

From: [REDACTED]
To: [REDACTED]; [REDACTED]
Subject: Fw: PLD18MR003 -- Merrimack Valley -- Request for Clarification -- Integration Center
Date: Tuesday, May 14, 2019 5:09:40 PM
Attachments: [ATT00001.gif](#)
[ATT00002.gif](#)
[ATT00003.gif](#)

Rachael, titles have been added.

Rob Mooney
VP, Engineering and Pipeline Safety
NiSource, Inc.

[REDACTED]

----- Forwarded by Rob Mooney/CGV/Enterprise on 05/14/2019 05:08 PM -----

From: Sheila Doiron/BSG/Enterprise
To: Rob Mooney [REDACTED], [REDACTED]
Date: 05/14/2019 04:45 PM
Subject: Fw: PLD18MR003 -- Merrimack Valley -- Request for Clarification -- Integration Center

I've added the employee titles -- after your review/approval you can send along to Rachael.

SAD

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

[REDACTED]

Click on icon to join Columbia Gas on  

----- Forwarded by Sheila Doiron/BSG/Enterprise on 05/14/2019 04:39 PM -----

From: Gunaratnam Rachael [REDACTED] >
To: [REDACTED] >
Cc: Beaton Robert [REDACTED] >, Evans Roger [REDACTED] >, [REDACTED] >
<sdoiron [REDACTED]>
Date: 05/14/2019 04:37 PM
Subject: RE: PLD18MR003 -- Merrimack Valley -- Request for Clarification -- Integration Center

Received, thank you.

Below you list names of CMA employees but no job titles. Can you please list their job titles next to their name?

Thank you.

-Rachael

From: [REDACTED]
Sent: Tuesday, May 14, 2019 3:56 PM
To: Gunaratnam Rachael [REDACTED] >
Cc: Beaton Robert [REDACTED] >; Evans Roger [REDACTED] >; [REDACTED]
Subject: RE: PLD18MR003 -- Merrimack Valley -- Request for Clarification -- Integration Center

Rachael, in response to your attached questions, I offer the following:

In regards to #1.

Your characterization is correct.

In regards to #2.

The matrix is an internal Gas Control document used to reference who should be communicated to based on the trigger/event. There is no declaration of the Event Reference number. The initial incident would have been classified as a E1 when receiving the HI HI pressures. M&R techs were dispersed to the area at 16:06. At 16:26 Lawrence Engineering reported to Gas Control reports of Fire and explosion. At this point it would have been classified as a E8. Gas Control Notified Integration Center at 16:30 of the situation. These times are documented in the Activity Report. I have copied Adam in case you need further clarification.

In regards to #3.

It appears we do not have any written timeline on when contact was made with any of the agencies mentioned. Both Dana and Sheila provide written descriptions of their activity on that day.

Dana Argo, Lawrence Division Operations Center Manager at the time of the 9/13/18 incident, current position is Systems Operations Manager

I was contacted by the State Fire Marshal while on site at the tie-in at South Union Street.

I was further contacted by fire personnel as the incident unfolded, but I did not initiate any of the calls. I was directed to the Command Center at Showcase by the Marshal in the evening time frame, but I do not have the exact time.

Sheila Doiron, Director of Communications and Community Relations

I was in Boston at the Society of Gas Lighting meeting when the event occurred. Within minutes of the start of the incident, I received a call from Tracy Stefanowicz indicating there were explosions reported and she was in touch with Dana Argo. Tracy was in Lawrence that day and had just left 55 Marston Street to return home -- she turned around to go back to the office. I immediately left Boston and got on the road to Lawrence -- not sure of my exact arrival, as the traffic hampered any travel in the area. I instructed my entire communications team to meet there (Chavonne Baldwin, Karen Lane-Newell, Maureen Callahan). I estimate I arrived at 55 Marston Street between 6:30 and 7:00 PM. We also met Steve Bryant there, and immediately prepared draft holding statements, with the help of Corporate Affairs.

At approximately 10 PM, I left Marston Street to go to the Showcase Cinema command center -- where I stayed continuously throughout the next ~ 40 hours. The fire chiefs from all three municipalities were at this location, as well as the Fire Marshal and MEMA.

