

MY RESTORATION

After the Columbia Gas Over- Pressurization Event

September 13, 2018

Submitted to MA DPU by
MARY A. MLODZIANOWSKI
58 Jefferson Street
Lawrence, MA 01843
MARMLOD@VERIZON.NET

D.P.U. 19 -140

D.P.U. 19 -141

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I started writing summaries about my Columbia Gas restoration experience after being invited to do so by Senator Edward Markey for Senate Record in November 2018.

I continued to write summaries every few months through the year, while details were **fresh** in my mind. I wrote to gain the satisfaction that I was documenting the HORRORS that I continued to experience as issues arose, more damages became obvious, and more and more repairs were necessary. I included lots of detail as I wrote during the year, but what I submit today has much of that detail edited out.

My summaries were written as an expression of my stress and anxiety. My ongoing frustration and anger became a direct result of **restoration hurdles and poor communication** from Columbia Gas. Although phone numbers were announced early on and mailings were plentiful weeks later, the only satisfaction I could ever find was in my face to face meetings with Columbia Gas managers who staffed the community meetings which were held by Columbia Gas for affected residents. My phoned in questions were rarely answered with returned calls. Here, I attempt to focus more directly on topics of communication and restoration.

September 13 -16, 2018 Thursday through Sunday

My next door neighbor's house # 60 burnt for 2 hours before firefighters arrived. Haverhill, MA, Lowell, MA, and Salem, NH firefighter crews arrived at 6 pm

Evacuated. We were told by City officials not to return to our homes. I received this initial information in an email from my neighborhood association president with Columbia Gas phone numbers included. But these numbers told us nothing. There was no central site to get real information in those early hours and days; not WBZ Boston radio, not Boston TV networks, and not even our local newspaper Lawrence Eagle Tribune. I was hungry for information and my frustration level was very high because of this **lack of information**. My anger was mounting. **Just where were we suppose to find information ??**

The "all clear" was announced Sunday 7am and I came home to my front door knob hacked open and ruined, no means of locking my front door, all my back doors left ajar, and my house totally unsecured. Also, I was left with muddy, sooty, dirty footprints on my light beige living room wall to wall carpet. **Crews had broken in !!**

There was absolutely no need to break into my house. I had shut off my meter on September 13th before evacuating. On Friday September 14th, I called all three Columbia Gas phone numbers and I called Lawrence Police and Fire. I told Columbia Gas, as well as Police and Fire Deputies **“please do not break in, my meter is off.”**

Nothing helped. Crews broke in anyway. No communication, No information.

This felt to me like a mini 9/11... A mini 9/11 right here in Greater Lawrence... And I felt like I was next door to a "ground zero site."

September 28, 2018 **Working toward restoration and relight.**

A Columbia Gas "Mass Save Temporary Heat Team" visited Friday, September 28th at 2 p.m. informing me that **I did not qualify** for a space heater, I needed a dedicated 20 amp circuit. I said my electrician is coming at 5 p.m. **How do I call you back, how do I get my space heater after my electrician makes my required circuit ?** I was handed that lousy Columbia Gas general phone number, the one answered "I'll take your information and someone will call you back." I asked for workers' cell numbers and was refused. I asked for a better phone number and was refused.

Where was the communication here ?? Frustration was mounting and mounting. Anger was mounting and growing off the scale.

My Columbia Gas **field** adjuster Jim Forthman was my only glimmer of light. He is a very experienced, very efficient, high-level field adjuster, assigned to me because of my damage. I sustained outer property damage due to the fire next door...vinyl damage, window and door damage, landscaping damage, as well as interior damage done by the break in crews.

Jim Forthman advised me, early on, to seek out temporary hot water and heat, and suggested using my own plumber for a more efficient result. I took his suggestions and by September 28th I was having my temporary electric hot water tank installed. That was the reason my electrician was already coming on Friday the 28th.

September 30, 2018

My home assessment was done on Sunday, September 30th. I was told I should **change regulator valves on my boiler and stove** but my 40-gallon hot water tank would need to be totally changed and replaced. Assessment team leader was Brian Donovan. Assessment team plumber Brett Belanger damaged the door of my gas fireplace insert struggling to open it, as I stood only six feet away. Why he did not ask me to open it, or ask me how to open it, is beyond me.

Muddy, sooty footprints, broken door knob, and now... broken fireplace door.

None of these damages were necessary. I was now getting very, very, very, angry.

