



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

**CHARLES D. BAKER**  
GOVERNOR

**KARYN E. POLITO**  
LIEUTENANT GOVERNOR

**MATTHEW A. BEATON**  
SECRETARY OF ENERGY  
AND ENVIRONMENTAL AFFAIRS

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

**MATTHEW H. NELSON**  
CHAIRMAN

**ROBERT E. HAYDEN**  
COMMISSIONER

**CECILE M. FRASER**  
COMMISSIONER

April 29, 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 Ninth Set of Orders under G.L. c. 25, § 4B

Dear President Bryant,

This follows up on the orders of December 17, 2018, January 31, 2019, and March 15, 2019 by the Chair of the Department of Public Utilities ("Department"), 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 these prior orders, the Department Chair 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 are completed in a timely and satisfactory fashion.

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

I am aware that Columbia Gas continues to be engaged in ongoing discussions with the affected communities, with regard to the timing and scope of hard and soft surface repairs made necessary by the September 13, 2018 gas line event.

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;
- Columbia Gas shall continue to take measures that ensure 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;
- 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;
- Columbia Gas shall continue to discuss any plans or standards proposed by the affected 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 through its normal ratemaking procedures. 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;
- 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/ Matthew Nelson

Matthew Nelson  
Chairman