

HOW TO FILE A COMPLAINT WITH DPU

Many residents and local businesses have asked how they can register a complaint with the Commonwealth's Department of Public Utilities (DPU) over the electric outages resulting from problems with the NGRID electric lines.

DPU complaints are handled by its Consumer Division, which can be reached in several ways-

The online complaint form link is:

<https://www.mass.gov/forms/massachusetts-department-of-public-utilities-consumer-complaint-form>

You can also send your complaint directly to the DPU:

Department of Public Utilities
Consumer Division
One South Station, 5th floor
Boston, MA 02110

Call Consumer Division at (617) 737-2836
Call Consumer Division at (877) 886-5066 (toll free)

Fax: (617) 305-3742

Email
DPUConsumer.Complaints@mass.gov

**Please keep a copy of your complaint and send a copy to the Town at:
Nallen@Town.Hull.MA.US**

SAMPLE AS SEEN ON THE DPU SITE

Here is an example of the form on the DPU website that you will be asked to fill out. (Asterisks are required information.)

Type of Service

Utility Company

Account Number

Name*

First Name

Last Name

Address #1

Address #2

City

State

Zip Code

Phone Number*

Additional Phone Number

Email

How should we make contact with you regarding your complaint?

Please call me. Please send me an email.

Preferred spoken language

Here is my Complaint*-

Submit Form

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