Frustration over lack of information continued. Phone calls to Columbia Gas were all answered the same way..."I'll take your information and someone will call you back"... But no one ever called back. I felt like I was on my own !!

October 2018

I remained in my home despite the cold weather to allow for my plumbing repairs and the Gas workers to plan for my new meter. The main gas line was dug and placed on Jefferson Street the first week of October 2018. During this time, I was working feverishly with my plumber on repairs... my boiler's regulator valve, my stove's regulator valve and planning for my new 40 gallon hot water tank.

The Gas crews outside were saying that my gas was coming soon. The Line workers were marking homes for new service lines and outdoor meter placements and coming indoors to look and measure. Crews were all very polite, very professional, and extremely understanding in dealing with my meter placement concerns.

Extra effort was taken to avoid digging up my front yard. My lawn, bushes, and house cement apron all survived. I give much credit to my crew who built my unique meter bar using an upgraded regulator valve that allowed me to keep my outdoor electrical outlet and not lose it due to Gas Code Compliance. This saved an electrician bill !!!!

With the main line completed, individual service lines started with my home at # 58. I had gas service up to my house foundation at 4:30pm on Friday, October 12th.

I was "Gas Ready" !! But no one could tell me the next step !!!!

The gas company workers in the streets had assignments that were so narrow and fragmented; nobody knew anything beyond their own limited assignment.

I was "gas ready," I thought my appliances were ready, but I had no information on how to **become** "house ready" to be "relit"!! And of course, it was a Friday night !!

Again, I felt on my own. I dug through my notes looking for workers' numbers and made a few phone calls but only succeeded in leaving one voice message at 8 pm.

At 8 a.m. Saturday morning October 13th, Jim Royal returned my call. He was back home in Pennsylvania but he was returning my call !! He understood my dilemma and he wanted to try to help. Even he was unsure of details but he knew I needed an inspection. So he suggested that I try to call local officials for an inspection.

He gave me the clue that I needed. Even though it was Saturday, he suggested that I try to reach the city gas inspector. I phoned and the call was answered and I was told about a temporary State Inspectors Office set up in a trailer at Andover Town Hall.... No one knew of this temporary office !! Gas workers were not aware and my plumber was not aware, since there was no information at his plumbing supply.

My Lawrence Gas Inspector answered his phone on a Saturday morning and "lo and behold"... I was on track for "relight"..... Or so I thought....

So on October 13th, I drove to the Andover, MA inspectors' office to ask about an inspection for "relight" only to be told "**NO**" by Boston Inspector Scott Padden.

He said repairs were not good enough, not safe enough. He said I must totally change/replace both my boiler and stove. Scott Padden gave me an anatomy and physiology lesson about regulator valves explaining **Columbia Gas did not initially admit the true amount of the high pressure that surged into our pipeline.**

My home assessment done on September 30th was done using guidelines based on inaccurate gas pressure measurements and no one ever came back to inform me of the changes requiring a new boiler and a new stove.....NO ONE.... My initial round of repairs had been completed on October 9th after two weeks of plumbing work, only to be told on October 13th that those two weeks of work were for nothing. I was now back to step one with boiler and appliances.

I felt Columbia Gas had me jumping through hoops. What a mess.... I was beyond angry and our mid-October weather had become wintry, very cold, windy, and damp.

Once my plumber completed indoor piping and hot water tank installation, my inspection was completed on Sunday, October 14th and I was "relit." I now had hot water from my big 40 gallon tank and some heat from my gas fireplace. My plumber then started on my boiler change out, working in my house all weekend doing pipes and cutting out my old boiler. Because this was a weekend, we had a weekend dilemma; no plumbing supply houses open on weekends. So I asked if I could get a boiler from Columbia Gas. Well, that was not possible, so I had to wait until Monday. Two days for installation and my heat was back Tuesday, October 16th.

I was the first on my street to be "relit".
I was "gas ready" to my foundation October 12th.
My home inspection and "relight" was October 14th.
My boiler installation was complete October 16th.

I worked so *very hard* to achieve "relight". I did it with my own plumber, my hero, Brian Roberts of Lawrence, MA, guided and approved by my Columbia Gas adjuster Jim Forthman. I could not have accomplished my goal without the help of Columbia Gas Line crews in the field, and Jim Royal who phoned me from his home in Pennsylvania giving me hints about inspections.

