



# The Commonwealth of Massachusetts

## DEPARTMENT OF PUBLIC UTILITIES

TO: Distribution List in D.P.U. 20-58

VIA: Electronic Mail Only

FROM: Rachel Cottle, Hearing Officer

RE: Monthly Arrearage Data Filings

DATE: July 29, 2021

CC: Mark D. Marini, Department Secretary

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### I. INTRODUCTION

On May 11, 2020, the Department of Public Utilities (“Department”) opened this inquiry and convened the Customer Assistance and Ratemaking Working Group (“Working Group”) to assist the Department in establishing appropriate policies and practices regarding customer assistance and ratemaking measures for the jurisdictional electric and gas companies (“Distribution Companies”)<sup>1</sup> in response to the effects of the novel coronavirus (“COVID-19”) pandemic. Notice of Inquiry into Establishing Policies and Practices for Electric and Gas Companies Regarding Customer Assistance and Ratemaking Measures in Connection to the State of Emergency Regarding the Novel Coronavirus (“COVID-19”) Pandemic, D.P.U. 20-58 (May 11, 2020) (NOI). As a first project and priority matter, the Department directed the Working Group to file an initial report containing consensus recommendations regarding several proposed customer assistance policies and practices. NOI at 5.

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<sup>1</sup> The Distribution Companies are the following: Fitchburg Gas and Electric Light Company d/b/a Unitil; Massachusetts Electric Company and Nantucket Electric Company, each d/b/a National Grid; Boston Gas Company d/b/a National Grid; NSTAR Gas Company d/b/a Eversource Energy; NSTAR Electric Company d/b/a Eversource Energy; Eversource Gas Company of Massachusetts d/b/a Eversource Energy; Liberty Utilities (New England Natural Gas Company) Corp. d/b/a Liberty Utilities; and The Berkshire Gas Company. In addition to the Distribution Companies, the Working Group members are: the Office of the Attorney General (“Attorney General”); the Department of Energy Resources; the National Consumer Law Center; the Low-Income Energy Affordability Network; and Associated Industries of Massachusetts.

In the Report of the Customer Assistance and Ratemaking Working Group filed with the Department on May 29, 2020 (“First Report”), the Attorney General recommended, without objection from other members of the Working Group, that the Department direct the Distribution Companies to file, on a monthly basis, their arrearage tracking spreadsheets in docket D.P.U. 20-58 for publication on the Department’s website.<sup>2</sup> In accordance with the Attorney General’s recommendation, the Department directed the Distribution Companies to file their arrearage tracking spreadsheets on a monthly basis under docket D.P.U. 20-58. Order on Customer Outreach Plan from the First Report of the Customer Assistance and Ratemaking Working Group, D.P.U. 20-58-A at 8 (June 26, 2020).

## II. REQUEST

The Distribution Companies should include the following data point in future monthly arrearage tracking spreadsheets filed in this proceeding:

- Number of customers restored, in total and by customer class.<sup>3</sup>

Further, the Distribution Companies must submit all future monthly arrearage tracking spreadsheets, in conformity with the above request, to: (1) [dpu.efiling@mass.gov](mailto:dpu.efiling@mass.gov); (2) [Rachel.Cottle@mass.gov](mailto:Rachel.Cottle@mass.gov); (3) [Alexandra.Zaltman@mass.gov](mailto:Alexandra.Zaltman@mass.gov); and (4) [Jonathan.Goldberg@mass.gov](mailto:Jonathan.Goldberg@mass.gov).

If you have any questions regarding these matters, please contact Rachel Cottle, Hearing Officer, at [Rachel.Cottle@mass.gov](mailto:Rachel.Cottle@mass.gov).

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<sup>2</sup> The Distribution Companies were sharing arrearage tracking spreadsheets with the Working Group in an effort to facilitate better discussion and recommendations. First Report at 20.

<sup>3</sup> The Distribution Companies currently provide this data point in reports submitted to the Department pursuant to D.P.U. 20-58-D. D.P.U. 20-58-D at 23-24.