

DATE	Event Description	Timeline	Source
9/13/2018	First High-High pressure alarm received at South Lawrence (15.02 iwc)	16:04:02	SCADA Event Report Incoming Event from SCADA
9/13/2018	Controller acknowledgement of Hi-Hi alarm at South Lawrence	16:04:59	SCADA Event Report Controller Action
9/13/2018	High-High pressure alarm Received at Riverina (16.94 iwc)	16:05:15	SCADA Event Report Incoming Event from SCADA
9/13/2018	Riverina Rate of Change Alarm received (0.1085 iwc / s)	16:06:14	SCADA Event Report Incoming Event from SCADA
9/13/2018	Controller acknowledgement of Riverina Rate of Change Alarm	16:06:24	SCADA Event Report Controller Action
9/13/2018	Outbound call to CMA Measurement & Regulation Technician - [REDACTED] [REDACTED]. He will be on his way to check on both Riverina and South Lawrence	16:07:06	SCADA Activity Report Controller Action
9/13/2018	Supervisor System Operations - [REDACTED], Maintenance Mechanic Measurement and Regulation (M&R) - [REDACTED] and, Measurement & Regulation Technician - [REDACTED] aware of SCADA HI Hi alarms at both LP telemeters. [REDACTED] goes to shop to get M&R vehicle. [REDACTED] and [REDACTED] take their personal vehicles and go in opposite directions to check LP reg stations.	16:07:06	Supervisor System Operations - [REDACTED], SCADA Activity Report Controller Action
9/13/2018	Riverina Rate of Change Alarm received (0.1311 iwc / s)	16:07:14	SCADA Event Report Incoming Event from SCADA
9/13/2018	Controller acknowledgement of Riverina Rate of Change Alarm	16:07:48	SCADA Event Report Controller Action
9/13/2018	Controller acknowledgement of Hi-Hi alarm at Riverina	16:08:01	SCADA Event Report Controller Action
9/13/2018	Supervisor System Operations - [REDACTED] went to Boyd St Regulator Station, observed no sound coming from the station which was an indication of no flow	16:15:00	Supervisor System Operations [REDACTED]
9/13/2018	Gas Controller [REDACTED] provided update to Shift Lead [REDACTED] and Gas Control Manager [REDACTED]	16:16:00	Activity Report - Activity Number: A180913-1615-36 AOR: North
9/13/2018	Inbound call from CMA Measure & Regulations Tech [REDACTED] checking in. He reported smoke/explosion in the distance	16:16:24	SCADA Activity Report Controller Action
9/13/2018	Field Operations Leader - [REDACTED] and Engineer - [REDACTED] notified by Construction Specialist - [REDACTED] to contact Construction Inspector [REDACTED]	16:18:00	Field Engineer - [REDACTED], Phone Records
9/13/2018	First Priority Response Order Created by Integration Center	16:18:00	Customer Information System
9/13/2018	First Priority Response Order Assigned by Integration Center	16:19:00	Customer Information System
9/13/2018	Supervisor System Operations - [REDACTED] went to Amherst St Regulator Station, observed no sound coming from the station which was an indication of no flow. ERX failed high.	16:20:00	Supervisor System Operations [REDACTED]

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9/13/2018	Technician - [REDACTED] Enroute to First Priority Response Order Assigned by Integration Center	16:20:00	Customer Information System
9/13/2018	CEO - Joseph Hamrock Notified	16:22:00	CEO - Joseph Hamrock, Phone Records
9/13/2018	Integration Center Manager - [REDACTED] Notified	16:24:00	Scheduling Leader - [REDACTED]
9/13/2018	All Integration Center Team Leaders Notified	16:24:00	Integration Center Manager - [REDACTED]
9/13/2018	Engineer - [REDACTED] contacted Construction Inspector - [REDACTED] and was informed that a tie in was being completed at [REDACTED], the gauges on either side of the bypass said 9 "WC so the gauges had been removed. In the process of removing the bypass, there was a loud noise when a component of the bypass was ejected. The crew attempted to close the bypass tap manually. They then noticed fire through the chimneys of near houses. Engineer - [REDACTED] asked which houses and Construction Inspector - [REDACTED] said multiple.	16:25:00	Field Engineer - [REDACTED], Phone Records
