

PATH TO SERVICE RESTORATION



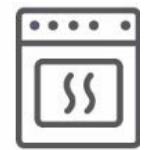
GAS READY



HOUSE READY



GAS SERVICE RESTORATION



APPLIANCE REVISITS

COMPLETED OCT. 30

Main Line Replacement

The main gas line that brings gas into the area will be replaced on your street.

Service Line Replacement

The line connecting your home to the main line will be replaced.

Meter Bar Installation

Your meter bar will be installed where the meter will be located.

VISIT 1

Repair or Replace Natural Gas Furnace or Boiler

Your furnace or boiler will be inspected and your natural gas lines will be tested. We will also test for the presence of hazardous materials. If possible, we will repair your furnace or boiler and return to replace it at a later date. We will warranty this work until it is replaced. If it is not possible to repair your furnace or boiler, we will replace it.

Replace and Install Natural Gas Water Heater

We will install a new water heater.

Other Appliance Confirmation

We will confirm natural gas dryer and/or range needs and selections.

VISIT 2

Inspection

A city or town inspector must approve the work completed during the House Ready Rapid Relight process.

Meter Installation

In most cases your gas meter will be installed outside of your home. Moving your meter to the outside of your home ensures it is in line of sight for first responders and company personnel for future safety inspections.

VISIT 3

Final Check

To restore natural gas service to your home, our crews will visit your home, perform final safety checks and restore your natural gas service.

VISIT 4

COMPLETED BY DEC. 2 - DEC. 16

Replace and Install Natural Gas Range and/or Dryer

If we were not able to replace and install your range and/or dryer during the first visit, we will come back to complete that work at this time.

FURNACE/BOILER REPLACEMENT BEGINS NO LATER THAN SPRING 2019

Replace Repaired Natural Gas Furnace or Boiler

We will replace your furnace or boiler if it was repaired during the Rapid Relight step.

FINAL RESTORATION

We will repair damage that resulted from our work inside or outside of your home.

11/4/2018

For the latest information, visit ColumbiaGasMA.com



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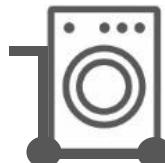
HOUSE READY

WHAT HAPPENS IN MY HOME DURING THIS PROCESS?



ASSESSMENT

- ❑ Work teams will evaluate and inventory your natural gas appliances including boilers, furnaces, water heaters, ranges and/or dryers.
- ❑ Photos will be taken so that we can document which natural gas appliances have been impacted. (Note: Some customers have already received an assessment. If you have already been assessed, we will verify the information.)
- ❑ In many cases, we will need to test for the presence of hazardous materials, such as asbestos or lead paint. In these cases, test results should be available within 24 hours. Our top priority is your safety. Our teams will follow applicable regulations and guidelines, and will mitigate hazardous materials with trained professionals. This could extend the timeframe of the installation work in your home.



REPAIR/REPLACE

- ❑ Work teams will repair natural gas furnaces and boilers and replace natural gas water heaters, ranges and/or dryers. Any additional specialty natural gas appliances (i.e. fireplaces, pool heaters, gas grills, etc.) will be disconnected and disabled at this time.
- ❑ Specialty natural gas appliances will be subject to further repair or replacement **by the property owner** through **the claims process at 1-800-590-5571**.
- ❑ We will also pressure test your in-home natural gas piping to see if it is damaged.



RE-INSTALLATION/ RE-CONNECTION

- ❑ Once our crews have repaired or replaced natural gas equipment in your home, we will reconnect it to the natural gas system.



SAFETY INSPECTIONS

- ❑ Once a city or town inspection has been completed, you will receive either a green tag, which means all your appliances have been repaired or replaced, or an orange tag, which means at a minimum, your heat and hot water equipment is available for service restoration. These tags will be attached near the meter bar, indicating that your home is House Ready.
- ❑ Once you have one of these House Ready tags, call Columbia Gas at 1-866-388-3239.

In many cases, this process of repairs/replace and safety inspections will take more than one day to complete. **Please be aware that if you do not select the standard offering of appliances, specialty orders will be installed when available and could be delayed by several weeks.**

During the evening hours, please make sure the areas where our work teams will be working are well lit and your porch light is on. Please secure your pets. This is for the safety of your pets and our work teams.

