



Sue Kristjansson  
President and COO

March 18, 2022

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

Re: D.P.U. 20-80 - The Berkshire Gas Company

Dear Secretary Marini,

On behalf of The Berkshire Gas Company (the “Company”), please find the enclosed Net Zero Enablement Plan (the “Plan”) of the Company for achieving the Commonwealth’s 2050 climate goals for review by the Department of Public Utilities (the “Department”), pursuant to the Department’s order issued on October 29, 2020 in the above-mentioned proceeding.

Please contact John Rudiak, Senior Director, Energy Supply at (860)727-3075 if you have any questions concerning the Plan.

Thank you for your attention to this matter.

Very truly yours,

Sue Kristjansson  
President & COO

cc: Sarah Smegal, Hearing Officer  
Service List of D.P.U. 20-80

**D.P.U. 20-80**

**THE BERKSHIRE GAS COMPANY**

**COMMONWEALTH OF MASSACHUSETTS**

**DEPARTMENT OF PUBLIC UTILITIES**

**NET ZERO ENABLEMENT PLAN**

**March 18, 2022**

**THE BERKSHIRE GAS COMPANY**  
**NET ZERO ENABLEMENT PLAN**

**I. INTRODUCTION**

**A. Purpose and Scope**

The Berkshire Gas Company (“Berkshire” or the “Company”) is pleased to submit this Net Zero Enablement Plan for achieving the Commonwealth’s 2050 climate goals (“Plan”) for review by the Department of Public Utilities (the “Department” or the “D.P.U.”) pursuant to the Department’s order issued on October 29, 2020 in D.P.U. 20-80 (“October 2020 Order”). This docket was opened to explore the role of gas distribution companies (“LDCs”) in achieving the Commonwealth’s goal of moving into its net-zero greenhouse gas (“GHG”) emissions future while simultaneously safeguarding ratepayer interests; ensuring safe, reliable, and cost-effective natural gas service; and potentially recasting the role of LDCs in the Commonwealth.<sup>1</sup> Accompanying this Plan is 1) the Independent Consultant Report (“the E3/Scott Madden Report”) that was developed by Energy and Environmental Economics, Inc. (“E3”) and Scott Madden, Inc. (“Scott Madden”), and 2) the Stakeholder Engagement Process Report, developed by Environmental Resources Management (“ERM”).

Rather than repeating the overview of this case, summary of relevant D.P.U. precedent, and summary of the findings of the E3/Scott Madden Report, Berkshire incorporates by reference the “Common Regulatory Framework and Overview of Net Zero Enablement Plans” filed jointly by the LDCs today in this docket. The remainder of this section contains an overview of the Berkshire Gas Company and a discussion of how Berkshire is unique compared to the other LDCs in Massachusetts.

---

<sup>1</sup> October 2020 Order at 1.

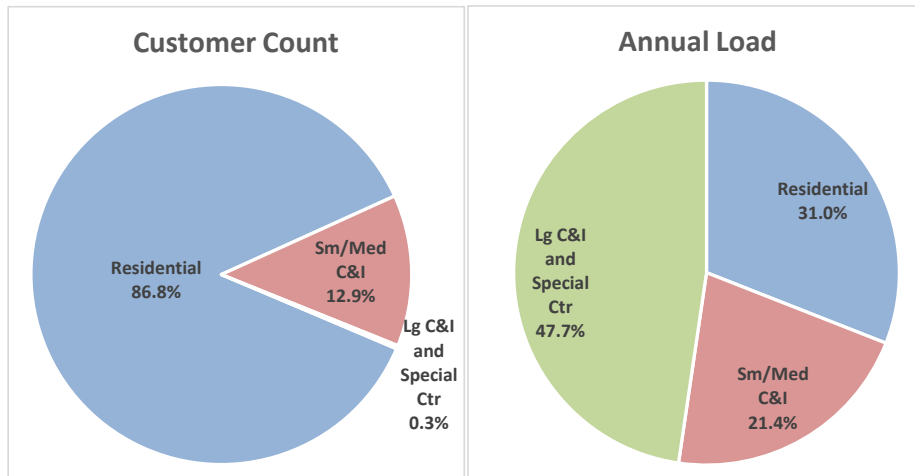
Section II contains Berkshire's proposals for helping the Commonwealth meet its 2050 climate goals.

## **B. Overview of the Berkshire Gas Company**

Berkshire is a local gas distribution company that provides natural gas service to approximately 40,000 customers in western Massachusetts. Berkshire has been in business since 1853, and it operates as a wholly owned subsidiary of Avangrid, Inc., which is a leading, sustainable energy company with \$39 billion in assets and operations in 24 U.S. states. Avangrid has two primary lines of business: Avangrid Networks and Avangrid Renewables. Avangrid Networks owns eight electric and natural gas utilities, serving approximately 3.3 million customers in New York and New England. Avangrid Renewables owns and operates a portfolio of renewable energy generation facilities across the United States. Avangrid employs approximately 7,000 people. Avangrid is part of the Iberdrola Group. Iberdrola, S.A. is an energy pioneer with one of the largest renewable asset bases of any company in the world.

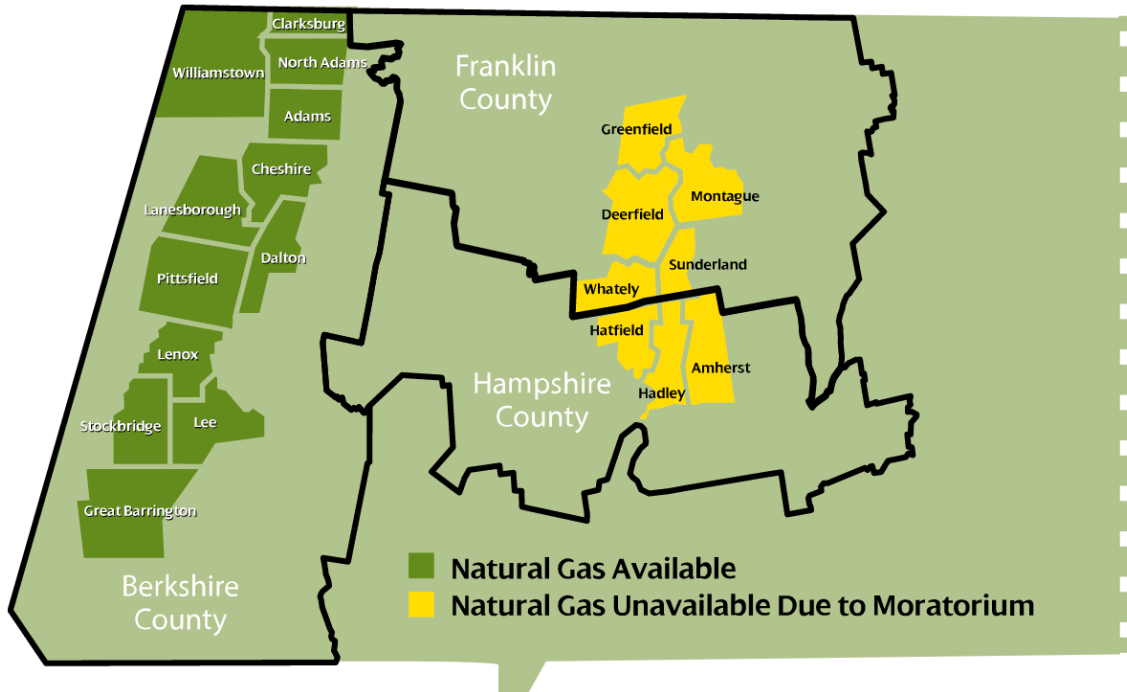
As shown in the following charts, in 2020, residential customers represented 87% of Berkshire's customers but only 31% of annual load. Small to medium commercial and industrial ("C&I") customers represent 13% of customers and 21% of annual load. Large C&I customers represented less than 0.3% of customers, but 48% of load. Berkshire's six largest customers represented 29% of annual load in 2020. Transportation customers represent 2% of customers, but 53% of annual load.

**Figure 1: Berkshire Customer Base (2020)**



The population of the Company's service area is almost 200,000. As illustrated in the following map, Berkshire serves 20 communities in western Massachusetts, and its service territory is comprised of two non-contiguous divisions. The Western Division, located in Berkshire County, contains the city of Pittsfield and has approximately 30,000 customers. The Eastern Division, located in Franklin and Hampshire Counties, contains Amherst and has approximately 10,000 customers. The Eastern Division has had a moratorium on new connections since December 2014 due to distribution constraints that limit the ability to take additional gas from the interstate pipeline in this area. Berkshire has experienced limited growth in the last several years due in part to the lack of price benefits of natural gas compared with alternative fuels (e.g., fuel oil) and the ongoing moratorium in the Eastern Division.

**Figure 2: Berkshire Service Territory Map**



Pursuant to An Act Relative to Green Communities, Acts of 2008, chapter 169, the Company has implemented its three-year energy efficiency plans since 2010. In D.P.U. 21-120 (January 31, 2022), the Department approved Berkshire’s most recent three-year plan for the calendar years 2022 through 2024. The Company is proud of its energy efficiency efforts to date with a long and unparalleled track record of success in implementing energy efficiency programs. This success has contributed to Massachusetts’ nation-leading position in energy efficiency and made the programs a model for the rest of the country. Berkshire maintains its passion for excellence in program design and serving all customers and is committed to refining the design and implementation of its energy efficiency programs to reflect changing markets and technologies, regulatory mandates, and the best interests of its customers. The Company recognizes that energy efficiency resources are an important component of its resource plan and remains fully committed to these programs, recognizing that they will continue to contribute to the avoidance or deferral of incremental resources.

Berkshire operates approximately 770 miles of natural gas distribution pipeline. Consistent with Massachusetts Law, Chapter 149, An Act Relative to Natural Gas Leaks signed into law in 2014, Berkshire developed its Gas System Enhancement Program (“GSEP”) to replace its aging natural gas infrastructure in a 20-year timeframe. Through its GSEP, Berkshire has been working to replace its aging infrastructure. Berkshire’s miles of main and services by type as of 2020 are shown in the following figure. Berkshire’s mains are 43% plastic and 47% are cathodically protected coated steel by milage. Berkshire has 72% plastic services.

**Figure 3: Berkshire Mains and Services by Material (per 2020 DOT Report)**

<b>Material</b>	<b>Miles of Main</b>	<b>Active Services</b>	<b>Miles of Services</b>	<b>Total Miles</b>	<b>length % by</b>
Cast Iron	45	1	0	45	3.62%
Bare Steel	12	1,423	20	32	2.63%
Copper	0	220	3	3	0.25%
Coated Steel (CP)	362	6,810	97	459	37.16%
Coated Steel (NCP)	18	795	11	29	2.42%
Plastic	333	23,464	333	666	53.99%
<b>Total</b>	<b>770</b>	<b>32,713</b>	<b>465</b>	<b>1,234</b>	<b>100.00%</b>

**C. Comparison of the Berkshire Gas Company with other MA LDCs**

Compared to the other Massachusetts LDCs, Berkshire has unique service area characteristics, demographics, and operational attributes, which will affect its role in helping the Commonwealth reach its 2050 climate goals

First, related to service area characteristics, Berkshire represents a very small proportion of natural gas customers in Massachusetts. National Grid and Eversource are significantly larger than Berkshire, Liberty and Until. Together National Grid and Eversource serve over 90% of Massachusetts natural gas customers, while Berkshire only serves 2%. In addition, Berkshire has lower natural gas market share in its service territory compared to many of the other

Massachusetts LDCs. In Berkshire's service territory, 42% of households heat with natural gas, which is the second lowest in Massachusetts (Unitil is 35%). The remaining LDCs in Massachusetts have significantly higher market share with 51%-64% of households heating with natural gas. Berkshire and Liberty are also the only gas-only LDCs, as all the other LDCs also provide electric service.

Second, related to demographics, households in Berkshire, Liberty and Unitil's service territory have materially lower incomes than customers in the service territories of National Grid and Eversource. In addition, over half of Berkshire's service territory population is in Environmental Justice block groups, which is among the highest of the Massachusetts LDCs. As a result, Berkshire's customers may face additional challenges associated with upfront costs of adoption of decarbonization measures.

Third, related to operational attributes, transportation (as opposed to sales) volumes represent over half of Berkshire's total throughput, which is higher than the other Massachusetts LDCs. Therefore, a higher proportion of Berkshire's throughput is responsible for procuring its own natural gas. Berkshire also has a significant portion of annual load concentrated in six very large customers, and larger customers may be more challenging to electrify. In addition, Berkshire has a low distribution system density (i.e., low number of services per mile of main), which may make it more challenging to implement networked geothermal projects. Berkshire also has fewer remaining GSEP projects as compared to National Grid or Eversource, which may provide fewer opportunities for targeted electrification and networked geothermal projects.

While Berkshire is committed to supporting emissions reductions efforts, Berkshire's small size, low market share, gas-only business, lower income customer base, high proportion of transportation throughput, and low system density may present unique challenges.



## II. **BERKSHIRE'S PROPOSALS FOR HELPING COMMONWEALTH REACH 2050 CLIMATE GOALS**

### A. Introduction

Berkshire and its parent Avangrid fully embrace the Commonwealth's 2050 net zero emissions goals and advancing clean energy solutions for our customers. We are an industry leader in the clean energy transition and look forward to using our expertise and resources to foster change. We appreciate the framework established by the D.P.U. in Docket D.P.U. 20-80 to address the role of the LDCs in the Commonwealth's decarbonization efforts. Numerous stakeholders have invested significant time and made excellent contributions throughout the statewide process. Diverse stakeholder and customer feedback and the E3/Scott Madden Report clearly describe many of the viewpoints, issues, and implications of the clean energy transition.

Since the October 2020 Order was issued, local and global events have confirmed the importance of carefully addressing fundamental issues and concerns about energy reliability, security, and affordability. Locally, prior to the current winter season, the ISO-NE indicated heightened risks of rolling blackouts due to numerous fuel supply issues (gas pipeline constraints, imported LNG, and oil inventories and supplies). Nationally, the May 2021 cyberattack and resulting temporary shutdown of the Colonial oil pipeline raised concerns about energy availability and security. Globally, the current conflict in Ukraine intensified focus on energy reliability and sourcing and the importance of security and diversity. These events and issues reinforce the importance of clean energy, diversity and the continued role for natural gas in the clean energy transition.

In addition to the statewide stakeholder process, Berkshire, in collaboration with Burns & McDonnell, conducted local public outreach in its service territory. This outreach produced a wide range of results and was directed towards Berkshire's customers, state and local public officials,

and several local organizations. The feedback received ranged from support of state climate goals and shifting from gas to renewable energy sources, to significant concerns about costs, reliability, inability to convert certain natural gas-fired equipment, and desires to expand gas use. The report detailing the methodology and results of this outreach is provided as Attachment A.

Berkshire encourages the D.P.U. to continue to proceed expeditiously on the clean energy transition road to net zero 2050, and we look forward to playing an active role in that transition. However, it is important to not lose sight of our obligation to provide safe, reliable, and affordable gas service to customers. Safety remains of utmost importance to our operations. As an LDC operating in a cold climate where loss of gas service can have dire consequences, reliability is an essential component of safety. Berkshire recognizes the vital importance of safe, reliable service for our customers so we must always ensure during the clean energy transition that we do not compromise safety and reliability. In this light, it is important to continue to maintain the natural gas distribution system, including replacing aging infrastructure, to increase the safety of the system, while also preparing for the increased use of clean fuels. It is also important to continue to forecast demand based on actual observed customer behavior and continue to procure sufficient natural gas supplies to serve forecasted needs as ordered by the Department (e.g., design day, design year). Similarly, given the increased reliance on both the natural gas and electric systems for advancement of the economy, customers and businesses, reliability is an overarching, foundational requirement. Therefore, we must also ensure that transition timelines recognize that both natural gas and electric infrastructure changes will be necessary to ensure safety and reliability throughout the process.

Given our keen focus on the communities we serve, Berkshire is aware of the economic challenges that the energy transition will bring to our customers. The energy transition raises customer affordability issues, subsidization, and cost shifting issues. As a result, it is imperative

that cost impacts are addressed. From Berkshire's perspective, customer choice of fuel type is foundational and should be respected and preserved, especially for our most vulnerable customers. Berkshire is committed to supporting customer education and supports well-designed and funded incentives to promote climate-beneficial customer decisions and address possible inequities.

Based on the E3/Scott Madden Report and the accompanying stakeholder process, Berkshire observes that all scenarios taken together, including qualitative and feasibility considerations, envision an important role for natural gas in the energy transition. However, it is too soon to definitively determine which scenario(s) represent the best approach. Therefore, it is important to embark on activities that will push the energy transition forward, while maintaining customer optionality and choice for the longer term to balance cost and risk. Based on the results of the E3/Scott Madden analysis, Berkshire believes that the initial path to decarbonization should include a combination of the following strategies:

- **Consumer Education:** Substantial portions of Massachusetts emissions occur at end-use sites and significant customer education will be required to provide the necessary information so customers can make informed decisions about their energy choices. Education topics should include emissions generated, reliability, up front and lifetime costs, and incentives available to encourage transition associated with various fuels, heating system, and appliance choices.
- **Monitor Customer Adoption:** The exact timing and approach to decarbonization is uncertain. It will be necessary to gather information to understand how and at what rate our customers are choosing to implement decarbonization strategies so the Company can appropriately plan supply and capacity requirements and implement necessary rate modifications to address changing cost structures.

