

# CMA Coordination Call Briefing

December 28, 2018



Columbia Gas®



# Standing Agenda



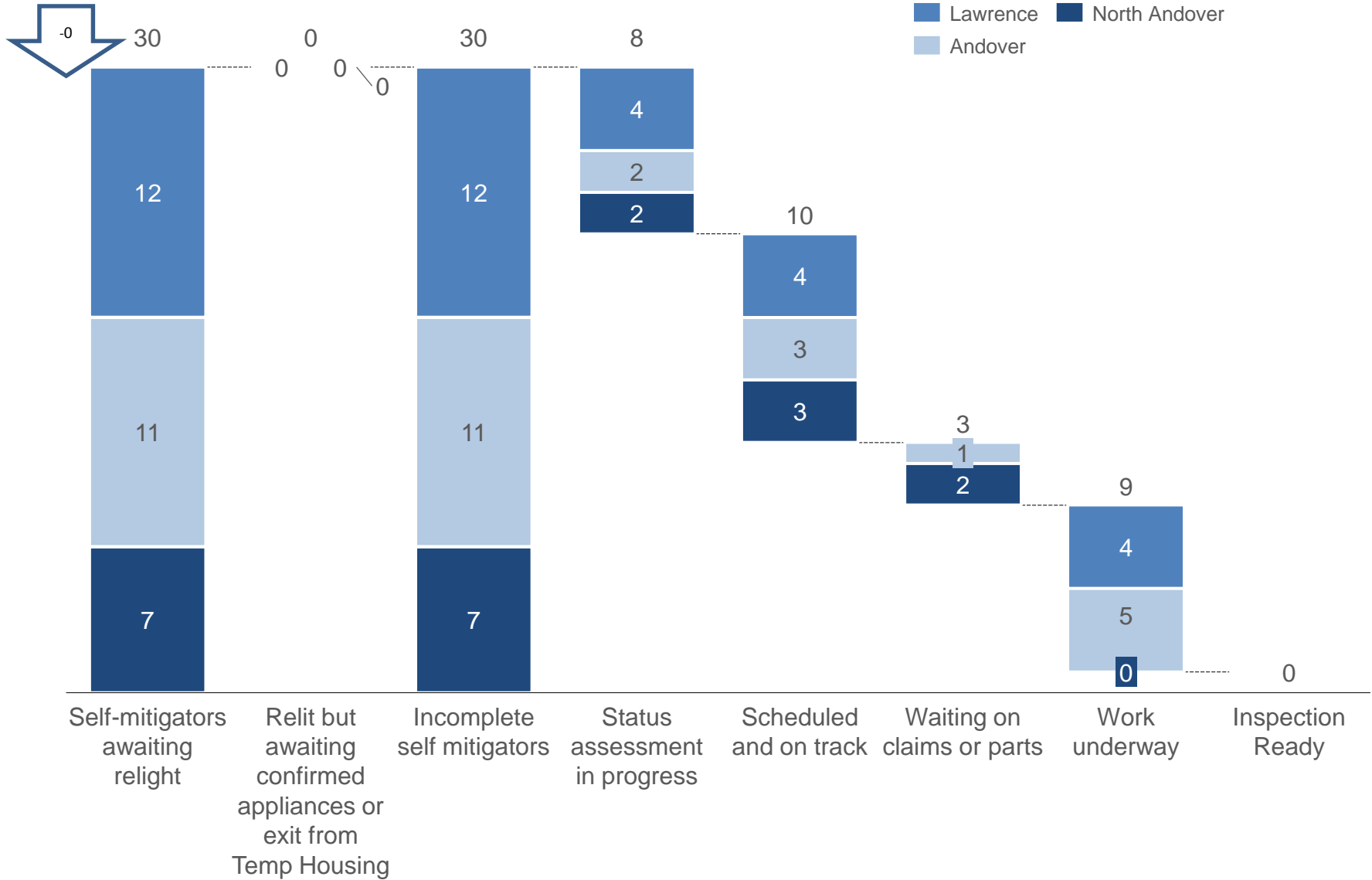
- Headlines
- Self-mitigator status
- Temp heat, winterization, relights
- Temporary Housing
- Claims
- Communication
- Discussion topics

# 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
- Reached agreement with state inspection office to extend dedicated inspection support through January 18th

# 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      | 4,256                           | 4,267                          | 99.7%                             |
| Andover       | 1,619                           | 1,630                          | 99.3%                             |
| North Andover | 1,209                           | 1,216                          | 99.4%                             |
| <b>Total</b>  | <b>7,084</b>                    | <b>7,113</b>                   | <b>99.6%</b>                      |

## Highlights

- Continuing to work with remaining self mitigation customers
- Some customers who previously opted out are coming back to gas service
- Nearing temp heat demobilization with only 14 customers remaining; continue to update municipalities daily on progress