For the latest information, visit ColumbiaGasMA.com



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HOW TO SELF MITIGATE

Steps to take if you choose to repair or replace any of your own appliances and manage your own installation

All homes are now Gas Ready. If you choose to repair or replace any of your own appliances and manage your own installation to become House Ready (the second step required before your gas service can be restored), follow these steps:



CONTACT COLUMBIA GAS CLAIMS TO INITIATE THE PROCESS

- It is important that your claims adjuster is aware of the steps you are taking to ensure this process goes as smoothly as possible.
- Your claims adjuster will work with you throughout the process to:
 - Help you understand what estimates are needed.
 - Provide information on how we can reimburse you or make payments on your behalf for the purchases and installation of appliances/equipment. Information required for the claims process is available in the FAQ section below.
- If you have not yet filed a claim or need contact information for your claims adjuster, call the claims line at **1-800-590-5571** or visit one of our claim centers.



HIRE A QUALIFIED INSTALLER TO COMPLETE THE INSTALLATION

- Confirm with your installer that he/she is a licensed professional in the state of Massachusetts.
- The installer is required to obtain the appropriate permit(s) from your city or town for the House Ready work. This work includes, but is not limited to:
 - Pressure testing and, if necessary, repair or replacement of the gas lines;
 - Extension of the gas lines to the outside meter bar;
 - Installation of any natural gas fueled replacement appliances; and
 - Completion of a city or town inspection before gas service restoration.



WORK WITH YOUR CLAIMS ADJUSTER TO PURCHASE YOUR NATURAL GAS FUELED REPLACEMENT EQUIPMENT/APPLIANCES

- We will reimburse you for reasonable replacement costs of like kind and quality appliances and installation by a licensed professional by either:
 - Reimbursing you for reasonable replacement and installation out-of-pocket costs; or
 - Making payments on your behalf for the appliances / equipment purchased and installation work completed.



INSTALL YOUR EQUIPMENT/APPLIANCES AND COMPLETE INSPECTION

- Installer must have a permit to get a final city or town inspection. This inspection is required to initiate gas service restoration. Ask your installer to show you the permit.
- If an installer does not have a city or town permit, do not let them work in your home.
- Once the installation is complete, your installer will arrange for a city or town inspection. Remember, city or town inspectors will not inspect work that is not permitted.



ONCE YOUR INSPECTION IS COMPLETE, CALL COLUMBIA GAS TO HAVE YOUR SERVICE RESTORED

- When the inspection is complete, the inspector will provide you with either a green House Ready tag (all appliances are repaired/replaced) or orange House Ready tag (your heat and hot water equipment is available for service restoration). Once you have one of these House Ready tags, call Columbia Gas at **1-866-388-3239** to have your new meter installed and service restored.

For the latest information, visit ColumbiaGasMA.com



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HOUSE READY

WHAT TYPES OF APPLIANCES AND EQUIPMENT ARE YOU INSTALLING? DO I HAVE OPTIONS?



BOILERS, FURNACES & HOT WATER HEATERS

COLUMBIA GAS PROVIDED

We are making an effort to offer energy-efficient options. (Please note that there are a number of Mass Save energy efficient options available, which will be installed where applicable).

If the Columbia Gas provided equipment does not fit or is not applicable, you can order non-standard equipment of like kind and quality through the claims process. **This option could take at least several weeks longer for installation.** This should be coordinated with your claims adjuster.

CUSTOMER PROVIDED

If you already have or plan to replace your own boiler, furnace, and/or hot water heater, please coordinate with your claims adjuster.



RANGES & DRYERS

COLUMBIA GAS PROVIDED

Choose from our quality gas appliance options. We will offer you a selection of new gas appliances to replace damaged ranges and/or dryers.

If the Columbia Gas provided appliances do not fit or are not applicable, you can order non-standard equipment of like kind and quality through the claims process. **This option could take at least several weeks longer for installation.** This should be coordinated with your claims adjuster.

CUSTOMER PROVIDED

If you already have or plan to replace your own natural gas appliances, please coordinate with your claims adjuster.



SPECIALTY NATURAL GAS APPLIANCES

For all other specialty natural gas appliances (i.e. fireplaces, pool heaters, gas grills, etc.) please coordinate with your claims adjuster.



Q&A

WILL YOU REPLACE MY WASHING MACHINE TO MATCH MY DRYER?

We are only replacing natural gas appliances, which include boilers, furnaces, water heaters, ranges and/or dryers. If you prefer to maintain a matching system, please use the claims process.

DON'T KNOW HOW TO REACH YOUR ASSIGNED CLAIMS ADJUSTER?

