



THE COMMONWEALTH OF MASSACHUSETTS  
DEPARTMENT OF PUBLIC UTILITIES

CHARLES D. BAKER  
GOVERNOR

KARYN E. POLITO  
LIEUTENANT GOVERNOR

KATHLEEN A. THEOHARIDES  
SECRETARY OF ENERGY  
AND ENVIRONMENTAL AFFAIRS

ONE SOUTH STATION  
BOSTON, MA 02110  
(617) 305-3500

MATTHEW H. NELSON  
CHAIR

ROBERT E. HAYDEN  
COMMISSIONER

CECILE M. FRASER  
COMMISSIONER

November 21, 2019

Via Electronic Mail

William Fernandes  
MuckRock News  
DEPT MR 82808  
411A Highland Avenue  
Somerville, MA 02144  
[82808-00049602@requests.muckrock.com](mailto:82808-00049602@requests.muckrock.com)

RE: Public Records Request

Dear Mr. Fernandes:

On November 4, 2019, the Massachusetts Department of Public Utilities ("Department") has received your public records request dated November 1, 2019, seeking records relating to Transportation Network Companies ("TNC") as follows: (1) number of TNC Background appeals entered for the dates October 28, 2019 to November 1, 2019 ("Item 1"); (2) number of times e-mail correspondence was sent from the masspu.com e-mail server using the mask: [donotreply@massdpu.com](mailto:donotreply@massdpu.com) ("Item 2"); (3) number of appeals received as well as resolved or subject to adjudication during the time period specified ("Item 3"); (4) copies of all e-mails sent and received to the e-mail account: [dputncappeal@state.ma.us](mailto:dputncappeal@state.ma.us) for the duration specified in Item 1 ("Item 4"); and (5) copies of all e-mails sent and received to the e-mail account: [dputncquestions@state.ma.us](mailto:dputncquestions@state.ma.us) for the time period specified in Item 1 ("Item 5"). See G.L. c. 66, § 10(b)(v)-(vi) (2017).

After a reasonable search, the Department has located the records responsive to your request. Please be aware that the Department may charge for any time expended as consistent with the Public Records Improvement Act. See G.L. c. 66, § 10(d);

950 CMR 32.07(2) (record custodian permitted to charge \$0.05 per double-sided page for black and white photocopies, and up to \$25.00 per hour for every hour of actual work preparing documents in excess of four hours). The Department has determined that a charge of \$1,400 is necessary to process your request, representing the Department's reasonable production costs associated with your request. There are approximately 1,200 pages of information and the Department estimates, conservatively and in good faith based on past experience, that we will expend an average of three minutes to review each page for a total of 3,600 minutes, or 60 hours. Accordingly, the good-faith estimate of \$1,400 is derived as follows: 60 hours minus the first four hours equals 56 hours, at a rate of \$25/hour, which represents the lowest hourly rate of a person capable of compiling, segregating and redacting these records. To proceed with production please remit a payment of \$1,400 payable to the Commonwealth of Massachusetts. Once payment is received, we will complete the steps necessary to process production.

Sincerely,

/s/

Jeffrey M. Leupold  
Legal Division