

**From:** [REDACTED]  
**To:** [REDACTED]  
**Subject:** Re: no. of affected customers  
**Date:** Friday, May 31, 2019 3:30:47 PM

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Hi Rachael,

We searched back to the numbers we compiled last Fall -- and actually used these numbers when we provided an update to the federal delegation.

Total affected customers: Approximately 11,000 (10,894)  
Impacted Meters: Approximately 8,500 (8,447)

Please note, the impacted meters are included in the 10,894 affected customers. The numbers are not meant to be summed.

"Impacted" is defined as the customers who were in the zone served by the low pressure system impacted by the incident. The additional customers were those outside of the impacted zone, but whose gas was shut off (through a variety of means, mostly shut off themselves).

I hope this information answers the question.

Please let me know if you need additional information.

Thanks  
SAD

Sheila A. Doiron  
Director, Communications and Community Relations  
Columbia Gas of Massachusetts  
4 Technology Drive, Suite 250  
Westborough, MA 01581



Click on icon to join Columbia Gas on

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**From:** Gunaratnam Rachael [REDACTED] >  
**To:** [REDACTED]  
**Date:** 05/31/2019 02:07 PM  
**Subject:** no. of affected customers

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Sheila or Rob,

Is this statement true? Or do you have more exact numbers? I got this from MEMA:

In addition to the 8,570 impacted customers, an additional 10,000 residences in Andover and North Andover had gas service shut off.

*Rachael Gunaratnam*

Hazardous Materials Accident Investigator  
Office of Railroad, Pipeline and Hazardous Materials Investigations  
National Transportation Safety Board  
490 L'Enfant Plaza, SW  
Washington, D.C. 20594  
[REDACTED]

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