



THE COMMONWEALTH OF MASSACHUSETTS  
DEPARTMENT OF PUBLIC UTILITIES

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GOVERNOR

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**MATTHEW H. NELSON**  
CHAIR

**ROBERT E. HAYDEN**  
COMMISSIONER

**CECILE M. FRASER**  
COMMISSIONER

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 Unutil  
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

Pinehills Water Company  
33 Summerhouse Drive  
Plymouth, MA 02360

Whitinsville Water Company  
44 Lake Street  
Whitinsville, MA 01588