Call 1-800-590-5571 for information on how to reach the claims adjuster assigned to your file.

WHAT IF I HAVE ADDITIONAL QUESTIONS REGARDING THIS PROCESS?

Call our **Affected Customer Helpline at 1-866-388-3239.**

For the latest information, visit ColumbiaGasMA.com



APPLIANCE INFORMATION

WATER HEATER, BOILER AND FURNACE OPTIONS

Work teams will evaluate and inventory your natural gas water heater and boiler or furnace as well as range and dryer. If possible, we will repair your furnace or boiler and return to replace it at a later date. We will warranty this work until it is replaced. If it is not possible to repair your furnace or boiler, we will replace it.

PREVIOUSLY RED-TAGGED APPLIANCES

All appliances were red tagged during early assessments to indicate not to use them at that time. To restore heat and hot water to customers, we are evaluating boilers and furnaces that were previously red tagged to see if they can be repaired. If we can safely repair the boiler or furnace, we will do so and inspect the appliance to make sure it meets all safety requirements. Once a city or town inspection has been completed, you will receive either a green tag, which means all your appliances have been repaired or replaced, or an orange tag, which means at a minimum, your heat and hot water equipment is available for service restoration. These tags will be attached near the meter bar, indicating that your home is House Ready. If we cannot safely repair a boiler or furnace, we will replace it.

COLUMBIA GAS PROVIDED

We are making an effort to offer energy-efficient options.

Please note that there are a number of Mass Save energy efficient options available, which will be installed where applicable.

If the Columbia Gas provided equipment does not fit or is not applicable, you can order non-standard equipment of like kind and quality through the claims process. This option could take at least several weeks longer for installation and should be coordinated with your claims adjuster or by calling our claims hotline at 1-800-590-5571.

Boiler, furnace and water heater models provided by Columbia Gas are listed on the following pages.

CUSTOMER PROVIDED

If you already have or plan to replace your own boiler, furnace and/or water heater, please coordinate with your claims adjuster or by calling our claims hotline at 1-800-590-5571.

For the latest information, visit ColumbiaGasMA.com



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APPLIANCE INFORMATION

RANGE AND DRYER OPTIONS

GAS-FUELED RANGE



5.1 CU. FT. GAS RANGE WITH UNDER-OVEN BROILER

Warranty Information

Phone: 1-866-698-2538

Web: www.whirlpool.com/content/dam/global/documents/201309/warranty-W10620402-W.pdf

SPECIFICATIONS:

General

WFG320M0BS
WWFG320M0BW
WWFG320M0BB
Type: Single
Weight: 136lbs

Dimensions

Width: 29.88
Depth: 27.25
Height: 46.25
Interior Width: 25
Interior Depth: 19
Interior Height: 18.38

Technical Specs

Fuel Type: Natural Gas
Capacity: 5.1 Cu. Ft.
Voltage: 120
Amps: 15

APPLIANCE COLOR OPTIONS:



Black
WWFG320M0BB



White
WWFG320M0BW



Stainless Steel
WFG320M0BS

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GAS-FUELED DRYER



7.0 CU. FT. HAMPER DOOR LOAD GAS DRYER WITH AutoDry™ DRYING SYSTEM

Warranty Information

Phone: 1-866-698-2538

Web: https://www.menardc.com/main/items/media/WHIRL001/Warranty/WGD4850HW_Warranty_EN.pdf

SPECIFICATIONS:

General

WGD4850HW
Warranty Info: Brand New
Type: Front Load

Technical Details

Fuel Type: Natural Gas
Capacity: 7 cu.ft.
Size: Full Size
Weight: 124.00lbs

Features

Dry Cycles: 12
Temperature Settings: 3
Wrinkle Shield Option: Yes
Timed Dry: Yes

APPLIANCE COLOR OPTION:



White

Dimensions

Width: 29"
Height: 43"
Depth: 28.25"

Details

Door Type: Hamper
Control Type: Knobs
Frequency: 60 Hz
Venting Type: Vented

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For the latest information, visit ColumbiaGasMA.com



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APPLIANCE INFORMATION

RANGE AND DRYER OPTIONS

GAS-FUELED RANGE



30" Free-Standing Gas Range

Warranty Information
Phone: 1-800-432-2737
Web: www.GEAppliances.com/service

SPECIFICATIONS:

General

GJGB660SEJSS
GJGB660DEJBB
GJGB660DEJWW
Warranty Info: Brand New
Type: Single

Dimensions

Width: 30.00
Depth: 28.75
Height: 47.25

Technical Specs

Fuel Type: Natural Gas
Capacity: 5.0 Cu. Ft.
Voltage: 120
Amps: 15

Burners

Burner-Left Front: Output 18000btu
Burner-Left Rear: Output 5000btu
Burner-Right Front: Output 9500btu
Burner-Right Rear: Output 12000btu
Burner-Center: Output 10000btu

Ranges

Installation Type: Freestanding
Burner Type: Sealed Burner
Number of Burners: 5
Cooktop Control Type: Knobs
Broiler Element Location: Bottom
Continuous Grates: Yes
Ignition Type: Electronic
LP Conversion: Yes



Stainless Steel
GJGB660SEJSS



Black
GJGB660DEJBB



White
GJGB660DEJWW

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GAS-FUELED DRYER



7.4 CU. FT. CAPACITY ALUMINIZED ALLOY DRUM GAS DRYER WITH HE SENSOR DRY

Warranty Information
Phone: 1-800-432-2737
Web: www.GEAppliances.com/service

SPECIFICATIONS:

General

GTD65GBSJWS
Warranty Info: Brand New
Type: Front Load

Technical Details

Fuel Type: Natural Gas
Capacity: 7.40 cu.ft.
Size: Full Size

Dimensions

Width: 27"
Height: 46"
Depth: 30.50"

Details

Door Type: Side Swing
Control Type: Electronic
Frequency: 60 Hz
Venting Type: Vented

Features

Dry Cycles: 12
Temperature Settings: 4
Wrinkle Shield Option: Yes
Timed Dry: Yes

APPLIANCE COLOR OPTION:



White

10.23.18

For the latest information, visit ColumbiaGasMA.com



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APPLIANCE INFORMATION

WATER HEATER, BOILER AND FURNACE OPTIONS

CAST IRON BOILERS/CALDERAS DE FUNDICIÓN



Warranty Information/Información de la garantía
Phone/Teléfono: 1-800-654-2109
Web: See links below/Ver más abajo

SPECIFICATIONS/CHARACTERÍSTICAS:

Model #/Número de modelo

W381357802
https://api.ferguson.com/dar-step-service/Query?USE_TYPE=WARRANTY&PRODUCT_ID=4424171

W381357804

https://api.ferguson.com/dar-step-service/Query?USE_TYPE=WARRANTY&PRODUCT_ID=4424171

W381357806

https://api.ferguson.com/dar-step-service/Query?USE_TYPE=WARRANTY&PRODUCT_ID=4424173

W381357808

https://api.ferguson.com/dar-step-service/Query?USE_TYPE=WARRANTY&PRODUCT_ID=4424175

W381357810

https://api.ferguson.com/dar-step-service/Query?USE_TYPE=WARRANTY&PRODUCT_ID=4424177

W381357824

https://api.ferguson.com/dar-step-service/Query?USE_TYPE=WARRANTY&PRODUCT_ID=4424179

Type/Tipo

CGA 3 PIDN BOILER
NATURAL GAS W/T007 S2

CGA 4 PIDN BOILER
NATURAL GAS W/T007 S2

CGA 5 PIDN BOILER
NATURAL GAS W/T007 S2

CGA 6 PIDN BOILER
NATURAL GAS W/T007 S2

CGA 7 PIDN BOILER
NATURAL GAS W/T007 S2

CGA 8 PIDN BOILER
NATURAL GAS W/T007
NO DH S2

CAST IRON BOILERS/CALDERAS DE FUNDICIÓN



Warranty Information/Información de la garantía
Phone/Teléfono: 1-888-432-8887
Web: <https://files.githash.io/in/kcvHb620T-5A/USB%20Limited%20Manufacturers%20Warranty.pdf>

SPECIFICATIONS/CHARACTERÍSTICAS:

Model #/Número de modelo

U203NIG2

U204NIA2

U205NIA2

UX203NAH

UX204NAH

UX205NAH

Type/Tipo

62 MBH SERIES 2 GAS BOILER

96MBH CHIMNEY VENT
ALPHA PUMP 82.3%

130MBH CHIMNEY VENT
ALPHA PUMP 82%

70 MBH X2 3 SEC CI NAT WTR BLR

105 MBH X2 4 SEC CI NAT WTR BLR

140 MBH X2 5 SEC CI NAT WTR BLR



Warranty Information/Información de la garantía
Phone/Teléfono: 1-315-797-1310
Web: <https://www.uticaboilers.com/sites/default/files/Utica%20Heating%20Warranty.pdf>