9/13/2018	Supervisor System Operations - [REDACTED] went to State St Regulator Station, observed no sound coming from the station which was an indication of no flow. ERX failed high.	16:25:00	Supervisor System Operations - [REDACTED]
9/13/2018	First Explosion at 8 Vandergrift St Lawrence reported to Integration Center	16:26:00	Customer Information System
9/13/2018	Gas Controllor - [REDACTED] notified by Engineer - [REDACTED] of a reported fire and explosion	16:26:00	Field Engineer - [REDACTED], Phone Records
9/13/2018	Gas Controllor - [REDACTED] updated Shift Lead Diane Quilter and Gas Control Manager [REDACTED]	16:26:00	Activity Report - Activity Number: A180913-1615-36 AOR: North
9/13/2018	Inbound call from from Field Engineer [REDACTED] with the Lawrence office. She informed gas control of a report of fire and explosion.	16:26:06	SCADA Activity Report Controller Action
9/13/2018	Field Operations Leader - [REDACTED] enroute to [REDACTED]	16:28:22	Field operations Leader - [REDACTED], Greenroads
9/13/2018	Field Operations leader [REDACTED] notified Manager of Operations Center - Dana Argo	16:26:00	Field Operations Leader - [REDACTED] Phone Records
9/13/2018	Outbound call to the integration center. Was transferred to the assigner for the Lawrence market. No one would pick up the call. Controller called back and found out that Assigner [REDACTED] was my contact and reached out to her in Sametime. The controller made her aware of situation, she will inform her supervisor [REDACTED].	16:29:42	SCADA Activity Report Controller Action

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9/13/2018	Supervisor System Operations - [REDACTED] went Union St at Winthrop Ave Regulator station. Observed a loud sound and gas was flowing. [REDACTED] had no gauge because he was in his personal vehicle. ERX showed 1.2". [REDACTED] backed off the setpoint on the worker and monitor regulator. The station flow shutdown.	16:30:00	Supervisor System Operations - [REDACTED]
9/13/2018	Manager Gas Control [REDACTED] notifies Operation Compliance Manager - [REDACTED] of Hi Hi 35" on 14" HiHi South Lawrence system	16:31:00	Operations Compliance Manager - [REDACTED], SameTime chat with Manager of Gas Control - [REDACTED]
9/13/2018	Construction Leader - [REDACTED] notifies Operation Compliance Manager - [REDACTED] that crew saw fire	16:32:00	Operations Compliance Manager - [REDACTED], Phone Records
9/13/2018	Technician Onsite for First Priority Response Order	16:32:00	Customer Information System
9/13/2018	Fire at 8 S Broadway U-1 (Lawrence) Reported to Integration Center	16:34:00	Customer Information System
9/13/2018	Fire at 79 Durso Ave (Lawrence) reported to Integration Center	16:40:00	Customer Information System
9/13/2018	Fire at 73A Brookfield St Rear (Lawrence) reported to Integration Center	16:41:00	Customer Information System
9/13/2018	[REDACTED] called back in to see if Gas Control had any more information. The controller let her know Manager of Operations Center [REDACTED] was aware and Gas Control management was in the loop.	16:41:42	SCADA Activity Report Controller Action
9/13/2018	[REDACTED] receives call from [REDACTED]. [REDACTED] first notification of incident	16:41:00	Leader M&R - [REDACTED], phone records
9/13/2018	[REDACTED] receives call from [REDACTED] (M&R tech) informed of shut in of Winthrop Ave Regulator station. Winthrop was 4th station he went to.	16:42:00	Leader M&R - [REDACTED], phone records
