Blackstone Gas Company

61 Main Street Blackstone, Ma. 01504

508-883-9516

Mr. Joseph M. Trushelli

Acting Director, Consumer Division

Department of Public Utilities

One South Station

Boston, MA. 02110

Dear Mr. Trushelli

To your request dated March 24,2020

Blackstone Gas Company’s response is as follows:

1. Whether categories of customers should be treated differently (e.g., customers who

suffered hardship because of COVID-19 or the state of emergency, residential

customers v. C&I customers, customers notified prior to the Order of a potential shut

off for non-payment);

Response:

Residential customers who suffered hardship because of COVID-19 will not be shut-off until after the State of Emergency has been lifted. Commercial customers should contact our office if they are having trouble paying their bills so that we can place them on a payment plan.

2. The procedures to notify a customer of a potential shutoff after shutoff activities are allowed to resume;

Response:

After the State of Emergency has been lifted, we will resume courtesy calls to customers that have arrearages. We will consider all types of payment plans so customers can work off their balances in a timely fashion.

3. A potential suspension of late payment fees;

Response:

We do not have a penalty for residential customers that cannot pay their bills; however, commercial accounts will continue to be billed penalty charges at the end of each month.

4. The type of payment plans that should be offered to customers;

Response:

We will offer all types of payment plans to our customers that have been impacted by the COVID-19 crisis

5. Communications to ensure that customers know they are responsible to pay for the

utility services they use while shutoffs are prohibited; and

Response:

Until the State of Emergency has been lifted, we will not contact any customer that have arrearages; no shut-off notices will be mailed out either.

6. The appropriate process to consider ratemaking methodology to consider the

Distribution Companies management and collection of associated arrearage dollars

and bad debt write offs related the state of emergency.

Response:

This is a very trying time we are all experiencing right now due to the COVID-19 outbreak. We do expect to see higher than normal bad debt write offs this coming year. The total of bad debts will most definitely have an influence in the upcoming rate case.

Sincerely,

James A. Wojcik

President