- **Energy Efficiency:** Aggressive focus on energy efficiency through building shell retrofits and energy efficient equipment will be required regardless of fuel being used.
- **Electrification:** Some level of cost-effective electrification, including hybrid electrification, will be necessary to achieve decarbonization goals.
- **Alternate Fuel Sources:** Small quantities (5-10%) of alternate fuels (such as biomethane from landfill gases) will be necessary in the short term to support the Commonwealth's interim (2030) climate goals. Hydrogen and other renewable natural gas ("RNG") may be necessary in the long run for limited direct use in the buildings sector, for potential use in providing reliable fuel for the electric sector, and/or for use in medium and heavy-duty transportation.
- **Renewable Electricity:** An unprecedented transformation of the electric sector to reach net zero emissions is required regardless of the level of electrification pursued. This includes the installation of offshore and onshore wind, significant amounts of solar, and new transmission to deliver renewables to the Commonwealth. This unprecedented growth will likely require the use of natural gas for balancing and support of the electric grid.
- **Developing Technologies:** It will be important to keep an eye on potentially impactful developing technologies. For example, carbon capture at the customer site has excellent promise and could be an outstanding option for emissions reductions using existing infrastructure.

For all decarbonization strategies, supporting regulatory and policy initiatives will be needed to spur customer investments, support development of decarbonized energy supply, and mitigate affordability and equity concerns on the gas system.

## **B. Berkshire's Proposals**

Berkshire proposes to embark on a customer centered de-carbonization program with periodic reviews that foundationally ensures safety and reliability, and preserves and expands customer choice, while achieving the Commonwealth's emissions goals. Consistent with the other Massachusetts LDCs, Berkshire believes that the LDCs' programs should be designed as a multi-phase long term program with periodic reviews. Based on the set of strategies outlined above, Berkshire proposes to do the following in the initial three-year phase:

- **Consumer Education:** In addition to significantly expanding customer outreach associated with energy efficiency, which will be discussed below, Berkshire proposes to expand customer education by providing transparent information regarding the benefits and disadvantages associated with various energy options. This education will include information necessary to compare reliability, use and applications, up-front and lifetime costs, emissions, and other factors. Berkshire will also provide information about any incentives available to help reduce up-front cost. Because many households in Berkshire's service territory currently heat with oil, which has significantly higher emissions than natural gas, Berkshire proposes to also conduct outreach that will provide information to non-gas customers in its territory to provide similar education about the benefits and drawbacks of various fuels and will include information about oil heat in these education materials.
- **Monitor Customer Adoption:** Berkshire proposes to monitor customer decisions regarding migration to alternate fuels, including electrification. Berkshire also proposes to add a section to its future Forecast and Supply Plans (starting in 2024) that will contain a discussion of the progress of customer migration and the impact of customer decarbonization choices on its supply planning.

- **Energy Efficiency:** The Company continues to aggressively promote energy efficiency and educate its customers on efficiency and conservation activities. However, to help the Commonwealth reach its decarbonization goals, Berkshire proposes to further increase the scale and scope of its energy efficiency efforts. The recently approved (January 31, 2022) three-year energy efficiency plan covers calendar years 2022 through 2024 and represents an increase in energy efficiency efforts compared to previous plans. Berkshire proposes to work with the other Massachusetts utilities and stakeholders to identify ways to further increase the scale and scope of energy efficiency for the three-year plan that will be filed in 2024 for implementation for the three-year period beginning in 2025. This plan will also address ways to increase customer outreach associated with energy efficiency to increase adoption of energy efficiency measures.
- **Electrification:** Berkshire proposes to explore several electrification options. First, Berkshire will work with heating experts to explore operational details, customer feasibility, and cost of hybrid electrification with gas as a complementary fuel and provide this information to consumers. In addition, Berkshire proposes to consider a pilot project to bring a district geothermal installation in the Eastern Division to mitigate the existing moratorium. Berkshire will also investigate opportunities to install natural gas heat pumps. Lastly, Berkshire will consider converting a portion of its fleet to electric vehicles, as appropriate, to displace the use of gasoline.
- **Alternate Fuel Sources:** Berkshire proposes to start a pilot program that will allow it to seek out and contract for differentiated gas. This project would develop a mechanism that requires the Company's suppliers to adopt and report on their sustainability practices, which would provide Berkshire the necessary information to choose more sustainable options. Similarly, Berkshire will explore opportunities to incorporate RNG (such as biomethane) into its portfolio through a pilot program. Some biomethane applications may

provide dual benefits of capturing methane emissions at the source, as well as reduced emissions when burned by consumers. These pilot programs will include adding renewable natural gas and hydrogen blending injection sites to reduce the carbon content of the Company's pipeline gas. In addition, Berkshire proposes to develop a decarbonized tariff option for gas customers who desire to pay a premium to purchase renewable natural gas instead of traditional natural gas. Lastly, Berkshire proposes to work with its C&I customers to develop pilot programs that identify customized options to help C&I customers achieve their sustainability goals, which could include direct use of green hydrogen or other clean energy options.

- **Developing Technologies:** Berkshire proposes to monitor and evaluate potential new, low-carbon technologies and encourage adoption as appropriate. These new technologies will include but not be limited to, carbon capture at the customer site and natural gas heat pumps.

All these initial proposals will be implemented while maintaining Berkshire's commitment to provide safe and reliable service. In that light, Berkshire will continue to reduce methane emissions by continuing to replace aging infrastructure in accordance with its GSEP program. In addition, Berkshire will continue to perform capacity planning with the understanding that it must ensure availability of supplies under extreme weather conditions.

Future phases of the energy transition will consider other potential regulatory initiatives based upon then current circumstances. Future phases will be informed by items such as customer demand, technology advances, pace of change, safety, and reliability considerations. Additional proposals could include one of more of the following:

- New programs/tariffs (e.g., gas as backup fuel for hybrid electrification, carbon capture)
- Accelerating cost recovery of plant investment
- Modifying procedures for new service applications
- Cost recovery for stranded and shifted costs, if any, including charges that may be spread across gas and electric customers
- Exploring various demand forecast and capacity planning scenarios that account for the observed pace of transition

### **C. Regulatory Approvals**

Berkshire is committed to seeking the support of the Department as it identifies viable opportunities and projects to move forward with the energy transition. Because the energy transition contemplated in Massachusetts requires significant changes to the traditional LDC business model, Berkshire's proposals will necessarily deviate from traditional programs. As such, regulatory approvals will be necessary to ensure Berkshire's proposals are consistent with Department goals. These requests are outlined in the "Common Regulatory Framework and Overview of Net Zero Enablement Plans," which has been filed jointly by the LDCs today in this docket. At this time, Berkshire respectfully requests that the Department approve the items outlined in the "Common Regulatory Framework and Overview of Net Zero Enablement Plans," including the "Net Zero Enablement Plan Model Tariff," which has also been filed jointly by the LDCs today in this docket.





# Berkshire Gas

## DPU 20-80 Local Public Outreach

*Final Report*

March 9, 2022\_\_\_\_\_



# Table of Contents

1. Overview	3
2. Objective	3
3. Execution	3
4. Key Messaging	4
5. Feedback Received	4
5.1 Stakeholder Interviews	4
5.1.1 Large Customer Feedback	4
5.1.2 Public Official Feedback	5
5.1.3 Local Organization Feedback	5
5.2 Future of Gas Repository Comments from Berkshire Gas Stakeholders	6
6. Conclusion	8
APPENDIX I – CUSTOMER POSTCARD	9
APPENDIX II – CUSTOMER EMAIL 1	10
APPENDIX III – CUSTOMER EMAIL 2	11
APPENDIX IV – CUSTOMER BILL INSERT	12
APPENDIX V – STAKEHOLDER INTERVIEW MATRIX – LARGE CUSTOMERS	13
APPENDIX VI – STAKEHOLDER INTERVIEW MATRIX – STATE OFFICIALS	16
APPENDIX VII – STAKEHOLDER INTERVIEW MATRIX – MUNICIPAL OFFICIALS	17
APPENDIX VIII – STAKEHOLDER INTERVIEW MATRIX – LOCAL ORGANIZATIONS	18
APPENDIX IX – STAKEHOLDER INTERVIEW TALKING POINTS	19
APPENDIX X – FEEDBACK FROM REPRESENTATIVE SABADOSA	21
APPENDIX XI – FEEDBACK FROM THE TOWN OF AMHERST	22
APPENDIX XII – FEEDBACK FROM GREENFIELD MAYOR ROXANNE WEDENGARTNER	24
APPENDIX XIII – BERKSHIRE GAS STAKEHOLDER COMMENTS TO FUTURE OF GAS REPOSITORY	25

# 1. Overview

This document presents the strategy and results of the local gas distribution company (LDC) phase of Berkshire Gas Company's territory-specific outreach under the Massachusetts Department of Public Utilities (DPU) Docket 20-80 "The Role of Gas Distribution Companies in Achieving the Commonwealth's 2050 Climate Goals."

On October 29, 2020, the Massachusetts DPU issued an order opening an investigation into the role of local natural gas distribution companies (LDCs) in the Commonwealth's goal to achieve net zero greenhouse gas emissions by 2050. As part of this effort, LDCs were to prepare a report and solicit stakeholder feedback to help safeguard customer interests and secure safe, reliable, and affordable energy solutions long into the future. Statewide outreach was primarily spearheaded by the Facilitator hired by the LDCs.

The Facilitator implemented several methods for reaching out to stakeholders to inform and solicit feedback on the future of gas investigation. Those methods included:

- Hosting monthly stakeholder virtual meetings since June 2021 and organizing several additional virtual technical sessions.
- Documenting all input, communicating with stakeholders, and hosting 1:1 meetings with stakeholders to solicit feedback from those individuals and organizations with diverse interests and backgrounds.
- Developing a Future of Gas website ([www.thefutureofgas.com](http://www.thefutureofgas.com)) for stakeholders to access information about the Future of Gas initiative and to provide comments and feedback.
- Posting three customer informational videos to the website explaining the DPU process, what was being analyzed, and potential technologies available for achieving the Commonwealth's net zero goals.

# 2. Objective

Berkshire Gas commenced a focused outreach effort to gather feedback on the future of gas from stakeholders within the Berkshire Gas service territory, including customers, businesses, public interest groups, and the public sector. Stakeholder feedback was analyzed and is summarized in this report to help inform future actions.

# 3. Execution

The Berkshire Gas local outreach effort included a multi-faceted strategy to gather feedback from Berkshire Gas stakeholders on the future of gas.

- **Postcard** –Berkshire Gas mailed a postcard (see Appendix I) to 37,018 unique customer addresses. The mailing contained information designed to inform customers of the ongoing initiative and directed them on multiple ways to provide input on the future of gas.
- **Email Outreach** – Berkshire Gas sent two emails regarding the Future of Gas initiative to over 12,700 customers with email addresses on file. The messaging used was consistent with the postcard and the statewide outreach effort (see Appendix II and Appendix III).
- **Bill Insert** – A hardcopy bill insert asking customers to provide input on the future of gas was included with customer bills (see Appendix IV).
- **Stakeholder Interviews** – One-on-one interviews on the future of gas were conducted via phone and email with Berkshire Gas large customers, public officials, and local organizations in Berkshire Gas service territory. Staff attempted to contact 99 large customers, 10 State Legislators, 39 municipal officials of 21 cities/towns, and 19 local organizations. Stakeholder matrices detailing

those contacted are included in the appendices (see Appendices V – VIII). Talking points were used during phone interviews and emails for consistency (see Appendix IX).

- **Analyze input submitted to the Future of Gas repository from Berkshire Gas stakeholders** – Berkshire Gas conducted a review of all comments submitted to the Future of Gas website or phone repository due to the Berkshire Gas customer outreach efforts and other Future of Gas outreach endeavors. Comments belonging to stakeholders in the Berkshire Gas service territory were analyzed and included in the collected stakeholder data.

## 4. Key Messaging

The outreach conducted utilized messaging consistent with the other LDCs and Facilitator. This messaging included the use of the previously developed Customer Focus Group Standard Questions:

- Do you have an ideal vision for the future of gas usage in Massachusetts?
- What energy alternatives to natural gas and fossil fuels are you familiar with or interested in?
- What about natural gas or other energy alternatives would you like to learn more about?
- What considerations are most important to you in this energy transition?
- Do you have any other thoughts you want to share or questions you would like to see addressed?

## 5. Feedback Received

### 5.1 Stakeholder Interviews

#### 5.1.1 Large Customer Feedback

A total of 99 Berkshire Gas large customers were contacted to solicit feedback on the future of gas. Comments were received from seven customers via phone conversation. Feedback from three customers emphasized the importance of shifting to a clean energy future with a focus on renewable technologies including solar and storage. Four customers expressed concerns about shifting away from natural gas, identifying reasons such as cost, available electric capacity, the reliance of their current facilities on gas, and the durability of energy efficient technology. Each customer’s feedback is categorized below in Table 5.1.1.1. The list of all large customers contacted is in Appendix V.

Table 5.1.1.1 – Feedback from Berkshire Gas Large Customers

DIVISION	TYPE	CUSTOMER	FEEDBACK TOPIC(S)
Western	Education	Bard College	Affordability & Transition Costs Hydrogen
Western	Industrial	General Electric Co.	Continuation of Existing Gas Service Electrification and Technologies
Western	Government Contractor	General Dynamics Adv Inf Sys Inc.	Electrification and Technologies Renewable Energy Sources Emissions
Eastern	Multifamily Housing	Greenfield Gardens Co.	Renewable Energy Sources Emissions
Eastern	School	Frontier Regional School District	Electrification and Technologies Renewable Energy Sources
Eastern	Retail	Great Falls Aquaculture	Affordability and Transition Costs Analytical Approach
Eastern	Greenhouse	Full Bloom Market Garden	Electrification and Technologies Renewable Energy Sources

### 5.1.2 Public Official Feedback

Ten State Legislators representing areas within the Berkshire Gas service territory were contacted to solicit feedback on the future of gas. Feedback was received from one Legislator, Representative Lindsay Sabadosa of the 1<sup>st</sup> Hampshire District. She supports the State’s 2050 net-zero emissions target, emphasizing the threats to western Massachusetts as a result of climate change. Representative Sabadosa favors shifting from gas systems to electric, and states her desire for companies, including Berkshire Gas, to be part of a transition to renewable energy. The full list of those contacted is available in Appendix VI.

Staff also contacted a total of 39 municipal officials from the 21 cities and towns within Berkshire Gas territory both via telephone and email. Input regarding the future of gas was received from three cities/towns. Each municipality’s feedback is categorized below in Table 5.1.2.1. The list of the municipal officials contacted is available in Appendix VII.

Table 5.1.2.1 – Feedback from Public Officials in Berkshire Gas Territory

DIVISION	TYPE	MUNICIPAL CONTACT	FEEDBACK TOPIC(S)
Eastern	Municipality	Town Manager of Amherst	Renewable Energy Sources Electrification and Technologies Emissions & Methane
Eastern	Municipality	Mayor of Greenfield	Continuation of Existing Gas Service Renewable Energy Sources
Western	Municipality	Interim Town Administrator, Town of Lee	Renewable Energy Sources Electrification and Technologies

Feedback from municipalities was influenced by the scope of services currently provided by Berkshire Gas, including for example, the current moratorium on new gas service in towns in the Eastern Division of the Berkshire Gas territory. The Town Manager and Chair of the Energy and Climate Action Committee of Amherst, a town in the Eastern division of the service territory, stated that the current gas moratorium has provided the town a “real life experiment in the promise of building electrification” which has led to the successful development of new all-electric buildings. They advocated for a rapid transition to renewable energy sources both to reduce greenhouse gas emissions, and to address the “health and justice issues associated with the current gas system.” Contrastingly, the Mayor of Greenfield, another town in the Eastern Division, focused her feedback on the need to remove the gas moratorium thereby expanding gas services in the area. She also mentioned the opportunity to use other renewable technologies, such as solar, as a supplement to natural gas. Feedback from the Interim Town Administrator of Lee, a town in the Western Division, focused largely on the transition to clean energy sources.

An ideal vision for the future of gas usage in Massachusetts is “one without a moratorium on new natural gas service in Greenfield.”  
- Mayor Roxanne Wedegartner

### 5.1.3 Local Organization Feedback

Staff attempted contact with 19 local organizations, including Chambers of Commerce, community action councils, housing coalitions, and environmental organizations within the Berkshire Gas service territory both via telephone and email. The list of the organizations contacted is available in Appendix VIII. Feedback on the future of gas was received from multiple organizations and is categorized in Table 5.1.3.1 below.