9/13/2018	Fire at 1 [REDACTED] Lawrence) reported to Integration Center	16:43:00	Customer Information System
9/13/2018	President of Columbia Gas of Massachusetts - Stephen Bryant Notified	16:39:00	President of Columbia Gas of Massachusetts - Stephen Bryant, Phone Records
9/13/2018	While enroute the Field Operations Leader - [REDACTED] was stopped by Methuen Emergency Responder to assist in evacuations	16:44:00	[REDACTED], Greenroads
9/13/2018	[REDACTED] contacts [REDACTED] asking if construction activity or distribution valves were being operated	16:47:00	Leader M&R - [REDACTED], phone records
9/13/2018	Fire at 93 Shawsheen Rd 1FL (Lawrence) reported to Integration Center	16:48:00	Customer Information System
9/13/2018	Fire at 39 Tewksbury St (Lawrence) reported to Integration Center	16:49:00	Customer Information System
9/13/2018	Fire at 25 Bartlett St (Andover) reported to Integration Center	16:49:00	Customer Information System
9/13/2018	Explosion at 82 Mifflin Dr North Andover Reported to Integration Center	16:49:00	Customer Information System
9/13/2018	Fire at 18 Enmore St (Andover) reported to Integration Center	16:51:00	Customer Information System

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9/13/2018	Operations Compliance Manager - [REDACTED] called DPU Director Pipeline Safety Division - Richard Wallace	16:53:00	Operations Compliance Manager - [REDACTED], Phone Records
9/13/2018	Fire at 329 S Broadway FL 2 Front (Lawrence) reported to Integration Center	16:54:00	Customer Information System
9/13/2018	Gas Control Notified the Integration Center	16:56:00	Manager of Integration Center - [REDACTED] - Same Time chat with Manager Gas Control - [REDACTED]
9/13/2018	Fire at 132 Foster St FL 2 (Lawrence) reported to Integration Center	16:56:00	Customer Information System
9/13/2018	Field Operations Leader - [REDACTED] back enroute to [REDACTED]	16:57:00	[REDACTED], Greenroads
9/13/2018	Front Line Leader [REDACTED] called in. He is on the way to the site. He asked for the trend of the pressures for both stations and a short time line.	16:59:00	SCADA Activity Report Controller Action
9/13/2018	Fire at 187 Mt. Vernon St 1 West (Lawrence) reported to Integration Center	17:02:00	Customer Information System
9/13/2018	Fire at 90 Haverhill St (Andover) reported to Integration Center	17:02:00	Customer Information System
9/13/2018	Fire at 1 Locket St (Andover) reported to Integration Center	17:06:00	Customer Information System
9/13/2018	Operations Compliance Manager - [REDACTED] called National Response Center - Report numbers 1224542, 1224544, 1224545, 1224546	17:05:00	Operations Compliance Manager, [REDACTED], Phone Records
9/13/2018	Field Operations Leader - [REDACTED] onsite at [REDACTED]	17:08:00	Field Operations Leader [REDACTED], Greenroads
9/13/2018	Field Operations Leader - [REDACTED] spoke with Manager of Operations Center - [REDACTED] and Field Operations Leader - [REDACTED] onsite for update	17:06:00	Field Operations Leader - [REDACTED], Phone Records
9/13/2018	Fire at 53 Kingston St (Lawrence) reported to Integration Center	17:09:00	Customer Information System
9/13/2018	Supervisor System Operations - [REDACTED] went to S Union St @ N Main St. Observed no sound coming from the station which was an indication of no flow. [REDACTED] met with [REDACTED] and went in the M&R vehicle with Larry to the next location.	17:16:00	Supervisor System Operations - [REDACTED], Greenroads
9/13/2018	Fire at 94-96 Osgood (Lawrence) reported to Integration Center	17:17:00	Customer Information System
9/13/2018	Fire at 94-96 Osgood (Lawrence) reported to Integration Center	17:17:00	Customer Information System