SPECIFICATIONS/CHARACTERÍSTICAS:

Model #/Número de modelo

UUH15B070FE

Type/Tipo

UTICA 15B 70 MBH GAS BLR

UUH15B096FE

UTICA 15B 96 MBH GAS BLR

UUH15B120FE

UTICA 15B 120 MBH GAS BLR

UUH15B145FE

UTICA 15B 145 MBH GAS BLR



SPECIFICATIONS/CHARACTERÍSTICAS:

Model #/Número de modelo

AGDV5-HN

AG3-HN

AG4-HN

Type/Tipo

AGDV5-HN

96 MBH DIRECT VENT

120 MBH DIRECT VENT

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For the latest information, visit ColumbiaGasMA.com



APPLIANCE INFORMATION

WATER HEATER, BOILER AND FURNACE OPTIONS

CAST IRON BOILERS/CALDERAS DE FUNDICIÓN (CONTINUED/CONTINUADO)



SPECIFICATIONS/CHARACTERÍSTICAS:

Model #/Número de modelo	Type/Tipo
DXL 75	DXL 75 MBH
DXL 100	DXL 100 MBH
DXL 125	DXL 125 MBH
DXL 150	DXL 150 MBH

POWER VENT OR DIRECT VENT CAST IRON WATER BOILERS



Warranty Information/Información de la garantía
Phone/Teléfono: 1-800-654-2109
Web: See links below/Ver más abajo

SPECIFICATIONS/CHARACTERÍSTICAS:

Model #/Número de modelo	Type/Tipo
WW381357858	CGI 3 PIN 60 MBH BOILER
W381357937	CGI 4 PIN 90 MBH BOILER
W381357864	CGI 5 PIN 119 MBH BOILER
W381357866	CGI 6 PIN 167 MBH BOILER

For the latest information, visit ColumbiaGasMA.com



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APPLIANCE INFORMATION

WATER HEATER, BOILER AND FURNACE OPTIONS

STEAM BOILERS/CALDERAS DE VAPOR



Warranty Information/Información de la garantía
Phone/Telefono: 1-888-432-8887
Web: <https://files.github.io/link/cVHb620T-5A/USB%20Limited%20Manufacturers%20Warranty.pdf>

SPECIFICATIONS/CHARACTERÍSTICAS:

Model #/Número de modelo	Type/Tipo
UPIN3SNIHE2	BURNHAM 62 MBH STM BLR 158SQFT
UPIN4SNIHE2	BURNHAM 105 MBH STM BLR 271SQFT
UPIN5SNIHE2	BURNHAM 140 MBH STM BLR358SQFT
UPIN6SNIHE2	BURNHAM 175 MBH STM BLR 450SQFT
UPIN7SNIHE2	BURNHAM 210 MBH STM BLR 542SQFT



Warranty Information/Información de la garantía
Phone/Telefono: 1-800-654-2109
Web: See links below/Ver más abajo

SPECIFICATIONS/CHARACTERÍSTICAS:

Model #/Número de modelo	Type/Tipo
W381900350	BLR PEG30PINSTM 75 MBH 196 SQFT
W381900351	PEG 35 PIDN 100 MBH 258 SQFT BOILER
W381900352	BLR PEG40PINSTM 125 MBH 325 SQFT
W381900353	BOILER PEG45PINSTM 150 MBH 392 SQFT
W381900354	BLR PEG50PINSTM 175 MBH 454 SQFT
W381900355	BLR PEG55PINSTM 200 MBH 521 SQFT
W381900356	BLR PEG65PINSTM 250 MBH 654 SQFT

STEAM BOILERS/CALDERAS DE VAPOR (CONTINUED/CONTINUADO)



SPECIFICATIONS/CHARACTERÍSTICAS:

Model #/Número de modelo	Type/Tipo
GXHA-120EDPZ	120 MBH



SPECIFICATIONS/CHARACTERÍSTICAS:

Model #/Número de modelo	Type/Tipo
PSB-5D	150 MBH



SPECIFICATIONS/CHARACTERÍSTICAS:

Model #/Número de modelo	Type/Tipo
06N-H	
07N-H	
08N-H	

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APPLIANCE INFORMATION

WATER HEATER, BOILER AND FURNACE OPTIONS

POWER VENT STEAM BOILERS/CALDERAS DE VAPOR



Warranty Information/Información de la garantía
Phone/Telefono: 1-888-432-8887
Web: <https://files.githashare.io/link/cVHb620T-5A/USB%20Limited%20Manufacturer%20Warranty.pdf>

SPECIFICATIONS/CHARACTERÍSTICAS:

Model #/Número de modelo	Type/Tipo
UIN3PVNIM2	62 MBH 163 SQ FT PKG STM BLR PWR VENT
UIN4PVNIM2	105 MBH 271 SQ FT PKG STM BLR PWR VENT
UIN5PVNIM2	140 MBH 363 SQ FT PKG STM BLR PWR VENT
UIN6PVNIM2	175 MBH 454 SQ FT PKG STM BLR PWR VENT

COMBI BOILERS/CALDERA COMBINADA



Warranty Information/Información de la garantía
Phone/Telefono: 1-800-900-9276
Web: www.laars.com/Images/uploads/products/8058B-NH.pdf

SPECIFICATIONS/CHARACTERÍSTICAS:

Model #/Número de modelo	Type/Tipo
LMFTCW140NA1XN	140 MBH MASCOT FT COMBINATION BOILER WITH PUMP
LMFTCW199NA1XN	199 MBH MASCOT FT COMBINATION BOILER WITH PUMP



Warranty Information/Información de la garantía
Phone/Telefono: 1-949-420-0420
Web: See links below/Ver más abajo

SPECIFICATIONS/CHARACTERÍSTICAS:

Model #/Número de modelo	Type/Tipo
NNNCB180E	CCY 80 MBTU LP/NAT COMBI ASME BLR
NNCB210E	CCY 100 MBTU LP/NAT COMBI ASME BLR
NNCB240E	CCY 120 MBTU LP/NAT COMBI ASME BLR

HEATTRANS

SPECIFICATIONS/CHARACTERÍSTICAS:

Model #/Número de modelo	Type/Tipo
HUFTC140W	CCN 14K - 140K WM NAT COMB BLR
HUFTC199W	CCN 20K - 140K WM NAT COMB BLR

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APPLIANCE INFORMATION

WATER HEATER, BOILER AND FURNACE OPTIONS

WALL MOUNT BOILERS/ CALDERA DE MONTAJE EN PARED



Warranty Information/Información de la garantía
Phone/Teléfono: 1-800-900-9276
Web: www.laars.com/images/uploads/products/8058B-NH.pdf

SPECIFICATIONS/CHARACTERÍSTICAS:

Model #/Número de modelo	Type/Tipo
LMFTHW100NA1XN	CCY 100MBH RES WHTR BLR NAT *X
LMFTHW140NA1XN	CCY 140MBH RES WHTR BLR COMB NAT *X



Warranty Information/Información de la garantía
Phone/Teléfono: 1-949-420-0420
Web: See links below/Ver más abajo

SPECIFICATIONS/CHARACTERÍSTICAS:

Model #/Número de modelo	Type/Tipo
NNNHB80	HEATING BLR 80 MBTU / FIELD
NNNHB110	HEATING BLR 110 MBTU / FIELD
NNNHB150	HEATING BLR 150 MBTU / FIELD

HEATTRANS

SPECIFICATIONS/CHARACTERÍSTICAS:

Model #/Número de modelo	Type/Tipo
HUFT80W	CCY 8K - 80K BTU 80W NAT HE BLR
HUFT100W	CCY 10K - 100K BTU 100W NAT HE BLR
HUFT120W	CCY 12K - 120K 120W NAT HE BLR
HUFT140W	CCY 14K - 140K 140W NAT HE BLR

TANKLESS WATER HEATERS/ CALENTADOR DE AGUA



Warranty Information/Información de la garantía
Phone/Teléfono: 1-949-420-0420
Web: See links below

SPECIFICATIONS/CHARACTERÍSTICAS:

Model #/Número de modelo	Type/Tipo
NNNPE240ANG	CCY 199 MBH LP/NAT TKLS WATER HEATER
NNPE210ANG	CCY 180 MBH LP/NAT TKLS WATER HEATER
NNPE180ANG	CCY 8.4 GPM 150 MBH NG/LP TKLS W/PUMP
NNPE240SNG	CCY 199K MBH PREM TKLS GAS WATER HEATER

