

CMA Coordination Call Briefing

February 11, 2019



Columbia Gas®



Standing Agenda



● Headlines

● Self-mitigator status

● Temp heat, winterization, relights
and temp housing

● Claims

● Communication

● Discussion topics

Headlines

- We have now relit 99.9% of residential meters; only 5 self mitigators with work remaining
- We have restored 99.8% of businesses to service; only 1 self mitigator remains
- Heating & hot water related requests dropped and stabilized after initial cold snap

Residential relights, winterization, temp heat and temp housing

Relights

Municipality	Residential relights, # to date	Residential meters, # in total	Residential relights, % of meters
Lawrence	4,268	4,271	99.9%
Andover	1,636	1,638	99.9%
North Andover	1,214	1,214	100%
Total	7,118	7,123	99.9%

Highlights

- 1 residential opt out returned and relit
- 1 temp heat setting removed; 1 temp heat setting remaining at church in Lawrence
- 8 of the 10 winterized properties have long-term repair requirements
- 3 Lawrence families returned home after repairs completed; several in process of obtaining permanent housing assistance

Winterization

Metric	# of meters	Change
Total winterized	190	0
Relit	180	0
Remaining to be relit	10*	0

Temp Heat

Metric	# of meters	Change
Total installed	963	0
Removed	962	1
Remaining to be removed	1	-1

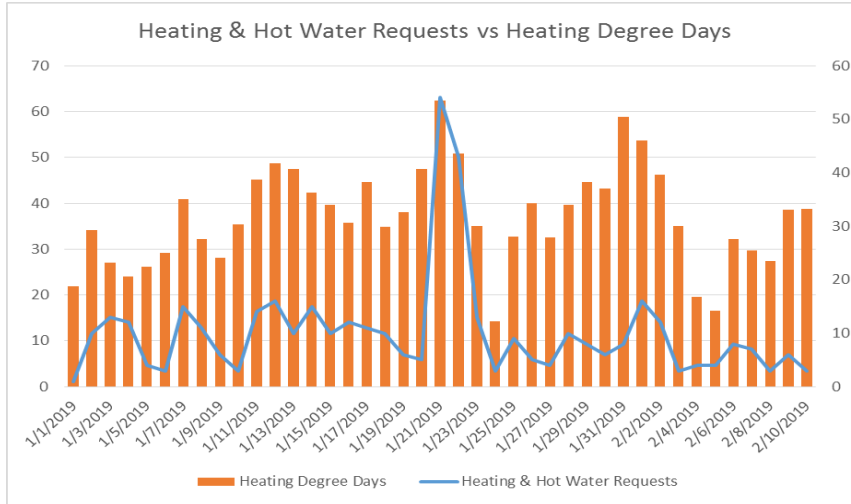
Temp Housing

Metric	# of families	Change
Total Placed	2,280	0
Returned home	2,268	3
Remaining	12	-3