9/13/2018	Received a call from Leader Of Engineering [REDACTED] He wanted to give us an update. Controller passed him to Manager [REDACTED].	17:18:12	SCADA Activity Report Controller Action
9/13/2018	Field Operations Leader - [REDACTED] requested fitter to break down outside meter set to 78 Salem St (Lawrence) to confirm pressure. 2.5 psi Kuhlman guage.	17:19:00	Field Operations Leader - [REDACTED]
9/13/2018	Inbound call from Pfizer control room	17:19:00	SCADA Activity Report Controller Action

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9/13/2018	Supervisor System Operations - [REDACTED] and [REDACTED] went to High St at Harding St Regulator Station, observed no sound coming from the station which was an indication of no flow. Station pit so did not enter but station does have an ERX.	17:20:00	Supervisor System Operations - [REDACTED]
9/13/2018	Fire at 86 Poor Street (Andover) reported to Integration Center	17:20:00	Customer Information System
9/13/2018	Outbound call to Pfizer control room	17:22:06	SCADA Activity Report Controller Action
9/13/2018	Emergency Notification System Entered	17:24:00	Email notification for internal emergency notification system
9/13/2018	Pre Emergency Notification System Sent	17:24:00	Email notification for internal emergency notification system
9/13/2018	Engineering provided list by email to Field Operations Leader - [REDACTED] of the 13 regulator stations (15 critical valves and one distribution valve) to isolate the South Lawrence Low Pressure system	17:27:00	Field Operations Leader - [REDACTED], email, field notes
9/13/2018	Field Operations Leader - [REDACTED] verifies 14 (not 13) regulator stations with Engineer [REDACTED] (15 critical valves and one distribution valve) to isolate the South Lawrence Low Pressure system	17:28:00	Field Operations Leader - [REDACTED], Phone Records
9/13/2018	AC Power off at South Lawrence RTU	17:34:03	SCADA Event Report Incoming Event from SCADA
9/13/2018	Explosion at 437 S Broadway Ave Lawrence reported to Integration Center	17:35:00	Customer Information System
9/13/2018	Fire at 60 Salem Street (Lawrence) reported to Integration Lock	17:39:00	Customer Information System
9/13/2018	Inbound phone call from [REDACTED] at TGP Gas Control (1-800-231-2800). He has offered the support of their companies field techs for ground support in this event response. Controller notified GC Manager, [REDACTED], and Senior Gas Controller [REDACTED]. Controller also sent an email with TGP Gas Control's contact information to [REDACTED] and [REDACTED].	17:40:06	SCADA Activity Report Controller Action
9/13/2018	Inbound call from [REDACTED] (Lead Mechanical Engineer at Pfizer)	17:40:42	SCADA Activity Report Controller Action
9/13/2018	Inbound call from CMA Measurement & Regulation Tech [REDACTED]	17:41:00	SCADA Activity Report Controller Action
9/13/2018	Fire at 28 High St (Andover) reported to Integration Center	17:43:00	Customer Information System
9/13/2018	Critical Valve 4 inch plastic at [REDACTED] closed (Andover)	17:45:00	Field Operations Leader - [REDACTED], field notes
9/13/2018	Operations Compliance Manager - [REDACTED] received call from DPU Director of Pipeline Safety Richard Wallace - report provided	17:49:00	Operations Compliance Manager, [REDACTED], Phone Records

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9/13/2018	TGP Gas Control offered support from their Company. Gas Controller - [REDACTED] notified Gas Control Manager - [REDACTED] and Senior Gas Controller - [REDACTED]. Provide TGP contact information to Manager of Operations Center - [REDACTED] and Measurement and Regulation Front Line Leader - [REDACTED].	17:51:00	Activity Report - Activity Number: A180913-1615-36 AOR: North