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APPLIANCE INFORMATION

WATER HEATER, BOILER AND FURNACE OPTIONS

INDIRECT WATER HEATERS/

CALENTADOR DE AGUA INDIRECTO

SUPERSTOR

Warranty Information/Información de la garantía

Phone/Teléfono: 1-800-323-9651

Web: www.hptrproducts.com/literature/lp-83.pdf#limitedwarranty

SPECIFICATIONS/CHARACTERÍSTICAS:

Model #/Número de modelo

SUPSSU45

Type/Tipo

45 GALLON INDIRECT WATER HEATER
WITH STAINLESS STEEL CONTROL

SUPSSU60

60 GALLON INDIRECT WATER HEATER
WITH STAINLESS STEEL CONTROL

SUPSSU80

80 GALLON INDIRECT WATER HEATER
WITH STAINLESS STEEL CONTROL

TANK TYPE WATER HEATERS/

CALENTADOR DE AGUA TIPO TANQUE



Warranty Information/Información de la garantía

Phone/Teléfono: 1-800-821-2017

Web: www.statewaterheaters.com/lit/warranty/res-gas/100286377.pdf

SPECIFICATIONS/CHARACTERÍSTICAS:

Model #/Número de modelo

SGS640BCSN

Type/Tipo

40 GALLON 40 MBH NATURAL SHORT
BOY WATER HEATER ALUMINUM

SGS640YBDSM

40G 38MBH NAT WATER HEATER MAG
DV

SGS640YBVIS

40 GALLON 40 MBH NATURAL S/BOY
WATER HEATER ALUMINUM

SGS650BRTMN

50 GALLON 40 MBH NATURAL WATER
HEATER MAG

SGS650YBDSM

50G 38MBH NAT WATER HEATER MAG
DV

SGS650YBVIS

50 GALLON 40 MBH NATURAL S/BOY
WATER HEATER ALUMINUM

SGS675XRRS

74G 75.1MBH NAT WATER HEATER ALUM

SGS675YRPDTLDM

75 GALLON 70 MBH NATURAL WATER
HEATER DUALMG

For the latest information, visit ColumbiaGasMA.com



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APPLIANCE INFORMATION

WATER HEATER, BOILER AND FURNACE OPTIONS

TANK TYPE WATER HEATERS/ CALENTADOR DE AGUA TIPO TANQUE (CONTINUED/CONTINUADO)



SPECIFICATIONS/CHARACTERÍSTICAS:

Model #/Número de modelo	Type/Tipo
PROG50-38N RU60	50 GALLON 38K MBH CHIMNEY VENT
PROG40-40N RU67 PV	40 GALLON 40MBH POWER VENT

FURNACES/HORNOS



Warranty Information/Información de la garantía
Phone/Teléfono: 1-877-874-7378
Web: www.york.com/for-your-home/york-owners/warranty-registration

INSTALL CONFIDENCE

SPECIFICATIONS/CHARACTERÍSTICAS:

Model #/Número de modelo	Type/Tipo
YTG9S060B12	YORK 60 MBH 95% MULTI GAS FURN
YTG9S080B12	YORK 80 MBH MBH 95% MULTI GAS FURN
YTG9S100C16	YORK 100 MBH MBH 95% MULTI GAS FURN
YTG9S120D20	YORK 120 MBH 95% MULTI GAS FURN



SPECIFICATIONS/CHARACTERÍSTICAS:

Model #/Número de modelo	Type/Tipo
GGMSS960402BN1	40MBH 96% UPFLOW HORIZONTAL GAS FURNACE
GGMSS960603BN	60 MBH 96% UPFLOW HORIZONTAL GAS FURNACE
GGMSS960803BN	80MBH 96% UPFLOW HORIZONTAL GAS FURNACE
GGMSS961005CN	100MBH 96% UPFLOW HORIZONTAL GAS FURNACE
GGMSS961205DN	120MBH 96% UPFLOW HORIZONTAL GAS FURNACE

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CLAIMS

MAKING A CLAIM FOR YOUR HOME

STEP 1 – FILE A CLAIM

You can file a claim in person or over the phone. If you need advance payment to meet immediate needs, please submit your claim in person at one of our Property Claim Centers.

STEP 2 – LOSS ADJUSTMENT

Within 24 to 72 hours of filing, a claims representative will follow up with you.