Tracy Stefanowicz, Manager of Communications and Community Relations - Lawrence and Springfield Divisions

I did not contact fire departments on Sept 13th, MEMA or Fire Marshal.
I reported directly back to 55 Marston immediately after the incident and remained there for the duration.
Stayed in contact with Dana Argo -- who was in contact with local public safety officials.

Chavonne Baldwin, Manager of Communications and Community Relations - Brockton Division

Drove to Marston Street to report there.

Karen Lane-Newell, External Affairs Specialist - Brockton Division

I also went directly to 55 Marston St. I did not have any communication with the FD

Eric Madison, Public Awareness Manager

I didn't get up there until about 10:00 am on Friday (9/14/18) morning, and reported directly to you in the state police trailer. From there I did touch basis with Andover and Lawrence fire Chiefs, but I was not the first to interact with them. I would say that was my first interaction with the unified command post. I didn't speak with the North Andover Chief until much later, I think Sunday or Monday.

I didn't interact with the State Fire Marshal or the MEMA Director until Saturday (at least as I recall).

Mike Kane, Director of Government Affairs

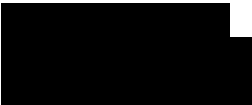
At the request of the Lawrence Mayor, I reported to the Lawrence Emergency (Recreational) Vehicle in the Showcase Cinema parking lot. The Mayor identified me as an employee of Columbia Gas in front of the State Fire Marshal and local Fire/Police Officials. Questions were asked regarding our "operations" and I told them I was from Government Affairs and could not answer their "operations" questions. The State Fire Marshal instructed me to get someone from CMA Operations to the trailer. I contacted Dana Argo at the Marshal's request.

I did receive a call from a "Mike" from MEMA on my cell phone prior to leaving the Boston Commons Parking Garage. He was looking for any updates. I did not have any information but told him I was on my way to Lawrence at the request of the Lawrence Mayor.

I am not sure of the exact time of my arrival to the Lawrence Emergency Vehicle in the Showcase Cinema parking lot.

Please let me know if you have any questions.

Rob Mooney
VP, Engineering and Pipeline Safety
NiSource, Inc.



From: Gunaratnam Rachael <[redacted]>
To: Evans Roger <[redacted]>
Cc: Beaton Robert <[redacted]>
Date: 05/10/2019 11:39 AM
Subject: RE: PLD18MR003 -- Merrimack Valley -- Request for Clarification -- Integration Center

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Rob,

To follow up on Roger's email:

1. I just found a description of the Integration Center in one of the documents that was submitted from CMA:

The Integration Center is the NiSource centralized work and resource management organization that works with CMA field operations to provide safe and reliable service to customers.

So that I may understand this correct, the integration center is essentially a dispatch center for all field operations, which would includes work order and emergency response?

2. I also had a follow up document request:

According to CMA "Gas Control-Integration Center Communication Matrix", there is a classification of events, E1-E15. How was the Sept. 13 gas incident classified and were any internal communications (i.e. emails, phone records) regarding this? If so, please submit.

3. Also the latest timeline you provided does not indicate when CMA was first in touch with local or state authorities? **At one point did CMA contact either the State Fire Marshal, MEMA or local fire departments?** Also, there were two command posts set up—the first staged at the St. Michael middle school in North Andover and then later moved to the Showcase Cinema in Lawrence. **At what time did CMA join the unified command?** I could not find this anywhere in the documents that CMA provided, nor was this mentioned in the interviews that were conducted for CMA.

Thank you for your help,

Rachael

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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From: Evans Roger <[REDACTED]>

Sent: Friday, May 10, 2019 10:36 AM

To: [REDACTED]

Cc: Gunaratnam Rachael <[REDACTED]>; Beaton Robert <[REDACTED]>

Subject: PLD18MR003 -- Merrimack Valley -- Request for Clarification -- Integration Center

Rob,

The timeline depicts a location called "Integration Center" and we have yet to see this referenced elsewhere.

Please provide clarification.

Thanks,

Roger

Roger D. Evans

Senior Pipeline Incident Investigator

National Transportation Safety Board

Office of Railroad, Pipeline, and Hazardous Materials Investigations

[REDACTED]

[REDACTED]
[REDACTED]



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