## Winterization

| Metric                | Number of meters |
|-----------------------|------------------|
| Total winterized      | 190              |
| Relit                 | 174              |
| Remaining to be relit | 16               |

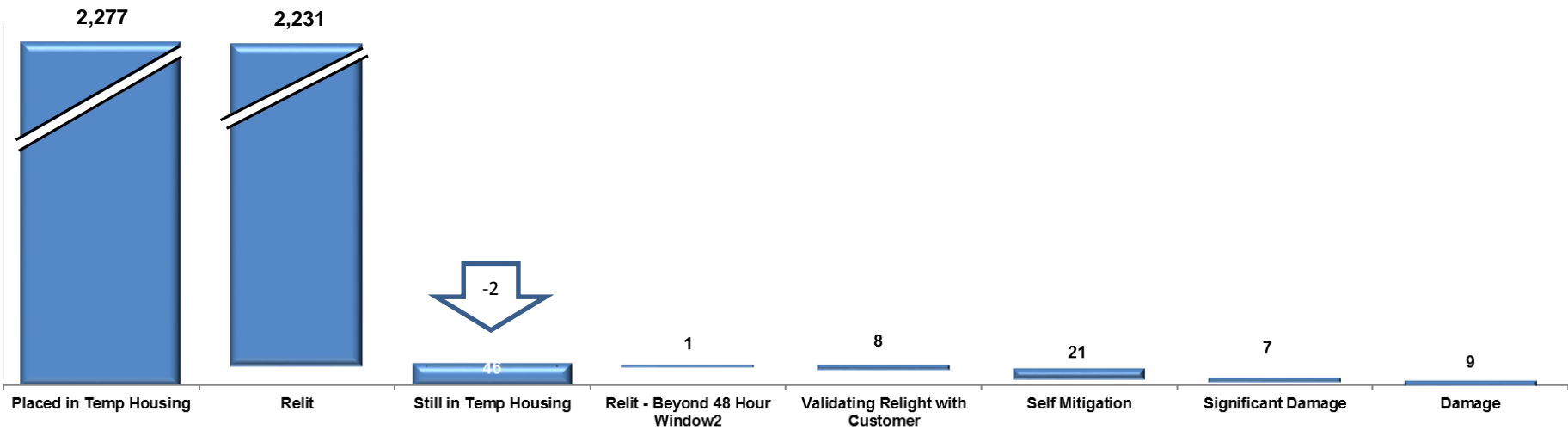
## Temp Heat

| Metric                  | Number of meters |
|-------------------------|------------------|
| Total installed         | 963              |
| Removed                 | 949              |
| Remaining to be removed | 14               |

