



THE COMMONWEALTH OF MASSACHUSETTS
DEPARTMENT OF PUBLIC UTILITIES

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MATTHEW H. NELSON
CHAIR

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COMMISSIONER

CECILE M. FRASER
COMMISSIONER

March 13, 2020

Dear _____,

As you know, the regulations of the Department of Public Utilities (“Department”) prohibit electric and gas companies from shutting off service from November 15 through March 15 (“Moratorium”) under certain circumstances, 220 C.M.R. 25.03(1). On March 11, 2020, The Governor of Commonwealth declared a state of emergency in response to the Coronavirus (“COVID-19”). The Department now requests the extension of the Moratorium for all residential ratepayers until the state of emergency in the Commonwealth of Massachusetts is lifted or you receive further communication from the Department, whichever comes first.

Extending the termination date of the Moratorium will enable a consistent message among utilities and ratepayer advocates that proper risk management protocols have been taken to prevent the spread of the COVID-19 virus. That message should include the importance of making payments during the moratorium months and avoiding the accumulation of large arrearages.

Therefore, **company** should refrain from initiating the termination process on any residential customer until this request is rescinded or the state of emergency in the Commonwealth of Massachusetts is lifted, whichever comes first. More specifically, I request that second requests for payment pursuant to 220 C.M.R. § 25.02(3)(b) not issue until notified by the Department that the emergency declaration has been lifted.

The Department also expects that, given the state of emergency in the Commonwealth, that the Company takes all reasonable steps for payment accommodations before any shutoffs to commercial and industrial customers for non-payment.

I appreciate your cooperation in extending the Moratorium. Thank you in advance for your anticipated continuing cooperation. Should you have any questions, please do not hesitate to contact our Consumer Division Acting Director, Joseph M. Truschelli, at (617) 939-6113.

Sincerely,

/s/

Matthew H. Nelson
Chair

cc:

Cecile Fraser, Commissioner

Robert Hayden, Commissioner

Joseph Truschelli, Acting Director, Consumer Division