

# CMA Coordination Call Briefing

December 26, 2018



Columbia Gas®



# Standing Agenda



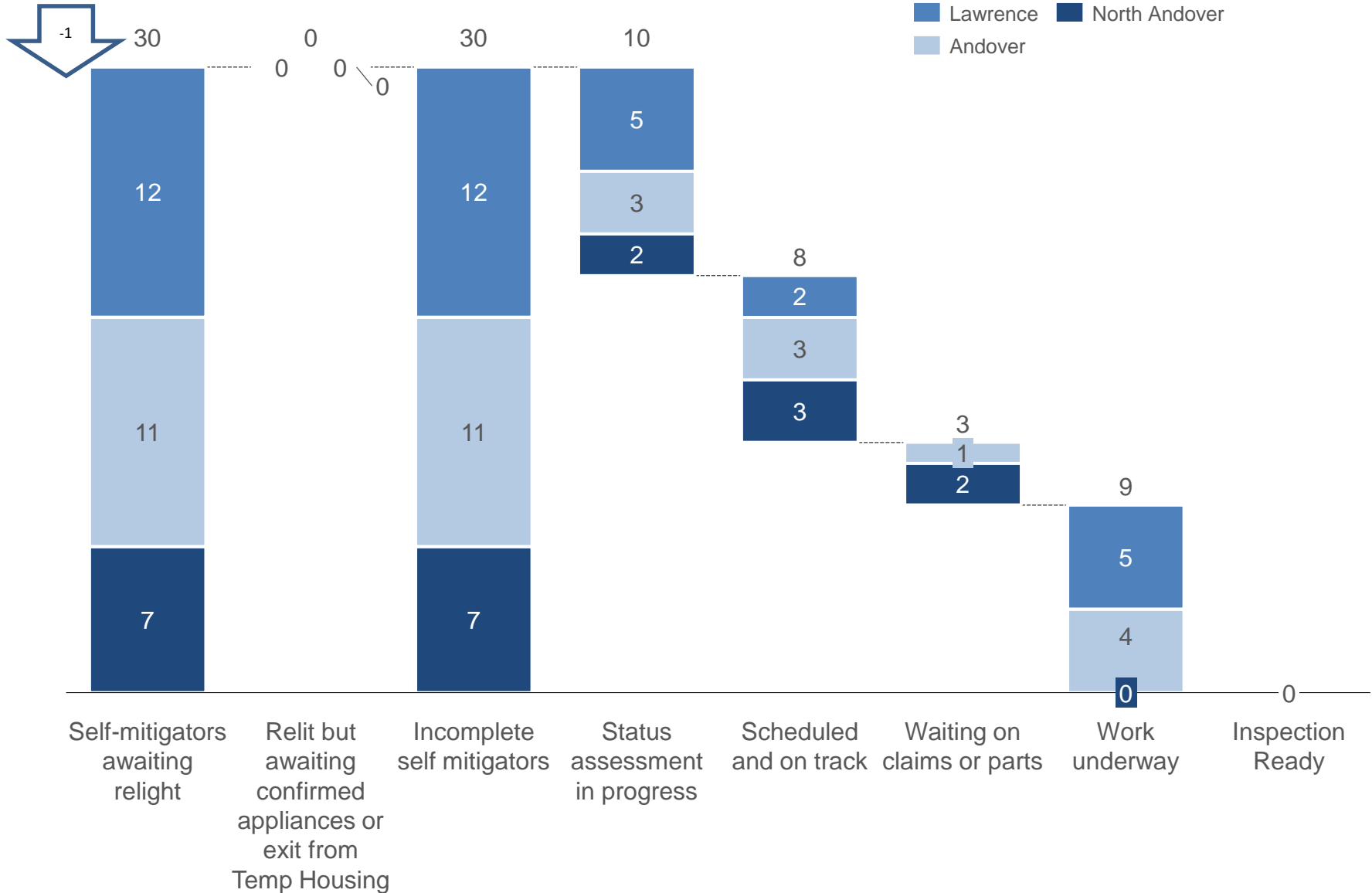
- Headlines
- Self-mitigator status
- Temp heat, winterization, relights
- Temporary Housing
- Claims
- Communication
- Discussion topics

# Headlines

- We have now relit 99.6% of residential meters; only 30 self mitigators with work remaining
- We have restored 98.8% of businesses to service; only 8 self mitigators remain
- 23 self mitigating families remain in temporary housing

# Self mitigators with action remaining

# of meters



# Temp heat, winterization, and residential relights

## Relights

Municipality	Residential relights, # to date	Residential meters, # in total	Residential relights, % of meters
Lawrence	4,255	4,267	99.7%
Andover	1,619	1,630	99.3%
North Andover	1,209	1,216	99.4%
<b>Total</b>	<b>7,083</b>	<b>7,113</b>	<b>99.6%</b>

## Highlights

- Total residential relights target adjusting slightly as to reflect customer self mitigation choices:
  - 1 new self mitigation site completed since 12/24
  - One additional customer who had opted out of gas service has returned
- No change in winterization or temp heat since 12/24

