



The Commonwealth of Massachusetts

DEPARTMENT OF PUBLIC UTILITIES

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CAMBRIDGE, MASS.

October 25, 1978

D.P.U. 18565

Investigation by the Department on its own motion relative to regulations governing the procedures to be followed by gas and electric companies relating to billing and termination of gas and electric service to certain persons sixty-five years of age or older; regulations governing the billing and termination procedures of municipal gas, electric and water companies; regulations governing the procedures to be followed by gas, electric and water service to accounts affecting tenants.

NOTICE OF PUBLIC HEARING

The Massachusetts Department of Public Utilities hereby proposes certain amendments to its Billing and Termination Procedures to be promulgated pursuant to the provisions of General Laws, Chapter 30A, section 2; Chapter 164, sections 76, 76C, 124A, 124D, and 124E; and Chapter 165, sections 1B, 4, 11A, and 11E.

The subject covered by one of the proposed regulations concerns the rate classification by which customers are billed. The other proposed regulation helps to identify the persons who will be designated as customers of record.

The proposed regulations are as follows:

2.8-Rate Classification

Each customer shall be mailed, no later than thirty days after the initial billing on his or her account, a notice describing the rate on which he or she is charged. This notice shall include:

- (a) a statement that specific rates are available for particular uses, e.g., residential, heating, all-electric, commercial, time-of-use, etc.
- (b) a statement that the customer should notify the company immediately if he or she is not charged at the most advantageous rate.
- (c) a telephone number at the company which the customer may use to obtain additional information about available rates.

This notice shall be mailed once to all present customers of a company within six months of the adoption of this regulation.

2.9-Customer of Record

Whenever a new account is created for any service address, the company shall, within thirty days of the initial billing on this account, send separately to each listed customer of record a notice that such person is a customer of record. The notice shall include:

- (a) a listing as the customer appears on company records.
- (b) a statement that a customer of record is liable for all bills rendered on said account.
- (c) a telephone number at the company which the customer may call to change his or her status with relation to this account, or to make corrections in the company's listing of name and address.

This notice shall be mailed once to all present customers of a company, within six months of the adoption of this regulation.

These proposed changes will be numbered 2.8 and 2.9. The current sections 2.8 and 2.9 shall be changed to numbers 2.10 and 2.11.

Presentation of data, views or arguments relating to the above proposed regulations may be submitted in oral or written form by any interested persons at a public hearing to be held by

the Department of Public Utilities at its hearing room, #1210
Leverett Saltonstall Building, 100 Cambridge Street, Boston,
Massachusetts, at 10:00 o'clock in the forenoon on November 28,
1978.

By Order of the Department,

A handwritten signature in black ink, appearing to read "P. F. Levy", written in a cursive style with a long, sweeping underline.

Paul F. Levy
Chairman

S 461

Notice of a public hearing by the Dept. of
Public Utilities on Nov. 28, 1978 at 10 a.m.
at 100 Cambridge St., Boston, re: procedures
to be followed by gas and electric companies.

In City Council,
November 6, 1978

MD 11/6/78

Referred to Engrs-

To Engrs

Copy sent 11-7-78 SS