



# The Commonwealth of Massachusetts

## DEPARTMENT OF PUBLIC UTILITIES

### NOTICE OF FILING AND REQUEST FOR COMMENTS

D.P.U. 26-09

May 6, 2026

Petition of Boston Gas Company and Massachusetts Electric Company each d/b/a National Grid, for Exemption from 220 CMR 12.03(9) and Request for Authorization to Share Certain Customer Information.

---

On February 2, 2026, Boston Gas Company and Massachusetts Electric Company, each d/b/a National Grid (“BOGAS,” “MECo,” or “Petitioners”), filed a petition with the Department of Public Utilities (“Department”) seeking an exception from customer privacy regulations pursuant to 220 CMR 12.03(9). BOGAS and MECo are affiliated companies operating under the National Grid USA holding company system. BOGAS and MECo each is a Distribution Company within the meaning of the Department’s Standards of Conduct Regulations at 220 CMR 12.00.

Specifically, the Petitioners seek an exception to the regulatory requirement that a Distribution Company shall not release any proprietary customer information to an affiliated company without the prior written authorization of the customer. 220 CMR 12.03(9). The Petitioners seek to share information between each company to facilitate scheduling customer appointments, improve customer communications, and determine if all eligible customers are taking advantage of income-eligible rates. The Department has docketed this petition as D.P.U. 26-09.

The Department has found that it has the authority to grant an exemption from the Standards of Conduct Regulations.

Any person who desires to comment on this matter may submit written comments no later than the close of business (5:00 p.m.) on **May 23, 2026**. Reply comments will be due no later than 5:00 p.m. on **May 30, 2026**. Written comments from the public may be sent by email to [du.efiling@mass.gov](mailto:du.efiling@mass.gov), and [mathieu.cunha@mass.gov](mailto:mathieu.cunha@mass.gov) and the Petitioners’ attorneys, Stacey Donnelly, Esq. at [stacey.donnelly@nationalgrid.com](mailto:stacey.donnelly@nationalgrid.com) and Melissa Liazos, Esq. at [melissa.liazos@nationalgrid.com](mailto:melissa.liazos@nationalgrid.com). Please note that in the interest of transparency any comments will be posted to our website as received and without redacting personal information, such as addresses, telephone numbers, or email addresses. As such, consider the extent of information that you wish to share when submitting comments. The Department strongly encourages public comments to be submitted by email. If, however, a member of the public is unable to send written comments by email, a paper copy may be sent to Peter Ray, Secretary, Department of Public Utilities, One South Station, Boston, Massachusetts 02110.

All documents should be submitted to the Department in PDF format by e-mail attachment to [dpu.efiling@mass.gov](mailto:dpu.efiling@mass.gov) and [Mathieu.Cunha@mass.gov](mailto:Mathieu.Cunha@mass.gov). The text of the e-mail must specify: (1) the docket number of the proceeding (D.P.U. 26-09); (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 online [File Room](#) (enter "26-09" on the line for Docket No.).

The Petitioner's filing and all subsequent related documents submitted to the Department or issued by the Department will be available on the Department's website as referenced above as soon as is practicable. 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), contact the Department's ADA coordinator at [eadiversity@mass.gov](mailto:eadiversity@mass.gov) or (617) 626-1282.

For further information regarding the Petitioners' filing please contact the Petitioners' attorney, identified above. For further information regarding this Notice, please contact Mathieu Cunha, Hearing Officer, Department of Public Utilities, at [Mathieu.Cunha@mass.gov](mailto:Mathieu.Cunha@mass.gov).

### Translation and Interpretation Services

#### English

ATTENTION: Translation and/or interpretation services are available upon request. Please email Kaylee Burgess at [dpu.ej@mass.gov](mailto:dpu.ej@mass.gov) to request language services, specifying your preferred language and contact information.

#### Português (Portuguese)

ATENÇÃO: Disponibilizamos nossos serviços de tradução e/ou interpretação de acordo com a sua demanda. Para solicitar um serviço linguístico, envie um e-mail para Kaylee Burgess através do endereço [dpu.ej@mass.gov](mailto:dpu.ej@mass.gov), informando o idioma desejado e seus dados para contato.

