

# CMA Coordination Call Briefing

January 7, 2019



Columbia Gas®

# Standing Agenda



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

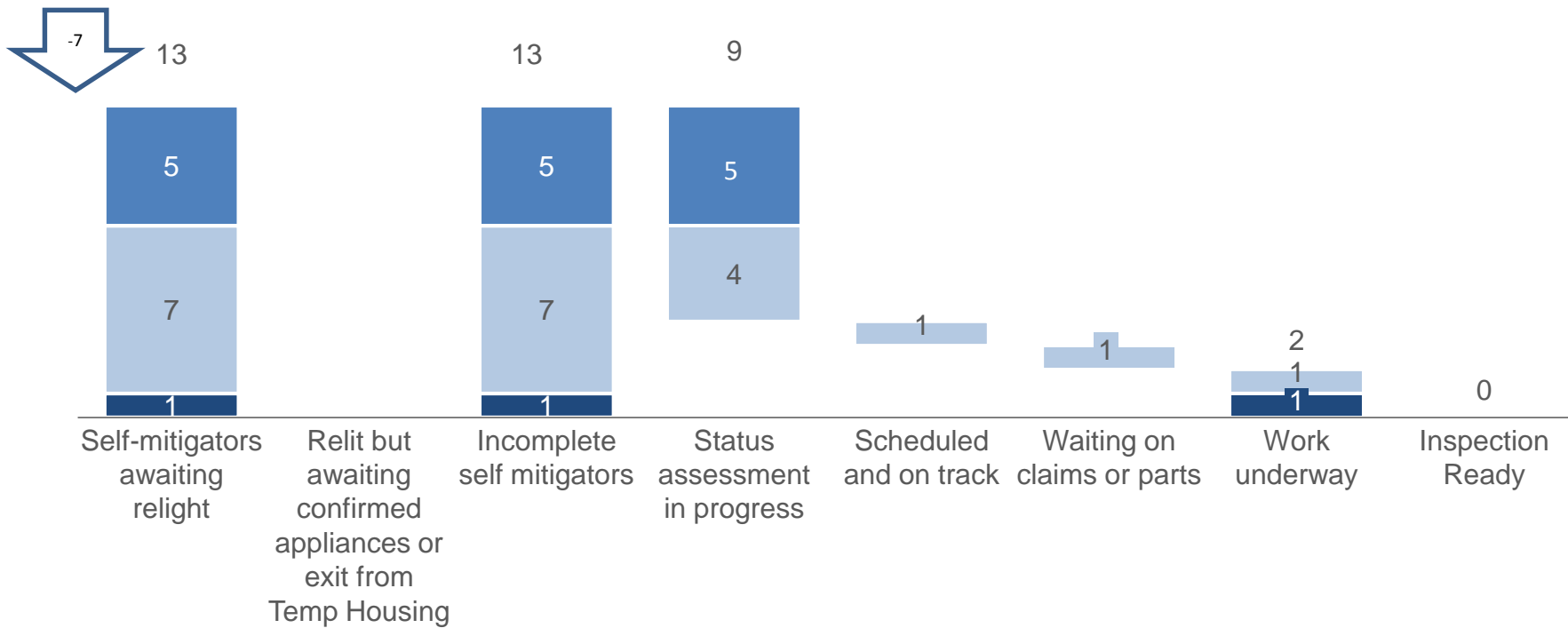
# Headlines

- We have now relit 99.8% of residential meters; only 13 self mitigators with work remaining
- We have restored 99.1% of businesses to service; only 6 self mitigators remain
- All temporary heating removed from Andover; 4 temporary heating units remain

# Self mitigators with action remaining

# of meters

Lawrence North Andover  
Andover



# 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	1,627	1,634	99.6%
North Andover	1,213	1,214	99.9%
<b>Total</b>	<b>7,105</b>	<b>7,118</b>	<b>99.8%</b>

## Highlights

- 10 relights completed since Thursday
- All temp heat removed from Andover, 2 units remaining in both Lawrence and North Andover

## Winterization

Metric	Number of meters
Total winterized	190
Relit	178
Remaining to be relit	12

## Temp Heat

Metric	Number of meters
Total installed	963
Removed	959
Remaining to be removed	4

# Equipment repair & other requests

## Heating & Hot Water Related Requests

Request	Total
Heating	5
Heating & Hot Water	1
Hot Water	0
<b>Total</b>	<b>6</b>

- 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 are logged and coordinated with customers

