March 24, 2020

All Investor-Owned Gas Distribution Companies Regulated by the Department of Public Utilities (Exhibit A)

All Investor-Owned Electric Distribution Companies Regulated by the Department of Public Utilities (Exhibit B)

All Investor-Owned Water Distribution Companies Regulated by the Department of Public Utilities (Exhibit C)

RE: Chairman’s First Set of Orders under G.L. c. 25, § 4B

Dear All,

On March 10, 2020, Governor Baker declared a state of emergency in response to the Coronavirus (“COVID-19”). Additionally, on March 24, 2020, pursuant to section 4B of chapter 25 of the General Laws, Governor Baker has granted me the authority to take such action as I consider necessary to assure public safety and welfare through the priority restoration or continuing availability of gas, electric, and water utility services.

In response to this public-safety issue, I address this letter to the investor-owned gas distribution companies, the investor-owned electric distribution companies, and the investor-owned water distribution companies (collectively, the “Companies”) regulated by the Department of Public Utilities (the “Department”). In this letter, I issue the following orders that I deem necessary to assure public safety and welfare through the priority restoration and
continuing availability of gas, electric, and water service during the state of emergency related to COVID-19:

- Until the state of emergency in the Commonwealth of Massachusetts related to COVID-19 is lifted or you receive further communication from the Department, whichever comes first, the Companies shall not shut off gas, electric, or water service to any of their customers for failure to pay a bill or any portion of a bill the Companies issued to a customer.

- Until the state of emergency in the Commonwealth of Massachusetts related to COVID-19 is lifted or you receive further communication from the Department, whichever comes first, the Companies shall not send communications that threaten to shut off gas, electric, or water service to any of their customers for failure to pay a bill or any portion of a bill the Companies issued to a customer.

Any of the Companies that fail to carry out any of these orders may be assessed penalties as provided for in section 4B of chapter 25 of the General Laws.

Sincerely,

/s/ Matthew H. Nelson

Matthew H. Nelson
Chairman
## Exhibit A
(Investor-Owner Gas Distribution Companies)

<table>
<thead>
<tr>
<th>Company Name</th>
<th>President</th>
<th>Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bay State Gas Company, d/b/a Columbia Gas of Mass.</td>
<td>Mark Kempic</td>
<td>4 Technology Drive, Suite 250</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Westborough, MA 01581</td>
</tr>
<tr>
<td>Liberty Utilities</td>
<td>Peter Eichler</td>
<td>36 5th Street</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Fall River, MA 02722-0911</td>
</tr>
<tr>
<td>Berkshire Gas Company</td>
<td>Franklyn Reynolds</td>
<td>115 Cheshire Road</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Pittsfield, MA 01202</td>
</tr>
<tr>
<td>Boston Gas Company &amp; Colonial Gas Company,</td>
<td>Marcy Reed</td>
<td>40 Sylvan Road</td>
</tr>
<tr>
<td>each d/b/a National Grid</td>
<td></td>
<td>Waltham, MA 02451</td>
</tr>
<tr>
<td>Unitil</td>
<td>Thomas Meissner</td>
<td>6 Liberty Lane West</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Hampton, NH 03842</td>
</tr>
<tr>
<td>NSTAR Gas Company, d/b/a Eversource Energy</td>
<td>William Akley</td>
<td>247 Station Drive</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Westwood, MA 02090</td>
</tr>
</tbody>
</table>
Exhibit B
(Investor-Owner Electric Distribution Companies)

President Thomas Meissner
Unitil
6 Liberty Lane West
Hampton, NH 03842

President Marcy Reed
Massachusetts Electric Company, & Nantucket
Electric Company, each d/b/a National Grid
40 Sylvan Road
Waltham, MA 02451

President Craig Hallstrom
NSTAR Electric Company
d/b/a Eversource Energy
247 Station Drive
Westwood, MA 02090
Exhibit C
(Investor-Owner Water Distribution Companies)

Agawam Springs Water Company
158 Tihonet Road
Wareham, MA 02751

Andres Farm Water Company
c/o Mark J. Favaloro, Esq.
Favaloro Law
159 Haven Street, Suite 1
Reading, MA 01867

Aquaria Water Company
170 Aquaria Drive
P.O. Box 1000
North Dighton, MA 02764

Aquarion Water Company of MA
900 Main Street
Hingham, MA 02043

Ashmere Water Supply
P.O. Box 843
Hinsdale, MA 02135-0834

Butterworth Water Company
300 Salisbury Street
Worcester, MA 01609

Colonial Water Company
27 Northwest Drive
Plainville, CT 06062

East Northfield Water Company
One Lamplighter Way
Northfield, MA 01360

Granville Centre Water Company
c/o John Stevenson
29 Locust Drive
Bedford, NY 10506

Housatonic Water Company
80 Maple Avenue
Great Barrington, MA 01230

Hutchinson Water Company
c/o Matthew Hutchinson
P.O. Box 446
Grafton, MA 01519

Kings Grant Water Company
839 Newport Avenue
S. Attleboro, MA 02703

Milford Water Company
66 Dilla Street
Milford, MA 01757

Monterey Water Company
P.O. Box 65
Monterey, MA 01245
Mountain Water Systems
27 Northwest Drive
Plainville, CT 06062

Pinehills Water Company
33 Summerhouse Drive
Plymouth, MA 02360

Whitinsville Water Company
44 Lake Street
Whitinsville, MA 01588