Table 5.1.3.1 - Feedback from Local Organizations in Berkshire Gas Territory

DIVISION	TYPE	ORGANIZATION	FEEDBACK TOPIC(S)
Western	Local Organization	Nonprofit Center of the Berkshires	Renewable Energy Sources Emissions
Western	Chamber of Commerce	Lee Chamber of Commerce	Affordability and Transition Costs Renewable Energy Sources
Western	Chamber of Commerce	South Berkshire Chamber of Commerce	Affordability and Transition Costs
Eastern	Local Organization	United Way of Hampshire County	Affordability and Transition Costs
Eastern	Local Organization	Greening Greenfield	Renewable Energy Sources Electrification and Technologies Nuclear Emissions & Methane

Multiple organizations raised concerns about affordability during energy transitions, especially for low-to-middle income citizens and small businesses. The impact of higher utility costs on those seeking affordable housing options was also raised as a major concern, particularly if an energy transition

"Ideal vision for future of gas usage is only as a transitional fuel until net zero is reached with alternative non-fossil fuels...Most important consideration during energy transition is safety for the environment and ending fossil fuel usage."  
- Greening Greenfield

would add cost barriers and make it more challenging to address housing needs. Organizations focused on supporting vulnerable citizens emphasized the importance of addressing the energy needs of all customers, and that cost is the top consideration. Multiple organizations stated their support for a transition away from natural gas, and that they hope Massachusetts will be a leader in the clean energy movement. One environmental organization was adamantly in support of the transition away from all fossil fuels and called for an immediate halt of all carbon and methane-releasing fuels.

## 5.2. Future of Gas Repository Comments from Berkshire Gas Stakeholders

Staff reviewed comments submitted to the Future of Gas website and phone repository to identify feedback received via these means from Berkshire Gas stakeholders. Pertinent comments were identified by searching for references to Berkshire Gas or any city/town within the Berkshire Gas service territory. Comments with customer names and/or email addresses identical to the mailing lists used for the postcard and email outreach efforts were also collected for analysis. Of the comments identified as Berkshire Gas stakeholders, a significant portion can be linked to the Berkshire Gas strategic outreach efforts. Others are likely a result of the statewide Future of Gas outreach campaign efforts.

After careful review, 155 unique commentors were identified as stakeholders in Berkshire Gas territory, providing 167 comments on the future of gas. Comments ranged widely from support for state climate goals and shifting from gas to renewable energy sources, to desires to maintain or expand natural gas infrastructure. A summary of comment topics is provided in Table 5.2.1, followed by an exploration of common themes present throughout the feedback. All comments, with the exception of those deemed "Miscellaneous/Unrelated," are available to view in Appendix XI. Information that could potentially identify an individual has been redacted.

Table 5.2.1 – Summary of Comment Topics

TOPIC	NUMBER OF COMMENTS
Affordability and Transition Costs	33
Continuation of Existing Gas Service	28

Renewable Energy Sources	25
Mixture of Energy Sources	13
Electrification and Technologies	12
Emissions	7
Administrative	4
MDPU 20-80 Investigation	2
Hydrogen	2
Nuclear	2
Methane	2
Scenarios	1
Stakeholder Engagement Process	1
Miscellaneous/Unrelated	35
<b>Total Comments</b>	<b>167</b>

Some commentors were supportive of a transition away from natural gas and from all fossil fuels. Commentors favored solar, wind, geothermal and nuclear as options for future energy needs in place of gas. Many individuals emphasized a desire to see a transition from gas as an important part of reducing emissions and for a sustainable future. Suggestions such as exploring how to reduce carbon emissions from gas use, restriction of utility-scale energy generation, and energy efficiency were raised as additional measures that could be taken to reduce emissions in the short-term, if gas were to be phased out. Multiple commentors called on Berkshire Gas to be a leader in a transition to clean energy.

"I want to see an energy solution that is TRULY net-zero, environmentally friendly, sustainable...Berkshire Gas is responsible for this as a business and should become a leader in this conversation with a focus on moving away from gas as an energy source."

"It is critical that we transition away from fossil fuels including any kind of gas. This is important to me for the climate, for affordability, for good jobs, and for healthy communities."

"I am 100% for anything that reduces greenhouse gas emissions and keeps us on track with climate sustainability goals."

"I and my family are not willing to give up the comfort and economy that natural gas has provided for heating, hot water, and cooking since it first became available to my home, in Cheshire, sometime back in the 1950's"

"I use natural gas in my home for heat, hot water and cooking. I love the ease of having natural gas...I can't image my electric bill if I had to replace my heat, hot water and cook stove with electric. Yikes!"

"A ban on natural gas severely limits consumer choice, price competition and increases energy monopolies...I vote no on any natural gas bans that come up for public vote."

Conversely, some commentors were adamantly opposed to moving away from natural gas. Many individuals stated that their current home and business systems, including heating, cooking, and hot water, are fueled by natural gas, and that switching away from these technologies would be very undesirable and costly. Various commentors stated that they have recently upgraded natural gas supplied equipment in their homes and do not intend to replace them again any time soon. Multiple people also stated that they prefer cooking with gas rather than electric which influences their desire to keep gas rather than switch to electric appliances. The increased costs of converting to all electric was raised by multiple individuals as a reason to keep natural gas. A few commentors also specifically referenced the natural gas moratorium in the eastern part of Berkshire Gas territory, stating that rather than transitioning away from natural gas, they are in favor of Berkshire Gas expanding gas service in their area.

Beyond comments explicitly for or against the transition away from natural gas, a major reoccurring theme throughout many comments was a concern about the cost of switching from natural gas to other energy sources. Many commentors state that the costs of replacing the systems would be prohibitive and highly undesirable since their current systems run on gas. They expressed the need for financial support if they were required to switch to non-gas systems, and that assistance programs would be necessary to aid in the transition. Cost concerns were significantly important for elderly and low-to-middle-income customers. Some commentors also emphasized that they recently invested in new natural gas systems for their homes, and they are not interested in switching fuel types again.

“The future of gas...means finding a way to equitably support the cost of converting to other forms of sustainable energy for the common middle to low-income homeowner.”

“The average person needs to be considered before making changes. Many cannot afford to take on changes if there is a significant financial cost involved.”

“If the new "Future of Gas" will cause an increase in gas prices, I would be very concerned.”

“We are here to support smart alternatives to reduce overall fossil fuel consumption, but not for a complete elimination that would put many businesses and lives in jeopardy.”

“...natural gas must be an element of a hybrid, multi-sourced energy generation strategy.”

Another reoccurring theme evident in the comments was that many commentors believe natural gas is an important fuel source to be included as part of a transition to cleaner energy. They feel it is needed for reliability and to fill the gaps of other sources. Some commentors stated that they are in favor of increasing energy efficiency and the inclusion of new technologies, but there are some purposes to which gas is uniquely suited and therefore it should not be completely eliminated. Additionally, concerns were raised around the reliability of the electric grid with multiple stakeholders stating that they feel natural gas is more reliable. The

need for significant improvements to the electric grid as electrification continues was a concern for some commentors who enjoy the reliability of gas.

## 6. Conclusion

The outreach strategy executed by Berkshire Gas has resulted in robust feedback from stakeholders regarding the future of gas. All feedback gathered through March 5, 2022, was included in this analysis. Additional feedback received regarding the future of gas will continue to be reviewed by Berkshire Gas. This report is specific to stakeholders within Berkshire Gas service territory and should be considered as a supplement to other outreach conducted as part of the Massachusetts DPU Docket 20-80 investigation regarding the future of gas.



## APPENDIX I – CUSTOMER POSTCARD

Date sent: January 18, 2022



**BERKSHIRE  
GAS**

An AVANGRID Company

P.O. Box 1388  
Pittsfield, MA 01202

The Future of Natural Gas  
in Massachusetts – We'd Like  
to Hear From You



### Massachusetts is exploring the future of natural gas used by our customers and we'd like your thoughts

Whether you live in Massachusetts or run a business here, the future of natural gas impacts us all. That's why we would like your input on a plan to ensure a safe, reliable and equitable transition to the future of energy in our state.

The Massachusetts Department of Public Utilities (DPU) directed the Massachusetts gas companies to explore pathways for a clean energy future – for you and our future generations. This includes the critical goal to reduce greenhouse gas emissions to net zero by 2050.

Our part in achieving "net zero" includes removing the same amount of greenhouse gases we produce or avoiding them altogether through new technology, to reduce emissions that contribute to climate change.

These new technologies could impact home appliances like heating systems, boilers, gas stoves and water heaters and a variety of commercial and industrial equipment that use natural gas.

That's a big job, one that needs the public's support to succeed.

#### **THERE ARE MANY WAYS TO GET INVOLVED, SHARE YOUR IDEAS OR GET MORE INFORMATION**

Visit: [thefutureofgas.com](https://thefutureofgas.com) > We Want to Hear from You > Feedback Form

Call: **833.285.7160** and leave a voicemail (*toll-free*)

Email: [futureofgas@erm.com](mailto:futureofgas@erm.com)

2021-4233

## APPENDIX II – CUSTOMER EMAIL 1

Date sent: December 2, 2021

*Massachusetts is exploring the future of natural gas used in homes and businesses and by large commercial and industrial customers. We'd like your thoughts.*

*Whether you live in Massachusetts or run a business here, the future of natural gas impacts us all. That's why we would like your input on a plan to ensure a safe, reliable, and equitable transition to the future of energy in our state.*

*The Massachusetts Department of Public Utilities (DPU) directed the Massachusetts gas companies to explore pathways for a clean energy future – for you and our future generations. This includes the critical goal to reduce greenhouse gas emissions to net zero by 2050.*

*Our part in achieving “net zero” includes removing the same amount of greenhouse gases we produce or avoiding them altogether through new technology, to reduce emissions that contribute to climate change. These new technologies could impact home appliances like heating systems, boilers, gas stoves, and water heaters and a variety of commercial and industrial equipment that use natural gas.*

*That's a big job, one that needs the public's support to succeed.*

*There are many ways to get involved, share your ideas, or get more information.*

- Visit [thefutureofgas.com](https://thefutureofgas.com) and send us an email through our contact form. [Email us](#)
- Check out these [videos](#) for more information – [View Videos](#).
- Call us toll-free at 1-833-285-7160.
- Register here and attend a live webinar on [December 15, 6:30-7:30 pm](#) or [December 16, 12 pm-1 pm](#) to learn more and provide your feedback. Please register to reserve your spot, attendance is limited.

## APPENDIX III – CUSTOMER EMAIL 2

Date sent: January 11, 2022

### **Berkshire Gas – The Future of Natural Gas in MA Customer Email – January 2022**

#### **Customer email:**

**Sender address: Berkshire Gas - Future of Gas**

**Subject:** We'd like to hear from you!

Massachusetts is exploring the future of natural gas used in homes and businesses and we'd like your thoughts.

Whether you live in Massachusetts or run a business here, the future of natural gas impacts us all. That's why we would like your input on a plan to ensure a safe, reliable, and equitable transition to the future of energy in our state.

The Massachusetts Department of Public Utilities (DPU) directed the Massachusetts gas companies to explore pathways for a clean energy future – for you and our future generations. This includes the critical goal to reduce greenhouse gas emissions to net zero by 2050.

Our part in achieving “net zero” includes removing the same amount of greenhouse gases we produce or avoiding them altogether through new technology, to reduce emissions that contribute to climate change. These new technologies could impact home appliances like heating systems, boilers, gas stoves, and water heaters and a variety of commercial and industrial equipment that use natural gas.

That's a big job, one that needs the public's support to succeed.

There are many ways you can get involved, share your ideas, or get more information:

- Visit [TheFutureofGas.com](https://www.berkshiregas.com/futureofgas)
- Provide your feedback by **email**, use our **contact form**, or call us toll-free at **833.285.7160** to leave a message
- View these **videos** that explore more information
- Participate in a stakeholder meeting or attend a live webinar to learn more and provide your feedback. Check out **upcoming events** or view **past meetings and webinars**.

Thank you,

Berkshire Gas Company

## APPENDIX IV – CUSTOMER BILL INSERT

Included in customer bills during the billing cycle beginning January 4, 2022

### The Future of Natural Gas in Massachusetts – We’d Like to Hear From You

Massachusetts is exploring the future of natural gas used in homes and businesses and by large commercial and industrial customers. We’d like your thoughts.

Whether you live in Massachusetts or run a business here, the future of natural gas impacts us all. That’s why we would like your input on a plan to ensure a safe, reliable, and equitable transition to the future of energy in our state.

There are many ways to get involved, share your ideas, or get more information.

- Visit [thefutureofgas.com](https://thefutureofgas.com) and send us an [email](#).
- Call us toll-free at [1.833.285.7160](tel:18332857160).

## APPENDIX V – STAKEHOLDER INTERVIEW MATRIX – LARGE CUSTOMERS

DIVISION	TYPE	COMPANY NAME	CITY
Western	RETAIL	HOLLAND COMPANY INC	ADAMS
Western	LAUNDRY	D & S LINEN SVCS INC	ADAMS
Western	MANUFACTURING	SPECIALTY MINERALS - KILN	ADAMS
Western	MANUFACTURING	SPECIALTY MINERALS - PLANT	ADAMS
Western	SCHOOL	HOOSAC VALLEY HIGH SCHOOL	CHESHIRE
Western	SCHOOL	CENTRAL BERKSHIRE REGIONAL SCHOOL DISTRICT	DALTON
Western	WAREHOUSE	ASHUELOT PARK LLC	DALTON
Western	PAPER	CRANE & CO INC [PIONEER]	DALTON
Western	PAPER	CRANE & CO INC [BYRON WESTEON]	DALTON
Western	SCHOOL	MONUMENT MT HIGH SCHOOL	GREAT BARRINGTON
Western	COLLEGE	BARD COLLEGE	GREAT BARRINGTON
Western	HOSPITAL	FAIRVIEW HOSPITAL	GREAT BARRINGTON
Western	GROCERY	BIG Y FOODS INC	LEE
Western	ASSISTED LIVING	LAUREL LAKE CTR HEALTH/REHAB LLC	LEE
Western	CONSTRUCTION	THE LANE CONSTRUCTION CORP	LEE
Western	STONE PRODUCTS	OLDCASTLE STONE PRODUCTS	LEE
Western	MANUFACTURING	ONYX SPECIALTY PAPERS INC	LEE
Western	SCHOOL	LENOX MEMORIAL HIGH SCHOOL	LENOX
Western	ASSISTED LIVING	BERK RETIREMENT COMMUNITY INC - Kimball Farms	LENOX
Western	COUNTRY CLUB	CANYON RANCH	LENOX
Western	ASSISTED LIVING	BERKSHIRE EXTENDED CARE SVCS INC	LENOX
Western	HOTEL	55 CRANWELL OPERATING CO LLC	LENOX
Western	ART	MASS MOCA INC	NORTH ADAMS
Western	SCHOOL	MCCANN TECH VOCATIONAL SCHOOL	NORTH ADAMS
Western	SCHOOL	CITY OF NORTH ADAMS [DRURY HIGH SCHOOL]	NORTH ADAMS
Western	MANUFACTURING	CRANE & CO INC	NORTH ADAMS
Western	COLLEGE	MASS COLLEGE OF LIBERAL ARTS	NORTH ADAMS
Western	MULTIFAMILY	THE CALEB FOUNDATION	NORTH ADAMS
Western	RETAIL	WAL MART STORE EAST LP #1984-05	NORTH ADAMS
Western	HOSPITAL	BERKSHIRE MEDICAL CENTER INC [NORTHERN BERKSHIRE CAMPUS]	NORTH ADAMS
Western	INDUSTRIAL	UNISTRESS CORP-USC130	PITTSFIELD
Western	SCHOOL	HERBERG MIDDLE SCHOOL	PITTSFIELD
Western	SCHOOL	MISS HALLS SCHOOL INC	PITTSFIELD
Western	MUNICIPAL	CITY OF PITTSFIELD [CROSBY ELEMENTARY SCHOOL]	PITTSFIELD
Western	SCHOOL	BOYS AND GIRLS CLUB OF THE BERK INC	PITTSFIELD
Western	GROCERY	BJ WHOLESALE CLUB	PITTSFIELD