# Temporary Housing

# of families

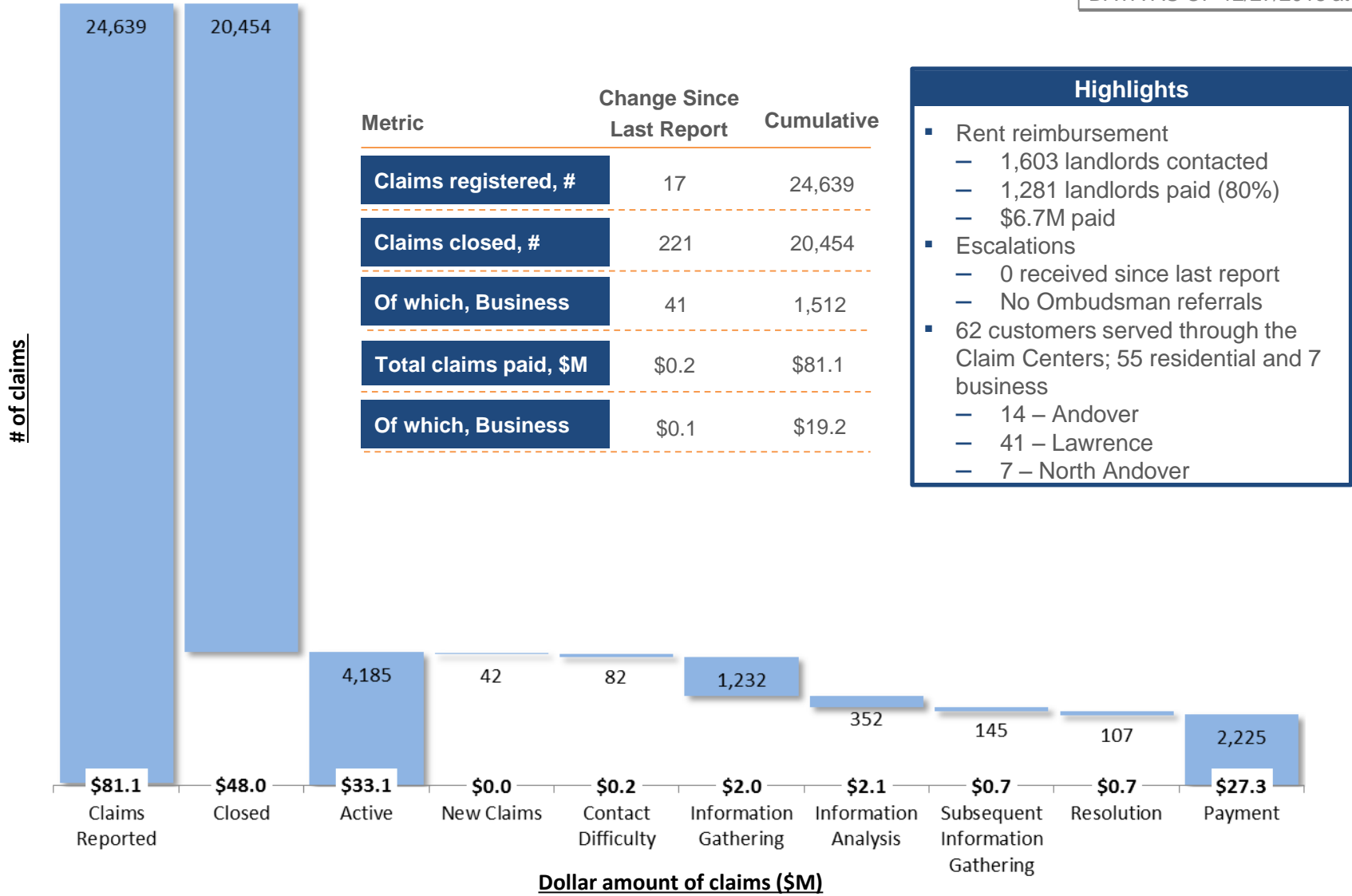
| Municipality  | Still in Temp Housing | Relight – Within 48 Hour Window | Relight – Beyond 48 Hour Window | Validating Relight with Customer | Self-Mitigation | Significant Damage | Damage   |
|---------------|-----------------------|---------------------------------|---------------------------------|----------------------------------|-----------------|--------------------|----------|
| Andover       | 12                    | 0                               | 1                               | 2                                | 7               | 0                  | 2        |
| Lawrence      | 29                    | 0                               | 0                               | 6                                | 12              | 4                  | 7        |
| North Andover | 5                     | 0                               | 0                               | 0                                | 2               | 3                  | 0        |
| <b>Total</b>  | <b>46</b>             | <b>0</b>                        | <b>1</b>                        | <b>8</b>                         | <b>21</b>       | <b>7</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

DATA AS OF 12/27/2018 at 11 AM



- ### Highlights
- Rent reimbursement
    - 1,603 landlords contacted
    - 1,281 landlords paid (80%)
    - \$6.7M paid
  - Escalations
    - 0 received since last report
    - No Ombudsman referrals
  - 62 customers served through the Claim Centers; 55 residential and 7 business
    - 14 – Andover
    - 41 – Lawrence
    - 7 – North Andover

← Attorney Representation (217/0.9%) and Subrogation (299/1.2%) across multiple statuses →

# Communication

## IMAGE OF THE DAY



Andover Barber Shop is Back to Business

## Social Media Customer Care 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
- Energy Efficiency information
- Natural gas safety information

## Community Holiday Support

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



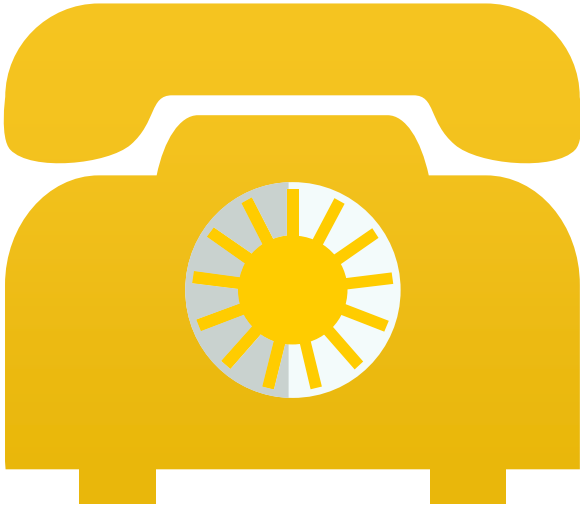
## Discussion topics

- Continued drive towards customized solutions for remaining residential & commercial self mitigators
- Housing Authority range replacements

# Appendix

# Columbia Gas Contact Information

Columbia Gas®



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. 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 [www.columbiagasma.com](http://www.columbiagasma.com)