



# The Commonwealth of Massachusetts

## DEPARTMENT OF PUBLIC UTILITIES

TO: Service List in Investigation into Expanding Low-Income Consumer Protections and Assistance, Including Standards For Arrearage Management Programs, Discount Rate, Service Termination, and Energy Efficiency Programs, D.P.U. 08-4.

FROM: Kate McKeever, Hearing Officer  
Elizabeth Cellucci, Senior Counsel

RE: Panel Discussions for Public Hearings and  
Addition to Appendix A of the Order

DATE: March 7, 2008

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On February 12, 2008, the Department of Public Utilities (“Department”) opened an investigation into expansion of protections and assistance for low-income consumers. Investigation into Expanding Low-Income Consumer Protections and Assistance, Including Standards For Arrearage Management Programs, Discount Rate, Service Termination, and Energy Efficiency Programs, D.P.U. 08-4. As stated in the Order, The Department will hold public hearings at 10:00 AM on Tuesday, April 8, 2008 and Wednesday, April 9, 2008.

The Department anticipates organizing several panels for providing comments at the public hearing. Persons who wish to participate as a panel must express interest in writing, by letter to Mary Cottrell, Secretary, at the address provided below, and by e-mail to the hearing officer, [kate.mckeever@state.ma.us](mailto:kate.mckeever@state.ma.us), by Friday, March 28, 2008. Persons intending to participate as a panel must: (1) provide their names, complete contact information (i.e. address, telephone number, fax number, and email address) and affiliation, if any; (2) briefly summarize their qualifications; (3) identify the subject matter on which they wish to comment; and (4) briefly summarize their opinions on the subject matter. The Department will try to accommodate requests to participate on a panel. However, in the interests of administrative efficiency, the subject matter and composition of the panels will be subject to the Department’s discretion.

Following the public hearing, interested persons will be given an opportunity to file reply comments.<sup>1</sup> One original and five copies of comments should be filed with Mary L. Cottrell, Secretary, Department of Public Utilities, One South Station - 2<sup>nd</sup> Floor, Boston, Massachusetts 02110.

### **AMENDMENT TO APPENDIX A**

Please add the following to the list of questions provided in Appendix A of the Order:

#### **Automated Information System**

31. Does the use of an automated information system (AMI) call for additional regulatory protections for low-income consumers? Why or why not? If yes, please describe what additional protections are needed.

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<sup>1</sup> All documents should be submitted to the Department in electronic format using one of the following methods: (1) by e-mail attachment to [dpu.efiling@state.ma.us](mailto:dpu.efiling@state.ma.us) and the hearing officer, [kate.mckeever@state.ma.us](mailto:kate.mckeever@state.ma.us); or (2) on a 3.5" disk or CD-ROM. The text of the e-mail, disk label, or CD-ROM must specify: (1) the docket number of the proceeding (D.P.U. 08-4); (2) the name of the person or company submitting the filing; and (3) a brief descriptive title of the document. The electronic filing should also include the name, title and telephone number of a person to contact in the event of questions about the filing. Text responses should be created in either Corel WordPerfect, Microsoft Word, or Adobe Acrobat (version or higher). Data or spreadsheet responses should be compatible with Microsoft Excel (version 2000). The Department strongly encourages filers to avoid submitting scanned files, but will accept them for posting when an alternative version does not exist in electronic format. All documents submitted in electronic format will be posted on the Department's website: <http://www.mass.gov/dpu>.