

CMA Coordination Call Briefing

January 17, 2019



Columbia Gas®



Standing Agenda



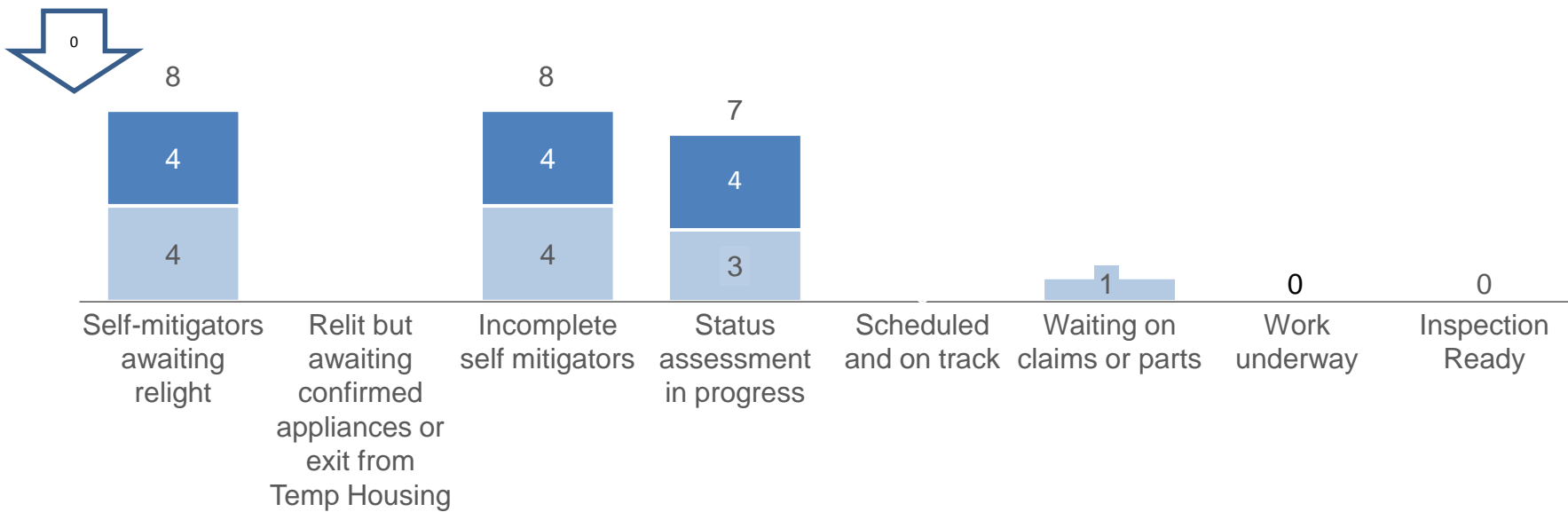
- Headlines
- Self-mitigator status
- Temp heat, winterization, relights
- Temporary Housing
- Claims
- Communication
- Discussion topics

Headlines

- We have now relit 99.9% of residential meters; only 8 self mitigators with work remaining
- We have restored 99.8% of businesses to service; only 1 self mitigator remain

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	4,265	4,270	99.9%
Andover	1,631	1,634	99.8%
North Andover	1,214	1,214	100%
Total	7,110	7,118	99.9%

Highlights

- Only 2 temp heat settings remaining, both of which are at churches in Lawrence
- 8 of the 11 winterized properties have long-term repair requirements

Winterization

Metric	Number of meters
Total winterized	190
Relit	179
Remaining to be relit	11*

Temp Heat

Metric	Number of meters
Total installed	963
Removed	961
Remaining to be removed	2

*Includes 1 self mitigator and 2 opt outs

Equipment repair & other requests

Heating & Hot Water Related Requests

Request	Total
Heating	5
Heating & Hot Water	2
Hot Water	0
Total	7

- Customers call dedicated hotline 24/7 for repair service
- We prioritize heating & hot water requests so that a locally retained plumber or HVAC contractor is onsite within an hour
- Other requests (carpentry, electrical, etc) are logged and coordinated with customers

