



# The Commonwealth of Massachusetts

## DEPARTMENT OF PUBLIC UTILITIES

### NOTICE OF FILING AND REQUEST FOR COMMENTS

D.P.U. 21-SQ-05

March 18, 2021

Investigation by the Department of Public Utilities into Boston Gas Company d/b/a National Grid 2020 Service Quality Report filed pursuant to Service Quality Standards for Electric Distribution Companies and Local Gas Distribution Companies, D.P.U. 12-120-D (2015).

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On March 1, 2021, Boston Gas Company d/b/a National Grid (“Company”) filed with the Department of Public Utilities (“Department”) the Company’s 2020 service quality report (“2020 SQ Report”) for the period January 1, 2020 through December 31, 2020. The Company’s 2020 SQ Report compares its performance during 2020 with the Department’s service quality guidelines set forth in Service Quality Standards for Electric Distribution Companies and Local Gas Distribution Companies, D.P.U. 12-120-D (2015) (“SQ Guidelines”), and the Company’s service quality plan that the Department approved in Boston Gas Company and Colonial Gas Company, D.P.U. 16-84 (2017). Per the SQ Guidelines, gas distribution companies may be subject to penalties for failure to meet the Department’s SQ performance standards for: Class I/Class II odor calls, service appointments met, Customer Complains and Consumer Credit Cases. The Department has docketed this matter as D.P.U. 21-SQ-05.

The Department will accept written comments on the Company’s 2020 SQ Report. Any person interested in commenting on this matter may submit written comments no later than the close of business (5:00 p.m.) on **May 14, 2021** difficulty that parties and the Department may have filing and receiving original copies. On March 10, 2020, Governor Baker issued a state of emergency related to COVID-19 for the entire Commonwealth. Ordinarily, all parties would follow Sections B.1 and B.4 of the Department’s Standard Ground Rules (D.P.U. 15-184-A, App. 1 (March 4, 2020)); however, until further notice, parties must retain the original paper version and the Department will later determine when the paper version must be filed with the Department Secretary. Importantly, all large files submitted must be broken down into electronic files that do not exceed 20 MB.

In addition, one copy of all written comments should be emailed to the Company’s attorney, Andrea Keeffe, Esq., at [Andrea.Keeffe@nationalgrid.com](mailto:Andrea.Keeffe@nationalgrid.com).

All documents must be submitted to the Department in electronic format by e-mail attachment to [dpu.efiling@mass.gov](mailto:dpu.efiling@mass.gov) and [Lauren.Morris@mass.gov](mailto:Lauren.Morris@mass.gov). The text of the e-mail

must specify: (1) the docket number of the proceeding (D.P.U. 21-SQ-05); (2) the name of the person or company submitting the filing; and (3) a brief descriptive title of the document. All documents submitted in electronic format will be posted on the Department's website as soon as practicable at <http://www.mass.gov/dpu>. To the extent a person or entity wishes to submit comments in accordance with this Notice, electronic submission, as detailed above, is sufficient. To request materials in accessible formats (Braille, large print, electronic files, audio format) for people with disabilities contact Department's ADA coordinator at [DPUADACoordinator@state.ma.us](mailto:DPUADACoordinator@state.ma.us) or (617) 305-3500.

The Company's filing and all subsequent related documents, pleadings and/or filings submitted to the Department and/or issued by the Department will be available on the Department's website as soon as is practicable at <https://eeaonline.eea.state.ma.us/DPU/Fileroom/dockets/bynumber> (insert 21-SQ-05). A paper copy of the filing will not be available for public viewing at the Company's offices or the Department due to the state of emergency. Any person desiring further information regarding the Company's filing or a paper copy of the filing should contact Andrea Keefe, Esq., at [Andrea.Keefe@nationalgrid.com](mailto:Andrea.Keefe@nationalgrid.com). For further information regarding this notice, please contact Lauren Morris, Hearing Officer, Department of Public Utilities, at [Lauren.Morris@mass.gov](mailto:Lauren.Morris@mass.gov).