



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

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January 31, 2019

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 Seventh Set of Orders under G.L. c. 25, § 4B

Dear President Bryant,

This follows up on my order of December 17, 2018, relating to 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").

In my December 17 order, I directed Columbia Gas of Massachusetts ("Columbia Gas") to undertake certain actions to ensure that the next phase of restoration and recovery efforts in the affected communities would be completed in a timely and satisfactory fashion throughout the winter months of 2018-19 and subsequent months.

I am aware that, effective December 21, 2018, Columbia Gas entered into an agreement with Nitsch Engineering to enable Nitsch Engineering to conduct oversight and monitoring of the remaining work that is required to achieve full restoration and recovery in the affected communities. The agreement allows Nitsch Engineering to have full insight into the continuing restoration work, and to request and receive all pertinent information related to this work.

To ensure continued oversight of ongoing restoration and recovery efforts, and 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, which I deem necessary to assure public safety and welfare through the priority restoration or continuing availability of gas service:

- Columbia Gas shall continue to provide Nitsch Engineering with all information requested by Nitsch Engineering in a timely manner, in order to enable Nitsch Engineering to perform its oversight and monitoring activities pursuant to its December 21 agreement with Columbia Gas;
- 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 of Public Utilities ("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.

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,

/s/ Angela M. O'Connor

Angela M. O'Connor
Chairman