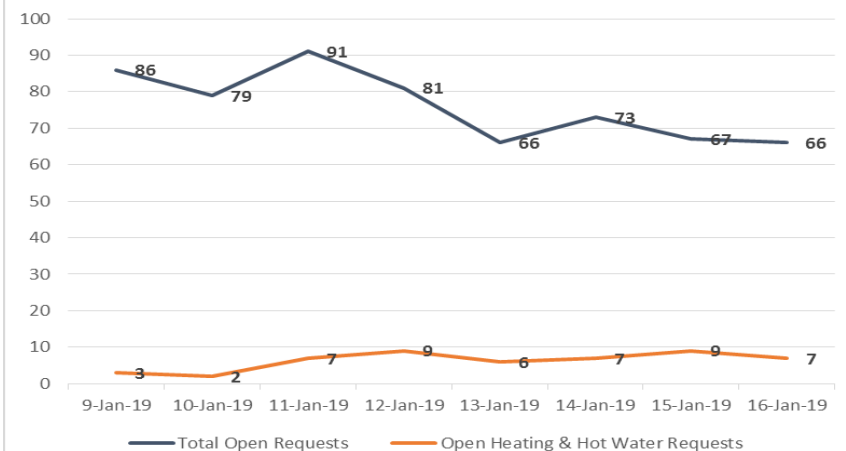
Highlights

- We continue to monitor heating & hot water requests closely with changes in temperatures
- Approximately 5,510 total requests received since November 16th
- 23 appointments for “other requests” have been set with customers over the next few days
- 7 of the 66 total open requests relate to varying degrees of heating and/or hot water issues
- 2 heating & hot water related requests are longer term in nature
- 31 furnaces/boilers repaired during rapid re-light have been replaced

Heating & Hot Water Requests Received vs Resolved

Date	Received	Resolved
1/16/19	8	5
1/15/19	8	11
1/14/19	11	8
1/13/19	6	8
1/12/19	15	12
1/11/19	12	10
1/10/19	2	3
Total	62	57

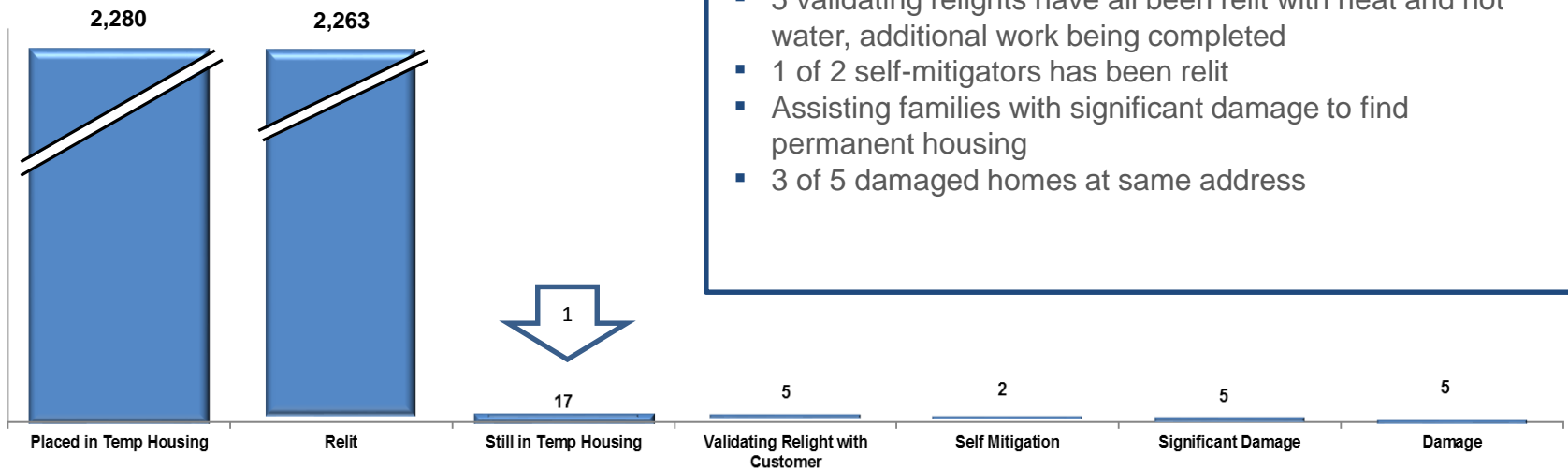
Total Open Equipment Repair & Other Requests