9/13/2018	Fire at 187 Mt. Vernon St 1 West (Lawrence) reported to Integration Center	17:53:00	Customer Information System
9/13/2018	Critical Valve 6 inch steel at [REDACTED] closed (Lawrence)	17:57:00	Field Operations Leader - [REDACTED] notes
9/13/2018	Inbound call from [REDACTED]	17:57:06	SCADA Activity Report Controller Action
9/13/2018	Critical Valve 4 inch steel at [REDACTED] (Lawrence)	18:00:00	Field Operations Leader - [REDACTED], field notes
9/13/2018	Fire at Salem St 6 Hse frm the left (Lawrence) reported to Integration Center	18:01:00	Customer Information System
9/13/2018	Fire at 22 Boyd St (Lawrence) reported to Integration Center	18:04:00	Customer Information System
9/13/2018	Explosion at 4 Lenox Circle Lawrence reported to Integration Center	18:05:00	Customer Information System
9/13/2018	Critical Valve 4 inch steel at [REDACTED] closed (Lawrence)	18:05:00	Field Operations Leader - [REDACTED], field notes
9/13/2018	Inbound call from TGP tech [REDACTED]	18:08:12	SCADA Activity Report Controller Action
9/13/2018	Inbound call from TGP Gas control	18:10:54	SCADA Activity Report Controller Action
9/13/2018	Critical Valve 6 inch steel at [REDACTED] closed (Lawrence)	18:11:00	Field Operations Leader - [REDACTED] field notes
9/13/2018	Supervisor System Operations - [REDACTED] and [REDACTED] went back to S Union @ Winthrop to shut station inlet valve and began lock-up testing of the regulators and downloading of ERX data with [REDACTED], [REDACTED], [REDACTED] of Powell Controls	18:14:00	Supervisor System Operations - [REDACTED], Field Operations Leader - Rob McCabe, field notes
9/13/2018	Critical Valve 4 inch steel at [REDACTED] closed (Lawrence)	18:14:00	Field Operations Leader - [REDACTED], field notes
9/13/2018	Critical Valve 6 inch plastic at [REDACTED] (Andover)	18:20:00	Field Operations Leader - [REDACTED], field notes
9/13/2018	Critical Valve 8 inch steel at [REDACTED] closed (N. Andover)	18:20:00	Field Operations Leader - [REDACTED], field notes
9/13/2018	South Lawrence pressure down to high alert (13.14 iwc)	18:21:04	SCADA Event Report Incoming Event from SCADA
9/13/2018	Riverina Pressure Normal Notification Received (12.01 iwc)	18:21:14	SCADA Event Report Incoming Event from SCADA
9/13/2018	Controller acknowledgement of Riverina Pressure Normal State	18:21:40	SCADA Event Report Controller Action
9/13/2018	Controller acknowledgement of South Lawrence hi alert state	18:21:55	SCADA Event Report Controller Action
9/13/2018	South Lawrence Pressure Normal Notification Received (11.12 iwc)	18:22:04	SCADA Event Report Incoming Event from SCADA
9/13/2018	Controller acknowledgement of South Lawrence Pressure Normal Notification	18:22:10	SCADA Event Report Controller Action
9/13/2018	Inbound call from CMA M&R Tech [REDACTED]	18:27:12	SCADA Activity Report Controller Action
9/13/2018	Critical Valve 6 inch plastic at [REDACTED] (Andover) closed	18:29:00	Field Operations Leader - [REDACTED], field notes

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			Field Operations Leader - [REDACTED], field notes & Engineering - [REDACTED]
9/13/2018	2 Critical Valves 4 inch steel and 6 inch steel at [REDACTED] closed (Andover)	18:38:00	[REDACTED] Phone Records
9/13/2018	Distribution valve 6 inch plastic at [REDACTED] closed (Lawrence)	18:41:00	Field Operations Leader - [REDACTED], field notes
9/13/2018	Critical Valve 8 inch steel at [REDACTED] closed (Andover)	18:44:00	Field Operations Leader - [REDACTED], field notes
9/13/2018	Fire at 137 Abbott St Fl 2 reported to Integration Center	18:50:00	Customer Information System
	Inbound call from CMA M&R FLL [REDACTED] requesting Riverina and South Lawrence pressure trends.		