Western	HOSPITAL	BERKSHIRE MEDICAL CENTER INC [OLD HILLCREST HOSPITAL]	PITTSFIELD
Western	MUNICIPAL	CITY OF PITTSFIELD [REID MIDDLE SCHOOL]	PITTSFIELD
Western	INDUSTRIAL	GENERAL ELECTRIC CO	PITTSFIELD
Western	INDUSTRIAL	SABIC INNOVATIVE PLASTICS US LLC	PITTSFIELD
Western	RECREATIONAL	BERKSHIRE FAMILY YMCA	PITTSFIELD
Western	MUNICIPAL	BERK CNTY HOUSE	PITTSFIELD
Western	ASSISTED LIVING	GAHCR II PITTSFIELD MA SNF TRS SUB LLC / DBA SPRINGSIDE NURSING HOME	PITTSFIELD
Western	BANK	BERKSHIRE BANK	PITTSFIELD
Western	RECREATIONAL	GIRLS INC	PITTSFIELD
Western	INDUSTRIAL	LENCO INDUSTRIES INC	PITTSFIELD
Western	COLLEGE	BERK COMMUNITY COLLEGE	PITTSFIELD
Western	SCHOOL	CITY OF PITTSFIELD [PITTSFIELD HIGH SCHOOL]	PITTSFIELD
Western	OFFICES	NATL ARCHIVES AND RECORDS ADMIN	PITTSFIELD
Western	OFFICES	GUARDIAN LIFE	PITTSFIELD
Western	GROCERY	GOLUB CORP PRICE CHOPPER	PITTSFIELD
Western	RETAIL	PINE CONE HILL INC	PITTSFIELD
Western	SCHOOL	CITY OF PITTSFIELD [TACONIC HIGH SCHOOL]	PITTSFIELD
Western	HOSPITAL	BERKSHIRE MEDICAL CENTER INC	PITTSFIELD
Western	INDUSTRIAL	PETRICCA INDUSTRIES	PITTSFIELD
Western	PAPER	NEENAH TECHNICAL MATERIALS	PITTSFIELD
Western	STONE PRODUCTS	CENTURY AGGREGATES	PITTSFIELD
Western	INDUSTRIAL	BERKSHIRE CUSTOM COATING INC	PITTSFIELD
Western	HOSPITAL	BERKSHIRE MEDICAL CENTER INC [CRANE CENTER]	PITTSFIELD
Western	GOVERNMENT	GENERAL DYNAMICS ADV INF SYS INC	PITTSFIELD
Western	HOTEL	BERKSHIRE HOSPITALITY GROUP LLC / CROWNE PLAZA	PITTSFIELD
Western	INDUSTRIAL	INTERPRINT INC	PITTSFIELD
Western	HOSPITAL	BERKSHIRE MEDICAL CENTER INC [CO-GEN]	PITTSFIELD
Western	HOTEL	SILVERLEAF RESORTS INC	SOUTH LEE
Western	COUNTRY CLUB	KRIPALU CTR FOR YOGA AND HEALTH	STOCKBRIDGE
Western	HOTEL	RED LION INN	STOCKBRIDGE
Western	ART	CLARK ART INSTITUTE	WILLIAMSTOWN
Western	HOTEL	WILLIAMS INN INC	WILLIAMSTOWN
Western	COLLEGE STEAM PLANT	WILLIAMS COLLEGE	WILLIAMSTOWN
Eastern	MULTIFAMILY	VILLAGE PARK PRESERVATION LP	AMHERST
Eastern	SCHOOL	AMHERST PELHAM REGL MID SCHL	AMHERST
Eastern	SCHOOL	AMHERST REGIONAL HIGH SCHOOL	AMHERST
Eastern	MULTIFAMILY	SNOW ASSET MGT INC	AMHERST
Eastern	MULTIFAMILY	BC ROLLING GREEN LLC	AMHERST
Eastern	MULTIFAMILY	THE NEW PUFFTON VILLAGE I	AMHERST
Eastern	ASSISTED LIVING	CENTER FOR EXTENDED CARE AT AMHERST	AMHERST

Eastern	UNIVERSITY	UMASS CO-GEN	AMHERST
Eastern	COLLEGE	AMHERST COLLEGE	AMHERST
Eastern	COLLEGE	TRUSTEES OF DEERFIELD ACADEMY INC	DEERFIELD
Eastern	STONE PRODUCTS	WARNER BROS LLC	DEERFIELD
Eastern	MULTIFAMILY	GREENFIELD GARDENS CO	GREENFIELD
Eastern	MUNICIPAL	COMMONWEALTH OF MASS HWY DEPT	GREENFIELD
Eastern	COLLEGE	GREENFIELD COMM COLLEGE/MASTER MTR	GREENFIELD
Eastern	HOSPITAL	BAYSTATE FRANKLIN MEDICAL CENTER	GREENFIELD
Eastern	GROCERY	WHOLE FOODS MARKET	HADLEY
Eastern	INDUSTRIAL	BROCKWAY SMITH CO	HATFIELD
Eastern	GROCERY	C & S WHOLESALE SERVICES INC	HATFIELD
Eastern	SCHOOL	FRONTIER REGIONAL SCHOOL DISTRICT	SOUTH DEERFIELD
Eastern	INDUSTRIAL	COVESTRO LLC	SOUTH DEERFIELD
Eastern	INDUSTRIAL	PELICAN PRODUCTS	SOUTH DEERFIELD
Eastern	STONE PRODUCTS	WARNER BROTHERS LLC	SUNDERLAND
Eastern	SCHOOL	FRANKLIN CNTY TECH SCHOOL	TURNERS FALLS
Eastern	SCHOOL	GILL-MONTAGUE REG SCHOOL DIST	TURNERS FALLS
Eastern	OFFICES	JUDD WIRE INC	TURNERS FALLS
Eastern	RETAIL	GREAT FALLS AQUACULTURE LLC	TURNERS FALLS
Eastern	GROCERY	LIGHTLIFE FOODS INC.	TURNERS FALLS
Eastern	INDUSTRIAL	DEERFIELD PACKAGING SERVICE INC	TURNERS FALLS
Eastern	GREENHOUSE	FULL BLOOM MARKET GARDEN, LLC	WHATELY
Eastern	RETAIL	YANKEE CANDLE CO INC	WHATELY

## APPENDIX VI – STAKEHOLDER INTERVIEW MATRIX – STATE OFFICIALS

STATE OFFICIAL	DISTRICT
Representative John Barrett, III	1st Berkshire
Representative Paul Mark	2nd Berkshire
Representative Tricia Farley-Bouvier	3rd Berkshire
Representative Smitty Pignatelli	4th Berkshire
Representative Natalie Blais	1st Franklin
Representative Lindsay Sabadosa	1st Hampshire
Representative Daniel Carey	2nd Hampshire
Representative Mindy Domb	3rd Hampshire
Senator Adam Hinds	Berkshire, Hampshire, Franklin and Hampden
Senator Joanne Comerford	Hampshire, Franklin and Worcester



## APPENDIX VII – STAKEHOLDER INTERVIEW MATRIX – MUNICIPAL OFFICIALS

DIVISION	CITY/TOWN	MUNICIPAL OFFICIAL	TITLE
Western	Adams	Jay R. Green	Town Administrator
Western	Adams	John Duval	Selectboard Chair
Western	Cheshire	Jennifer Morse	Town Administrator
Western	Cheshire	Michelle Francesconi	Selectboard Chair
Western	Clarksburg	Carl McKinney	Town Administrator
Western	Clarksburg	Ron Boucher	Selectboard Chair
Western	Dalton	Tom Hutcheson	Town Manager
Western	Dalton	Joseph Diver	Selectboard Chair
Western	Great Barrington	Mark Pruhenski	Town Manager
Western	Great Barrington	Steve Bannon	Selectboard Chair
Western	Lanesborough	Josh Lang	Interim Town Administrator
Western	Lanesborough	John Goerlach	Selectboard Chair
Western	Lee	Christopher Brittain	Interim Town Administrator
Western	Lee	Patricia Carlino	Selectboard Chair
Western	Lenox	Christopher J. Ketchen	Town Manager
Western	Lenox	Marybeth Mitts	Selectboard Chair
Western	North Adams	Jennifer Macksey	Mayor
Western	North Adams	Lisa Hall Blackmer	Council President
Western	Pittsfield	Linda Tyer	Mayor
Western	Pittsfield	Peter Marchetti	City Council President
Western	Stockbridge	Michael Canales	Town Administrator
Western	Stockbridge	Roxanne McCaffrey	Selectboard Chair
Western	Williamstown	Charles Blanchard	Interim Town Manager
Western	Williamstown	Andy Hogeland	Selectboard Chair
Eastern	Deerfield	Kayce D. Warren	Town Administrator
Eastern	Deerfield	David W. Wolfram	Selectboard Chair
Eastern	Greenfield	Roxann Wedegartner	Mayor

## APPENDIX VIII – STAKEHOLDER INTERVIEW MATRIX – LOCAL ORGANIZATIONS

DIVISION	ORGANIZATION	CITY
Western	South Berkshire Chamber of Commerce	Great Barrington
Western	Community Development Corporation of South Berkshire	Great Barrington
Western	Nonprofit Center of the Berkshires	Great Barrington
Western	Lee Chamber of Commerce	Lee
Western	Lenox Chamber of Commerce	Lenox
Western	1Berkshire	Pittsfield
Western	Berkshire Community Action Council	Pittsfield
Western	Berkshire Natural Resources Council	Pittsfield
Western	Berkshire Housing	Pittsfield
Western	Berkshire County Regional Housing Authority	Pittsfield
Western	Stockbridge Chamber of Commerce	Stockbridge
Western	Williamstown Chamber of Commerce	Williamstown
Eastern	Amherst Area Chamber of Commerce	Amherst
Eastern	Hitchcock Center for the Environment	Amherst
Eastern	Family Outreach of Amherst	Amherst
Eastern	Franklin County Chamber of Commerce	Greenfield
Eastern	Community Action Pioneer Valley	Greenfield
Eastern	Greening Greenfield	Greenfield
Eastern	United Way of Hampshire County	Northampton

## APPENDIX IX – STAKEHOLDER INTERVIEW TALKING POINTS

### Berkshire Gas DPU 20-80 LDC Outreach

#### Key Stakeholder Discussion Talking Points

[Hello/Good Morning/Good Afternoon] my name is [ ] calling on behalf of Berkshire Gas. I'm calling today regarding Berkshire Gas's role in helping the State reach its 2050 climate goals. Do you have a few minutes to talk? *[If not, would you be willing to schedule a time? In the alternative, is there an email address I may reach you at?]*

I appreciate your time today. The Massachusetts Department of Public Utilities (DPU) directed the Massachusetts gas companies to explore different ways that they can contribute to a clean energy future. This includes the goal to reduce greenhouse gas emissions to net zero by 2050. In the near future, Berkshire Gas will submit a Report to the DPU with recommendations regarding its role in helping to attain the State's climate goals.

Developing our recommendations involves reaching out for input from a variety of stakeholders including our customers, local businesses, public interest groups and the public sector.

As part of that process, we are seeking your input and thoughts relative to the future of natural gas in the Berkshire Gas service area and what it might mean to you [and your constituency/membership/business] at various points between now and 2050.

If you'd like, I can run through a handful of questions now and take notes of your feedback, or provide you with ways to submit your ideas or get more information on the Future of Gas.

#### Question Route:

- Do you have an ideal vision for the future of gas usage in Massachusetts?
- What energy alternatives to natural gas and fossil fuels are you familiar with or interested in?
- What about natural gas or other energy alternatives would you like to learn more about?
- What considerations are most important to you in this energy transition?
- Do you have any other thoughts you want to share or questions you would like to see addressed?

#### Other Ways to Submit Feedback and/or Learn More:

Visit: [thefutureofgas.com](http://thefutureofgas.com) > We Want to Hear from You > Feedback Form

Call: 833.285.7160 and leave a voicemail (toll- free)

Email: [futureofgas@erm.com](mailto:futureofgas@erm.com)

## Text for Follow-up/Alternative Email Outreach

[Greeting] This is [ ] following up on our brief conversation on January xx [or reaching out on behalf of Berkshire Gas] regarding Berkshire Gas' [tweak as appropriate] role in helping the State of Massachusetts reach its 2050 climate goals.

As you may be aware, the Massachusetts Department of Public Utilities (DPU) directed the Massachusetts gas companies to explore different ways they can contribute to a clean energy future. This includes the goal to reduce greenhouse gas emissions to net zero by 2050. In the near future, Berkshire Gas will submit a Report to the DPU with recommendations regarding its role in helping to attain the State's climate goals.

Developing our recommendations involves reaching out for input from a variety of stakeholders including our customers, local businesses, public interest groups and the public sector.

As part of that process, we are seeking your input and thoughts relative to the future of natural gas in the Berkshire Gas service area and what it might mean to you [and your constituency/membership/business] at various points between now and 2050.

It would be appreciated if you could review the following questions and get back to us with your answers, as you feel appropriate, and/or provide us with any other feedback on this matter.

- Do you have an ideal vision for the future of gas usage in Massachusetts?
- What energy alternatives to natural gas and fossil fuels are you familiar with or interested in?
- What about natural gas or other energy alternatives would you like to learn more about?
- What considerations are most important to you in this energy transition?
- Do you have any other thoughts you want to share or questions you would like to see addressed?

If you prefer you may use one of the following means to submit your feedback and/or learn more.

Visit: [thefutureofgas.com](http://thefutureofgas.com) > We Want to Hear from You > Feedback Form

Call: 833.285.7160 and leave a voicemail (toll- free)

Email: [futureofgas@erm.com](mailto:futureofgas@erm.com)

Thank you for taking the time to help us gather the input of key stakeholders like yourself.

## APPENDIX X – FEEDBACK FROM REPRESENTATIVE SABADOSA



THE COMMONWEALTH OF MASSACHUSETTS  
House of Representatives  
24 Beacon Street  
State House, Boston 02113 - 1054

LINDSAY N. SABADOSA  
STATE REPRESENTATIVE  
1ST HAMPSHIRE DISTRICT

Christopher C. Farrell  
Berkshire Gas  
115 Cheshire Road  
Pittsfield, MA, 01201  
March 5, 2022

Dear Mr. Farrell,

Thank you for reaching out to our office regarding Docket 20-80. I believe that the danger posed by the climate crisis might best be seen as an opportunity to grow and change for local distribution companies like Berkshire Gas. It may be considered inconvenient now, but considering the stakes, the Commonwealth's mandated target of net-zero carbon emissions by 2050 is more than justified.

In western Massachusetts, a warming climate will bring a longer season for disease-bearing insects and depletions of the water table on which our farmers and ecosystems depend. More frequent and intense fluctuations above and below freezing temperatures in winter will cause faster breakdown in the quality of our roads, and more unpredictable weather raises the risks from flooding, droughts, and heat.

Knowing how destabilizing a potential +1.5°C average global temperature rise may be, Berkshire Gas should know that there is no time or space left to safely and responsibly invest in new natural gas infrastructure. Starting in the immediate present, every replacement of a gas heating system with an electric heat pump, of a gas stove with an electric stove, and of a generator with a whole-house battery, is always the right choice and can never come too soon.

I would suggest to Berkshire Gas that they make investments now. The market for renewables is growing rapidly and will continue to expand exponentially. I hope to see your company join in on what is best for our region and our communities, and look forward to seeing your progress.

Respectfully,

Lindsay N. Sabadosa  
State Representative, 1st Hampshire

76 GOTHIC STREET | NORTHAMPTON, MA 01060 | 413-270-1166  
STATE HOUSE, ROOM 443 | 617-722-2460  
Lindsay.Sabadosa@MAhouse.gov

## APPENDIX XI – FEEDBACK FROM THE TOWN OF AMHERST



Office of the Town Manager  
(413) 259-3002  
townmanager@amherstma.gov

March 1, 2022

Feedback from the Town of Amherst on the Future of Gas, February 2022  
For submission via the comment portal <https://thefutureofgas.com/contact>.

The Town of Amherst is grateful for the opportunity to offer the following comments on the Future of Gas planning. We regret that our feedback could not be sent earlier in the process, when we could have had more influence, but we were only given notice by Berkshire Gas in late January 2022.

Our ideal vision for the future of gas usage in buildings is that it will be ramped down to zero. That is what is needed for all fossil fuel use according to the IPCC, the state [2050 Decarbonization Roadmap](#) and Amherst's own [Climate Action, Adaptation and Resilience Plan](#). We cannot wait to start reducing greenhouse gas emissions from methane, which is the main component in natural gas, because methane [causes 80 times more powerful](#) impacts as a greenhouse gas than CO2 over a twenty year period. In the next twenty years, we must swiftly reduce gas emissions to have any hope of leaving a healthy climate to our children and grandchildren.

We are already concerned about the health and justice issues associated with the current gas system. [Environmental justice communities already are exposed to more leaks](#) on their streets than other communities are. As recently reported in the New York Times (Raymond Zhong, Jan. 27, 2022), gas stoves cause significant indoor air quality issues, [even when not in use](#). Children are especially vulnerable to the [toxins](#) in leaking gas and emissions from stoves, which increase children's risk of developing [respiratory diseases by 20%](#).

The decarbonization of our buildings must be accomplished through a systemic transition to renewable energy sources for heating, cooking, and hot water. Natural gas piped under our streets and into our homes and workplaces is [prone to leaks](#). Fixing and replacing pipes is an [expensive and futile process](#). We do not think alternative combustible gasses, such as hydrogen and biogas, will work as clean, safe substitutes for the current system. These gas alternatives cannot be manufactured using clean energy until there is a surplus of clean electricity, which means they are not real solutions for retail use in the near future.

Seven years under Berkshire Gas's moratorium, which halted new gas hookups in their Eastern Division, has provided us with a real life experiment in the promise of building electrification. It has led to the private development of some large all-electric, efficient new buildings. We applaud this trend in private development and the Town will be building several major net-zero projects in the next few years.

