

KEEGAN WERLIN LLP

ATTORNEYS AT LAW
99 HIGH STREET, SUITE 2900
BOSTON, MASSACHUSETTS 02110

(617) 951-1400

TELECOPIER:
(617) 951-1354

November 6, 2020

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

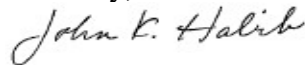
Re: Inquiry into Establishing Policies and Practices for Electric and Gas Companies – D.P.U. 20-58

Dear Secretary Marini:

Pursuant to the D.P.U. 20-58-A¹ Order issued by the Department of Public Utilities on June 26, 2020, enclosed for filing is the Fifth Update² 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

¹ D.P.U. 20-58-A at 8.

² The AGO, AIM and NCLC do not oppose the filing of the Fifth Report.