## Winterization

Metric	Number of meters
Total winterized	190
Relit	173
Remaining to be relit	17

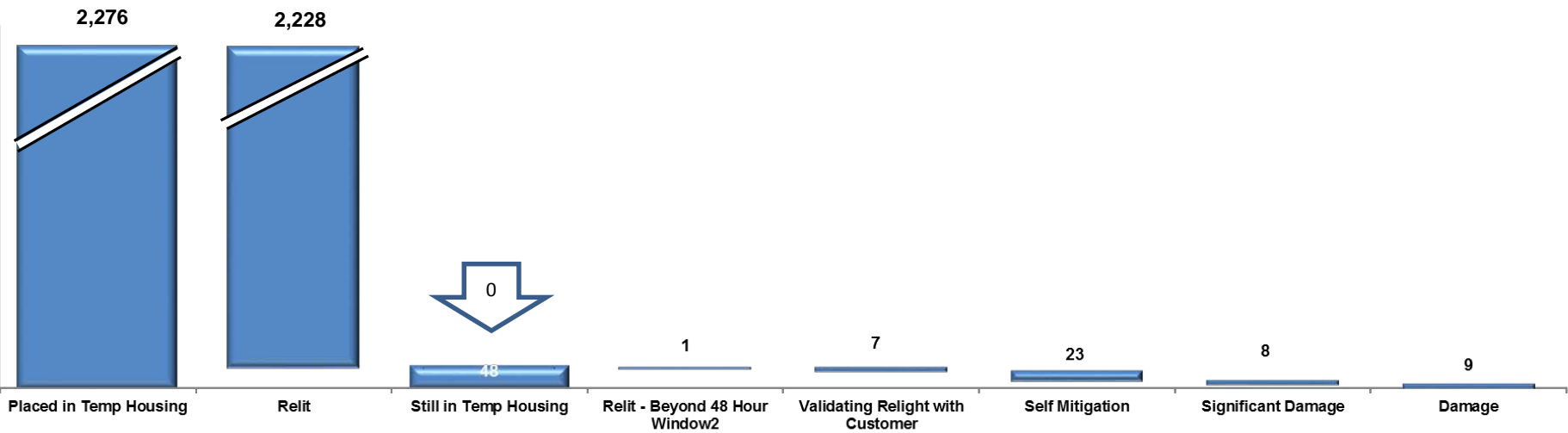
## Temp Heat

Metric	Number of meters
Total installed	963
Removed	943
Remaining to be removed	20

# Temporary Housing

# of families

Municipality	Still in Temp Housing	Relight – Within 48 Hour Window	Relight – Beyond 48 Hour Window	Validating Relight with Customer	Self-Mitigation	Significant Damage	Damage
Andover	12	0	1	2	7	0	2
Lawrence	30	0	0	5	14	4	7
North Andover	6	0	0	0	2	4	0
<b>Total</b>	<b>48</b>	<b>0</b>	<b>1</b>	<b>7</b>	<b>23</b>	<b>8</b>	<b>9</b>



1 Relit – Within 48 Hour Window includes customers that have been notified of a relight and waiting 48 hours to confirm they have returned home

2 Relit – Beyond 48 Hour Window includes customers who we have agreed to an extend checkout date or are awaiting a return call from the customer

# Claims

Metric	Change on 12/25	Cumulative
Claims electronically registered, #	-	24,626
Claims closed, #	1	20,289
Of which: Business	-	1,488
Total claims paid, \$M	-	\$81.0
Of which: Business	-	\$19.1
Calls received through toll-free number, #	-	46,087
ASA, seconds	-	11

## Highlights

- Rent reimbursement
  - 1,638 landlords contacted
  - 1,275 landlords paid (78%)
  - \$6.7M paid
- Escalations
  - No new escalations received
  - No new Ombudsman referrals
- Claim Centers closed

# Communication

## IMAGE OF THE DAY



I & G Tailoring & Design in North Andover is Back in Business.

## Social Media Customer Care Questions

- Carbon monoxide detector questions
- Claims questions

## Social Media Proactive Content

- Back to Business
- Customer Care Centers – Holiday Hours – Closed 12/24, 12/25, 12/31, 1/1
- 24/7 Call Center Support
- Appliance installation and Safety
- Natural gas safety information

## Community Holiday Support

- Operation Warm
- Costa Eagle Toy Drive
- Globe Santa support

Columbia Gas



ColumbiaGasMA.com



<https://www.facebook.com/ColumbiaGasMA>



@ColumbiaGasMA



## Discussion topics

- Continued drive towards customized solutions for remaining residential & commercial self mitigators
- Inspections resumed today

# Appendix

# Columbia Gas Contact Information



Affected Customer Hotline	<b>(866)-388-3239</b>
Property Claims Number	<b>(800)-590-5571</b>
Temporary Housing number (select language and then select option 3) Available 24/7	<b>(800)-590-5571</b>
Gas Emergency Line	<b>Call 911 or (800)-525-8222</b>
<b>Claims Center and Back-to-Business Locations (see website for availability)</b>	439 South Union Street, Lawrence: Mon. – Fri. 7a.m. – 7p.m.; Sat. 9a.m.-2p.m.  45 Main St. Andover: Back-to-Business Mon. – Fri. 12 p.m. – 8p.m.; Sat. 9a.m. – 2p.m.  115 Main St. North Andover: Mon. – Fri. 12p.m. – 8p.m.
For online information visit <a href="http://www.columbiagasma.com">www.columbiagasma.com</a>	