



THE COMMONWEALTH OF MASSACHUSETTS
DEPARTMENT OF PUBLIC UTILITIES

CHARLES D. BAKER
GOVERNOR

KARYN E. POLITO
LIEUTENANT GOVERNOR

KATHLEEN A. THEOHARIDES
SECRETARY OF ENERGY
AND ENVIRONMENTAL AFFAIRS

ONE SOUTH STATION
BOSTON, MA 02110
(617) 305-3500

MATTHEW H. NELSON
CHAIRMAN

ROBERT E. HAYDEN
COMMISSIONER

CECILE M. FRASER
COMMISSIONER

September 10, 2020

All Investor-Owned Gas Distribution
Companies Regulated by the Department
of Public Utilities (Exhibit A)

All Investor-Owned Electric Distribution
Companies Regulated by the Department
of Public Utilities (Exhibit B)

All Investor-Owned Water Distribution
Companies Regulated by the Department
of Public Utilities (Exhibit C)

RE: Chairman's Fifth Set of Orders under G.L. c. 25, § 4B

Dear All,

On March 10, 2020, Governor Baker declared a state of emergency in response to the Coronavirus ("COVID-19"). Additionally, on March 24, 2020, pursuant to section 4B of chapter 25 of the General Laws, Governor Baker has granted me the authority to take such action as I consider necessary to assure public safety and welfare through the priority restoration or continuing availability of gas, electric, and water utility services.

In response to this public-safety issue and consistent with my previous letters, I address this letter to the investor-owned gas distribution companies, the investor-owned electric distribution companies, and the investor-owned water distribution companies (collectively, the "Companies") regulated by the Department of Public Utilities (the "Department"). In this letter, I issue the following orders that I deem necessary to assure

public safety and welfare through the priority restoration and continuing availability of gas, electric, and water service during the state of emergency related to COVID-19:

- Until November 16, 2020, or you receive further communication under section 4B of chapter 25 of the General Laws, whichever comes first, the Companies shall not shut off gas, electric, or water service to any of their residential customers for failure to pay a bill or any portion of a bill the Companies issued to a customer.
- Until October 15, 2020, or you receive further communication under section 4B of chapter 25 of the General Laws, whichever comes first, the Companies shall not send communications that threaten to shut off gas, electric, or water service to any of their residential customers for failure to pay a bill or any portion of a bill the Companies issued to a customer.

Any of the Companies that fail to carry out any of these orders may be assessed penalties as provided for in section 4B of chapter 25 of the General Laws.

Sincerely,

/s/ Matthew H. Nelson

Matthew H. Nelson
Chairman

Exhibit A

(Investor-Owned Gas Distribution Companies)

President Carrie J. Hightman
Bay State Gas Company
d/b/a Columbia Gas of Massachusetts
4 Technology Drive, Suite 250
Westborough, MA 01581

President Peter Eichler
Liberty Utilities
36 5th Street
Fall River, MA 02722-0911

President Franklyn Reynolds
Berkshire Gas Company
115 Cheshire Road
Pittsfield, MA 01202

President Marcy Reed
Boston Gas Company & Colonial Gas Company,
each d/b/a National Grid
40 Sylvan Road
Waltham, MA 02451

President James Wojcik
Blackstone Gas Company
61 Main Street
Blackstone, MA 01504

President Thomas Meissner
Unitil
6 Liberty Lane West
Hampton, NH 03842

President William Akley
NSTAR Gas Company
d/b/a Eversource Energy
247 Station Drive
Westwood, MA 02090

Exhibit B

(Investor-Owned Electric Distribution Companies)

President Thomas Meissner
Unitil
6 Liberty Lane West
Hampton, NH 03842

President Marcy Reed
Massachusetts Electric Company, & Nantucket
Electric Company, each d/b/a National Grid
40 Sylvan Road
Waltham, MA 02451

President Craig Hallstrom
NSTAR Electric Company
d/b/a Eversource Energy
247 Station Drive
Westwood, MA 02090

Exhibit C

(Investor-Owned Water Distribution Companies)

Agawam Springs Water Company
158 Tihonet Road
Wareham, MA 02751

Andrews Farm Water Company
c/o Mark J. Favaloro, Esq.
Favaloro Law
159 Haven Street, Suite 1
Reading, MA 01867

Aquaria Water Company
170 Aquaria Drive
P.O. Box 1000
North Dighton, MA 02764

Aquarion Water Company of MA
900 Main Street
Hingham, MA 02043

Ashmere Water Supply
P.O. Box 843
Hinsdale, MA 02135-0834

Butterworth Water Company
300 Salisbury Street
Worcester, MA 01609

Colonial Water Company
27 Northwest Drive
Plainville, CT 06062

East Northfield Water Company
One Lamplighter Way
Northfield, MA 01360

Granville Centre Water Company
c/o John Stevenson
29 Locust Drive
Bedford, NY 10506

Housatonic Water Company
80 Maple Avenue
Great Barrington, MA 01230

Hutchinson Water Company
c/o Matthew Hutchinson
P.O. Box 446
Grafton, MA 01519

Kings Grant Water Company
839 Newport Avenue
S. Attleboro, MA 02703

Milford Water Company
66 Dilla Street
Milford, MA 01757

Monterey Water Company
P.O. Box 65
Monterey, MA 01245

Mountain Water Systems
27 Northwest Drive
Plainville, CT 06062

Pinehills Water Company
33 Summerhouse Drive
Plymouth, MA 02360

Whitinsville Water Company
44 Lake Street
Whitinsville, MA 01588