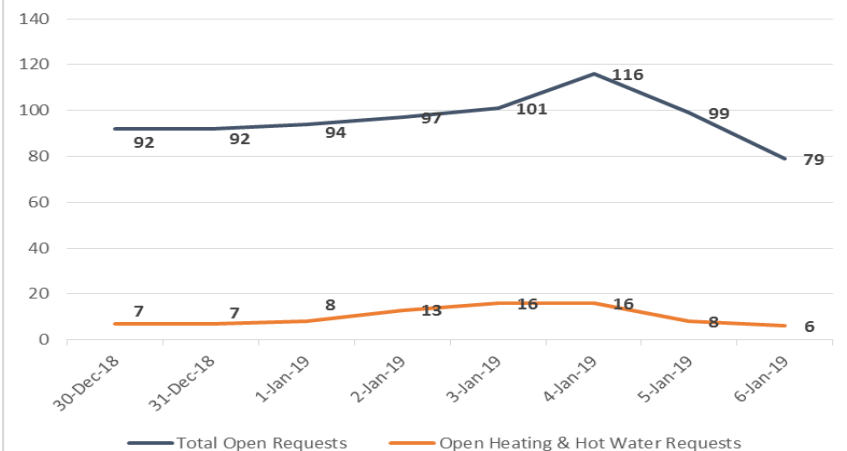
## Highlights

- Approximately 4,430 total requests received since November 16<sup>th</sup>
- Nature of “other requests” include carpentry, electrical, white goods, etc.
- 6 of the 79 total open requests relate to varying degrees of heating and/or hot water issues
- Of the open heating & hot water related tickets, 2 represent a pending replacement
- Out of the 900 boilers that were repaired during rapid relight 27 have been replaced to date

## Heating & Hot Water Requests Received vs Resolved

Date	Received	Resolved
1/6/19	3	2
1/5/19	3	5
1/4/19	7	5
1/3/19	6	10
1/2/19	9	6
1/1/19	1	5
12/31/18	10	5
<b>Total</b>	<b>39</b>	<b>38</b>

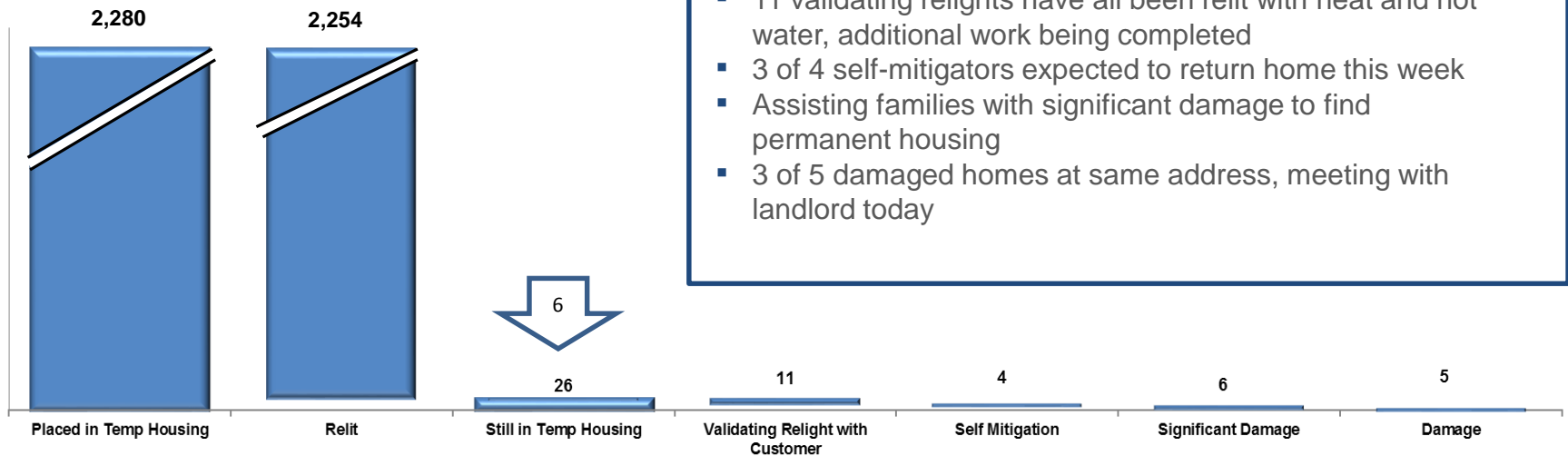
## Total Open Equipment Repair & Other Requests