9/13/2018		18:50:06	SCADA Activity Report Controller Action
9/13/2018	Critical Valve 6 inch steel at [REDACTED] closed (Andover)	18:53:00	Field Operations Leader - [REDACTED], field notes
9/13/2018	Inbound call from [REDACTED] (Lead Mechanical Engineer at Pfizer)	18:54:48	SCADA Activity Report Controller Action
9/13/2018	Explosion at 218 Mass Ave North Andover reported to Integration Center	19:01:00	Customer Information System
9/13/2018	Critical Valve 4 inch steel at [REDACTED] closed (N. Andover)	19:02:00	Field Operations Leader - [REDACTED], field notes
	Sent trend from Riverina and South Lawrence Station to Measurement and Regulation Front Line Leader - [REDACTED]		
9/13/2018		19:04:00	Activity Report - Activity Number: A180913-1615-36 AOR: North
9/13/2018	Inbound call from [REDACTED] (Lead Mechanical Engineer at Pfizer)	19:09:30	SCADA Activity Report Controller Action
9/13/2018	Fire at 10 Brookfield St 1 Rear (Lawrence) reported to Integration Center	19:12:00	Customer Information System
9/13/2018	Gas Controller - [REDACTED] drug tested	19:15:00	Sr. Human Resources Consultant - [REDACTED]
9/13/2018	Shift Lead Gas Controller - [REDACTED] drug tested	19:58:00	Sr. Human Resources Consultant - [REDACTED]
9/13/2018	Critical Valve 6 inch steel [REDACTED] closed (N. Andover)	19:17:00	Field Operations Leader - [REDACTED] field notes
9/13/2018	Riverina Low-Low Pressure alarm received (6.69 iwc)	19:19:14	SCADA Event Report Incoming Event from SCADA
9/13/2018	South Lawrence Low Pressure alert received (5.40 iwc)	19:23:14	SCADA Event Report Incoming Event from SCADA
9/13/2018	14 Critical Valves and 1 distribution valves Closed to Isolate System	19:24:00	Field Operations Leader - [REDACTED] & Engineer - [REDACTED]
	Field Operation Leader - [REDACTED] contacted Engineer - [REDACTED] to provide locations at extremity of system to verify positive shut off		
9/13/2018		19:22:00	Field Operations Leader - [REDACTED], Phone Records
9/13/2018	Pressure in Lo Lo at Riverina Station (6.92 "WC)	19:24:00	Activity Report - Activity Number: A180913-1615-36 AOR: North
9/13/2018	South Lawrence Low-Low Pressure alarm received (4.88 iwc)	19:24:14	SCADA Event Report Incoming Event from SCADA
9/13/2018	Controller acknowledgement of South Lawrence Low-low Pressure Alarm	19:27:14	SCADA Event Report Controller Action
	Outbound call to CMA M&R [REDACTED], advising of low-low pressure alarms at Riverina and South Lawrence		
9/13/2018		19:30:06	SCADA Activity Report Controller Action
9/13/2018	Inbound call from CMA M&R Tech [REDACTED]	19:38:24	SCADA Activity Report Controller Action
9/13/2018	President declared a level 1 Emergency Response Plan	19:43:00	Emergency Notification System
	Contractor (RHW) Fitter sent to 33 Riverview St North Andover and Notified zero		
9/13/2018	"WC	20:39:00	Field Operations Leader - [REDACTED], Field Notes

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9/13/2018	Inbound call from Gas Control Manager [REDACTED]	21:00:00	SCADA Activity Report Controller Action
9/13/2018	Company Fitter sent to 2-16 Shawsheen Rd Lawrence and Notified zero "WC	21:23:00	Field Operations Leader - [REDACTED], Field Notes
9/13/2018	Company Fitter sent to 94 South Union St Lawrence and Notified zero "WC	21:43:00	Field Operations Leader - [REDACTED], Field Notes
9/13/2018	Feeney Truck Driver [REDACTED] drug tested	21:51:00	Sr. Human Resources Consultant - [REDACTED]
9/13/2018	Feeney Foreman - [REDACTED] drug tested	22:10:00	Sr. Human Resources Consultant - [REDACTED]
9/13/2018	Company Fitter/Welder sent to 234 Mount Vernon St Lawrence and Notified of 1/2 "WC	22:18:00	Field Operations Leader - [REDACTED], Field Notes
9/13/2018	Fitter sent to 25 Central St Andover and Notified of 1" W.C.	22:19:00	Field Operations Leader - [REDACTED], Field Notes
