February 26, 2021

All Investor-Owned Gas Distribution Companies Regulated by the Department of Public Utilities (Exhibit A)

All Investor-Owned Electric Distribution Companies Regulated by the Department of Public Utilities (Exhibit B)

All Investor-Owned Water Distribution Companies Regulated by the Department of Public Utilities (Exhibit C)

RE: Chairman’s Eighth Set of Orders under G.L. c. 25, § 4B

Dear All,

On March 10, 2020, Governor Baker declared a state of emergency in response to the Coronavirus (“COVID-19”). Additionally, on March 24, 2020, pursuant to section 4B of chapter 25 of the General Laws, Governor Baker has granted me the authority to take such action as I consider necessary to assure public safety and welfare through the priority restoration or continuing availability of gas, electric, and water utility services.

In response to this public-safety issue and consistent with my previous letters, I address this Eighth Set of Orders to the investor-owned gas distribution companies, the investor-owned electric distribution companies, and the investor-owned water distribution companies (collectively, the “Companies”) regulated by the Department of Public Utilities (the “Department”). In this Order, I issue the following directives that I deem necessary to assure public safety and welfare through the priority restoration and continuing availability of gas, electric, and water service during the state of emergency related to COVID-19:
• Until July 1, 2021, or you receive further communication under section 4B of chapter 25 of the General Laws, whichever comes first, the Companies shall not shut off gas, electric, or water service to any of their residential customers for failure to pay a bill or any portion of a bill the Companies issued to a customer.

• Until July 1, 2021, or you receive further communication under section 4B of chapter 25 of the General Laws, whichever comes first, all communications to residential customers that discuss the shut off of gas, electric, or water service for failure to pay a bill or any portion of a bill the Companies issued to a customer shall (1) state that residential shutoffs for nonpayment shall not occur until or after July 1, 2021 and (2) list all payment and repayment programs and debt-forgiveness options available to residential customers.

• At least five business days before they are sent to any residential customers, the Companies shall email the Department the model or template for all communications to residential customers referenced in the preceding paragraph. Specifically, the model or template shall be emailed to Joseph Truschelli (joseph.m.truschelli@mass.gov) and Shane Early (shane.early@mass.gov).

Any of the Companies that fail to carry out any of these directives may be assessed penalties as provided for in section 4B of chapter 25 of the General Laws.

Sincerely,

/s/ Matthew H. Nelson

Matthew H. Nelson
Chairman
Exhibit A
(Investor-Owned Gas Distribution Companies)

President William Akley
Eversource Gas Company of Massachusetts
d/b/a Eversource Energy
247 Station Drive
Westwood, MA 02090

President Peter Eichler
Liberty Utilities (New England Natural Gas Company) Corp. d/b/a Liberty Utilities
36 5th Street
Fall River, MA 02722-0911

President Franklyn Reynolds
The Berkshire Gas Company
115 Cheshire Road
Pittsfield, MA 01202

President Marcy Reed
Boston Gas Company d/b/a National Grid
40 Sylvan Road
Waltham, MA 02451

President William Akley
NSTAR Gas Company
d/b/a Eversource Energy
247 Station Drive
Westwood, MA 02090

President Thomas Meissner
Fitchburg Gas and Electric Light Company
d/b/a Unitil
6 Liberty Lane West
Hampton, NH 03842
Exhibit B
(Investor-Owned Electric Distribution Companies)

President Thomas Meissner
Fitchburg Gas and Electric Light Company
d/b/a Unitil
6 Liberty Lane West
Hampton, NH 03842

President Marcy Reed
Massachusetts Electric Company, &
Nantucket Electric Company, each d/b/a
National Grid
40 Sylvan Road
Waltham, MA 02451

President Craig Hallstrom
NSTAR Electric Company
d/b/a Eversource Energy
247 Station Drive
Westwood, MA 02090
Exhibit C
(Investor-Owned Water Distribution Companies)

Agawam Springs Water Company
158 Tihonet Road
Wareham, MA 02751

Andrews Farm Water Company
c/o Mark J. Favaloro, Esq.
Favaloro Law
159 Haven Street, Suite 1
Reading, MA 01867

Aquaria Water Company
170 Aquaria Drive
P.O. Box 1000
North Dighton, MA 02764

Aquarion Water Company of MA
900 Main Street
Hingham, MA 02043

Ashmere Water Supply
P.O. Box 843
Hinsdale, MA 02135-0834

Butterworth Water Company
300 Salisbury Street
Worcester, MA 01609

Century Mill, Inc.
63 Atlantic Avenue
Boston, MA 02110

Colonial Water Company
27 Northwest Drive
Plainville, CT 06062

East Northfield Water Company
One Lamplighter Way
Northfield, MA 01360

Granville Centre Water Company
c/o John Stevenson
29 Locust Drive
Bedford, NY 10506

Housatonic Water Company
80 Maple Avenue
Great Barrington, MA 01230

Hutchinson Water Company
c/o Matthew Hutchinson
P.O. Box 446
Grafton, MA 01519

Kings Grant Water Company
839 Newport Avenue
S. Attleboro, MA 02703

Milford Water Company
66 Dilla Street
Milford, MA 01757

Monterey Water Company
P.O. Box 65
Monterey, MA 01245

Mountain Water Systems
27 Northwest Drive
Plainville, CT 06062

Mountain Water Systems
27 Northwest Drive
Plainville, CT 06062
Pinehills Water Company  
33 Summerhouse Drive  
Plymouth, MA 02360

Whitinsville Water Company  
44 Lake Street  
Whitinsville, MA 01588