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October 16, 2020

Mark D. Marini, Secretary  
Department of Public Utilities  
One South Station, 5<sup>th</sup> Floor  
Boston, MA 02110

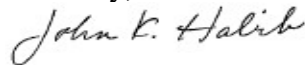
Re: Inquiry into Establishing Policies and Practices for Electric and Gas Companies – D.P.U. 20-58

Dear Secretary Marini:

Pursuant to the D.P.U. 20-58-A<sup>1</sup> Order issued by the Department of Public Utilities on June 26, 2020, enclosed for filing is the Fourth Update<sup>2</sup> to the Working Group's May 29, 2020 Customer Assistance Report.

Thank you for your attention to this matter. Please contact me or any of the Working Group's counsel with any questions you may have regarding this filing.

Sincerely,



John K. Habib, Esq.

Enclosures

cc: Rachel Cottle, Esq. – Hearing Officer  
Jo Ann Bodemer, Esq. – Office of the Attorney General  
Timothy Reppucci, Esq. – Office of the Attorney General  
Robert Hoagland, Esq. – Department of Energy Resources  
Charles Harak, Esq. - National Consumer Law Center  
Jerrold Oppenheim, Esq. – LEAN  
Robert Rio – Associated Industries of Massachusetts

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<sup>1</sup> D.P.U. 20-58-A at 8.

<sup>2</sup> Please note that the Fourth Update is substantially the product of active discussion between the distribution companies and the Office of the Attorney General. Although the full Working Group was involved in conversations on these topics, DOER, NCLC, LEAN and AIM were provided the final version of the Fourth Report with short notice this afternoon and did not have a meaningful opportunity to comment on the Fourth Report. Accordingly, the distribution companies welcome any comments these organizations may wish to offer independent of the report, at their convenience.