

THE COMMONWEALTH OF MASSACHUSETTS  
DEPARTMENT OF PUBLIC UTILITIES

MAURA T. HEALEY  
GOVERNOR

KIMBERLEY DRISCOLL  
LIEUTENANT GOVERNOR

REBECCA L. TEPPER  
SECRETARY OF ENERGY  
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ONE SOUTH STATION  
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(617) 305-3500

JAMES VAN NOSTRAND  
CHAIR

STACI RUBIN  
COMMISSIONER

JEREMY C. MCDIARMID  
COMMISSIONER

October 17, 2025

Via certified mail and email

Douglas R. Conn  
16615 SW 5<sup>th</sup> PL  
Newberry, Florida 32669

Andrews Farm Water Company  
36 Andrews Farm Road  
Boxford, Massachusetts 01921  
[afwcboxford@aol.com](mailto:afwcboxford@aol.com)

Lucia A. Teixeira  
President and Chief Operating Officer  
Aquarion Water Company of Massachusetts,  
Inc.  
835 Main Street  
Bridgeport, CT 06604  
[Lteixiera@aquarionwater.com](mailto:Lteixiera@aquarionwater.com)

RE: Chair's Supplemental Orders and Commission Emergency Ratification pursuant  
to G.L. c. 25, § 4B

Dear All:

On September 10, 2025, the Governor of the Commonwealth of Massachusetts declared that a water emergency exists and has, pursuant to Section 4B of Chapter 25 of the General Laws, granted me the authority to take such action as I consider necessary to assure public safety and welfare through the priority restoration and continuing availability of water utility services for the customers of Andrews Farm Water Company. Acting pursuant to the authority granted by the Governor, also on September 10, 2025, I determined that Andrews Farm Water Company was incapable of restoring such service, and I directed Aquarion Water Company of Massachusetts, Inc. ("Aquarion") to take operational and management control over restoration of water service in the Andrews Farm neighborhood of Boxford, Massachusetts. Consistent with this general directive, I issued further specific directives to Andrews Farm Water Company and Aquarion (the "Chair's First Emergency Order").

As of the date of this letter order, Aquarion has restored water service to the Andrews Farm neighborhood. The Department conveys its appreciation to Aquarion for its swift action.

Notwithstanding the restoration of water service, in my judgment, a water emergency continues to exist in the Andrews Farm neighborhood. To date, the Andrews Farm Water Company has failed to respond to the Chair's First Emergency Order, nor has it provided financial and personnel support or reimbursement to Aquarion, as required by the Chair's First Emergency Order. Considering its apparent incapacity, control of the water system cannot be returned to the Andrews Farm Water Company, but at this time, a long-term alternative operator has not been identified. Coordinated efforts among the residents of the Andrews Farm neighborhood, the Towns of Boxford and Topsfield, Aquarion, and state agencies are necessary to effectuate a long-term operational solution. These efforts are in progress but have not concluded. To permit additional and necessary time for a long-term solution, I determine it is necessary to extend the water emergency, and hereby so order.

In addition, I issue the following directives to Andrews Farm Water Company and Aquarion, which I find necessary to assure public safety and welfare through the priority restoration and continuing availability of water utility services for the customers of Andrews Farm Water Company:

To Andrews Farm Water Company

**The failure by Andrews Farm Water Company to abide by these orders shall result in the assessment of financial penalties as authorized by statute.**

1. Andrews Farm Water Company remains obligated to provide complete financial and personnel support to Aquarion to operate the water system. Andrews Farm Water Company further remains obligated to reimburse Aquarion for all costs incurred by Aquarion in fulfilling these emergency orders.
2. Andrews Farm Water Company shall file the following with the Department by October 28, 2025:
  - a. Andrews Farm Water Company's balance sheet and income statement for 2022, 2023, and 2024;
  - b. Andrews Farm Water Company's cash transaction journal, or equivalent, for January 1, 2024 to September 30, 2025;
  - c. The metered amount of water sold to each customer account, per month, from September 1, 2024 to September 30, 2025; and

- d. Documents or other information sufficient to explain in complete detail the Andrews Farm Water Company's billing procedure for its customers, including, without limitation, standard operating processes or methodologies for reading customer meters and sending timely and accurate bills.

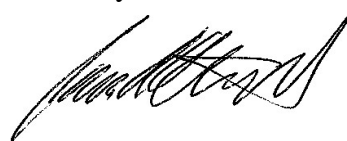
To Aquarion

1. The Department hereby approves Aquarion's proposed accounting treatment for expenses related to compliance with the Chair's orders, as described in the proposal Aquarion filed with the Department on September 23, 2025, and attached hereto as Exhibit A.
2. Aquarion shall file with the Department a preliminary assessment of the measures necessary to bill Andrews Farm Water Company customers, including necessary measures and estimated timing and costs. Aquarion shall file such preliminary assessment within five business days of this Order.

