pending matter will be assumed by the appropriate agency and handled as seamlessly as possible during this transition.

**Q. Will docket numbers change as a result of the Reorganization?**

A. Any open proceeding on April 11, 2007, not involving telecommunications or cable, with a "D.T.E." designation in the docket number, will become "D.T.E./D.P.U." with the same numerals. For example, D.T.E. 07-100 will become D.T.E./D.P.U. 07-100.

Any filings docketed on or after April 11, 2007 will be docketed using the "D.P.U." designation.

Any proceeding with a "D.T.E." designation that is closed on or before April 10, 2007 will keep the "D.T.E." designation.

Pending telecommunications and cable cases will be transferred to the Department of Telecommunications & Cable. The Department of Telecommunications & Cable will announce its docketing procedure shortly.