



**THE COMMONWEALTH OF MASSACHUSETTS
DEPARTMENT OF PUBLIC UTILITIES**

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November 5, 2018

President Stephen Bryant
Bay State Gas Company d/b/a Columbia Gas of Massachusetts
4 Technology Drive, Suite 250
Westborough, MA 01581

RE: Chairman's Fourth Set of Orders under G.L. c. 25, § 4B

Dear President Bryant,

This letter follows up on my order of September 21, 2018, in which I directed Columbia Gas of Massachusetts to enter into an agreement with Joe Albanese, as Chief Recovery Officer, and Commodore Recovery LLC to direct all personnel and assets of Columbia Gas as necessary to achieve full restoration of gas service following the September 13, 2018 gas line event affecting service in Lawrence, Andover, and North Andover, Massachusetts, and to undertake any related recovery efforts, including assessment and mitigation actions, customer support, and communication and outreach.

I received your letter dated October 30, 2018. That letter explained that, to expedite the restoration of heating service to its customers, Columbia Gas of Massachusetts plans to make repairs to existing boilers and furnaces at properties affected by the September 13, 2018 event and then, after the heating season, will return and replace all gas boilers and furnaces.

Pursuant to the authority granted to me by Governor Baker under section 4B of chapter 25 of the General Laws, and consistent with your October 30 letter, I issue the following orders that I deem necessary to assure public safety and welfare through the

priority restoration and continuing availability of gas service following the September 13, 2018 gas line event:

- Before October 31, 2019, Columbia Gas of Massachusetts shall replace all gas boilers and furnaces at properties affected by the September 13, 2018 gas line event unless a customer specifically requests the contrary; and
- Columbia Gas of Massachusetts shall continue to follow the directives of the CRO and Commodore Recovery LLC, in accordance with the terms and conditions of its agreement with Commodore Recovery LLC as directed by my order of September 21, 2018.

If Columbia Gas of Massachusetts fails to carry out any of these orders, it may be assessed penalties up to \$1,000,000 per violation.

Sincerely,

A handwritten signature in black ink, appearing to read "Angela M. O'Connor". The signature is fluid and cursive, with the first name "Angela" being the most prominent part.

Angela M. O'Connor
Chairman

cc: Joe Albanese, Commodore Recovery LLC