



Meabh Purcell
Assistant General Counsel

Via Electronic Mail

September 17, 2020

Mark Marini, Secretary
Department of Public Utilities
One South Station, 5th Floor
Boston, Massachusetts 02110

Re: Massachusetts Electric Company, Nantucket Electric Company, Boston Gas Company and the former Colonial Gas Company, each d/b/a National Grid; D.P.U. 20-58-C

Dear Secretary Marini:

On behalf of Massachusetts Electric Company, Nantucket Electric Company, Boston Gas Company and the former Colonial Gas Company¹, each d/b/a National Grid (together, “National Grid” or “the Company”), enclosed is the Company’s 2020 Small Commercial Arrearage Forgiveness Program (“Small Commercial AFP”) in compliance with the Department’s Order in D.P.U. 20-58-C issued on September 3, 2020. The Company is submitting both a clean version of the Small Commercial AFP, as well as a redline version that shows the National Grid-specific changes from the pro forma document submitted by the Customer Assistance Working Group on August 12, 2020 and approved by the Department on September 3, 2020. Also enclosed is a certificate of service.

Please contact me if you have any questions. Thank you for your attention to this matter.

Very truly yours,

Meabh Purcell

Enclosure

cc. Rachel Cottle, Hearing Officer
Peter Ray
Service List D.P.U. 20-58

40 Sylvan Road, Waltham, MA 02451-1600
T: 781-907-1789 F: 781-296-8091 meabh.purcell@nationalgrid.com www.nationalgrid.com

¹ Colonial Gas Company was merged into Boston Gas Company as of March 15, 2020, as approved in D.P.U. 19-69.

Massachusetts Electric Company, Nantucket Electric Company, Boston Gas Company and Colonial Gas Company each d/b/a National Grid

**2020 Small Commercial Arrearage Forgiveness Program
COVID-19 Plan
September X, 2020**

The 2020 Small Commercial Arrearage Forgiveness Program offered by Massachusetts Electric Company, Nantucket Electric Company, Boston Gas Company each d/b/a National Grid (“National Grid” or the “Company”) is a program designed to meet the needs of financially challenged small commercial¹ customers to assist in paying arrears due to the Company that have accrued or increased during the Commonwealth of Massachusetts’ State of Emergency (“State of Emergency”) addressing the COVID-19 pandemic (“AFP” or the “Program”). As a result of the COVID-19 pandemic, and in coordination with the Customer Assistance Working Group convened in D.P.U. 20-58,² the Company submits this Small Commercial AFP to be made available to eligible small commercial customers, as defined herein.

The Program will be available for eligible customers, as defined below, commencing on the date the Program is approved by the Department of Public Utilities (the “Department”) until December 31, 2020. The Company may seek approval by the Department for an extension of the Small Commercial AFP.³ Prior to granting approval of any request for an extension of the Small Commercial AFP, the Department will consider any objections or comments from members of the Customer Assistance Working Group.

A. Program Goal

The Program has two main goals:

- (1) To encourage small commercial customers to enroll in, and successfully complete, a payment plan; and
- (2) To enhance assistance to the Company’s small commercial customers that have developed or have increased arrears during the State of Emergency by providing a program that helps to provide economic relief through a reduction of accrued arrearage.

B. Enrollment Eligibility Requirements

A small commercial customer must call the Company to enroll. To qualify, a customer must:

¹ Small Commercial customers are those receiving service on rate [classes G-1 \(Massachusetts Electric Company and Nantucket Electric Company\) and G-41B, G-41E, G-51B, G-51E \(Boston Gas Company\) and G-41, G-51 \(Colonial Gas Company\).](#)~~COMPANY SPECIFIC RATES TO BE INSERTED~~

² Inquiry of the Department of Public Utilities into Establishing Policies and Practices for Electric and Gas Companies Regarding Customer Assistance and Ratemaking Measures in Connection with the State of Emergency Regarding the Novel Coronavirus (COVID-19) Pandemic, D.P.U. 20-58 (May 11, 2020).

³ ~~For BGC, the end date for the AFP would be March 2021.~~

- Have an active small commercial electric⁴ account in their name with the Company billed under rate class ~~G-1~~ ~~[COMPANY SPECIFIC RATES TO BE INSERTED]~~; and/or;
- Have an active small commercial gas⁵ account in their name with the Company⁶ billed under rate classes ~~G-41B, G-41E, G-51B, G-51E (Boston Gas) and G-41, G-51 (Colonial Gas)~~ ~~[COMPANY SPECIFIC RATES TO BE INSERTED]~~; and
- Have indicated they need assistance to pay bills that have accrued or increased during the COVID-19 pandemic and have arrears greater than 30 days past due; and
- Have agreed to be placed on a payment plan for up to 12 months.

