



EAST NORTHFIELD WATER COMPANY

Via Electronic Mail: dpu.efillinf@mass.gov, Scott.Seigal@mass.gov, and
laurie.e.weisman@mass.gov

May 12, 2022

Scott Seigal and Laurie Ellen Weisman, Hearing Officers
Mass. D.P.U.
One South Station
Boston, MA 02110

Re: Request to Distribution Companies – Inquiry D.P.U. 21-50

Dear Mr. Seigal and Ms. Weisman:

This letter is in response to the memorandum dated April 27, 2022 and D.P.U. 12-50 inquiry. Below are the responses requested from East Northfield Water Company (“ENWC”).

1. Please provide the percentage of customer accounts for which the company has email addresses on file. If the company provides both electric and gas service, please provide this information for each. As part of this response, discuss the feasibility of using email to notify customers of Department proceedings.

ENWC does not have any customer email addresses on file (0%), and electronic communication is not feasible. ENWC does not have the financial capacity and staffing to create or maintain such methods of communication.

2. Please identify and discuss the methods of communication the company currently uses to engage with customers (e.g. social media platforms, such as Facebook or Twitter, email, etc.) and evaluate the advantages and disadvantages of each. As part of this response, explain which method or methods of communication with customers has resulted in the greatest level of customer engagement with the company.

ENWC is a small company and primarily communicates with its customers by US Postal Service. ENWC staff also timely respond to all phone calls received from customers inquiring about water bills or water service. Collectively these 2 communications methods have been effective with regard to customer engagement.

ENWC participated actively in a public meeting of the Northfield community held on April 6 to discuss the transition of ENWC operations and assets to a new water district, Grandin Water District. The formation of this new district was approved at the Town of Northfield meeting on May 2.

3. Please discuss the extent to which customers currently engage with the company's social media platforms. As part of this response, discuss whether the company anticipates an increase in customer engagement with its social media platforms in the future.

ENWC does not have a Facebook or Twitter account, and does not anticipate creating either a Facebook or Twitter account.

ENWC maintains a website for information only:

<https://enwatercompany.wixsite.com/enwc>

The Grandin Water District maintains a website:

<https://grandinwaterdistrict.org/>

4. Please discuss whether the company currently traces the languages spoken in its service territory. If so, discuss the process by which the company traces this information, including the source or sources used to obtain this information, and describe the frequency by which the company updates this information. As part of this response, explain whether the company tracks the languages spoken in its service territory census block group.

ENWC does not trace the languages spoken in its small service area.

Sincerely,



Donald G. Glascoff, Jr.
President

cc: Eric Krathwohl, Rich May, PC, at EKrathwohl@richmaylaw.com

Attachment: D.P.U. Inquiry 12-50, dated April 17, 2022



The Commonwealth of Massachusetts

DEPARTMENT OF PUBLIC UTILITIES

MEMORANDUM

TO: Electronic Distribution List in Public Awareness and Participation Procedures, D.P.U. 21-50

FROM: Scott Seigal, Hearing Officer
Laurie Ellen Weisman, Hearing Officer

RE: Request to Distribution Companies

DATE: April 27, 2022

CC: Mark Marini, Secretary

On April 16, 2021, the Department of Public Utilities ("Department") opened this inquiry to examine procedural enhancements to our public notice requirements to increase public awareness of and participation in Department proceedings. The Department has docketed this inquiry as D.P.U. 21-50.

To further this inquiry, the Department requests that the distribution companies file responses to the following questions:

1. Please provide the percentage of customer accounts for which the company has email addresses on file. If the company provides both electric and natural gas service, please provide this information for each. As part of this response, discuss the feasibility of using email to notify customers of Department proceedings.
2. Please identify and discuss the methods of communication the company currently uses to engage with customers (e.g., social media platforms, such as Facebook or Twitter, email, etc.) and evaluate the advantages and disadvantages of each. As part of this response, explain which method or methods of communication with customers has resulted in the greatest level of customer engagement with the company.

3. Please discuss the extent to which customers currently engage with the company's social media platforms. As part of this response, discuss whether the company anticipates an increase in customer engagement with its social media platforms in the future.
4. Please discuss whether the company currently tracks the languages spoken in its service territory. If so, discuss the process by which the company tracks this information, including the source or sources used to obtain this information, and describe the frequency by which the company updates this information. As part of this response, explain whether the company tracks the languages spoken in its service territory by census block group.

Please provide responses to the electronic distribution list, dpu.efiling@mass.gov, Scott.Seigal@mass.gov, and laurie.e.weisman@mass.gov by **Wednesday, May 25, 2022**. If the company finds any one of these questions to be ambiguous, please notify the Hearing Officers so that the request may be clarified prior to the preparation of a written response.

For further information regarding this memorandum or to request addition to or removal from the electronic distribution list, please contact Scott Seigal, Hearing Officer, at scott.seigal@mass.gov or Laurie Ellen Weisman, Hearing Officer, at laurie.e.weisman@mass.gov.