#### (Traditional Chinese)

提醒您： 您可依照需求申請筆譯和/或口譯服務。請以電郵聯絡Kaylee Burgess ([dpu.ej@mass.gov](mailto:dpu.ej@mass.gov)) 來申請語言服務請求，請在電郵內註明需要的語言和聯絡資訊。

#### Tiếng Việt (Vietnamese)

LƯU Ý: Các dịch vụ biên dịch và/hoặc phiên dịch có sẵn theo yêu cầu. Vui lòng gửi email đến Kaylee Burgess theo địa chỉ [dpu.ej@mass.gov](mailto:dpu.ej@mass.gov) để yêu cầu dịch vụ ngôn ngữ, nêu rõ ngôn ngữ ưa thích của quý vị và thông tin liên lạc

#### (Arabic) العربية

يُرجى الانتباه: تتوفر خدمات الترجمة و/أو الترجمة الفورية عند الطلب. لطلب خدمات لغوية يُرجى التواصل مع Kaylee Burgess بارسال رسالة إلكترونية إلى العنوان [dpu.ej@mass.gov](mailto:dpu.ej@mass.gov)، تحدد فيها اللغة المفضلة لديك وتذكر معلومات الاتصال.

#### ខ្មែរ (Khmer)

ជូនចំពោះ៖ សេវាកម្រិតបកស្រាយ និង/ឬបកប្រែផ្ទាល់ គឺមានតាមការស្នើសុំ។ សូមផ្ញើអ៊ីមែលទៅ Kaylee Burgess តាម [dpu.ej@mass.gov](mailto:dpu.ej@mass.gov) ដើម្បីស្នើសុំសេវាកម្មបកស្រាយ ដោយបញ្ជាក់ភាសាដែលអ្នកចង់បាន និងព័ត៌មានទំនាក់ទំនង។

#### Español (Spanish)

ATENCIÓN: Los servicios de traducción y/o interpretación están disponibles bajo solicitud. Por favor envíe un correo electrónico a Kaylee Burgess en [dpu.ej@mass.gov](mailto:dpu.ej@mass.gov) para solicitar los servicios de idiomas, especificando su idioma preferido e información de contacto.

#### 中文 (Simplified Chinese)

提醒您： 您可依需要申請提供筆譯和/或口譯服務。 請發送電子郵件給 Kaylee Burgess ([dpu.ej@mass.gov](mailto:dpu.ej@mass.gov)) 來申請語言服務要求，並注明您的首選語言和聯繫信息。

#### Kreyòl Ayisyen (Haitian Creole)

ATANSYON: Gen sèvis tradiksyon ak/oswa entèpretasyon ki disponib sou demann. Tanpri voye imèl bay Kaylee Burgess nan [dpu.ej@mass.gov](mailto:dpu.ej@mass.gov) pou mande sèvis lang, ki enfòm lang ou pi pito a ak enfòmasyon kontak ou.

#### Français (French)

ATTENTION : Des services de traduction et/ou d'interprétation sont disponibles sur demande. Veuillez envoyer un e-mail à Kaylee Burgess à l'adresse [dpu.ej@mass.gov](mailto:dpu.ej@mass.gov) pour demander des services linguistiques, en précisant votre langue préférée et vos coordonnées.

#### Русский (Russian)

ВНИМАНИЕ! Услуги письменного и/или устного перевода предоставляются по запросу. Для запроса услуг перевода обращайтесь к Kaylee Burgess по адресу [dpu.ej@mass.gov](mailto:dpu.ej@mass.gov). В запросе укажите язык перевода и контактную информацию.

#### 한국 (Korean)

주의: 요청 시 번역 및/또는 통역 서비스가 제공됩니다. Kaylee Burgess에게 [dpu.ej@mass.gov](mailto:dpu.ej@mass.gov)로 이메일을 보내 선호하는 언어와 연락처 정보를 명시하여 언어 서비스를 요청하십시오.