

Stephen H. Bryant
President & COO

September 21, 2018

The Hon. Edward J. Markey
United States Senate
Washington, D. C. 20510

The Hon. Elizabeth Warren
United States Senate
Washington, D. C. 20510

Dear Senators Markey and Warren:

Thank you for your September 18, 2018 letter regarding the impact on our customers – and the ongoing process of restoring service to those customers – following the tragic events in Lawrence, Andover, and North Andover, Massachusetts on September 13, 2018.

In regards to the overall event response, let me begin by expressing my sincere appreciation to Eversource and all of the mutual aid partners who came to the assistance of our customers and the residents of the Greater Lawrence region. Selflessly, these men and women answered the call – setting aside all else – to rush to the aid of this community. I am deeply appreciative of their efforts, and sorry for the terrible impact this event has had on so many people in the Greater Lawrence area and beyond. We are fully committed to providing immediate and ongoing assistance to people who need it, rebuilding our system safely, and working tirelessly to earn back the public's trust. This continued spirit of collaboration and partnership will be essential as we embark on this rebuilding effort.

Turning now to the important topics raised in your letter:

1. Safety inspections have been conducted for all structures impacted by this incident.

Enclosed is a list entitled “Cleared Locations” that includes the addresses of residences and other buildings in the affected area that have been determined to be safe. Customers can obtain information concerning their own properties by contacting Columbia.

2. We are constantly tracking and updating the service status for all homes and buildings in the affected area via our customer information system rather than creating static maps. Our customer information system provides current and accurate reporting on the status of service to customers in the affected area. This approach ensures that all of our teams can access the most complete and

current data, rather than relying on a separate, and potentially outdated, map with this information.

3. Before restoring gas service to any homes or businesses, we will conduct thorough inspections of both our facilities and customer-owned plumbing, appliances, or other natural gas equipment.

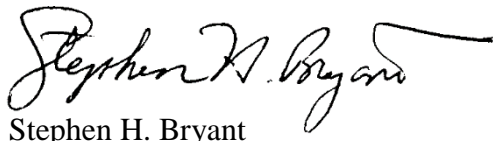
If those inspections reveal any safety concerns, we will make all necessary repairs or replacements at no cost to customers.

4. To provide an added assurance to customers and the community at large, the affected distribution system has been shut down and is being disconnected from all sources of gas. This process is expected to be completed later today.
5. If a customer lives or works in what they believe to be an affected area but believes that their gas is still on, they can call the dedicated helpline for the Greater Lawrence area at 1-866-388-3239 or our emergency number at 1-800-525-8222. We will immediately respond to any natural gas safety concern.
6. We have taken a number of steps to provide ongoing and individualized communication to residents in the affected areas in both English and Spanish, with additional translation services also available. We have established a dedicated Greater Lawrence Helpline at 1-866-388-3239, providing access to individual customer information and customer assistance programs. We have posted community representatives at local shelters, community resource centers, claim centers, and other locations where customers may require individualized support and assistance. We also are providing regular bi-lingual information updates via news media and social media updates, including posting information on Facebook, Twitter, and the Columbia Gas of Massachusetts website, www.ColumbiaGasMA.com.

Customers and affected persons may also obtain information by visiting one of the three claims centers located at (1) 1 Market Street, Lawrence, Massachusetts, (2) 20 Main Street, Andover, Massachusetts, and (3) 115 Main Street, North Andover, Massachusetts.

Once again, thank you for sharing in our commitment to support the ongoing Greater Lawrence recovery effort. Please feel free to contact me if you have further questions.

Sincerely,

A handwritten signature in black ink that reads "Stephen H. Bryant". The signature is written in a cursive style with a long horizontal flourish extending to the right.

Stephen H. Bryant

Enclosure