We would welcome innovative approaches like [geogrid district heat](#) in our town centers and clustered communities. Ground-sourced district heat will be pursued on the university and college campuses in town and we would be interested in extending that effort to our residential and commercial areas. If Berkshire Gas would consider a pilot of this, Amherst would like to discuss the possibilities.

We hope that Berkshire Gas and other local distribution companies will see the benefit of maintaining their customers and workers by changing their business model to selling renewable heating systems instead of unsafe and unhealthy piped gas that is unsustainable in the face of the climate crisis.

We thank you for the opportunity to provide a response on the future of gas and hope that our points made relative to public health, justice, equity and environmental impacts are carefully considered.

Sincerely,

Paul Bockelman,  
Town Manager

Laura Draucker,  
Chair, Amherst Energy and Climate Action Committee

## APPENDIX XII – FEEDBACK FROM GREENFIELD MAYOR ROXANNE WEDENGARTNER

**From:** Roxann Wedegartner <roxann.wedegartner@greenfield-ma.gov>  
**Sent:** Sunday, January 30, 2022 5:33 PM  
**To:** Fruit, Roy K. <rkfruit@burnsmcd.com>  
**Subject:** Re: Seeking Your Input

Hello, Mr. Fruit,

I'm writing to you primarily as Mayor of the City of Greenfield (MA) but also as a 40+year resident of the city. I'm happy to answer these questions. I hope they are truly intended to enable Berkshire Gas to improve service in our area.

From my vantage point as Mayor and as a citizen, the sham 10+year gas moratorium which was instituted as a form of punishment by the parent company because a small number of people out of the 17,000+ people here in Greenfield were able to stop a pipeline through Franklin County, has caused near irreparable harm to the City's economy. We've lost business because of it; we've not been able to supply gas to some of our municipal buildings, and as a resident, who uses Berkshire gas in our home, we've not been able to make cost-saving, environmentally sound upgrades in our home because we can't add a new use even though we have gas coming into the house. I am happy to discuss this personally with you. Please see my answers below.

- Do you have an ideal vision for the future of gas usage in Massachusetts?

Yes, one without a moratorium on new natural gas service in Greenfield. I hope your alleged efforts to find alternatives will become more of a reality.

- What energy alternatives to natural gas and fossil fuels are you familiar with or interested in?

The City of Greenfield has invested heavily in the use of solar to power municipal buildings and the cost savings have been in the hundreds of thousands over the last 10 years. I heat with gas in the home and would like to add a gas-insert into the fireplace so that we can stop burning wood which is less energy efficient and environmentally detrimental. We also have solar panels on the roof of our house that augment our electrical use and have resulted in significant savings.

- What about natural gas or other energy alternatives would you like to learn more about?

No answer.

- What considerations are most important to you in this energy transition?

Ending the gas moratorium.

- Do you have any other thoughts you want to share or questions you would like to see addressed?

Please see comments above regarding ending the moratorium on new natural gas service in Greenfield, MA.

Sincerely,  
Mayor Roxann Wedegartner

--

**Roxann Wedegartner**  
Mayor  
City of Greenfield  
14 Court Square  
Greenfield, MA 01301  
413-772-1562  
413-834-1813



## APPENDIX XIII – BERKSHIRE GAS STAKEHOLDER COMMENTS TO FUTURE OF GAS REPOSITORY

Topic	Comment
Affordability and Transition Costs	<p>We are a small business located in the Connecticut River Valley with locations in both Hadley and Holyoke. We believe in doing as much for the environment as we can as a business. Our Hadley location has a 15 kW solar array on the roof which provides approximately 30% of our 3 phase power and we draw single phase power from a large solar array located in the field behind the business. Our Holyoke location has a hydroelectric turbine in the mill building we occupy and we draw power from Holyoke's renewable energy infrastructure. We also have one personal electric vehicle and are pursuing an electric delivery vehicle for our business. This is not to mention the ways in which we minimize waste with our product packaging. However, a key part of our manufacturing process requires a drying step, which we use natural gas to fuel. This heating step would be cost prohibitive and possibly unsafe if we were to do it with electricity. Our industry has existed in various forms for hundreds if not thousands of years across the globe, this heating step has been done by wood, coal, peat and other various means in the past. Using natural gas allows us to dry our product efficiently and cost effectively. We also incorporate heat recovery into our process, to minimize gas usage. We are for reducing fossil fuel consumption, but not eliminating them entirely because there are still manufacturing and heating requirements that natural gas performs much better than any alternative. We are here to support smart alternatives to reduce overall fossil fuel consumption, but not for a complete elimination that would put many businesses and lives in jeopardy.</p>
Affordability and Transition Costs	<p>I received a message or rather a card in the mail saying that Berkshire gas is going to have to make some changes in order to help with dealing with the climate? And I'm very concerned because my house is all gas, gas furnace, gas water, gas dryer, gas stove, and I've bought some new appliances recently, so I'm concerned how the new technology is going to affect these appliances. My telephone number is -- and my home address is --Amherst, Mass. I hope to hear from you thank you.</p>
Affordability and Transition Costs	<p>The average person needs to be considered before making changes. Many cannot afford to take on changes if there is a significant financial cost involved. There is also a question of possible environmental waste if appliances need to be replaced in order to meet new technologies. Also, what is good for milder weather/ more suburban/urban locations may not work in more rural places like the Berkshires and higher elevations. Eastern MA powers have a way of ignoring and forgetting that--or not even really caring.</p>
Affordability and Transition Costs	<p>I am a senior citizen and on a FIXED income. COST is a VERY REAL CONCERN, thank you. I've had an evaluation done for solar panels. Too many trees. NOT APPROVED. Natural Gas supplied by Berkshire GAS for HEAT and HOT WATER Electricity supplied by NATIONAL GRID for ALL APPLIANCES, LIGHTS, PHONE, INTERNET</p>
Affordability and Transition Costs	<p>Hello this is -- and I'm a Berkshire gas customer who's on a fixed income as a senior citizen and I am concerned with regard to the amount this is gonna cost and I'm just concerned about that, so I'm adding my \$0.02 into the process. I also did participate in that, there was a seminar that took place a few weeks ago, I guess, so I'm just verifying again, my concern. My name is --. Thank you for allowing at least some participation in this process. Thank you, bye now</p>

Affordability and Transition Costs	Yeah this is --. Calling from -- Adams, MA. I received this notice of the future of natural gas. I believe we should keep natural gas. Out in my area there's a lot of elderly residents that live here and things are switched over. They don't have the money to purchase new electrical material, new heating equipment and everything like that. Gas should be supplied right along with all the new changes for new buildings, whatever, but I think they should keep the gas way it is, and that way it'll save a lot of money for people that don't have it. Thank you.
Affordability and Transition Costs	I've submitted my input previously. Biggest thing for me is a way to change from oil to gas heat -- i have a boiler for steam heat. I'm told it can't be done economically, but someone has to give it a go. I'm a senior, have energy assistance, and not much money in the bank as i need to get a new gas stove in the near future...
Affordability and Transition Costs	Gas is abundant and safe here in the US. If the regulators in our government would work toward responsible and free markets, allowing companies to drill and distribute commodities (like gas) at competitive rates, and would truly follow the science and CO 2 impacts instead of the ideologically driven utopia of zero carbon emissions as embodied in the thinking of people like John Kerry and the current administration, the country might have a chance to survive another century. As it is, my gas company (Berkshire Gas) has notified me that my gas price may increase 28% this winter. How does that make sense in light of the current energy policies of the Biden administration? The future of gas is simple: drill and distribute until such a time as sane energy policies are in place to support our way of life.
Affordability and Transition Costs	I've heated home with all electric; oil and gas. One of the oil heated homes was converted to gas because I never liked the idea of oil in my house... I've been warmest and easily able to control the heat best with gas. I'm a senior, having to apply for energy assistance each year because of the cost of oil and the oil company requirements for filing, contracts and payments. If you do nothing else, please figure out a way to allow those of us that wish to, convert from oil to gas at a minimum cost to the homeowner. I will not be able to continue to have heat after end of February, as I can't begin to afford the minimum fill up given the current pricing of oil today. this wouldn't be the first time i couldn't heat until it stopped snowing in the Berkshires, or getting cold in the middle of September!
Affordability and Transition Costs	I am a retired resident living in Lenox MA and use gas to heat my home, hot water, and cook. Changing all of this is going to be very costly and most likely outside my budget. Now, that being said, I realize that you are looking to the future. I believe we need to reduce to zero carbon gases to help save the planet but I have not heard in simple terms how it is possible both scientifically and economically (the information you provide might explain this but it lost in the details and most won't go digging for it). Figure out how to send simple, one page answers to a single questions that you know the average person would ask you in person. You can have multiple pages but provide a summary page. I would think this would be better than the fancy and I think costly website you have built. Just saying...
Affordability and Transition Costs	Providing more grants / financial incentives / discounts to convert to Solar; also heat pumps / geothermal. Move away from the gas.
Affordability and Transition Costs	I use natural gas in my home for heat, hot water and cooking. I love the ease of having natural gas. I have lived in homes with oil burners and they have been expensive and high maintenance. Electric bills in my home are very high. I can't image my electric bill if I had to replace my heat, hot water and cook stove with electric. Yikes!

Affordability and Transition Costs	Need to bring the price down.
Affordability and Transition Costs	To Whom It May Concern, I like the option of natural gas for cooking but am otherwise interested in phasing natural gas (and oil) out of home energy use. Many of the older heating systems used forced hot water or steam to heat. Neither of these systems currently converts well to a heat pump system. I hope that in the near future newer refrigerants will be available that allow heat pumps output temperatures to reach standard baseboard heating requirements. This would make updating older homes much easier and more cost-effective. Currently these conversions are cost-prohibitive.
Affordability and Transition Costs	I could never afford to replace my appliances, heating system and water heater. The amount of fossil fuels and other harmful elements needed to create things like solar panels and storage batteries, and the waste the processes create, is much more harmful to the whole than using natural gas.
Affordability and Transition Costs	I am all for this ONLY if the government and corporate companies involved take on the expenses of what a homeowner needs to do to change over. This should NOT be at the homeowner's expense to switch away from fossil fuels. The burden cannot be put upon the individual as the majority of us barely make ends meet for our day to day lives.
Affordability and Transition Costs	I would not want my heater or hot water heater to be impacted if it means a reduction for either of them, especially now when our high is 4 today and in the negatives with windchill factor. We are seniors who need heat and my husband is also an above knee amputee. We are home most of the time. We usually only keep our heat at 65 in the living zone, 58 in the basement, and 60 in the bedrooms. We also turn the heat to 60 in the living area when we go to bed. Even with all that, I'm sure that our heat bill will be high. If the new "Future of Gas" will cause an increase in gas prices, I would be very concerned.
Affordability and Transition Costs	Offer significant incentives to install heat pumps, electric appliances (stoves & dryers) and, of course, insulation and windows. Incentives should include zero interest loans and rebates. To get the ball rolling, design incentives to decrease over time so that early adopters get more. Finally, stop subsidizing the cost of fossil fuels.
Affordability and Transition Costs	The cost of replacing furnaces & hot water heaters will be prohibitive to many. How does the Commonwealth plan to help? This will only force a greater exodus from the state.
Affordability and Transition Costs	The Biden administration has asked congress for a large budget for reduction of greenhouse gases. I have stalled any conversion to solar or heat pump conversion until I see how much of that budget will trickle down to the average consumer in the form of rebates. Do you have any insight into this?
Affordability and Transition Costs	I am supportive of the idea that we will have to eventually end our reliance on fossil fuels. As someone who has done what I can -- increasing insulation in my home, having my gas furnace serviced -- there is still more I can do. If I were offered a substantial subsidy to replace my 2008 furnace, I would do it immediately, as I know that would reduce my gas usage. I know there is considerable saving to be had there. Any other more advanced heating technology possibly available to me would also have to be heavily subsidized. As a retired person, I don't have the means to expend 10's of thousands in a complete energy refit of my home, but would welcome doing it at a fraction of the cost.
Affordability and Transition Costs	I can't afford and increase. I am trying to use my woodstove and at age 79 this is difficult. Is there a way I can get a discount at my age?

Affordability and Transition Costs	While I understand, and would very much like to encourage less use of fossil fuels, I don't understand how the ordinary home owner, especially seniors, are going to be able to do that. To have my gas bill triple this winter is hard enough; to know that I'm reliant on it; as my home is too old, or too shadowed, or it's going to be too expensive to convert to solar is frustrating to say the least. The future of gas, or the future of not relying on gas, means finding a way to equitably support the cost of converting to other forms of sustainable energy for the common middle to low income home owner.
Affordability and Transition Costs	If the plan is to change furnace's , water heaters and cooking stoves to electrical well it's going to be very expensive to home owners to do so . It will involve a larger electrical service to the home and rewiring circuits to supply power to these devices . In an old home it will involve opening wall and repairing them . Installing home insulation in outer walls where there is minimal insulation in them now . Home owners can not afford this massive upgrade to a existing house.
Affordability and Transition Costs	We were fortunate to purchase a home that is heated by gas, which is cheaper that oil. What will be my monthly cost of your efforts for clean energy? Knowing that I won't be around in 2050, I still want to know costs. The environmentalists couldn't care less about what we would have to pay monthly. I notice that your postcard message does not include costs of new technologies, etc. Back in the 1970s, the fear was that temperatures would decline and the world would eventually become frozen so to speak. Now the radical fear is that temperatures are rising and the world will come to an end if we don't change our ways. It's hard to figure what is the truth and what is false narrative.
Affordability and Transition Costs	Two years ago we had to agree to use natural gas for primary heat for five years in order to have it brought to the house. Would you consider removing that penalty before the five year limit if someone was interested in adding heat pumps?
Affordability and Transition Costs	Gas has become much too expensive. I hope to switch to oil soon.
Affordability and Transition Costs	My home is heated with a forced hot water system, via a natural gas powered furnace. It would be extremely costly to convert this system to use another form of energy, and heating with electricity would be simply unaffordable. Because of this, I am extremely invested in keeping natural gas service!
Affordability and Transition Costs	Many people have converted from oil to natural gas to heat their homes because it is cleaner. Now you want us to get rid of the gas furnace. Who is going to pay for this? How expensive will electricity become if ALL homes are eventually forced to convert their heating to electricity? And don't forget all gas cars will need to run on electricity. Companies should start to explore ways to make gas cleaner by reducing carbon emissions that are released by gas rather than to eliminate it. Invent a filtering system that traps carbon emissions before they are released into the air rather than burdening the world with over-dependence on electric power sources.
Affordability and Transition Costs	Look, it's great idea but I just don't see this not penalizing people with low to middle incomes. Are you going to replace all my shit? Is it going to be as cheap? I doubt it. How about you focus on the big business where you can actually make big changes before you ruin lives by making everyone upgrade so you can feel good. Thanks,

Affordability and Transition Costs	We need to be moving off all carbon-based fuels as quickly as possible for the health and safety of the planet and all living creatures. We need to require that new construction use non-carbon based energy sources. We need to require that companies producing carbon-based energy develop transition plans and time frames and that these plans to not just pass costs along to consumers. Carbon-based energy companies and their shareholders have had a free ride for way too long. We need policies that incentivize and assist the movement away from carbon based fuels in existing infrastructure; those policies need to especially support and assist those on the lower end of the income scale so they do not get hurt by thi transition.
Affordability and Transition Costs	I am concerned about possibly having to change my gas heating system to some other type. I don't have the money to do that.
Affordability and Transition Costs	--, Pittsfield, MA. I would like to see some climate change with you. It's in the gas. However, I don't want it to be so expensive that seniors or low income people cannot afford it. Thank you very much.
Continuation of Existing Gas Service	Nat Gas is a wonderful abundant domestic fuel we ( USA) should be using more of. Energy independence is what make a strong society and great Nation. I am not against "green" energy but as we all know it will not nor can it happen overnight. We need to "bridge" the time from carbon to green. Unfortunately our elected officials cave in to pressure from the greens without listening to the experts and citizen's that elected them.
Continuation of Existing Gas Service	Do not change anything with natural gas if it requires a change of equipment at the residential/small business level. We are NOT interested in major replacement of appliances and heating systems just because of an arbitrary deadline for clean energy. That's just this decade's fad news cycle topic. The earth's climate will change with or without the assistance of humans...it has many times before, even before the advent of mankind. Pittsfield and Lenox customer
Continuation of Existing Gas Service	We as a farm family have been truly disappointed an stymied by the gas moratorium that has plagued us for the last few years. We have renovated our farm homestead and had plans for expansion of our farm stand and production building to include natural gas as a clean and efficient source of heating. This expansion would have allowed us to run our small family farm all year round. We have not been convinced to the alternative sources of solar and wind power when natural gas is right at our front door. We don't have space for the infrastructure and costs these other power means present for a small operation like ours. We have no intention of becoming a large farm operation. Instead serving a very local and loyal customer base. Therefore we very heartily support the use of natural gas in the immediate future here in North Hatfield.

