

**MASSACHUSETTS ELECTRIC COMPANY
SERVICE QUALITY ADJUSTMENT PROVISION**

The Company's rates for Retail Delivery Service are subject to adjustment to reflect the credit to customers of a penalty assessed by the Department of Public Utilities ("Department") resulting from its review of the Company's 2010 Service Quality Report in Docket D.P.U. 11-SQ-11.

The Service Quality penalty assessed by the Department shall be allocated to the Company's rate classes by applying the Distribution Revenue Allocator shown below. The Service Quality Adjustment Factor for each rate class shall be based on the estimated kilowatt-hours to be delivered by the Company to each rate class for the period of time during which the Service Quality Adjustment Factors are proposed to be in effect. The Service Quality Adjustment Factors shall be applicable to all delivery service customers and, for billing purposes, will be included with the distribution kWh charge on customers' bills.

The Distribution Revenue Allocator shall be derived from the Company's most recent base rate case as approved by the Department and shall be as follows by rate class:

Rate R-1/R-2	51.0%
Rate R-4	0.1%
Rate G-1	17.5%
Rate G-2	10.5%
Rate G-3	20.4%
Streetlighting	0.5%

Any residual balance remaining after application of the credit shall be charged or credited to customers through the Company's Revenue Decoupling Mechanism Reconciliation.

In the event that the Department's decision to impose the penalty is reversed or modified as the result of an appeal, the Company shall recover the amount of the reduction in such manner as proposed by the Company and approved by the Department.

This provision is applicable to all Retail Delivery Service tariffs of the Company. The operation of this Service Quality Adjustment Provision is subject to Chapter 164 of the General Laws.

Issued: February 4, 2014

Issued by:
Marcy L. Reed
President

Effective: March 1, 2014