



# The Commonwealth of Massachusetts

## DEPARTMENT OF PUBLIC UTILITIES

### NOTICE OF FILING AND REQUEST FOR COMMENTS

D.P.U. 25-SQ-05

March 12, 2025

Investigation by the Department of Public Utilities into Boston Gas Company d/b/a National Grid's 2024 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 February 28, 2025, Boston Gas Company d/b/a National Grid ("Company") filed with the Department of Public Utilities ("Department") the Company's 2024 service quality report ("2024 SQ Report") for the period January 1, 2024 through December 31, 2024. The Company's 2024 SQ Report compares its performance during 2024 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 Complaints and Customer Credit Cases. The Department has docketed this matter as D.P.U. 25-SQ-05.

The Department will accept written comments on the Company's 2024 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 **June 2, 2025**. 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 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 Mark D. Marini, Secretary, Department of Public Utilities, One South Station, Boston, Massachusetts, 02110.

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 [alexa.wright@mass.gov](mailto:alexa.wright@mass.gov). In addition, one copy of all written comments should be emailed to the Company's attorney, Patrick Houghton, Esq., at [patrick.houghton@nationalgrid.com](mailto:patrick.houghton@nationalgrid.com). The text of the e-mail must specify: (1) the docket

number of the proceeding (D.P.U. 25-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 <https://eeaonline.eea.state.ma.us/DPU/Fileroom/dockets/bynumber> (insert 25-SQ-05). A paper copy of the filing will not be available for public viewing at the Company's offices or the Department. 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 [eeadiversity@mass.gov](mailto:eeadiversity@mass.gov), or (617) 626-1282.

Any person desiring further information regarding the Company's filing or a paper copy of the filing should contact Patrick Houghton, Esq., at [patrick.houghton@nationalgrid.com](mailto:patrick.houghton@nationalgrid.com). For further information regarding this notice, please contact Alexa Wright, Hearing Officer, Department of Public Utilities, at [alexa.wright@mass.gov](mailto:alexa.wright@mass.gov).