November 18, 2020

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 April 1, 2021, 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 March 1, 2021 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 William Akley
Eversource Gas Company of Massachusetts
d/b/a Eversource Energy
247 Station Drive
Westwood, MA 02090

President Peter Eichler
Liberty Utilities (New England Natural Gas Company) Corp. d/b/a Liberty Utilities
36 5th Street
Fall River, MA 02722-0911

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

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

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

President Thomas Meissner
Fitchburg Gas and Electric Light Company
d/b/a Unitil
6 Liberty Lane West
Hampton, NH 03842

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

FAX: (617) 345-9101
www.mass.gov/dpu
Exhibit B
(Investor-Owned Electric Distribution Companies)

President Thomas Meissner  
Fitchburg Gas and Electric Light Company d/b/a 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
<table>
<thead>
<tr>
<th>Company Name</th>
<th>Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Agawam Springs Water Company</td>
<td>158 Tihonet Road, Wareham, MA 02751</td>
</tr>
<tr>
<td>Andrews Farm Water Company</td>
<td>c/o Mark J. Favaloro, Esq., Favaloro Law, 159 Haven Street, Suite 1, Reading, MA 01867</td>
</tr>
<tr>
<td>Aquaria Water Company</td>
<td>170 Aquaria Drive, P.O. Box 1000, North Dighton, MA 02764</td>
</tr>
<tr>
<td>Aquarion Water Company of MA</td>
<td>900 Main Street, Hingham, MA 02043</td>
</tr>
<tr>
<td>Ashmere Water Supply</td>
<td>P.O. Box 843, Hinsdale, MA 02135-0834</td>
</tr>
<tr>
<td>Butterworth Water Company</td>
<td>300 Salisbury Street, Worcester, MA 01609</td>
</tr>
<tr>
<td>Century Mill, Inc.</td>
<td>63 Atlantic Avenue, Boston, MA 02110</td>
</tr>
<tr>
<td>Colonial Water Company</td>
<td>27 Northwest Drive, Plainville, CT 06062</td>
</tr>
<tr>
<td>East Northfield Water Company</td>
<td>One Lamplighter Way, Northfield, MA 01360</td>
</tr>
<tr>
<td>Granville Centre Water Company</td>
<td>c/o John Stevenson, 29 Locust Drive, Bedford, NY 10506</td>
</tr>
<tr>
<td>Housatonic Water Company</td>
<td>80 Maple Avenue, Great Barrington, MA 01230</td>
</tr>
<tr>
<td>Hutchinson Water Company</td>
<td>c/o Matthew Hutchinson, P.O. Box 446, Grafton, MA 01519</td>
</tr>
<tr>
<td>Kings Grant Water Company</td>
<td>839 Newport Avenue, S. Attleboro, MA 02703</td>
</tr>
<tr>
<td>Milford Water Company</td>
<td>66 Dilla Street, Milford, MA 01757</td>
</tr>
<tr>
<td>Monterey Water Company</td>
<td>P.O. Box 65, Monterey, MA 01245</td>
</tr>
<tr>
<td>Mountain Water Systems</td>
<td>27 Northwest Drive, Plainville, CT 06062</td>
</tr>
</tbody>
</table>
Pinehills Water Company
33 Summerhouse Drive
Plymouth, MA 02360

Whitinsville Water Company
44 Lake Street
Whitinsville, MA 01588