Where was the clear, precise information that I needed from Columbia Gas for the final details of this puzzle?? Where were the instructions and guidelines ?? This was one month after the disaster... I felt part of a miraculous achievement !! I had no idea what I was doing but I pulled it off !!

Information for those of us proceeding on our own should have been, could have been made available to us early on. Our local plumbers and supply companies should have been contacted !! Where was the information?

The helplessness I felt on Friday, October 12th was **intense**. The frustration was **intense**. And that weekend was cold. Gas was at my foundation and I struggled with the next step...**Where was the information??** That State office in Andover, MA should have been publicized. We were told to use the general Columbia Gas phone numbers for everything and that was a total waste of time "I'll take your information and someone will call you back"... But nobody ever did call back.

November 2018 **My summary and ongoing saga.**

Yes, I had my hot water and heat back, but my new stove was on order, and for weeks, I did no shopping and no cooking. I ate sub sandwiches from Subway for four and a half weeks. There was nowhere easy to get food, our streets were all dug up and traffic in our little neighborhoods of South Lawrence was horrendous. My home repairs dominated my life and I became a prisoner in my home to accomplish work needed. Reimbursement paperwork was needed next. All else was still on hold.

Even after "relight;" with no stove, I was taking time to drive to North Lawrence where Columbia Gas set up a shelter at IndusPad at 46 Stafford Street in order to enjoy a hot meal once a day. But that was an 8 mile trek navigating a river crossing with limited bridge access and was frankly quite a nightmare commute during the evening rush. **Why was that shelter on the *other side of the river, so far away ?? WHY ??***

Finally, a neighborhood meeting was held October 10th where Shawn Anderson from NiSource, and Dan Douglas from Columbia Gas, and Adjuster, Kabir Lawal were **invited/drafted by our city officials**. This meeting was informative in some ways but bogus in other ways. After that, Columbia Gas finally started holding their own neighborhood meetings with Bryant, Hamrock, Vegas, and Albanese attending. Wow, those were sad meetings where residents complained to seemingly deaf ears both October 27th and November 10th.

This Disaster has caused a major disruption of overwhelming proportions, intense hardship, and extreme, extreme mental anguish, very extreme.

High level stress and anger has resulted from lack of information and communication coupled with faulty information and communication.

And all of this could have been and should have been avoided.

None of this should have happened to us in the first place, neither the disaster itself nor the messed up recovery, restoration process.

December 1, 2018

Twelve weeks after the disaster, and communication remains woefully pathetic. For example we were offered Thanksgiving takeout or sit down meals and offered times. But an email listed the wrong time. Phone calls led to still different times and as it turned out, all that information was **all wrong**. It wasn't until a supervisor from an Ohio office called me that I got an accurate schedule explained to me. So a positive gesture was turned upside down into another frustration for most of us.

During the last week of November and the first week of December my neighbors were finally getting their pipe work, pressure testing, and inspections done and finally getting boilers, furnaces, hot water tanks, stoves, and dryers repaired and replaced. This was a good five to six weeks after most of them had become “gas ready” with gas service lines placed right up to their foundations.

The gas line crews in the streets were ahead of schedule, completing all gas main lines and gas service lines by the beginning of November, but what good was it all ?? The appliance and boiler crews were lagging behind as much as five to six weeks. Oh and crews were rude and inconsiderate blocking driveways with their huge box trucks.

December 2018 – January 2019

I spent all of December prepping for my house’s vinyl job. I was forced to remove, clean, prep, paint with primer and finish coats 14 shutters all myself because my homeowner's insurance would not cover any part of a house shutter upgrade. There was pre-vinyl plumbing and electrical work to schedule, 3 weeks of vinyl work to endure, and then post-vinyl plumbing and electrical to schedule.

Once the vinyl work wrapped up, broken bulkhead stairs were scheduled for rebuild.

February – March 2019

With all scheduled outer house physical repairs now done, I should have been happy, but now I had a **boatload** of paperwork to do in order to get reimbursed. I was issued a sum from homeowners insurance for their approved repairs but I ended up with all sorts of extra expenses that I directed toward Columbia Gas. Tracking down and collecting receipts and paid invoices from tradesmen is one obstacle, but prepping to submit to my Columbia Gas adjuster is another. I needed to organize and prepare documents in 12 separate categories. This entailed grouping tons of receipts, and took forever to do, vinyl with storm and gutters, HVAC, handyman, fixtures and hardware, shutter fasteners, labor for shutters, paint for doors and trim and conduit and shutters, carpet cleaning, electrician, plumber, carpenter.