Continuation of Existing Gas Service	<p>I and my family are not willing to give up the comfort and economy that natural gas has provided for heating, hot water, and cooking since it first became available to my home, in Cheshire, sometime back in the 1950's. I, and my parents before me, have done many things to this old house to make it more energy efficient and will not be bullied into making more sacrifices as demanded by greenhouse crazies.</p> <p>My wife and I have invested in a solar heated water system, a solar electric system, and a completely new high-efficiency heating system at our own expense, to do our share in curbing greenhouse gases.</p> <p>I have no intention of giving up natural gas as our main source of household energy.</p> <p>And yes, we have also been driving gasoline-saving hybrid vehicles for years. So you can count us as already doing our part in the fight against climate change. And we will fight any attempt to deny us the future of comfortable, efficient, and affordable natural gas.</p>
Continuation of Existing Gas Service	<p>We made a costly switch from oil heat to natural gas. We heard it is a cleaner fuel. It is our hope that to will continue to be a viable source of heat for the long term. Please find a way to ensure this whilst also protecting the environment. --  Williamstown, MA</p>
Continuation of Existing Gas Service	<p>I received a postcard asking for my thoughts regarding the future use of natural gas. I mainly heat my house with a forced hot air natural gas system. I also use a small electrical heater in my kitchen and den. I have a gas water heater. I also have a center chimney fireplace in which I would like to install a natural gas fireplace insert. There are four main reasons for wanting to install the gas insert. 1) I am 76 years old and injured my back a few years ago. I fear that I might reinjure my back bringing cord wood into my house. 2) Even though I have enjoyed having a cozy fire during cold New England nights, I am aware that burning wood in a fireplace is not an efficient way to warm a house. 3) Burning wood is not good for the environment. 4) I believe if I could install a new highly efficient gas insert into my fireplace, I would most likely use LESS gas to heat my house. So why don't I install a gas insert for my fireplace? Because Berkshire Gas has placed a moratorium on any new gas appliances in Greenfield, MA (and surrounding towns). I understand Berkshire Gas has a limited supply of gas. But I believe they should consider a request for an exemption of the moratorium on a case by case basis. In my case, I believe allowing me to install a gas insert in my fireplace is a sensible thing to do for both my comfort and for the good of the environment.</p>
Continuation of Existing Gas Service	<p>Dear Berkshire Gas, I'm writing to let you know that you do not have my support in moving to "new technologies" that are going to cost me money both now and in the future. What I want to see happen are more natural gas pipelines, more natural gas into this state, and much lower natural gas prices in this state like many other states in the country enjoy. What we pay here for natural gas right now is ridiculous. Thank you. Sincerely, --</p>
Continuation of Existing Gas Service	<p>North Adams, MA. I'm 79 years old right now, so. The deadline or hoped for deadline of green energy and 2050 will not affect me. However I've been cooking with gas all my life and also heating with gas and quite frankly I cannot cook with electricity. But since I don't expect to live, at best OK if I live 11 more years, I certainly will be happy to use gas for cooking purposes and for heating in my house and for heating hot water, which is what the story is right now. What will happen in the future? Of course I'm concerned, but I'll let someone else worry about that. Thank you.</p>
Continuation of Existing Gas Service	<p>I have been a long time Berkshire Gas customer for heat hot water and cooking my daughter lives at -- and has also been a customer. we were very disappointed that she was not able to install a gas stove in her kitchen, is this going to change?</p>

Continuation of Existing Gas Service	I heat my water and part of my home w gas as well as having just switched to gas stove. The cost is low and reliable which is VERY important when temperatures are in the negative digits.
Continuation of Existing Gas Service	I love natural gas and use it every day for cooking and heating (in the winter). I live in a small house on a small plot of land in the center of my town, so solar (or other) options are not very viable. I don't really have anything to contribute to this big study, but I kept getting emails encouraging me to share my thoughts about natural gas, so I decided to share how much I rely on this resource in my daily life.
Continuation of Existing Gas Service	Yes, I agree with the card that I received. Yes, we need a new pipeline through, thank you.
Continuation of Existing Gas Service	i have used heating oil in most of my houses, in 2014 i moved to turners falls the furnace was junk and needed to be replaced, with all the challanges i have had with oil i thought i would try a new gas furnace. I was amazed in the first year using gas, i didn't have to hunt around for prices, ( my tank was always full ) and the performance was awsome. i don't know a lot about emissions, but can't imagine how much the many thousands of trucks driving around cites contribute to global warming. I will continue to use natural gas if it is available in my houses. Also i ahve had many questions for BGC and unlike many oil companies you always took the time to answer all of my concerns. thanks from a happy customer!!!!
Continuation of Existing Gas Service	Love using natural gas!!!
Continuation of Existing Gas Service	Because wind and solar cannot fill our energy needs for decades to come, natural gas is a terrific alternative. For all those who are solar advocates, I have one question: "what do we do with all the solar panels when another more efficient alternative is developed? Send the panels back to China"! And for all the conservation minded who prefer wind turbines: why are you not concerned about all the birdlife that is killed by turbines! Pipelines are shut down when a snail is in the way but no problem killing eagles with turbines. Interesting how they pick and choose. And wood burning stoves are OK! Please
Continuation of Existing Gas Service	Natural Gas is among the most efficient forms of energy we have. Electricity is great, but without impossibly vast swaths of wind and solar farms, we cannot hope to power whole towns, let alone major cities.  Not until the United States has built the number of nuclear power plants it will require to meet the massive increase in electricity it demands, should the US, in any meaningful way, move away from fossil fuels. Neither China nor Russia will. We will find ourself constantly dealing with a lack of power to meet our needs. We will become more dependent on foreign countries (as Europe is with Russia) for our energy needs.  We are not yet ready to make the move away from fossil fuels that many people want (including myself.) Thank you.

Continuation of Existing Gas Service	I believe natural gas needs to be part of the state's and the country's long-term energy strategy for the following reasons: The inconsistency of wind and clouds/rain/snow make renewable energy sources unreliable, even with large investments in battery storage; gas must be a necessary component of the long-term strategy. The electricity grid has been designed to support the energy strategies of the 1950s. The investment necessary to move all homes and automobiles to the electric grid has not been scoped or funded. The timing of new technologies, such as hydrogen is uncertain; the availability and cost of rare earths leaves the transition to renewable energy sources at risk. The bottom-line is natural gas must be an element of a hybrid, multi-sourced energy generation strategy.
Continuation of Existing Gas Service	I just switched to natural gas from oil heat a year ago to move to a cleaner, cheaper fuel source. I spent \$18,000 to convert and buy a new gas boiler. I HAVE NO INTENTION OF SWITCHING FROM GAS HEAT ANYTIME IN THE FORESEEABLE FUTURE !!
Continuation of Existing Gas Service	Hello I can not attend the webinar on the Future of Gas event. But here's my thoughts. We, as natural gas customers, are going nowhere! We are not going to move over to renewable energy etc if that is what you are trying to get a sense from customers. Of course we are interested in being environmentally friendly, and using efficient boilers etc, but we will remain with gas. Nothing is going to buy us over into using electricity etc! We want hot water radiator heating, gas cooking etc I have multiple properties both residential and commercial and we are committed to that as our energy source.
Continuation of Existing Gas Service	Gas is efficient and clean. You're in the right business. It's unfortunate that initiatives like this email should be necessary or compelled by the latest political fads. It's too bad you can't ask directly what your customers think of gas. I hope you can stick to the business you're in and keep doing it safely and efficiently. THAT'S good for society. You're not in the business of going out of business.
Continuation of Existing Gas Service	Natural gas is one of the cleanest, most abundant, and most efficient fuels we have in the U.S. This hype to rid our country of fossil fuels is a Democrat scare tactic to gain more power. We have to lessen global warming and cause our economy to fail, while countries like China and India will do nothing! This whole scene is a joke!
Continuation of Existing Gas Service	I like gas as long as I can smell it we're good. We cook with it dry our clothes and warm our house. Oil stinks. Wood and pellets are work for the old folks. Whatever your planning on doing do it.
Continuation of Existing Gas Service	Natural gas is a commodity that is very reliable, economical and abundant. I have use natural gas to heat my home and cook meals and hopefully will be able to do so into the future. I understand the need to reduce our reliance on fossil fuels, but I also believe that science has improved its efficiency significantly and will continue to do so for some time to come. Keep the gas flowing.
Continuation of Existing Gas Service	Gas is an alternative to oil and much cheaper to use. Until better choices are made available gas should be left available
Continuation of Existing Gas Service	We have had natural gas for a few years and love it. It is much more cleaner than oil which we had before. Have the furnace serviced every year and it has been great.



Continuation of Existing Gas Service	<p>To whom it may concern, A ban on natural gas in MA is a TERRIBLE idea. I will keep this brief: look at the impact the ban has had in the jurisdictions where a ban has been put in place. The results are very clear: a ban on natural gas severely limits consumer choice, price competition and increases energy monopolies.</p> <p>Also citing current research: <a href="https://www.instituteeforenergyresearch.org/wp-content/uploads/2021/08/Natural-Gas-Ban-Report_Updated.pdf">https://www.instituteeforenergyresearch.org/wp-content/uploads/2021/08/Natural-Gas-Ban-Report_Updated.pdf</a></p> <p>I vote no on any natural gas bans that come up for public vote.</p>
Continuation of Existing Gas Service	<p>Gas right now is one of our best climate change protections. It may change in the future but for now it is the best choice.</p> <p>Kindness is precious and should be widely shared</p>
Continuation of Existing Gas Service	<p>Natural gas is a lower carbon bridge fuel to low carbon future. It will be decades, if ever, that renewables can provide reliable heat and electricity 24/7/365 in New England. When we add in an all electric vehicle future gas will be needed as a peaker source to stabilize the grid from the unreliable nature of renewables</p>
Renewable Energy Sources	<p>Dear Eversource,</p> <p>As a long-time customer in Amherst, MA, I want Eversource to get ahead of the climate crisis and to create the future we actually need - which is clean heat AND good jobs for Eversource workers! It's win-win and in everyone's interest that Eversource gets onboard now.</p> <p>Here is what I, as a customer, want to see Eversource do:</p> <p>Replace fossil fuels in all MA homes with all-electric solutions that are safe, healthy, and affordable, for all; Use electricity from renewable sources only, such as solar and wind; Offer heat pumps for heating and cooling and other electric appliances to all homes and buildings, and subsidies to make these technologies affordable for everyone; Replace leaky gas infrastructure with networked geothermal systems to enable large numbers of home and building owners to shift from utility gas to geothermal heating and cooling; Make clean energy available and affordable to all families and ensure that renters and low-income customers are not the last on the gas system and left responsible for the cost of the system's collapse; Fund programs to install better insulation and plug air leaks to make homes and other buildings more comfortable and lower heating and cooling bills in all neighborhoods; Create pathways to employment for residents of low-income communities, so that they can secure family-sustaining jobs in the clean energy economy; Include retraining for gas workers to ensure they retain family-sustaining jobs.</p> <p>Eversource can do good by its company, its employees, its customers, AND the planet. Really. Get on the good side now of creating the future we all need!! The future children are looking to you.</p> <p>Thank you,</p>
Renewable Energy Sources	<p>I am a current natural gas customer--I bought my home in 2014 and used a MassSaves loan to convert my oil heating system to gas.</p> <p>In terms of sustainable solutions, I am pretty much only interested in something that will use existing infrastructure or provide an incentive for me to upgrade. I want to see an energy solution that is TRULY net-zero, environmentally friendly, sustainable. I think the faster we change over from gas and oil, the better.</p> <p>Berkshire Gas is responsible for this as a business and should become a leader in this conversation WITH A FOCUS ON MOVING AWAY FROM GAS AS AN ENERGY SOURCE. If all your customers are dead or poor because of global warming, that's bad for business.</p>

Renewable Energy Sources	I am quite interested in the viability of geothermal for heating/cooling in the Berkshires. My impression is that conversion to geothermal scales better when done on a neighborhood or municipal level, rather than each homeowner drilling their own individual pipes/collectors. As a soon-to-be homeowner, I'd be more than happy to pay higher utilities or taxes to support geothermal conversion in my new neighborhood. Home heating is the largest portion of my carbon footprint, so finding cleaner alternatives to gas is prerequisite to cutting my footprint by half or more. I see no way around it.
Renewable Energy Sources	Do you have an ideal vision for the future of gas usage in Massachusetts? As a transitional source of fuel until we are zero net energy use with alternative non-fossil fuels. * What energy alternatives to natural gas and fossil fuels are you familiar with or interested in? Solar, Hydro, geothermal, some forms of nuclear energy that do not have radiation as part of its toxicity * What about natural gas or other energy alternatives would you like to learn more about? nuclear energy and its spent rods long term safety for the environment and future generations * What considerations are most important to you in this energy transition? Safety for environment. Fossil fuels HAVE to go! * Do you have any other thoughts you want to share or questions you would like to see addressed? Berkshire GAS CAN EITHER BE AT THE FOREFRONT OF MOVING ITS CUSTOMERS TOWARD ALTERNATIVE ENERGY SOURCES OR BE LEFT BEHIND THE GROWING MOVEMENT OF SUSTAINABILITY. Your customers will choose other means if you don't diversify in this direction.
Renewable Energy Sources	Hey, I am all for renewable energy, after moving to Pittsfield from Vermont only using wood and solar. My son is working at minimum wage on his own and keeps his apartment at 60 so he can afford your recently jacked up rates. I'm glad the state wants and EXPECTS you to get feedback, but people are struggling here to pay bills and have no other option, but to pay Berkshire GAS. I'm disgusted that your company takes advantage of the little guy especially when your propaganda acts like you care. Corporate GREED!
Renewable Energy Sources	I have been exploring the use of solar panels on my home and found that firstly they cannot supply all of my electrical needs not to mention my hot water, cooking and heating requirements. If solar cannot supply my homes electrical needs can I expect it to heat my home also?
Renewable Energy Sources	As a newer consumer of gas, I am seriously enjoying cooking with it. I would be most interested in biothermal for that. If biothermal can also heat my house, that would be my favored option. Thank you.
Renewable Energy Sources	The future of gas should be "as little as possible, as quickly as possible." Our planet--and my children and grandchildren--will suffer the consequences if we do otherwise. More solar, more wind, some geothermal, but no more fossil fuels. KEEP THEM IN THE GROUND.
Renewable Energy Sources	Were gas heat pumps included in the 3 year incentive proposals?
Renewable Energy Sources	It is critical that we transition away from fossil fuels including any kind of gas. This is important to me for the climate, for affordability, for good jobs, and for healthy communities. Make the move to provide geothermal heat now! --
Renewable Energy Sources	I'd love to learn more about how I as individual can help end our dependence on fossil fuels. While I greatly appreciate having heat, hot water, and a stove in my home that all function with minimal expertise or effort on my part, I understand that reversing the effects of climate change will likely require all of us to make changes.

Renewable Energy Sources	It is vital that we replace natural gas with renewable sources of energy. All natural gas and coal plants should be replaced as soon as it is possible to provide equivalent energy from more renewable sources. This is an emergency and every day that a traditional plant is open we are doing irreparable damage to future human experiences.
Renewable Energy Sources	Does Solar have a place in any of this?
Renewable Energy Sources	Hello, I received a note from you guys and I'm calling to give my feedback. If this will be the future and help you know our neighbor, why not? You know we can go with this. The new future you know about this gas. You may be free to call me back. If this will be the future and safe for our neighborhood. OK and go for it. OK thank you. Bye bye.
Renewable Energy Sources	FOSSIL GAS is unsustainable. It's cost Americans billions of dollars to bring pipelines all across the country. Gas companies have sold us on this idea that it's an "essential service". They've made it the only game in town in my community. I don't like it. Don't want it. But I am trapped. I demand a cleaner, more environmentally responsible alternative. Our world demands a change. MAKE IT SO, Massachusetts.
Renewable Energy Sources	I would like to see Massachusetts move away from natural gas to renewable sources or energy like solar, wind, nuclear and hydropower. We need to ensure resiliency in the energy grid during severe weather events which are increasing in frequency and intensity. It's vital that the cost of energy must be affordable.
Renewable Energy Sources	Hello, I fully support gas companies moving towards clean energy sources and away from fossil fuels to ensure our future on this planet. Thank you
Renewable Energy Sources	I strongly support your movement away from fossil fuels. I understand that I would have to replace my range and my heating system and I'm willing to do that in order to get rid of greenhouse gases and in order to have a better future for my grandchildren. Thank you.
Renewable Energy Sources	The EU just announced that splitting water into hydrogen and oxygen is becoming more viable given fuel prices to create reliable and susta sources of hydrogen for energy. I would like to see efforts in this area to transfer away from fossil fuels as much as possible. As a consumer I would be more than willing to pay double the price market price to be carbon neutral. Thank you for listening, asking and considering,
Renewable Energy Sources	I am very much in favor of replacing fossil fuels with clean energy. Like most people I am leery of nuclear energy plants but could be accepting if safety was 100% possible. I understand that with wind, solar and other clean fuels there might be large objects in our neighborhoods that will not be aesthetically desirable but have to be accepted in order to accomplish what we need. The minerals needed for solar panels are also worrying and I hope technology will overcome the negative aspects of the changes. It is vital that your company and others accomplish the changes as soon as possible. Good for you for reaching out for the public's input.

