

April 14, 2020

VIA ELECTRONIC MAIL

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

Re: COVID-19 Directives

Dear Secretary Marini:

On March 24, 2020, the Department of Public Utilities (“Department”) issued directives to all investor-owned gas, electric, and water distribution companies (“Utility Companies”) superseding the currently effective tariff provisions to assure the continued availability of gas, electric, and water service during the state of emergency related to COVID-19. Specifically, the Department directed the Utility Companies to cease: (1) termination of service to customers for non-payment of utility bills, in order to assure public safety and welfare during the COVID-19 emergency; and (2) sending communications that threaten to shut off gas, electric, or water service to any of their customers for failure to pay a bill or any portion of a bill issued to a customer.

Boston Gas Company, Massachusetts Electric Company, and Nantucket Electric Company each d/b/a National Grid (collectively, “National Grid” or “Company”) are adhering to the Department’s directives. Also, in recognition of the financial hardships experienced by our customers and communities as a result of COVID-19, the Company has suspended the assessment of late payment charges for commercial and industrial customers, suspended the assessment of account restoration charges for all customers, and reversed account restoration charges assessed for reconnects that took place in the week immediately preceding the Department’s directives. The following tariff provisions are implicated by these directives and the Company’s suspension of late payment charges and reconnect fees:

Commercial Late Payment Charges

Gas: M.D.P.U. No. 4.3, Section 14.15 (Terms & Conditions)

Electric: M.D.P.U. No. 1412, Terms & Conditions for Distribution Services, Section 5D, Sheet 7

M.D.P.U. No. 4.3, Section 14.15 and M.D.P.U. No. 1412, Section 5D each require the Company to charge interest for late payments. Pursuant to the Department’s directives, no interest on past-due payments will be charged until further notice.

Account Restoration Charge

Gas: M.D.P.U. No. 4.3, Appendix B Schedule of Administrative Fees and Charges
Account Restoration Charge
Seasonal Reconnect Fees

Electric: M.D.P.U. No. 1412, Appendix A (Account Restoration Charge)

M.D.P.U. No. 4.3, Appendix B and M.D.P.U. No. 1412, Appendix A both permit the Company to charge an Account Restoration Charge for restoration of service after discontinuance.¹ Pursuant to the Department's directives, no customers will be shut off and no Account Restoration Charges will be assessed beginning the week prior to Governor Baker's social distancing directive in Executive Order No. COVID 19 Order No. 13.

AMR Opt-Out Tariffs

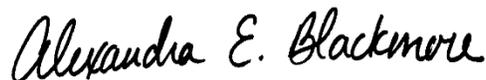
Gas: M.D.P.U. No. 26.1 (Boston), MDPU No. 17.1 (Colonial)
Electric: M.D.P.U. No. 1215

M.D.P.U. No. 26.1, M.D.P.U. No. 17.1, and M.D.P.U. No. 1215, allow the customer to opt-out of having a residential meter that employs Automatic Meter Reading technology. These meters require the Company to manually read the meter in exchange for a monthly meter reading fee. The Company will not conduct manual meter readings and will not collect the monthly meter reading fee until further notice. As a result, the Company will need to issue estimated bills in consecutive months for some customers as a result of not manually reading some meters.

National Grid will continue to adhere to the Department's directives on each of these tariffed items until such time that the state of emergency is lifted and/or the Department's directives are modified or withdrawn.

Thank you for your time and attention to this matter. Please do not hesitate to contact me if you have any questions.

Very truly yours,



Alexandra E. Blackmore

cc: Rebecca L. Tepper, Office of the Attorney General

¹ M.D.P.U. No. 4.3, Appendix B not only authorizes an Account Restoration Charge, but requires it to be charged.