Getting this paperwork together took weeks of work and was complicated. Then I worked on the September and October extra electricity usage to submit and discovered my Columbia Gas adjuster had been changed.

Weeks later, I was surprised with **another** change in adjusters. I was now dealing with Columbia Gas adjuster number 4, another new person with whom to work.

I was originally told by my Columbia Gas adjuster number 3, that I could submit extra expenses in the final phase to Columbia Gas **without** going back to homeowner’s adjuster. Then when adjuster number 3 turned into adjuster number 4, he also agreed I could do the final phase with him. I was simply hoping for a straightforward wrap up.

Then everything fell apart. Adjuster number 4 turned out to be a very unfocused, lackadaisical, inefficient, and hard to reach person.

We all had been told back in the fall that any extra electricity usage during September and October of 2018 would be compared to 2017 and we could be reimbursed. I painstakingly submitted all the related electric bills with my math calculations. I was requesting reimbursement for 5 weeks during September and October, the time that I was without any gas for heat. (I was not even asking for time beyond that even though I was not able to cook till mid November because I had no stove). My figures showed **\$118.43** of extra electricity usage during September and October.

Adjuster number 4 had me resending and resending bill after bill after bill. Then he wanted 2017 gas bills !! After all this, he told me **I could only get \$16.00.**

I objected and ask him to recalculate. I had weeks in September alone, of non-stop dehumidifier usage after the fire next door and \$ 42 of extra usage in October because of heating and hot water prep and cooking. Well, this adjuster was not answering my calls. This became an added stressor and I lost **ALL** respect for adjuster number 4.

In the meantime, I was also trying to get **\$1,040** reimbursed from Columbia Gas for broken cellar stairs because it was the weight of the boiler coming from the yard, down the cellar stairs that broke the stairs. Adjuster number 4 initially said "no," saying Columbia Gas was not at fault. I objected and wanted another opinion. Instead of another opinion, he simply kept saying "no," there was no second opinion as far as I could tell, just emails saying "no." Now, I was furious.

My situation was escalating.

I not only called Massachusetts Attorney General's office for their assistance in these matters but I also phoned a Columbia Gas "escalation" number.

So I thought I was entering into a "48-hour escalation process" with Columbia Gas and would then be contacted by an **escalation person**. But instead, merely 12 hours later, lo and behold, another email message from adjuster number 4 saying "no." What happened to my escalation process ?? Now I was **beyond furious**.

Coincidentally that Saturday, March 9th, Columbia Gas was having a community meeting. I met a manager who suggested I write him the details of the broken stairs and electric bills and **he would take** my situation through the channels of arbitration.

Also...in the meantime ... because I had insisted on a different adjuster, I was indeed assigned adjuster number 5, who turns out is a VERY, VERY, VERY efficient person.

But, but, but, Columbia Gas adjuster number 5 **HAD** to tell me that... because homeowner's adjuster had done all the initial measurements and insurance calculations, it **HAD** to be him to redo the claim to include my unexpected extra expenses which came to \$1,851.85 because of electrician and plumbing fees.

Well working with homeowner's adjuster was again extremely difficult. He started to question "code." He claimed I needed to get an extra letter saying that CODE was the REASON for these extra fees. I countered saying, "What is the purpose of a LICENSED tradesman? Isn't it to maintain safety and FOLLOW Massachusetts CODE guidelines? FINALLY he backed off saying that he could ATTEMPT to submit my bills to my insurance and SEE if they will ACCEPT without letters from building inspectors.

NIGHTMARE !!!!

So my homeowner's adjuster was submitting my \$ 1,851.85 in extra electrical and plumbing expenses to my insurance company, and at the very same time, I was waiting for NiSource Manager Todd Borland, from the community meeting to take my electricity usage and broken stairs through the 48 hour arbitration process.

With much anxiety and sleeplessness, I waited and waited and waited for these two separate issues to proceed through channels. I waited patiently for two weeks.
It felt like a NIGHTMARE on top of a NIGHTMARE.....!!!!

Finally on March 20, 2019, I got a welcomed phone call "the check is in the mail !!!!

