



# The Commonwealth of Massachusetts

## DEPARTMENT OF PUBLIC UTILITIES

### NOTICE OF FILING AND REQUEST FOR COMMENTS

D.P.U. 19-SQ-05

March 19, 2019

Investigation by the Department of Public Utilities into Boston Gas Company d/b/a National Grid's 2018 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, 2019, Boston Gas Company d/b/a National Grid ("Company") filed with the Department of Public Utilities ("Department") the Company's 2018 service quality report ("2018 SQ Report") for the period January 1, 2018 through December 31, 2018. The Company's 2018 SQ Report compares its performance during 2018 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/b/a National Grid, D.P.U. 16-84 (2017). Per the SQ Guidelines, local gas distribution companies may be subject to penalties for failure to meet the Department's SQ performance standards for: response time to Class I/Class II odor calls, service appointments met, and the number of Consumer Division cases. The Department docketed the Company's 2018 SQ Report as D.P.U. 19-SQ-05.

The Department will accept written comments on the Company's 2018 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 10, 2019**. One original and one copy of all written documents must be filed with Mark D. Marini, Secretary, Department of Public Utilities, One South Station, 5th Floor, Boston, Massachusetts 02110. In addition, one copy of all written comments should be sent to the Company's attorney, Andrea Keeffe, Esq., National Grid, 40 Sylvan Road, Waltham, Massachusetts 02451.

All documents should also be submitted to the Department in electronic format using one of the following methods: (1) by e-mail attachment to [dpu.efiling@mass.gov](mailto:dpu.efiling@mass.gov) and [lauren.morris@mass.gov](mailto:lauren.morris@mass.gov), or (2) on a USB drive. The text of the e-mail or USB drive must specify: (1) the applicable docket number of the proceeding (D.P.U. 19-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: <http://www.mass.gov/dpu>. 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.

A copy of the filing is available for public viewing during regular business hours at the Company's offices at 40 Sylvan Road, Waltham, Massachusetts 02451; and at the Department, One South Station, 5th Floor, Boston, Massachusetts 02110. In addition, the filing is also available on the Department's website at <https://eeaonline.eea.state.ma.us/DPU/Fileroom/dockets/bynumber>. Any person desiring further information regarding the Company's filing should contact Andrea Keeffe, Esq., at 781-907-2123. For further information regarding this notice, please contact Lauren Morris, Hearing Officer, Department of Public Utilities, at (617) 305-3500.