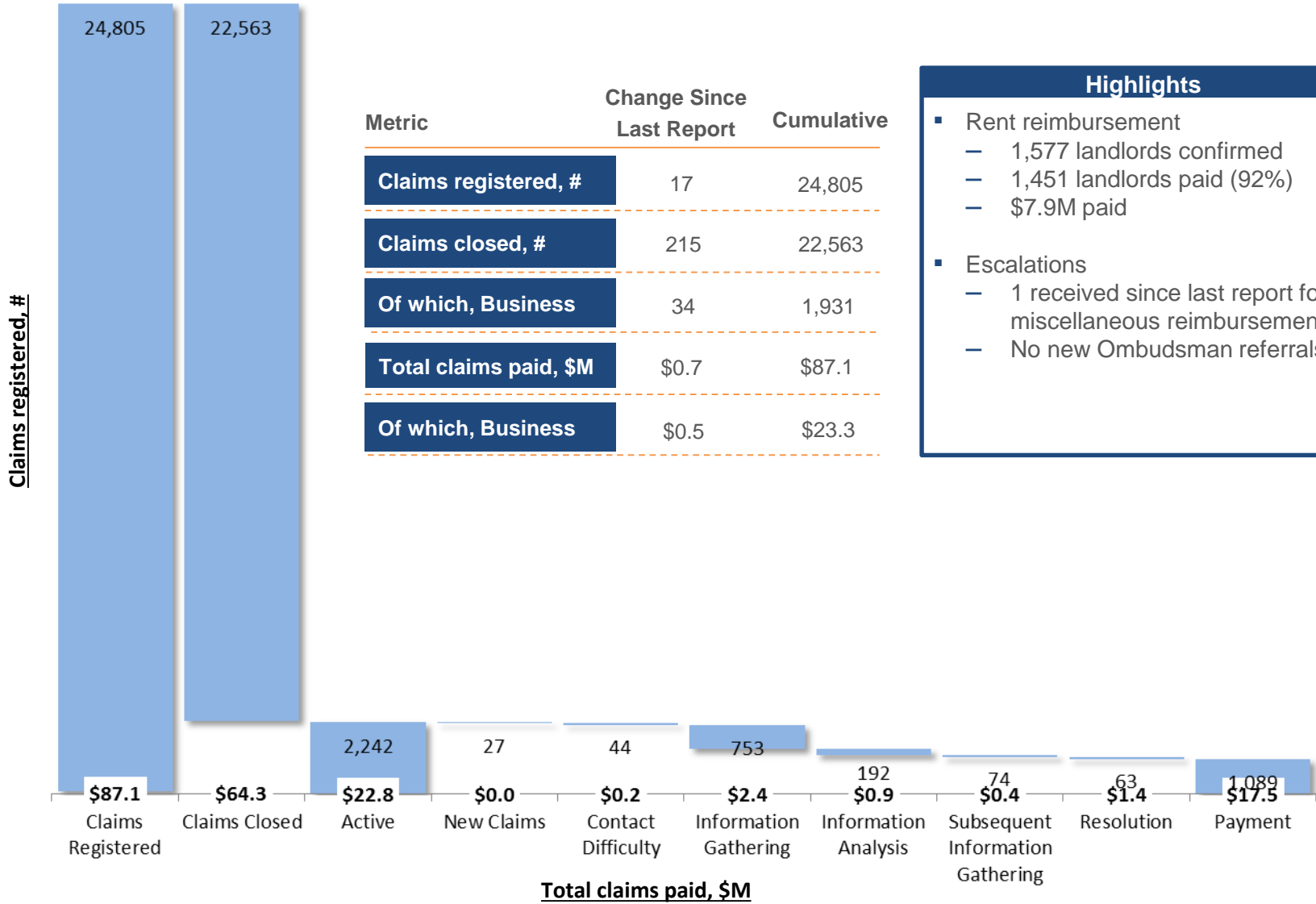
Temporary Housing

of families

Municipality	Still in Temp Housing	Validating Relight with Customer	Self-Mitigation	Significant Damage	Damage
Andover	5	1	1	0	3
Lawrence	9	4	0	3	2
North Andover	3	0	1	2	0
Total	17	5	2	5	5



Claims



Highlights

- Rent reimbursement
 - 1,577 landlords confirmed
 - 1,451 landlords paid (92%)
 - \$7.9M paid
- Escalations
 - 1 received since last report for miscellaneous reimbursements
 - No new Ombudsman referrals

← Attorney Representation (252/1.0%) and Subrogation (235/0.9%) across multiple statuses →

Communications

IMAGE OF THE DAY



Zone Commander George Ghareeb participates in a video shoot about appliance stickers for use on social media

Customer Communications

- Newsletter #11
- Impacted customer billing communications

Social Media Customer Care Questions

- Billing
- Restoration
- Claims

Social Media Proactive Content

- Back to Business
- Billing information
- Energy Efficiency programs
- Spring restoration information

Discussion topics

- Continued drive towards customized solutions for remaining residential & commercial self mitigators; opt out customers are on their own longer term schedule
- Housing Authorities - National Grid upgrades continue
- Weekly cadence for meetings beginning Monday, January 21st

Appendix

Columbia Gas Contact Information



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