The check for BOTH the broken stairs and the EXTRA electrical and plumbing fees was in the mail !!!! Reimbursement for the September and October 2018 extra electricity usage remains unsatisfactory, but adjuster number 5 did address this with management and recalculated an additional \$ 42. In explanation, the reimbursement is based on an "average daily usage" not an "actual daily usage." My electric company only measures monthly, not daily. This was the "best" that could be done.

April - August 2019 **More damages.**

During the second week of April 2019, I discovered two more areas of damage.

Landscaping damages !!

As the 2019 spring growing season started, I found that 13 of my evergreen bushes were dead and/or dying. The flames next door had scorched my back yard bushes and the work crews had damaged my front yard bushes.

Replacing my damaged landscaping was extremely labor-intensive. Estimates, delivery, digging, planting, and all required work took all summer long.

As this part of my restoration wrapped up, it was followed by work on my side lawn. The contractor rebuilding the house next door was to regrade and plant grass.

But the grass did not grow well. The dirt that was originally put down was unsatisfactory. It compacted like cement and grass would not grow. Calls to Dube Plus Construction resulted in Stephen Okun hanging up on me saying there was nothing more he could do for me. I had no recourse.

I proceeded to get estimates and two different landscapers told me that the old dirt needed to be removed. I was looking at an expense of **\$ 2,500**.

I turned to the Columbia Gas restoration supervisor David DiFrancesco II, whom I had met at one of the community meetings this past spring.

He sent the Columbia Gas landscaper, Mueskas Landscaping, to meet with me. Even though this was indirect Columbia Gas damage due to building the house next door, **David allowed his landscapers to make it right for me.**

The work that was done for my lawn took 3 days. Two truckloads of dirt were removed, three truckloads of loam were brought in, and my property was finally hydro seeded on August 30th.

The other April discovery was chewed engine wires in my vehicle !!

Back in November 2018, I had to exterminate a mice problem which started with the construction next door. In April 2019, I discovered that those mice had been nesting under my car's hood and had chewed wires. This has never happened before !!

But, I got nowhere with this issue. I was being asked for proof, with no proof, **no compensation was ever approved by Columbia Gas.**

Because my auto insurance deductible was higher than the **\$ 865.56** repair cost, I drove with faulty wires for months planning to make a vehicle change.

I was simply without options in pursuing a claim with Columbia Gas.

This situation proceeded to "snowball" because fear and panic grew to rule my car search and I was pressured into a purchase that was \$ 10,000 over budget. To this day, I remain unhappy with the extra \$ 10K in expenses that I incurred.

September - October 2019 **Restoration continues with still another issue.**

Approaching the one-year anniversary, I am still struggling to get past the damage done by the September 13, 2018 gas explosions and fires.

As I watered all my new plants, another problem/expense surfaced.

My new outdoor faucets developed leaks from their anti-siphon valves. Using splitters and timers is not recommended by the manufacturer because of the constant water pressure created inside the faucet. And these faucets are required by MA Code now.

This was so not good.

How do I water my lawn each summer with hoses and timers if this creates leaks ??

This was crazy !! Now I must consider a lawn irrigation system !!

Another nightmare !! I had no choice. A remedy was needed.

More woeful communication during October 2019. We all learned that abandoned pipes needed to be reexamined to verify safety. My **interior** appointment was October 25, 2019.

During that appointment, the camera could **not** successfully navigate the bends in my old pipe to verify the required plug. My yard would have to be dug up again on a later date. I requested an appointment for this outdoor visit so I could be home. **I needed to be home.** Furthermore, I was initially offered, but then **denied** the removal of this three foot section of abandoned interior pipe, even though I repeatedly requested its removal. I also called the infamous phone number twice and “someone” was suppose to “call me back !!”

A week later with **no warning**, I received a 9am phone call that a crew was outside to dig up my yard !! I quickly changed my plans for the morning and was glad I was still home !!

What happened to my request for an appointment ??

Thank goodness I was home, I needed my **October 2018** photos to convince workers to dig in the correct spot. They were not too eager to trust my memory no matter how many times I tried to correct their site selection. The digging would have been **behind** the bushes instead of **in front** and would have resulted in a 6ft x 6ft hole, uprooting one of my new plants.

This was NOT my idea of an appointment in advance !!

I would have been **FURIOUS** if I had come home to a 6ft hole and a dug up plant !!

I needed to be home for an important reason. I knew I needed to guide this latest digging. Inspector Emmett Callahan of Virginia was unable to tell me why no appointment was made. He could only tell me that I needed an expansion plug inserted that morning since the camera still could not visualize a previously placed plug because of all the foam that had been sprayed/infused into the abandoned outside pipe.

