

The Commonwealth of Massachusetts

DEPARTMENT OF PUBLIC UTILITIES

NOTICE OF FILING AND REQUEST FOR COMMENTS

D.P.U. 25-SQ-08

March 12, 2025

Investigation by the Department of Public Utilities into Liberty Utilities (New England Natural Gas Company) Corp. d/b/a Liberty Utilities' 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).

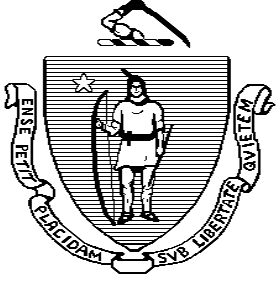
On February 28, 2025 Liberty Utilities (New England Natural Gas Company) Corp. d/b/a Liberty Utilities ("Company") filed with the Department of Public Utilities ("Department") the Company's 2024 service quality report ("2024 SQ Report") for the period January 1, 2024 through December 31, 2024. The Company's 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 Liberty Utilities (New England Natural Gas Company) Corp., D.P.U. 16-85 (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-08.

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 and alexa.wright@mass.gov. In addition, one copy of all written comments should be emailed to the Company's attorney Ronald Ritchie, Esq., at R.J.Ritchie@libertyutilities.com. The text of the e-mail must specify: (1) the docket number

of the proceeding (D.P.U. 25-SQ-08); (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-08). 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 eadiversity@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 Ronald Ritchie, Esq., at R.J.Ritchie@libertyutilities.com. For further information regarding this notice, please contact Alexa Wright, Hearing Officer, Department of Public Utilities, at alexa.wright@mass.gov.



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DEPARTMENT OF PUBLIC UTILITIES

ORDER OF NOTICE

D.P.U. 25-SQ-08

March 12, 2025

Investigation by the Department of Public Utilities into Liberty Utilities (New England Natural Gas Company) Corp. d/b/a Liberty Utilities' 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).

Liberty Utilities (New England Natural Gas Company) Corp. d/b/a Liberty Utilities ("Company") is required to serve a copy of the attached Notice of Filing and Request for Comments no later than **March 18, 2025** on the service lists in Liberty Utilities (New England Natural Gas Company) Corp., D.P.U. 24-SQ-08; Liberty Utilities (New England Natural Gas Company) Corp., D.P.U. 16-84 (2017)); Service Quality Standards for Electric Distribution Companies and Local Gas Distribution Companies, D.P.U. 12-120-D (2015); and on any person who has asked to be notified by the Company. The Company's service may be by electronic distribution, which the Department finds reasonable and consistent with the public interest. Finally, the Company shall prominently display the notice on its website from three business days following receipt of the notice from the Department through the end of the comment period. The Company must make return of service at the close of the comment period.

By Order of the Department,

/s/ _____
Mark D. Marini, Secretary