

The Commonwealth of Massachusetts

DEPARTMENT OF TELECOMMUNICATIONS AND ENERGY

10

September 7, 2001

D.T.E. 01-71

Investigation by the Department of Telecommunications and Energy on its own motion, pursuant to G.L. c. 164, §§ 1E, 76 and 93, into the electric distribution companies' quality of electric service, including but not limited to their service quality filings, to be submitted in response to Service Quality Standards for Electric Distribution Companies and Local Gas Distribution Companies, D.T.E. 99-84.

VOTE TO OPEN INVESTIGATION

CLERK
COMMONWEALTH OF MASSACHUSETTS

2001 SEP 20 A 11:33

I. INTRODUCTION

On its own motion, pursuant to G.L. c. 164, §§ 1E, 76, 93 and G.L. c. 30A, §§ 10, 11, the Department of Telecommunications and Energy ("Department") votes to open an investigation into the quality of electric service provided by the electric distribution companies ("Companies"). The Companies subject to this investigation are the following: Boston Edison Company; Cambridge Electric Light Company; Commonwealth Electric Company; Fitchburg Gas & Electric Company; Massachusetts Electric Company and Nantucket Electric Company; and Western Massachusetts Electric Company.

This investigation shall include, but is not limited to, the service quality ("SQ") plans that the Companies will file on October 29, 2001, pursuant to the Order issued by the Department on June 29, 2001 in Service Quality Standards for Electric Distribution Companies and Local Gas Distribution Companies, D.T.E. 99-84 ("June 29th Order").¹ The Department will determine whether the Companies' SQ plans and performances comply with the guidelines established by the June 29th Order pursuant to G.L. c. 164, § 1E.² In addition, the Department

¹ General Laws c. 164, § 1E requires each gas or electric company's performance-based regulation plan to have a SQ plan. The June 29th Order requires each of the electric distribution companies who has a SQ plan and who chooses not to petition for a G.L. c. 164, § 94 rate increase, to file a new SQ plan by October 29, 2001. In addition, on August 22, 2001, the Department directed Fitchburg Gas & Electric Company and Western Massachusetts Electric Company to file SQ plans complying with the June 29th Order by October 29, 2001.

² The June 29th Order established SQ guidelines and penalties to be included in performance-based regulation plans and SQ plans for gas and electric distribution companies pursuant to G.L. c. 164, § 1E. The June 29th Order specified performance standards and reporting requirements for customer service and billing, customer

(continued...)

will consider its directives to Boston Edison Company, Cambridge Electric Light Company, and Commonwealth Electric Company in Boston Edison Company/ComEnergy Acquisition,

D.T.E. 99-19, at 106-107 (1999) and to Massachusetts Electric Company and Nantucket

Electric Company in Massachusetts Electric Company /Eastern Edison Company,

D.T.E. 99-47, at 30-32 (2000) as a basis for applying SQ penalties for the period between merger/acquisition consummation and the start of statutory penalties established pursuant to

D.T.E. 99-84.

This investigation is docketed as D.T.E. 01-71. The Department will schedule a procedural conference following the receipt of the Companies' SQ plans. At the procedural conference, the Department will consider procedural issues raised by this investigation as well as the dates for service-territory public hearings and evidentiary hearings.

II. ORDER

Accordingly, the Department

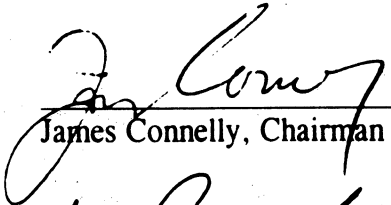
VOTES: To open an investigation concerning the quality of electric service provided by the electric distribution companies, and it is

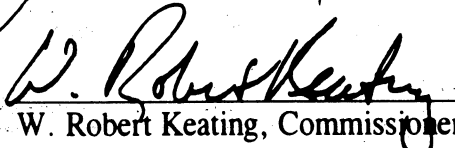
²(...continued)

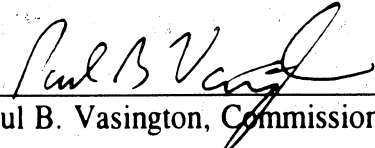
satisfaction, staffing levels, safety, and reliability. The June 29th Order also named other performance categories for which reporting of information is required but for which G.L. c. 164, § 1E per se makes no express penalty provision. General Laws c. 164, § 93, however, authorizes broader investigation.

ORDERED: That within five business days of this Order, the Secretary of the Department shall mail a copy of this Order to all participants to D.T.E. 99-84 and to the Chairmen of the Boards of Selectmen, the Mayors, and the City Clerks of each city or town served by each of the Companies and shall cause to be posted a copy of this Order on the Department's Website, <http://www.magnet.state.ma.us/dpu>.

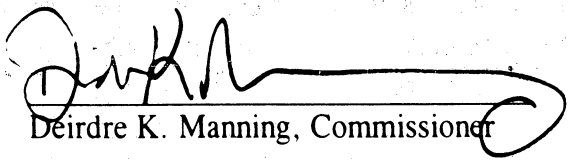
By Order of the Department,


James Connelly, Chairman


W. Robert Keating, Commissioner

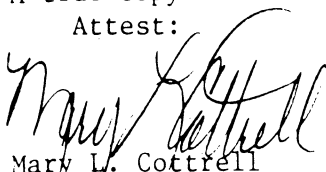

Paul B. Vasington, Commissioner


Eugene J. Sullivan, Jr., Commissioner


Deirdre K. Manning, Commissioner

A true copy

Attest:


Mary L. Cottrell
Secretary

3385

Consent Communication #10

A communication was received
from Department of
Telecommunications and Energy,
regarding the electric distribution
companies' quality of electric
service.

In City Council September 24, 2001

Referred to the
City Manager and
Referred to Finance
and Public Safety
Committees on motion
of Councillor Sullivan

9-26-01
Copies
sent mc