9/13/2018	Construction Coordinator - [REDACTED] drug tested	22:37:00	Sr. Human Resources Consultant - [REDACTED]
9/13/2018	Feeney Laborer - [REDACTED] drug tested	22:46:00	Sr. Human Resources Consultant - [REDACTED]
9/13/2018	Contractor (RHW) Fitter sent to Lockway Rd Andover and Notified less then .25 "WC and pressure slowly dropping	22:54:00	Field Operations Leader - [REDACTED] Field Notes
9/13/2018	Feeney Laborer - [REDACTED] drug tested	22:55:00	Sr. Human Resources Consultant - [REDACTED]
9/13/2018	Contractor (Feeney) Fitter sent to School St Andover and Notified less then .25 "WC and pressure slowly dropping	23:01:00	Field Operations Leader - [REDACTED] Field Notes
9/13/2018	Contractor (Feeney) Fitter sent to Ipswich St North Andover and Notified less then .25 "WC and pressure slowly dropping	23:01:00	Field Operations Leader - [REDACTED], Field Notes
9/13/2018	Fitter sent to 25 Central St Andover and Notified of .75 "W.C.	23:18:00	Field Operations Leader - [REDACTED], Field Notes
9/13/2018	Company Fitter/Welder still on site taking readings at 234 Mount Vernon St Lawrence and Notified of 1"WC	23:27:00	Field Operations Leader - [REDACTED], Field Notes
9/13/2018	Company Fitter/Welder still on site taking readings at 234 Mount Vernon St Lawrence and Notified of 1"WC	24:11:00	Field Operations Leader - [REDACTED], Field Notes
9/13/2018	[REDACTED] LP station, operating normal. This station is on separate LP system north of river.		Supervisor System Operations - [REDACTED]
9/13/2018	[REDACTED] called [REDACTED] each visit to the LP stations he was checking. [REDACTED] indicated no flow but fires and chaos in Nandover and Andover		Supervisor System Operations - [REDACTED]
9/13/2018	[REDACTED] to the main tie in point to check situation		Supervisor System Operations - [REDACTED]
9/13/2018	[REDACTED] Andover. [REDACTED] went to this LP station first because he knew the water dept was working around there recently. No flow, silent no ERX		Maintenance Mechanic Measurement and Regulation (M&R) - [REDACTED]
9/13/2018	[REDACTED] Andover silent no flow		Maintenance Mechanic Measurement and Regulation (M&R) - [REDACTED]

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9/13/2018	██████████ N. Andover silent no flow ERX showed 40 plus inches H2O		Maintenance Mechanic Measurement and Regulation (M&R) - ██████████
9/13/2018	██████████ N. Lawrence silent		Maintenance Mechanic Measurement and Regulation (M&R) - ██████████
9/13/2018	██████████ Lawrence silent		Maintenance Mechanic Measurement and Regulation (M&R) - ██████████
9/13/2018	met up with ██████████ to test lock up and shut sta		
9/13/2018	valves.		Maintenance Mechanic Measurement and Regulation (M&R) - ██████████
9/13/2018	Completed all but 4 stations at 3:30am		Maintenance Mechanic Measurement and Regulation (M&R) - ██████████
9/14/2018	Company Fitter/Welder still on site taking readings at ██████████		
9/14/2018	Lawrence and Notified of 1"WC	1:00:00	Field Operations Leader - ██████████ be, Phone Records
9/14/2018	Formal Mutual Aid Request Made to Northeast Gas Association	2:52:00	NGA Jose Costa
9/14/2018	Operations Compliance Manager - ██████████ revised incident report to NRC within 48 hours of confirmed discovery. NRC combined 4 reports into 1224570	2:54:00	Operations Compliance Manager - ██████████, Phone Records
9/14/2018	██████████ on site at ██████████ Lawrence to investigate		
9/14/2018	sustained pressure - purge investigation points	2:56:00	Field Operations Leader - ██████████
9/14/2018	At completion of purge, confirmed additional investigation needed to get positive shutdown	4:21:00	Field operations Leader - ██████████ Greenroads