<p>Renewable Energy Sources</p>	<p>Greetings, While gas is arguably less a cause of global warming than oil or coal, it still needs to be addressed as a major source of greenhouse emissions. While the industry promotes it as "clean", this is far from the case:  <a href="https://www.reuters.com/article/us-usa-gas-climatebox-explainer/explainer-cleaner-but-not-clean-why-scientists-say-natural-gas-wont-avert-climate-disaster-idUSKCN25E1DR">https://www.reuters.com/article/us-usa-gas-climatebox-explainer/explainer-cleaner-but-not-clean-why-scientists-say-natural-gas-wont-avert-climate-disaster-idUSKCN25E1DR</a>  "emissions from the natural gas industry, particularly in the United States, are now growing so rapidly that the sector "is quickly becoming one of the biggest, if not the biggest, challenges to address climate change," said Pep Canadell, a senior research scientist at CSIRO Climate Science Centre in Canberra, Australia"  So instead of promoting natural gas how about investing in truly clean, renewable energies such as wind and solar? Helping reduce consumption and waste by subsidizing energy conservation measures?  The natural gas industry should also look for ways to cut back on methane production when extracting nat gas. Anything short of that will do nothing to address the most pressing challenge the human race is facing.  So enough greenwashing. Actions speak louder than words. Regards</p>
<p>Renewable Energy Sources</p>	<p>how would the gas appliances be affected? I'm all for any technology that helps us to go green</p>
<p>Renewable Energy Sources</p>	<p>To Whom It May Concern:  I am deeply concerned about the accelerating climate crisis, and I would like to see gas utilities commit to bold, visionary climate solutions. It is long past time for our state to shift away from burning fossil fuels and commit to reaching net zero emissions.  My vision for our energy transition is that we will build a future in which every renter and homeowner lives in a well-insulated home equipped with efficient, all-electric appliances for cooking, heating, hot water, and clothes drying. I want to see a rapid deployment of networked geothermal, air source heat pumps, electric &amp; induction stoves, and heat pump hot water heaters, and I want the utilities to create programs that ensure all residents, regardless of income, can access these technologies.  The considerations that are most important to me in this energy transition are:  Speed - We need reduce greenhouse gas emissions (methane &amp; carbon dioxide) as fast as possible. Equity - We need efficient, all-electric technology that is affordable for everyone. Justice for Workers - We need to retrain gas workers and put them in green jobs that pay family-sustaining wages.  I want to voice my strong opposition to distributing biogas, "renewable" natural gas, "sustainably sourced" natural gas, hydrogen, and other explosive gases through our leaky gas distribution system. This strategy is a losing one in our race to prevent a climate catastrophe.  A strategy that relies on electrification &amp; renewable energy is the safest, cleanest, and most effective path toward net zero emissions.</p>
<p>Renewable Energy Sources</p>	<p>Hello friends, You sent me a card asking my opinion on the future of gas and I would like to tell you that I don't believe gas has a future on this planet. You need to figure out how to phase it out and get into a renewable energy business for the sake of you and me and all of the other people living on the earth, and the future people as well. Thank you.</p>

Renewable Energy Sources	The most recent climate change reports tell the story. We are in peril and the future of 'natural' gas should be relegated to 'the end of an era.' As has been quipped: "The stone age did not end because we ran out of stones." The future of gas exploration and use should be viewed with an eye on survival of the planet, not on the survival of the company. While this may be a difficult pill, perhaps there is room to reinvest in a more forward looking enterprise.
Mixture of Energy Sources	Until secure and 110% reliable and affordable alternate source of energy is available and guaranteed, plans to eliminate Gas as a primary source of energy is premature and presents an imminent threat to individual and national security. The complete disruption of our home heating and cooking as well as industrial power/heating will be an actual death knoll to many lives and businesses. Any gradual change to renewable energy must be gradual and planned with evaluation benchmarks designed to pause, revise or even increase the conversion based on real and verifiable data. An immense conversion budget will need to be available to assist affected parties to convert/purchase new devises. A new work force needs to be trained to assist service companies in hiring qualified staff. While the above seems common sense the legislators seem unable or unwilling to construct legislation that mirrors this process. Immediate political gain and unrelated goals should not convolute an otherwise noble goal. Skilled and honest persons need to explain the process in a clear and logical manner.
Mixture of Energy Sources	Berkshire Gas should look for opportunities to decarbonize their gas supply through renewable natural gas and hydrogen as well as energy efficiency efforts to lower overall use. However, there is no reliable source of heating supply, particularly for locations such as the New England, that can replace natural gas. I work in the energy industry and have experienced first hand the inadequacy of electric heat replacements for natural gas furnaces. They simply do not work in climates like the one we reside in in Massachusetts. I truly believe if the focus was on converting propane, oil and wood heating first, with natural gas, we'd have a much more immediate impact on GHG emmissions
Mixture of Energy Sources	Hi. The concern I have is this: how long will gas been available? Do I have time to replace my aging gas stove which is on its last legs or is it more cost effective to replace the gas furnace with another heating modality now? I know I need a second and more reliable heating method in addition to natural gas. That is about as far as I have gotten. I don't like the idea of an all electric home because then I am dependent on electricity and electricity is not dependable. So, should I also get a solar generator? What will that entail? Or should I get a wood stove and a supply of wood in to supplement the gas stove? Speaking of wood. Sources of wood must be managed to minimize human usage and heal the planet. How long do I have before all fossil fuels are cut off and, in my opinion, only the military will have access to them and, then eventually, no one will have them? There is concern over home gas stoves and because I have been warned I am careful to prevent carbon monoxide poisoning, but this is the concern. With a gas stove I can heat up food and run the oven without electricity and, as I have said too often the electricity is unreliable. Therefore I am keeping this old, old gas stove as long as I can. These are my thoughts. Thank you,--Deerfield, MA

<p>Mixture of Energy Sources</p>	<p>Do you have an ideal vision for the future of gas usage in Massachusetts? I would like to continue to use natural gas as a fuel but would advocate measures to support or subsidize homeowners, business and industry being able to use it most efficiently. I think gas should remain a part of the energy mix for MA, but would suggest a rigorous study of all gas pipelines and facilities to insure that no product is lost via leakage etc. before being used. What energy alternatives to natural gas and fossil fuels are you familiar with or interested in? I am aware of solar, wind, tidal, etc. and I hope Massachusetts develops these as much as possible. I have been approached about solar but it is not convenient cost effective for me at my age and location. What about natural gas or other energy alternatives would you like to learn more about? I bought a new boiler for my home in 2008 and when I converted to gas from oil in 2012 I bought a new burner motor. It is a very good furnace. But I am retired and cannot afford any more conversions. So I would be interested in possible 100% subsidies for increasing my home gas efficiency. What considerations are most important to you in this energy transition? A mix of environmental responsibility pursued in a way that allows people with limited resources to participate. Do you have any other thoughts you want to share or questions you would like to see addressed? I cannot see supporting a policy that just puts gas companies out of business. But our environment is a major concern. Gas companies and transmission companies do need to see the handwriting on the wall and begin to invest in alternative energy. Regulators should take this need into consideration in setting rates and then mandate reinvestment of some gas profits into renewable energy sources.</p> <p>I hope my thoughts may be helpful. I am a Berkshire Gas customer. --Cheshire, MA USA</p>
<p>Mixture of Energy Sources</p>	<p>Berkshire Gas Survey</p> <p>I co-own a home in the Berkshires &amp; here in CA. Both are heated with natural gas.</p> <p>I appreciate clean energy. One of our autos is a hybrid. We have solar panels on our desert home.</p> <p>I am alarmed that the current administration has worked against US energy as a whole and that the US is no longer energy independent as we were just one year ago.</p> <p>Years back we waited in gas lines to purchase a few gallons. That should never happen again and we should not be dependent on foreign countries for our energy. And certainly we should not beg OPEC as the USA is currently doing. The abandonment of the Keystone Pipeline cut off a key supply route and forced 11,000+ workers out of jobs while praising the Russian pipeline.</p> <p>I was also alarmed last week when I received the monthly BGC bill for my elderly widowed mother. She has assistance from BCAC and even with that her monthly bill was nearly \$850.</p> <p>That is when the reality of the bad policies hits home. With inflation at nearly 10%, I suspect that there will be a lot of people in the Berkshires living in cold homes so they can put food on the table. It is possibly a choice of one or the other.</p> <p>I am fine with moving toward clean energy and gas is clean IMHO. But let's not destroy what we have in the meantime as that seems to be the case.</p>
<p>Mixture of Energy Sources</p>	<p>I am a Berkshire Gas customer and have been very pleased with their service. I am also concerned about greenhouse gas. My property is too heavily wooded to allow for solar energy, nor can I get a small wind turbine. I realize that natural gas emits fewer greenhouse gases than other fossil fuels but can produce much pollution in the extraction process. If it weren't for that I would not be looking into alternative energy possibilities.</p>

Mixture of Energy Sources	<p>Yeah, --, Mass. I've been a Berkshire gas customer all my life. I have no problems with you guys. You're fantastic. I burn with gas. I also heat with gas I'm sorry I burn with gas. We have two gas stoves on gas water heater, gas furnace. Let's see what else and I also burn with wood. So my gas bill is relatively low. I love you guys. I love you more than National Grid. I'll tell you that. I cancelled off with them and I'm going with Trinity Solar so I am concerned about this environment we're dealing with and Gashouse emissions, so I'm doing my part and I wish that the government would do a little more because what they did is they did the upper northeast, my brother-in-law George switched over to solar also. He took a 25 year loan out for like 176 months, \$176 a month for the batteries and the cells to store all this power. And uh, up here the government paid for all the installation, the service. Just got inspected last week by my local town and everything's a OK. National Grid should be coming to take the meter off the house and putting on a tinier meter. But uh, then the solar will be turned on so I just want to say you guys out of all the utility companies out there have been the fairest and most honest, so I thank you very much and I will continue to become a Berkshire gas customer. Thank you very much. Bye bye.</p>
Mixture of Energy Sources	<p>I am interested in learning about alternatives to reduce greenhouse gases. However, I recently had a high efficiency gas furnace with hot water on demand installed in my house. This was a significant expense. I would like to benefit from this investment for the length of it's usable life.</p>
Mixture of Energy Sources	<p>I am against any further pipelines. While I love natural gas for cooking, I have had minisplits and solar panels installed to decrease my reliance on fossil fuels</p>
Mixture of Energy Sources	<p>All energy providers should seek to and achieve net zero emissions. Until solar is far more affordable and the gov't accepts a mandate to contain climate control and move toward net zero solar and hyro-sources, and help its constituents fund solar, net-zero gas is an excellent alternative, particularly if gas companies invest in alternate energy production sources.</p>
Mixture of Energy Sources	<p>I am an advocate for doing everything REASONABLY possible to protect our environment and sincerely believe the gas industry has done an exceptional job in meeting those objectives. However attempts to eliminate, reduce or penalize the gas industry in not only anti American, impacts the rights of free enterprise and is a serious risk to our national security. The misconception that electric energy is is fossil free, it is not, and electric energy sources also come from national gas. The thought of having only electric power is DANGEROUS, particularly when the entire country could be brought it its knees if anything should happen to our electrical grid. It time of crisis, protecting the environment will not be a priority, particularly when lives can be endangered. In my opinion, the MORE back up power sources we have the safer I will feel. One closing comment, it appears to be totally fruitless to have America attempt to save the planet and NO other country is really doing much about it.</p>
Mixture of Energy Sources	<p>What are the actual percentages that green energy make up the power grid? How are we going to make up the difference when more and more people switch to electricity?</p>
Mixture of Energy Sources	<p>I like gas on many levels. There are a lot of energy sources out there with their pros and cons. I do have solar panels on my roof so that helps me with my electricity but as has been pointed out in the press, solar and wind power are not necessarily reliable. Great supplement but not 100% reliable. Nuclear is a little scary although there are those that say the risks are manageable. We need to have several sources of energy available or we risk relying on some other country or a source that may not be there when we need in the most.</p>

<p>Electrification and Technologies</p>	<p>My name is -- and I'm a Berkshire gas customer at -- Amherst, MA and the future of gas is that it doesn't have one. I'm in the process now of trying to convert my home to all electric. I hate to leave see my gas appliances go. They're cheap, they're efficient, but they're deadly to the planet. So you guys need to be doing something else and figuring out how to help us all make that transition to all electric so that we can save this planet. Thank you, bye.</p>
<p>Electrification and Technologies</p>	<p>I received a card requesting any changes in gas usage. At -- Greenfield - 3 family. Apt 1 Recently replaced a gas hot air furnace with heat pump furnace with a backup of gas blower for colder months. It is considered a FULL SPLIT. In 2017 2 gas fired water-heaters were replaced by electric heat-pump systems, for apartments 1 &amp; 2. In 2012 a high-efficient gas boiler and instant hot water unit was installed in apartment 3. Both 2 &amp; 3 have new electric stoves. Apartment one has a gas stove of 20yrs old. If that is replaced it will be an electric stove. Thank you for making note of these changes</p>
<p>Electrification and Technologies</p>	<p>scrap the gas fired peaker stations and use battery powered stations.</p>
<p>Electrification and Technologies</p>	<p>Thank you for the opportunity for the public to participate in these important discussions. As a past industry participant and now a consultant to water heater and boiler companies, I know that this topic requires logic and fact based analysis to achieve the desired goal.</p> <p>To that end, I am sharing with you NW Natural's recent report entitled "Vision 2050: Destination Zero". NW Natural is the largest natural gas utility in the Pacific Northwest and a leader among LDC's in pursuing a net zero goal.</p> <p>Their report presents 3 different scenarios of the net zero goal can be achieved by various combinations of RNG, Hydrogen, Demand Side and Carbon Capture &amp; Offsets. Please note that the key technology used in Demand Side Management is utilization of gas heat pump technology. I am on the board of Stone Mountain Technology Inc., a company poised to launch innovative gas heat pump product for heating and water heating purposes. The challenge is for Utilities to help foster the investments and rebates necessary to get this technology deployed at scale.</p> <p>I look forward to any comments or questions you may have. Best regards,</p>
<p>Electrification and Technologies</p>	<p>The future is heating with air coupled and ground coupled heat pumps.</p>
<p>Electrification and Technologies</p>	<p>Historically, natural gas distribution infrastructure has been significantly more resilient against storms and other natural disasters compared to traditional electricity distribution infrastructure - is improvement of electricity infrastructure resilience included as part of the discussion about transition away from gas to electrical based energy sources?</p>



<p>Electrification and Technologies</p>	<p>1. Fix the leaks in the pipeline system - a significant source of methane emissions. This is not rocket science - prioritize and fix the worst offenders in the system. 2. As we move towards electrification, the electric grid system will increasingly be stressed. Natural gas companies need to incentivize alternative energy, including air source heat pumps for heat and solar panels to help offset the increased use of electricity for the heat pump systems. Bundle air source heat pumps and solar so that we reduce overall energy use, not shift from one source (gas/oil) to another (electricity). Business owners need more financial incentives AND direct technical assistance to help them install energy reduction projects. They need technical assistance to help them with the various components of the project, from design, to financing and installation. Most business owners are too busy to be able to spend a lot of time on an energy project. Create a pool of trained and approved circuit riders to help businesses get the projects done and reduce greenhouse gas emissions from this sector - which is a very significant source of GHG in MA. Why are so many commercial and big box stores still without solar panels?! 3. Conduct a residential program similar to that for business - with circuit riders to help homeowners actually get energy reduction projects done!</p>
<p>Electrification and Technologies</p>	<p>I believe no one should be forced to change their method of heating, cooking and water heating their home from their existing method to meet future government mandates. Any new technologies that develop to decrease greenhouse gases should be incorporated only into new installations with comparable savings. New technologies take time to refine and develop and should not be put in widespread use until proven results. There has to be viable alternatives until mandates dictate otherwise.</p>
<p>Electrification and Technologies</p>	<p>I would like to see a new development on hot water heaters. I live alone and do not use much hot water and would like something cheaper than the big tank in my basement that will probably give out soon and it costs a great deal to replace and the gas company charges too much for rental of one.</p>
<p>Electrification and Technologies</p>	<p>I hope that the long-game for gas in the state (and the nation) is to get off of it entirely. In the meantime, it would be great to restrict it to utility-scale energy production, capturing the efficiencies of scale, and to subsidize the electrification of home and business heat and cooking as much as possible.</p>
<p>Electrification and Technologies</p>	<p>To The Utility Contractors Running This Process:  I am worried about climate change. I want to see a swift reduction in greenhouse gas emissions. Your draft plans do not meet the urgency of this moment. Natural gas is dirty and causes climate change.  Natural gas is a fossil fuel and a potent greenhouse gas! Methane in all forms, causes air pollution and climate change.  I want clean, safe, all-electric alternatives to gas. All-electric appliances like heat pumps are clean &amp; safe. Electric appliances can be powered with renewable energy to be emissions-free.  I do not want to burn "renewable" natural gas and hydrogen. These options still result in greenhouse gas emissions. These fuels are expensive, polluting, and explosive.  We need a plan that leaves no one behind. All-electric alternatives must be affordable and accessible to everyone. Gas workers must be retrained to ensure they retain family-sustaining jobs.  Thanks for your consideration of my concerns.</p>