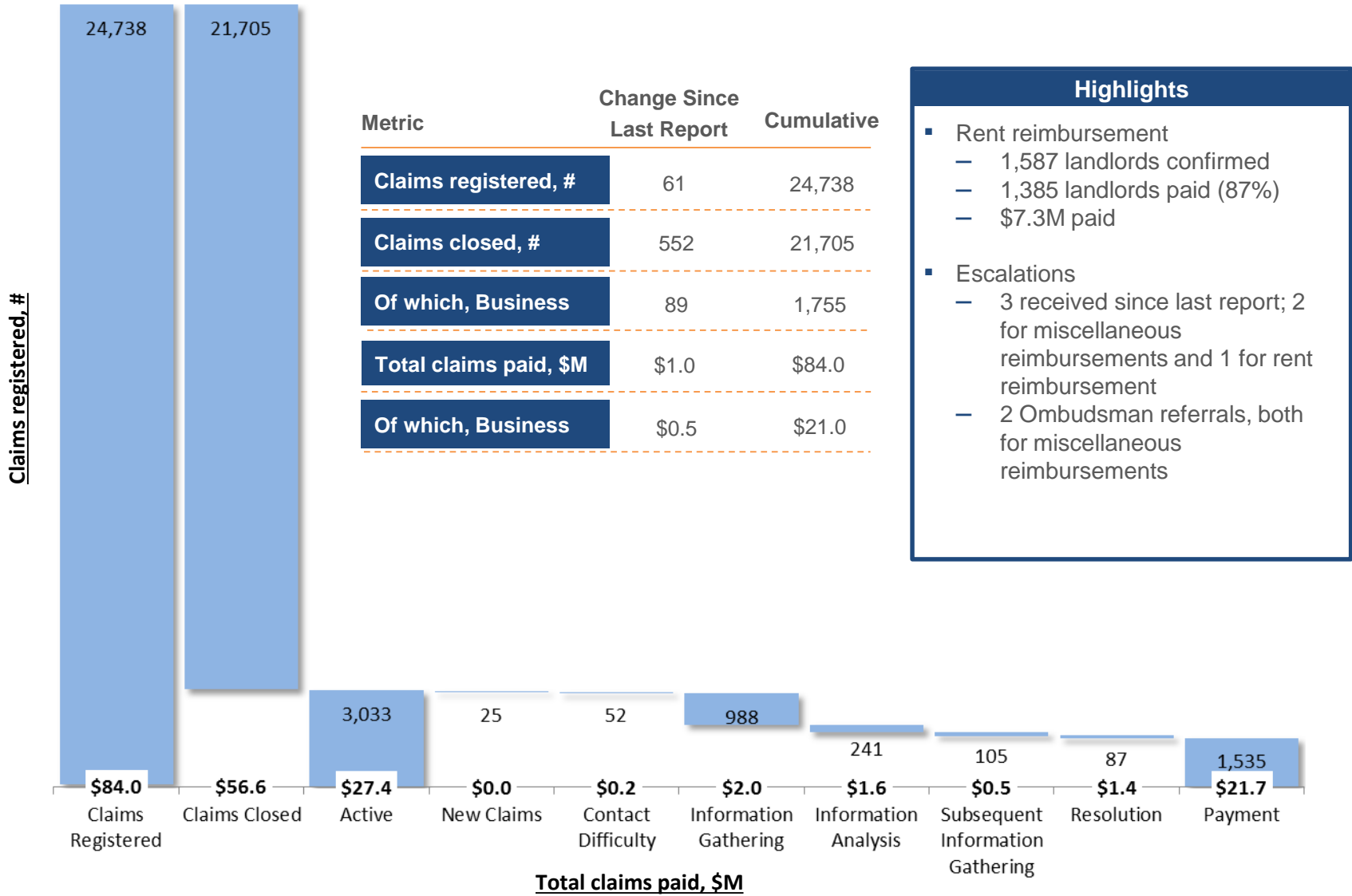
# Temporary Housing

# of families

Municipality	Still in Temp Housing	Validating Relight with Customer	Self-Mitigation	Significant Damage	Damage
Andover	9	4	3	0	2
Lawrence	14	7	0	4	3
North Andover	3	0	1	2	0
<b>Total</b>	<b>26</b>	<b>11</b>	<b>4</b>	<b>6</b>	<b>5</b>



# Claims



← Attorney Representation (249/1.0%) and Subrogation (237/1.0%) across multiple statuses →



# Communication

## IMAGE OF THE DAY

### CUSTOMER CARE CENTERS

#### Andover

45 Main Street

Mon - Fri  
10am - 7pm  
Saturday  
9am - 2 pm  
Closed Sunday

(Open for claims questions only through mid-January)

#### Lawrence

439 S. Union Street

Mon - Fri  
10am - 7pm  
Saturday  
9am - 2 pm  
Closed Sunday

#### North Andover

115 Main Street

Mon - Fri  
10am - 7pm  
Closed Saturday  
Closed Sunday

**Columbia Gas**  
A NSource Company

We're answering questions about customers' gas bills on social media and encouraging customer to call our Customer Helpline at 1-866-388-3239 or visit one of our walk-in centers.

## Social Media Customer Care Questions

- Billing questions

## Social Media Proactive Content

- Back to Business
- Delayed billing information
- 24/7 Call Center Support
- Natural gas safety information

## Media Relations

- Delayed billing inquiries

## Community Support

- Lawrence Housing Authority
- North Andover Housing Authority

**Columbia Gas**



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



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## Discussion topics

- Continued drive towards customized solutions for remaining residential & commercial self mitigators
- Working with customers on extended payment plans for delayed billing
- Coordinating with National Grid on North Andover Housing Authority stove conversion

# 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>	<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 <a href="http://www.columbiagasma.com">www.columbiagasma.com</a>	