Regarding this requirement, the Department reminds the customers of the Andrews Farm Water Company that they remain obligated to pay just and reasonable rates for the water they consume, notwithstanding the water emergency. Even though the Andrews Farm Water Company and Aquarion are not billing customers at this time, the Department will act to protect other ratepayers of Aquarion from costs associated with this emergency response, including by requiring Andrews Farm residents to pay just and reasonable charges.

3. Aquarion shall complete, or engage with a consultant to complete, a small-scope alternatives analysis of investments needed to bring the existing groundwater source into compliance with the Department of Environmental Protection requirements or secure an alternative source of supply. Such analysis shall be consistent with, but not necessarily limited to, the Sanitary Survey issued by the Department of Environmental Protection on October 8, 2025.

Sincerely,

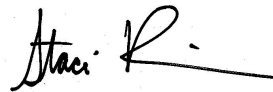


James M. Van Nostrand  
Chair

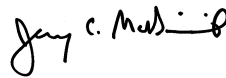
cc: Legislative Delegation  
Town of Boxford  
Town of Topsfield  
Massachusetts Department of Environmental Protection

**COMMISSION RATIFICATION OF CHAIR'S EMERGENCY ORDERS**

Pursuant to Section 4B of Chapter 25 of the General Laws requiring that the Commission ratify any emergency orders issued by the Chair within 30 business days and to prescribe an end date to such orders, we hereby ratify the Chair's orders to date in this matter and prescribe that such ratification shall terminate no earlier than Friday, December 5, 2025, or by such later date that the Commission shall prescribe in a future ratification order.



Staci Rubin  
Commissioner



Jeremy C. McDiarmid  
Commissioner

# Exhibit A

**KEEGAN WERLIN LLP**

ATTORNEYS AT LAW  
ONE CRANBERRY HILL, SUITE 304  
LEXINGTON, MASSACHUSETTS 02421

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(617) 951-1400

September 23, 2025

Chair James M. Van Nostrand  
Department of Public Utilities  
One South Station, 3<sup>rd</sup> Floor  
Boston, MA 02110

Re: Chair Order under G.L. c. 25, § 4B regarding Andrews Farm Water Company

Dear Chair Van Nostrand:

Consistent with the Department of Public Utilities request on September 15, 2025, the Aquarion Water Company of Massachusetts, Inc. (“Aquarion”), Aquarion provides the following summary of the company’s planned accounting and billing for expenses incurred pursuant to the September 10, 2025 Chair Order under G.L. c. 25, § 4B (“Order”).

On September 10, 2025, following the declaration of a water emergency for the Andrews Farm community in the Town of Boxford (“Declaration”), consistent with your directives, Aquarion Water Company of Massachusetts, Inc. (“Aquarion”) coordinated with the Massachusetts Department of Environmental Protection (“DEP”), the Town of Boxford, the Town of Topsfield, Senator Tarr, and state officials to restore water service to the customers of Andrews Farm Water Company. Aquarion is pleased to report that water service was restored to all customers on September 11, 2025 subject to a boil water condition. On September 17, 2025, following required testing of the water supply, the DEP has lifted the boil water order. Aquarion appreciates the collaboration of the state and local officials to address this emergency condition.

Aquarion is continuing to meet regularly with state and local officials to address issues to maintain safe and reliable water service to customers until the emergency orders are lifted. Further, the company intends to coordinate with the DEP and DPU to prioritize any required maintenance.

Pursuant to the Order and G.L. c. 25, § 4B (“Section 4B”), Aquarion is entitled to reimbursement for the expenses incurred to comply with the Order. Consistent with the Order, Aquarion will issue invoices to Andrews Farm Water Company for costs incurred to restore and maintain water service and comply with the directives in the Order. The company intends to account for all expenses incurred, including internal labor and vendor costs, in relation to restoring water service, performing all required water quality testing, and maintaining the system until the end of the state of emergency or directed otherwise by the Department of Public Utilities (“Department”). Aquarion will establish a deferral account to track all expenses separate from the company’s general operations.

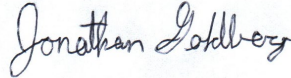
Aquarion will issue an invoice for recovery of all costs incurred to date related to the restoration of water service, including required maintenance and water testing. Aquarion will periodically issue additional invoices to recover any ongoing maintenance or costs of compliance. Aquarion intends to copy the Department on all invoices issued to Andrews Farm Water Company and can provide any supporting documentation to the Department upon request. If Andrews Farm Water Company fails to provide payment within 90 days as required by the Order and G.L. c. 25, § 4B, Aquarion will notify the Department to compel payment.

Consistent with the proposed accounting and billing process, Aquarion proposes to treat these proper business expenses incurred pursuant to Section 4B as a regulatory asset for recovery from Andrews Farm Water Company or in a manner determined by the Department consistent with Section 4B.

Thank you for your attention to this matter. Please let me know if you have any questions or require additional information regarding Aquarion's planned accounting treatment and invoicing process.

**AQUARION WATER COMPANY OF  
MASSACHUSETTS D/B/A AQUARION**

By its attorney,



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