What was the purpose of that phone number ?? To me it was a joke !!

I remember thinking this is just ‘**another example**’ of the **lack of communication**, and I was simply glad my pipe check was now done and it did not cost me further damage or money.

My Restoration has gone on for more than a year and is plagued with numerous unexpected indirectly related out of pocket expenses.

Ongoing issues continue to surface and lead to more and more bills.

I continue to blame Columbia Gas for ongoing and snowballing expenses since none of these indirectly related repairs would have been necessary if it were not for the original Disaster in the first place.

MY RESTORATION includes many, many uncompensated costs.

- Compensation for extra electricity used last fall was far less than my actual expenses. **I remain \$ 60.35 under compensated** despite my extra efforts.
- The stress and anguish associated with the **\$ 10K over budget** vehicle purchase because of mice was the worst, but there are a number of other issues.
- The chewed engine wire damages were never covered. **\$ 865.56.**
- Installation of Lawn Irrigation System due to new MA Code faucets. **\$ 3,700.**
- I worked full time as a **“General Contractor” and Laborer** for a whole year and **never saw any compensation for my time. Salary \$ \$\$\$,\$\$\$**
- Associated office supply costs: paper, ink and printer. **\$ 343.95.**
- My driveway endured a constant flow of turning construction vehicles during street work, and is now very cracked and damaged. **Redo will cost \$ 7,000.**
- Because of the little to no use of my kitchen sink drain in the immediate post disaster months, a blocked drain resulted. This was a **\$ 1,150 expense.**
- Water usage for new plants and grass has not yet been reimbursed by Columbia Gas as planned and now **“Claims are Shut Down.” \$ 302.40.**
- Outside windows not washed yet. **An amount was allotted in Homeowner’s payment,** but in reality, nothing remains after outer home expenses.
- My front grass along the street still needs **additional repairs** next season, as it was badly damaged with all the construction vehicles. **Grass seed \$169.99.**
- And then there is the peeling paint on my back doors. **Labor \$ 300.00.**
- Gutter pipe and vinyl siding adjustments are needed. **Estimated at \$ 500.**
- In the meantime, indoor cleaning has once again been put off.

These are some of the physical issues that I still face and must rectify.

November – December 2019

This has been a miserably long drawn out, extremely distressful disruption of my life for more than an entire year. Lack of information, lack of communication, broken promises, and misinformation has fueled this entire messed up restoration process.

Damages from the explosion and fire next door began my distress, but **poor communication during recovery and restoration made it so much worse.**

Improved, reliable, ACCURATE communication with the information that I NEEDED could have made a HUGE difference.

This goes way above and beyond any physical property repairs.

This has to do with the whole process, the whole complete global picture, and the whole complete person, the homeowner, the person trying to make the repairs. Nothing has been done to help me as a whole person. Nothing has been done to help me navigate this restoration process.

Instead of ample communication, there was no communication, absolutely NONE. Communication can be so simple; it is the sharing of information. So share !!

Instead of helpful clear information, a smoke screen offering answers, but giving none. Instead of smooth reimbursements; denials and arbitration. Instead of assistance; only difficulties and hurdles.

At meetings and interviews as well as in print, Columbia Gas portrayed an illusion of abundant, helpful, informative information.

My restoration reality has been far from this portrait, full of troublesome hurdles and obstacles, and lacking information that I vitally needed.

MY 15 month RESTORATION has just been an ENORMOUS, EXPENSIVE, ALL CONSUMING, MASSIVE DISRUPTION of my life.

And now the Columbia Gas Claims process has been “shut down.”

This was supposed to be a two year long window of time during which we could continue to submit claims. But because the Class Action Settlement process has begun, the regular claims process has ended. Now the only way to seek reimbursements for outstanding expenses is to enter the Class Action process.

Experiencing the original disaster was traumatic enough, but the ugly restoration effort has been an extremely traumatic, ongoing event in itself. I am forever reminded of this disaster because I am now next door to a brand new three story house towering over me and an ugly new six foot PVC fence.

January 2020

When I learned that MA DPU of Boston wanted to hear from residents of the Gas Disaster and **investigate** the restoration process and the communication of information, I felt compelled to tell of my experiences.

Mary A. Mlodzianowski 978-494-2900 (c) marmlod@verizon.net 1/28/20