



THE COMMONWEALTH OF MASSACHUSETTS  
DEPARTMENT OF PUBLIC UTILITIES

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December 17, 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 Sixth Set of Orders under G.L. c. 25, § 4B

Dear Mr. Bryant,

I write in regards to the ongoing restoration and recovery efforts in the Merrimack Valley following the September 13, 2018 gas line event affecting service in Lawrence, Andover, and North Andover, Massachusetts (the "affected communities").

As you know, I issued an order on September 21, 2018, pursuant to section 4B of chapter 25 of the General Laws and the authority granted to me by Governor Baker thereunder, in which I directed Columbia Gas of Massachusetts to enter into an agreement with Joe Albanese, as Chief Recovery Officer (CRO), and Commodore Recovery LLC to undertake restoration and recovery efforts under the direction of the CRO and Commodore Recovery. In my follow-up order of November 5, 2018, I directed Columbia Gas to replace all gas boilers and furnaces at affected residences by October 31, 2019, and to continue to follow the directives of the CRO and Commodore Recovery.

I am aware that restoration and recovery efforts are entering a new phase, in which the roles of Mr. Albanese and Commodore Recovery will be redefined. Effective immediately, Mr. Albanese will no longer serve as Chief Recovery Officer, and Commodore Recovery's agreement signed with Columbia Gas pursuant to my September 21 order will be terminated. Going forward, Nitsch Engineering will undertake oversight and monitoring activities to ensure that the remaining work that is required to achieve full restoration and recovery in the affected communities is completed in a timely and satisfactory fashion.

## Chairman's Sixth Set of Orders

Under the powers granted to me by Governor Baker under section 4B of chapter 25 of the General Laws, I hereby issue the following orders to Columbia Gas of Massachusetts ("Columbia Gas"), which I deem necessary to assure public safety and welfare through the priority restoration or continuing availability of gas service:

- By December 21, 2018, Columbia Gas shall enter into an agreement with Nitsch Engineering, which shall provide oversight and monitoring of the remaining work that is required to achieve full restoration and recovery in the affected communities. The agreement shall allow Nitsch Engineering to have full insight into the continuing restoration work, and Columbia Gas shall provide Nitsch Engineering with all information requested by Nitsch Engineering in a timely manner. Columbia Gas shall provide a copy of the agreement to the Department of Public Utilities ("Department") promptly upon execution by all parties.
- Effective immediately and throughout the winter months of 2018-19, Columbia Gas shall take measures to ensure that adequate heat and hot water and gas appliances are provided at all properties affected by the September 13, 2018 gas line event, including implementing protocols to respond to customer complaints or service disruptions;
- Beginning in 2019, Columbia Gas shall repave and restore all streets, roadways, sidewalks and other areas affected by the September 13, 2018 gas line event in accordance with applicable Department standards and precedents;
- At the request of the affected communities, Columbia Gas shall discuss any plans or standards proposed by those communities for restoring hard or soft surfaces affected by the September 13, 2018 gas line event, provided that an agreement reached with any of the affected communities shall be subject to investigation and prudence review by the Department. A failure to abide by any such agreement shall be deemed a violation of this order and will be subject to penalties as stated below;
- Beginning in 2019, Columbia Gas shall replace all gas boilers and furnaces and other gas-fired equipment at residences affected by the September 13, 2018 gas line event, unless a customer specifically requests the contrary;
- All restoration work beginning in 2019 shall be completed by no later than October 31, 2019, unless an earlier or later date is agreed to with any of the affected communities for any restoration work occurring in that community; and
- Columbia Gas shall maintain quantitative measures, which shall be verified by officials of the affected communities, to track the company's progress in completing all of the work outlined above, and shall report such progress to the Department at a frequency to be determined by my future orders, if any, or the Department.

Chairman's Sixth Set of Orders

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

Sincerely,

*/s/ Angela M. O'Connor*

Angela M. O'Connor  
Chairman