

Columbia Gas aims to have service restored in all homes and workplaces by November 19th through a coordinated community-focused approach. Work continues to find solutions to restore gas services earlier than November 19th. We will provide additional information as it becomes available.

The timeline for the restoration in Andover is as follows:

Saturday, September 22- hot plates will be available for pick up from 9:00 am to 1:00 pm in the driveway in front of Town Offices (36 Bartlet Street).

Monday, September 24- portable space heaters will be made available to residents who request them. The portable space heaters will be delivered by electricians who can make sure the home can safely support them. If you are in need of a portable space heater please arrange this through a representative at the claims center at the Old Town Hall (20 Main Street) The claims center is open Monday-Friday from 12:00PM to 8:00PM and Saturday from 9:00AM to 5:00PM.

Wednesday, September 26- Assessments for damages in impacted residences and workplaces will begin. The assessments will be completed by a team of individuals including utility professionals, plumbers, electricians and inspectors. The assessment team will determine what appliances need to be replaced. The assessment team will also inspect homes to begin necessary repairs to make them safe for gas service restoration and appliance installation. Columbia Gas representatives will begin calling residents this weekend to schedule their inspections.

Construction information

On September 24th, 60 construction crews will be deployed throughout North Andover, Andover and Lawrence. On October 8th, the reconstruction effort will ramp up to 195 crews deployed across all three communities.

20 crews will be deployed in Andover on September 24th and will increase to 65 crews beginning October 1st.

Columbia Gas will let residents know where work is underway to minimize disruption.

Employees and contractors will all carry identification. Contractors will carry a white badge stating that they are an "Authorized Visitor for Columbia Gas of Massachusetts". If you have any concerns please contact the Andover Police Department at (978) 475-0411

Assistance available

Showers are available for residents at Pomp's Pond (147 Abbot Street). Accessible showers for those with mobility impairments are also available at the Senior Center (20 Whittier Court). To make an appointment for the accessible shower call (978) 623-8620. Columbia Gas is assisting business owners and families who need shelter, clothing, child care, counseling and a wide range of services. As that process moves forward, residents will also get assistance associated with losses or damages suffered as a result of the incident.

If you have any questions or concerns, please call the Affected Customer Helpline – 1-866-388-3239

Property Claims

Property claims can be filed over the phone at 1-800-590-5771 or in person at the claims center. The claims center is located at the Old Town Hall at 20 Main Street. The claims center is open Monday-Friday from 12:00PM to 8:00PM and Saturday from 9:00AM to 5:00PM.

Other resources:

Find a Red Cross Shelter – 1-800-564-1234

Report a Gas Emergency – 1-800-525-8222

Visit Columbia Gas website for more information– www.ColumbiaGasMA.com.