Electrification and Technologies	To Whom it May Concern, I'm a grandfather. I'm worried about my kids and grandkids living in a world ruined by greenhouse gas emissions and climate change. Natural gas is a fossil fuel that causes climate change. I was disappointed by your draft plans. I want to see a plan to move everyone away from natural gas and all explosive gasses as fast as we possibly can without leaving anyone behind. I want to see us all move quickly to all-electric alternatives to gas, such as heat pumps and GeoGrids. As we plan for the future, we must make sure renters, low-income, and moderate-income people can make the switch too. I want every family to be able to replace their gas appliances with safe, clean, all-electric ones - not just rich people! I would like to see plans that get us to the future we need - a future without gas.
Emissions	I am very concerned about climate change. Everything we can do to lower carbon emissions is vitally important.
Emissions	I live in Pittsfield. We live in a that's two story house. We are heated with natural gas right now. Also, my wife owns a commercial business, an --in Pittsfield. It's called the -- and she heats her portion of the building with natural gas. Uhm, and we'd like to find out more information about what you're looking to gain in the literature you left with us. It was, it was sent to my wife, and just wondering how we can get involved, or if we can help out to reduce. I don't know what the goal is to reduce the use of natural gas, or is it just the gas emissions to get to net zero by the year 2050? You can reach me by my telephone at home. Thank you.
Emissions	Hi, uhm I am a Berkshire Gas consumer and I live in Greenfield, MA. I use gas, natural gas to heat my home. I just got this card in the mail asking my thoughts about the future of natural gas in Massachusetts and I just wanted to convey that I am 100% for anything that reduces greenhouse gas emissions and keeps us on track with climate sustainability goals. So uhm, I would even love to be ahead of 2050 as a target year. But uhm, OK, thank you. Thanks for asking bye
Emissions	Biomethane when burned still creates CO2 so it doesn't support Net Zero goals.
Emissions	This is --. I am all for yes. I want us to have clean air. I want us to have all these new things that we would like to see. I'm at, thank you
Emissions	Please do what is necessary to achieve "net zero" as quickly as possible.
Emissions	Reducing greenhouse emissions is a worthy goal, but doing so by a definite date of 2050 seems unreasonable. In order to make progress in this goal, I would suggest encouraging manufacturers to improve the energy efficiency of their heating systems and other products, and implement tax incentives for homeowners to update their heating systems and appliances. Compared with coal and oil, natural gas is a very clean source of energy. I don't think it would be realistic to have a "net zero" target of 2050. Our country is doing extremely well in minimizing carbon emissions. We have had dramatic improvements in air quality and in the use of our natural resources over the years. Environmental quality is a global concern. Major polluters such as China, India and Russia are the largest problem.
Administrative	Thank you for your dedication to your customers!
Administrative	Hi, my name is--and my phone number is --. I'm specifically looking to get information about the future of gas online webinar or town hall where you'll be soliciting feedback. Uhm, I have misplaced the information on that. Again, my phone number is --. Please do call me back. Thanks bye.
Administrative	Thank you!

Administrative	<p>I would like to speak to someone. I'm not sure from your message. It flew right by me twice. This is the second call. I wish to speak to someone and I don't know whether it was to leave my phone number or not. But that's I'm gonna do. It's --. I want to give verbal input. I do not want to go on the computer. And I also have some questions about this whole project. Maybe my verbal input will take care of that. My name is -- and I'm a Berkshire Gas customer. Thank you. Goodbye.</p>
MDPU 20-80 Investigation	<p>Thank you for providing the Stakeholder Engagement Meeting yesterday, I appreciate the opportunity to have greater visibility into the substantial body of work that has been done by you, the E3 and Scott Madden consultants. Thank you for the opportunity to ask three questions. I found the presentations, and in particular the stakeholder Q &amp; A, very interesting and informative. I am a 20-80 'newbie' so I am perhaps seeing this from a different perspective, with your indulgence, allow me to briefly describe what I understand with an example, and to then ask questions. For simplicity, let's say that we have an existing system that sources natural gas obtained by extraction (FFNG), which is then processed, moved over long distances via pipelines, ships, etc., goes into local distribution, and so into homes, commercial and industrial end combustion uses. This infrastructure exists, and what I understand is being proposed is to change what I'd call the source of a substantial amount (and perhaps eventually most or all) of the FFNG to 'some other source' that does not create as large a Greenhouse Gas - GHG - emissions impact on the atmosphere. For simplicity, let's consider what is being called Renewable Natural Gas - RNG - which I did not understand to be precisely defined at today's meeting, but I did find this definition by US EPA to mean biogas . The implication is that the production and use of RNG entails a considerably lower GHG impact on the atmosphere, considering the end to end, or perhaps I should say 'cradle to grave' production, distribution and use of RNG. For simplicity, let's stipulate that this RNG, in order to have a substantial impact on GHG emissions, must displace a significant percentage of the total FFNG currently used in Mass. This implies the use of a very large quantity of RNG, since EIA has 2019 Mass. annual use at about 325 Trillion BTU.</p> <p>Question #1  Presumably if RNG is to be purchased on the open market, price and availability could be challenges as the GHG reduction programs of other states drive demand up, perhaps to the point demand exceeds supply, which then has the potential to dramatically increase price, and also to potentially place serious constraints on supply to the extent Mass cannot purchase sufficient RNG, at an acceptable price to satisfy Mass demand for RNG. As a practical matter, how much RNG could be produced from Massachusetts based biogas sources such as Landfills, Livestock and Wastewater Treatment, and would this be enough, and at a low enough price to meet RNG demand, and if Mass cannot be 'RNG self sufficient,' is this not a critical potential risk to proposals that use a significant amount of RNG ? It seems we need a solid methodology and real numbers to answer these question to be able to fairly judge feasibility of this approach.</p> <p>Question #2  Considering all aspects of the production, refining, transportation, distribution and end use combustion of RNG, there is obviously an additional CO2e impact in a 'cradle to grave' lifecycle analysis. So has the total CO2e impact of this RNG been considered in all aspects, in sufficient detail to be certain there is a known and reasonably well quantified GHG reduction in the near term (say 2025 to 2030) which would justify the fuel price premium of RNG over FFNG, and</p>

ultimately, what is the cost per ton of avoided CO<sub>2</sub>e the substitution of RNG for FFNG represents ? It seems we need a solid methodology and real numbers here to be able to fairly judge feasibility.

Next, suppose that RNG is defined differently, not from the traditional biogas sources described above, but more along the lines of synthetic methane, a methane produced by an industrial process, again using energy input and some type of 'feedstock' - matter that is input to the RNG system.

So Synthetic Natural Gas - SNG, could also be considered RNG if the energy and feedstock inputs were sufficiently low CO<sub>2</sub>e. Lets call this SRNG.

Given an SRNG production system, it seems to me there is going to be a substantial conversion inefficiency - that is, the energy content of the SRNG is going to be considerably less than the energy input. There is also the CO<sub>2</sub>e impact of the feedstock to consider.

Next, lets define embodied energy as the energy that is used to construct a new infrastructure consisting of Off Shore Wind - OSW - farms to produce the energy needed and SRNG production facilities of substantial size - all that embodied CO<sub>2</sub>e will hit the atmosphere before the first therm of SRNG is produced, and therefore which will have immediate and long lasting (300 to 1000 years) CO<sub>2</sub> impact .

So we have the issue of both embodied energy to create a new fuel synthesis system, as well as the operational inefficiency of converting electricity to SRNG, requiring the additional embodied energy investment in manufacturing, installing and operating more OSW, and potentially exhausting the available OSW wind resource area, given conflicts with other uses (e.g. fishing, shipping, etc.).

Question #3

Have all the 'cradle to grave' GHG implications of the proposed use of SNG, Hydrogen and Biomethane as illustrated on Scott Madden slide 5 titled "Blend Renewable Gas" been fully considered and accounted for in the cost projections in Scott Madden slide 6 "All pathways imply transformational change for the LDCs and their customers" as well as Scott Madden slide 7 "New regulatory support strategies will be needed to minimize customer cost impacts." ?

I realize the consultants have done a very substantial amount of work, and have put a great deal of thought into this, so please take these all as honest questions from an engineer from an entirely different discipline, who is just trying to better understand the 'big picture' and who wants to be sure that we invest the scarce resources we have, both in money and the very small amount of time we have left to deliver on a major transformational change in energy use in our society.

I'm suggesting while we wait for technology to develop to a point at which it is fully deployable at the scale needed, given our time and cost constraints, that we don't want to put all of our eggs in one basket, particularly a basket which is not ready for deployment today, since we must chart a course that will deliver not only on the 2025 and 2030 GHG mandates, but position us for success in more distant goals.

We do not have an infinite amount of eggs, and so we must choose wisely - we must be certain we put enough eggs in baskets that are proven existing currently deployed technology (such as ccASHP), which we are sure can deliver at a known cost in a known timeframe, so we can actually deliver the GHG reductions mandated by Mass. Law.

I do not yet see we have done sufficient analysis to be sure, but I am new at this, so I want to learn how it can be done so we plan our investments to the benefit of future generations.

Thanks very much for considering these three questions, and I eagerly await your reply.

MDPU 20-80 Investigation	Dear Future of Gas Consultants, Attached hereto for incorporation into the independent consultants' final reports in DPU 20-80 please find: Conservation Law Foundation's comments on the Draft Reports Appendix A: Synapse March 2022 Memorandum Thank you for your time and attention to this matter.
Hydrogen	We need Berkshire Gas to help people switch to clean energy like heat pumps and solar to help power them, OR geothermal micro districts, which use ground source heat pumps and use existing pipelines for geothermal energy throughout the system.  We DO NOT want you to put hydrogen through existing pipes to heat our homes. We have significant concerns about leaks, which are more likely with H2 than CH4. We also know there isn't enough green hydrogen for this job. Save green hydrogen for the jobs where other options do not exist. We do NOT want hydrogen that's been generated with fossil fuel energy.  We do not want fossil fuels to be part of our energy future. Let's move as quickly as possible to clean, renewable energy for all uses.
Hydrogen	I am very concerned about the safety of piping hydrogen through our communities. This is not the technology in which we should be investing.
Nuclear	Until safe nuclear power systems are built there is no other option available at this time. Solar and wind have proven unreliable because there is no current battery technology to store the energy needed. Please do not hamper our use of clean burning gas.
Nuclear	Is nuclear energy being considered at all?
Methane	While gas may possibly be more efficient than some other forms of energy, it is not a good solution given the impact of methane on the environment, which is emitted during extraction, transport, and distribution, as well as use. That makes it unacceptable as a real solution to global warming. Somewhat similarly, the extraction and transport impacts of wells, fracking, and major pipelines are very problematic. The gas industry's cavalier attitude to local concerns and control of the permitting and political process is unacceptable
Methane	Methane causes the largest effect on global warming, especially when compared to CO2 emissions. Methane is a component of natural gas. It is far more dirty than coal. The use of natural gas as an energy source needs to end as soon as possible, specifically long before 2050. The gas industry and the federal/state governments need to find a plan to subsidize conversion to renewable sources such as wind and solar. The "Future of Gas" should be rewritten as the "Death of Gas".
Scenarios	As I'm sure you're aware, Maine voters recently voted not to transmit/transport renewable energy to Mass. Can you speak to the impact of that vote on this state's ability to make this transition?

<p>Stakeholder Engagement Process</p>	<p>To whom it may concern: I am writing on behalf of my clients, --, a coalition representing United Steelworker local unions whose over 2000 members are employed at National Grid, Eversource, EGMA, and Berkshire Gas. On their behalf, I am requesting a special, stakeholder meeting to address the concerns of the LDCs' direct operations and maintenance employees relevant to this docket, as well as a stakeholder meeting of union representatives of unions representing LDC employees and unions representing workers employed by contractors to the LDCs. Through its orders on DPU 20-80, the DPU identified three groups of stakeholders: Community, Policy/Technical, and Customer. The in-house workforces of the LDCs, and the unions who represent them, overlap in some ways with each of these stakeholder groups, and can provide relevant insights on important to all three (3) sets of stakeholders on the future of gas. LDC workers are, by and large, Massachusetts residents, they have substantial technical and practical knowledge working on Massachusetts pipelines, and they and their communities will undoubtedly be impacted by the LDCs' respective efforts to ensure that their transitions to not result local or regional economic decline. However, and respectfully, it is axiomatic that rank and file operations and maintenance staff at the LDCs will be impacted differently, and substantially, by their respective LDCs' efforts to comply with the Commonwealth's 2030 Plan and 2050 Roadmap than the identified stakeholder groups. Their concerns regarding the transition to net zero emissions cannot be articulated and addressed fully by the formerly identified stakeholder groups. Further, because the LDCs' rank and file workforces constitute the heart of each LDC's operations and maintenance program, they and their union representatives are uniquely qualified to identify practical operational challenges to achieving net zero emissions over the next 30 years, as well as measures needed to ensure that each LDC.... maintains a sufficient workforce to safeguard its operations through transition and works to provide a just transition for its in-house workforce. A second, broader meeting of the union representatives of workers employed both by the LDCs and contractors would also provide invaluable insight to the LDCs in developing their plans. Topics to be addressed would include, but would not be limited to, the existing natural gas workforce in the Commonwealth, existing training and employment opportunities both within and outside LDCs, the current status of employment and working conditions in renewable energy within the Commonwealth, the impacts of transition on both workforces, and the specific needs for workforce and economic development through the transition by the LDCs to net zero throughout the Commonwealth. Please advise on times and dates when these meetings can be held; we would be pleased to work with you to ensure the involvement of all relevant parties to both meetings. We would appreciate opportunities to meet for both groups no later than the end of September. Additionally, I am writing on behalf of my client, to address the request for comments by E3 during its July 27th presentation on its work concerning their modeling of various transition scenarios for the LDCs to net zero emissions. In particular, NEGWA was concerned that E3's scenarios did not include modeling: (1) workforce transition from the LDCs to alternate employment; (2) workforce training for both the natural gas LDCs and for the emerging renewable energy concerns (either within the LDCs, connected through vendors/subsidiaries, or otherwise); (3) job growth in electric LDCs and renewable energy concerns anticipated resulting from transition;(4) on-going LDC operations/maintenance needs through the transition period under various scenarios; and, (5) economic impacts on communities served by the LDCs and economic impacts on communities in which LDC employees reside. NEGWA urges a more holistic approach to modeling scenarios for transition to net zero emissions including, but not limited to, the inclusion of "programmatic" modeling to address the LDC's practical operations and maintenance needs over the course of the transition net zero emissions, as well as the real economic impacts of the transition on their workforce and the Commonwealth, taking into</p>
---------------------------------------	---

	<p>account: (1) The aging residual workforce at each LDC, historical turnover rates and attrition; (2) Estimates for the minimum workforce required to maintain and operate the system safely under both each LDC's current customer census and under a variety of scenarios projected by E3 involving the growth and contraction of LDCs and their customer bases from now until 2050; (3) The frequency of training required for replacement of the residual workforce at each LDC to ensure occupational and public safety as the LDCs transition under the scenarios projected by E3 (until 2050); (4) Workforce transition each natural gas LDC's internal operations and maintenance workforce between the current date and 2050, including direct and in-direct costs, based on the scenarios developed by E3; (5) The economic impacts of LDC workforce attrition in the communities within which LDC employees live, as well as the Commonwealth as a whole, based on the scenarios developed by E3 between the current date and 2050; (6) The growth of comparable employment opportunities (wages, benefits) with interchangeable/trainable work duties within electric LDCs and the renewable energy industry between now and 2050 under these scenarios; and, (7) The minimum workforce required to maintain each LDC's infrastructure under existing state and federal statutory/regulatory mandates and under probable modifications to the regulatory and statutory landscape in Massachusetts. . Should you wish to do so, please contact me to discuss further. Thank you for your time and attention in advance,--</p>
--	---

**THE COMMONWEALTH OF MASSACHUSETTS**

**DEPARTMENT OF PUBLIC UTILITIES**

---

Investigation by the Department of Public  
Utilities on its own Motion into the role  
of gas local distribution companies as the  
Commonwealth achieves its target  
2050 climate goals.

---

D.P.U. 20-80

**APPEARANCE OF COUNSEL**

In the above-entitled proceeding, I hereby appear for and on behalf of The  
Berkshire Gas Company.



---

Daniel P. Venora, Esq.  
Keegan Werlin LLP  
99 High Street, Ste. 2900  
Boston, MA 02110  
Phone - (617) 951-1400  
Email: [dvenora@keeganwerlin.com](mailto:dvenora@keeganwerlin.com)

Date: March 18, 2022