What to have ready:

- A valid photo identification and proof of residency in the affected area.
- Documentation of your loss or damage (i.e. receipts for food, pay stubs, appliance purchases, etc.).
- Please note, you will not necessarily need to travel to the Property Claims Center to provide this documentation. It can be provided via mail or electronically to your claims representative through a secure portal.

STEP 3 – PAYMENT FOR LOSSES

Once documentation of your loss or damage is provided, we will review your claim for payment.

Some common items that may be eligible for claims reimbursement include:

- Electric blankets, extra bedding, heated mattress pads
- Toaster ovens, Crock Pots, electric skillets, electric griddles, indoor grills (e.g. George Foreman), InstaPots
- Transportation while in temporary housing
- Laundry expenses

Multiple forms of payment are available for impacted individuals, including physical checks and/or reloadable debit cards. Please allow 7 – 10 days for checks to arrive.

Ongoing payments will be specific for your current and future losses.

WHERE TO FILE A CLAIM

OVER THE PHONE

- You can call **1-800-590-5571** to file your claim or check status 24/7.
- If you are filing a new claim, you will be asked to provide your contact information so a claims representative can follow up within 24 to 72 hours to begin the process.

IN PERSON

Visit one of the three Property Claims Centers near you.

- 45 Main Street, Andover, MA 01810
Mon. to Fri. - 12 p.m. to 8 p.m.
Sat. - 9 a.m. to 2 p.m.
- 439 South Union Street
Lawrence, MA 01843 (1 Heritage Place)
Mon. to Fri. - 7 a.m. to 7 p.m.
Sat. - 9 a.m. to 2 p.m.
- 115 Main Street
North Andover, MA 01845
Mon. to Fri. - 12 p.m. to 8 p.m.

DON'T KNOW HOW TO REACH YOUR ASSIGNED CLAIMS ADJUSTER?

Call **1-800-590-5571** for information on how to reach the claims adjuster assigned to your file.

For the latest information, visit ColumbiaGasMA.com



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TEMPORARY HOUSING

HELPFUL INFORMATION TO OBTAIN HOUSING



STEP ONE - FILING A CLAIM

If you have already done this, you can skip to step 2.

- **Call 1-800-590-5571 and select Option 1.**
- Report your claim and you will be given a CLAIM NUMBER.
- *Keep this CLAIM NUMBER with you! You will need it to access many resources.*



STEP TWO - GETTING HOUSING

If you have just gotten your CLAIM NUMBER, ask the adjuster to transfer you to the housing unit.

- **Call 1-800-590-5571 and select Option 3 for housing unit.**
- *Make sure you have your CLAIM NUMBER before calling!*



HOW DOES THIS WORK?

There are three available types of housing units: hotels, RV trailers and apartments (primarily for people with special needs).

- The adjuster on the phone will ask you questions to best identify your needs. The information will be used only for the purpose of identifying your housing needs.
- Questions may include: Do you have children, pets, special needs, etc.?
- The housing unit will use your zip code to sort through all of the available housing units and attempt to find one that is convenient for you.

As you are aware, many people are in need of housing, so the available housing may be further away than you would like.

For the latest information, visit ColumbiaGasMA.com



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CONTACT INFORMATION

IMPORTANT CONTACT INFORMATION AND SAFETY TIPS

CONTACT INFORMATION

AFFECTED CUSTOMER HELPLINE

1-866-388-3239

PROPERTY CLAIMS

1-800-590-5571

TEMPORARY HOUSING

1-800-590-5571, Select English or Spanish, then Option 3

GAS EMERGENCY

911 &
1-800-525-8222

Sign language interpreter needs: For all non-emergency calls, 617-740-1600 voice or 617-740-1700 TTY. For all emergency calls, 1-800-249-9949 voice or TTY.

Visit **ColumbiaGasMA.com** for mobile customer resource center hours and locations.

GAS SAFETY: IF YOU SMELL NATURAL GAS

WHAT TO DO

- If inside, **get out immediately**.
- If outside, **safely abandon any motorized equipment** you might be using and **leave the area immediately**.
- From a safe location, away from the area, call **911** and Columbia Gas at **1-800-525-8222**.
- **Wait for our service crew and emergency responders to arrive.**

WHAT NOT TO DO

- Don't light a match or candle, or operate anything that could cause a spark, including cellphones, lights, appliances, flashlights, power tools, etc.
- Don't open the windows and doors in an attempt to ventilate the building.
- Don't try to find the leak yourself or operate pipeline valves.



For the latest information, visit ColumbiaGasMA.com

