



DPU Consumer Division

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Disclaimer and Mission statement

- All information, content and materials is for general information. Our regulations can be found through our website along with other educational materials.
- The Department of Public Utilities (DPU) is an adjudicatory agency overseen by a three-member Commission. It is responsible for oversight of investor-owned electric power, natural gas, and water utilities in the Commonwealth. In addition, the DPU is charged with developing alternatives to traditional regulation, monitoring service quality, regulating safety in the transportation and gas pipeline areas, and the siting of energy facilities. The mission of the DPU is to ensure that consumers' rights are protected, and that utility companies are providing the most reliable service at the lowest possible cost. The DPU oversees the public safety from transportation and gas pipeline-related accidents, and the energy facilities siting process. The DPU seeks to promote safety, security, reliability of service, affordability, equity, and greenhouse gas emission reductions.
- [Mass.gov/dpu](https://www.mass.gov/dpu)

Components of DPU

- **Consumer division**
- Electric power division
- Gas division
- Pipeline safety
- Clean energy and resilience engineering
- Rail safety
- Transportation Network Company
- Transportation Oversight

Who do we have regulatory authority over?



Investor-owned utility companies

National Grid
Eversource
Liberty



Privately owned water companies

This does not include municipals



Municipal owned utility companies

Limited authority
Rates are not regulated by DPU

Consumer Division

- The public's point of contact for disputes with the company.
(Our contact is listed on the bill)
- Provide education on regulations and laws
- Bill explanations and information on rates
- Assistance with protections and shut offs
- Assistance with competitive supply disputes



What is required to file a complaint?

- Need to be a customer of record or authorized on account
- Need to have contacted company first
- Needs to be a residential account
(limited authority over commercial accounts)

Example of complaints we see

Shut off due to non payment or due to be shut off

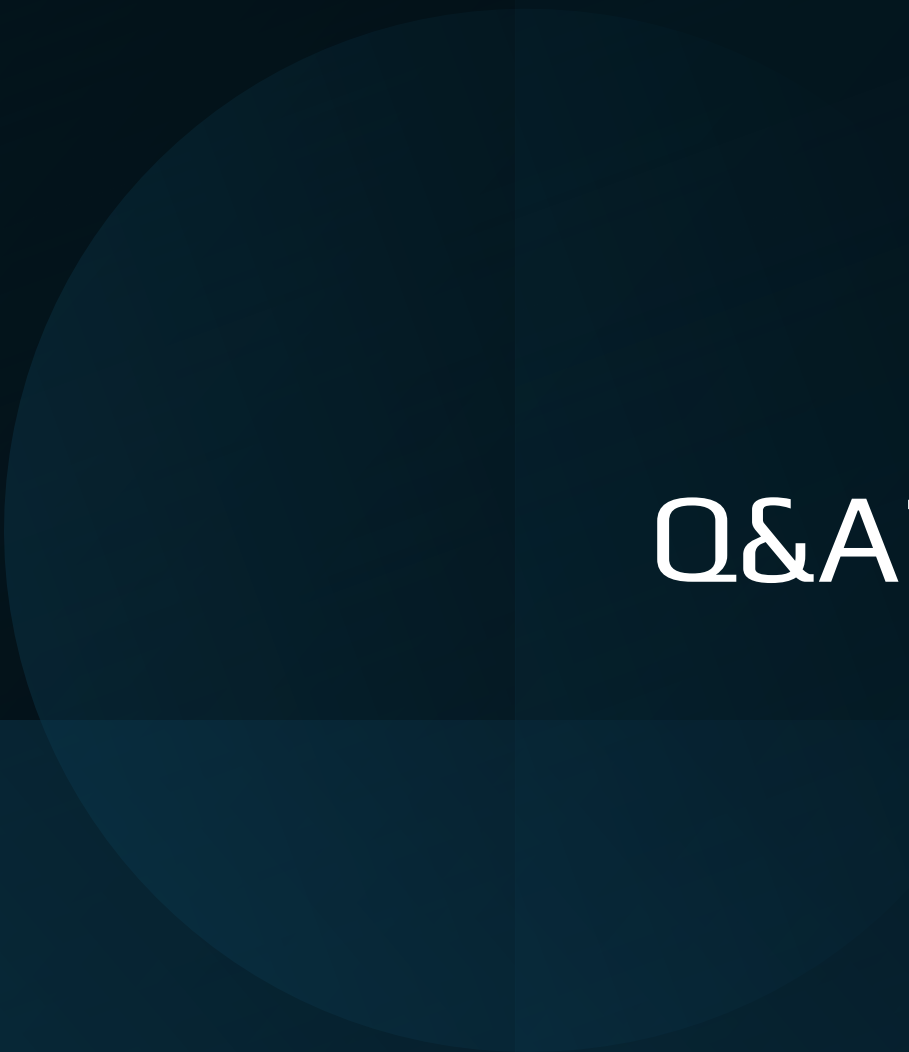
- Need help providing documents for protection to company
- Need help negotiating a payment plan

High bill complaints

- Need help investigating causes and determining if company is at fault
- Meter testing
- Reviewing bills

Delayed billing

- Large issue with National Grid last year



Q&A?