*Includes 2 opt outs

Equipment repair & other requests

Heating & Hot Water Related Requests

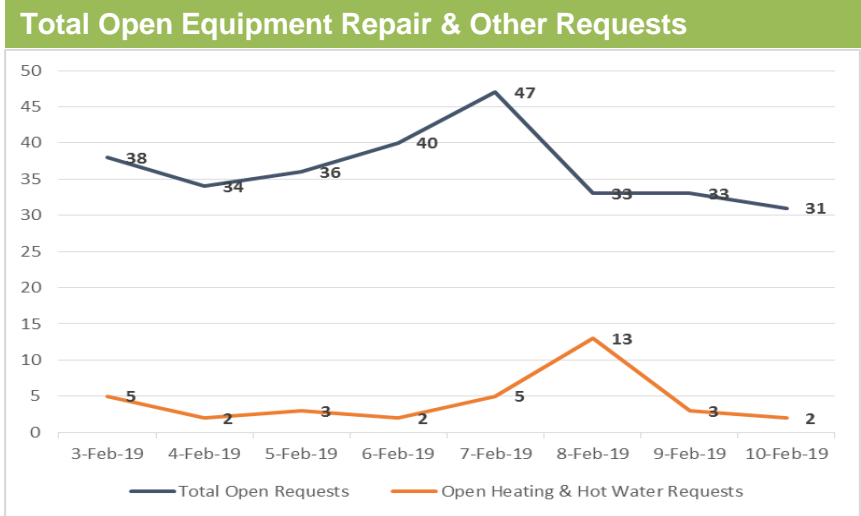


Highlights

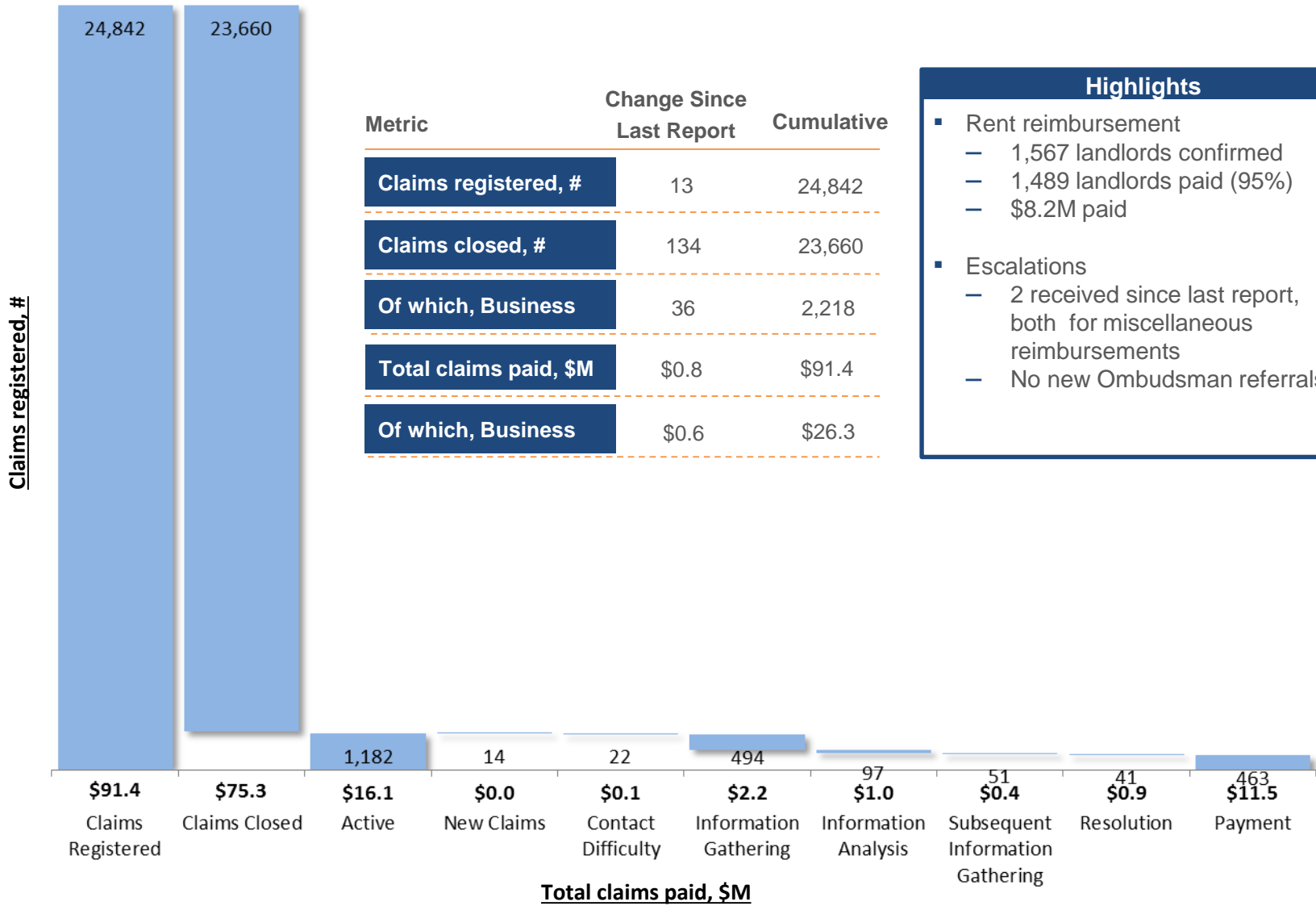
- For the week ending February 10th:
 - all heating and hot water requests were resolved within 24 hours
 - 55% of requests were resolved in under 4 hours
 - average time to resolve approximately 5 hours and 20 minutes
- Initial increase in heating & hot water requests in line with heating degree days; uptick on January 22nd primarily related to new equipment calibration and installation adjustments
- 2 of the 31 total open requests relate to heating and/or hot water

Heating & Hot Water Requests Received vs Resolved

Date	Received	Resolved
2/10/19	2	3
2/9/19	3	3
2/8/19	2	2
2/7/19	5	6
2/6/19	6	5
2/5/19	3	2
2/4/19	2	5
Total	23	26



Claims



Highlights

- Rent reimbursement
 - 1,567 landlords confirmed
 - 1,489 landlords paid (95%)
 - \$8.2M paid
- Escalations
 - 2 received since last report, both for miscellaneous reimbursements
 - No new Ombudsman referrals

← Attorney Representation (288/1.1%) and Subrogation (313/1.3%) across multiple statuses →

Communications

IMAGE OF THE DAY



Equipment Repair Program – questions and answers from our team.

Social Media Customer Care Questions

- Equipment repair
- Columbia Home Solutions (Pivotal)
- Claims

Social Media Proactive Content

- Back to Business
- Construction work in Lawrence
- Video – Equipment Repair
- Appliance Sticker (Spanish)

Community Relations

- Colonial Height Neighborhood Assoc. meeting

Customer Communications

- Impacted Customer Billing
- Newsletter #12

Communications (cont.)

Social media video campaign reaching thousands



Video	Date Published	People Reached
Billing Explanation (impacted)	1/13/19	11.3K
Billing Explanation (affected)	1/31/19	7.3K
Snow and Ice Clearing	1/25/19	5.6K
Inspection Stickers	1/24/19	5.5K
Informacion de Etiquetas de Inspeccion	2/7/19	995
Equipment Repair Plan	2/6/19	2.6K
Equipment Repair Plan FAQs	2/8/19	1.7K



Discussion topics

- Continued drive towards customized solutions for remaining residential & commercial self mitigators; opt out customers are on their own longer term schedule
- New customer walk-in center hours start today

Andover

45 Main Street

Monday through Friday 9 a.m. - 6 p.m.

Closed Saturday and Sunday

Lawrence

439 South Union Street

Monday through Friday 9 a.m. - 6 p.m.

Saturday 9 a.m. - 12 p.m.

Closed Sunday

North Andover

115 Main Street

Monday through Friday 9 a.m. - 6 p.m.

Closed Saturday and Sunday

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)	439 South Union Street, Lawrence: Mon. – Fri. 9a.m. – 6p.m.; Sat. 9a.m. – 12p.m. 45 Main St. Andover: Mon. – Fri. 9a.m. – 6p.m. 115 Main St. North Andover: Mon. – Fri. 9a.m. – 6p.m.
For online information visit www.columbiagasma.com	