In addition, a small commercial customer who is currently enrolled and current with payments in a Deferred Payment Plan as of the date of the Department’s Order approving the Program is eligible for the Program credits as applicable. Any customer eligible for the payment plan will be notified of the AFP.

~~A Small commercial customers that are (1) transportation only; and (2) single billed (i.e., the Company bills on behalf of the third-party supplier) served by a third-party supplier may be are ineligible for the Program, based on their distribution company’s ability to apply credits solely to the distribution portion of the customer’s account.]~~

A down payment is not required for enrollment in the Program. The first monthly payment plan amount due is not to exceed 30 days from the start date of the payment plan. Once an eligible customer is enrolled in the Program, no late payment charges will be assessed and service will be protected from disconnection for the duration of the customer’s payment plan as long as the customer makes the required monthly payments.

C. Available Credits

Eligible customers can only receive the credits identified below once.

When an eligible customer participates in a payment plan they will be eligible to receive arrearage forgiveness by the Company in two installments in the form of a bill credit, as follows:

The value of the first credit shall be equal to the customer’s April 2020 bill for the amounts of customer usage only, excluding taxes and fees, regardless of whether the customer has paid his or her April 2020 bill. The first credit shall be applied upon completion of the first required payment in the payment plan; and

The value of the second credit shall be equal to the customer’s May 2020 bill for the amounts of customer usage only, excluding taxes and fees, regardless of whether the customer has paid his

⁴ Electric customers billed under Small commercial rate class that ~~have Account Executives assigned by Distribution Company~~ or are part of a National Account will be excluded from participating in the AFP.

⁵ Gas customers billed under Small commercial rate class that have Account Executives assigned by Distribution Company or are part of a National Account will be excluded from participating in the AFP.

⁶ ~~Due to Berkshire Gas Company’s unique service territory, Berkshire Gas Company will allow small and medium gas customers billed under the small commercial rate class to participate in the Program.~~

or her May 2020 bill. The second credit shall be applied once the customer pays the last required payment in the payment plan.

D. Re-Instatement

If a customer fails to make payment(s) pursuant to the Program, the customer may be removed from the Program. ~~The Company Each distribution company shall determine whether a customer has breached the terms of the Program and should be removed, or whether a customer can be reinstated in the Program or offered another deferred payment plan option. or enrolled in that company's available payment plan at the time of the customer's call will depend on each company's billing system.~~

E. Customer Outreach

On In-Bound calls, the Company may conduct targeted outreach to each customer and offer the AFP to any small commercial customer who indicates that they have been financially impacted by the COVID-19 pandemic to the extent they meet the Program's eligibility requirements.

The Company may promote the Program via email, mail, updating IVR messaging and the Company website.

F. Terms & Conditions

A customer enrolled in the Program is subject to the Company's Terms and Conditions for Distribution Service, as in effect from time to time. The Program may be modified or terminated by the Company in accordance with and subject to the regulations of the Department. Any modification or termination shall not affect an existing plan.

G. Customer Confidentiality

The Company shall report all participants served in this program to the Department. However, specific customer names will be redacted from publicly available documents.

H. Program Cost Recovery

Costs associated with the Program shall be deferred for later review and approval for recovery by the Department.

I. Reporting

The Company will submit quarterly reports to the Department with the following Program data: (1) number of customers enrolled in the Program; (2) number of new customers enrolled; (3) total dollar amount forgiven; and (4) number of customers who successfully completed Program.

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**COMMONWEALTH OF MASSACHUSETTS
DEPARTMENT OF PUBLIC UTILITIES**

Inquiry of the Department of Public Utilities into)
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Companies Regarding Customer Assistance and Ratemaking)
Measures in Connection to the State of Emergency Regarding)
the Novel Coronavirus (COVID-19).)

CERTIFICATE OF SERVICE

I hereby certify that I have this day caused to be served the foregoing document in the above-referenced docket upon all parties of record in this proceeding in accordance with the requirements of 220 C.M.R. 1.05 (Department’s Rules of Practice and Procedure) and the Department’s Temporary Changes to Filing Requirements issued on March 12, 2020.

MASSACHUSETTS ELECTRIC COMPANY,
NANTUCKET ELECTRIC COMPANY, BOSTON GAS
COMPANY AND COLONIAL GAS COMPANY D/B/A
NATIONAL GRID



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Date: September 17, 2020