9/14/2018	Field Operations Leader - ██████████ determined with Engineering and Measurement & Regulation that 10/14 regulator stations completely isolated. Engineering confirmed that of the remaining four there was difficulty in the field closing the critical valve at ██████████ Engineering identified the outlet distribution valve for ██████████ and fitter & distribution crew dispatched to verify closure.	5:01:00	Field operations Leader - ██████████ Greenroads
9/14/2018	Company fitter arrived at ██████████. Confirmed critical valve not completely closed. Crew dispatched to blow out distribution valve box on outlet of station.	5:44:00	Field Operations Leader - ██████████, Phone Records
9/14/2018	Distribution valve closed on outlet of ██████████	6:26:00	Field Operations Leader - ██████████ photo
9/14/2018	██████████ (Lawrence) confirmed 0"WC	6:26:00	Field Operations Leader - ██████████ photo
9/14/2018	Positive shutoff confirmed	6:27:00	Emergency Notification System

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9/14/2018	CMA Integration Center Placed Updated Call to DPU Pipeline Engineering and Safety Division	12:18:00	Telephonic notification form
9/14/2018	██████████ (Eversource) Update to Nancy Stevens and Christopher Henry completed remaining LP stations; ██████████	21:25:00	Director Regulatory Policy - ██████████, email
9/14/2018	██████████, lock-up test, shut in of inlet & outlet valves.		Maintenance Mechanic Measurement and Regulation (M&R) ██████████
9/15/2018	██████████ Response to Gas Incident Update to Christopher Henry, Nancy Stevens, Matt Nelson	9:33:00	Director Regulatory Policy - ██████████, email
9/15/2018	██████████ Response to Unrelated Fire Incident to Nancy Stevens, Christopher Henry, Matt Nelson, Brian Ritzinger, James Hoyt	10:52:00	Director Regulatory Policy - ██████████, email
9/15/2018	██████████ Response to Unrelated Fire Incident to Nancy Stevens, Christopher Henry, Matt Nelson, Brian Ritzinger, James Hoyt	11:03:00	Director Regulatory Policy - ██████████, email
9/15/2018	██████████ Response to Unrelated Fire Incident to Nancy Stevens, Christopher Henry, Matt Nelson, Brian Ritzinger, James Hoyt	11:07:00	Director Regulatory Policy - ██████████, email
9/15/2018	██████████ Overview and Status Update to Nancy Stevens, Christopher Henry, Matt Nelson, Brian Ritzinger, James Hoyt	14:59:00	Director Regulatory Policy - ██████████, email
9/15/2018	██████████ Overview and Status Update to Nancy Stevens, Christopher Henry, Matt Nelson, Brian Ritzinger, James Hoyt	19:27:00	Director Regulatory Policy - ██████████, email
9/16/2018	██████████ Overview and Status Update to Nancy Stevens, Christopher Henry, Matt Nelson, Brian Ritzinger, James Hoyt	7:02:00	Director Regulatory Policy - ██████████, email
9/17/2018	██████████ Draft Customer Communication Plan to Christopher Henry, Nancy Stevens, Matt Nelson	11:39:00	Director Regulatory Policy - ██████████, email
9/17/2018	██████████ Updated Customer Communication Plan to Christopher Henry, Nancy Stevens, Matt Nelson	17:50:00	Director Regulatory Policy - ██████████
9/17/2018	██████████ Customer Relight Update to Nancy Stevens, Christopher Henry, Matt Nelson, Brian Ritzinger, James Hoyt	21:57:00	Director Regulatory Policy - ██████████, n
9/18/2018	██████████ Customer Relight Update to Nancy Stevens, Christopher Henry, Matt Nelson, Brian Ritzinger, James Hoyt	10:54:00	Director Regulatory Policy - ██████████
9/18/2018	██████████ Overview and Status Update to Nancy Stevens, Christopher Henry, Matt Nelson, Brian Ritzinger, James Hoyt, Donald Nelson	15:47:00	Director Regulatory Policy - ██████████
9/18/2018	██████████ Overview and Status Update to Kurt Schwartz	16:26:00	Director Regulatory Policy - ██████████, in

DATE	Event Description	Timeline	Source
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N.B. Due to the emergency, certain timeline information is unavailable given the highest priority was to shut off the gas and release the pressure within the system.