

CMA Coordination Call Briefing

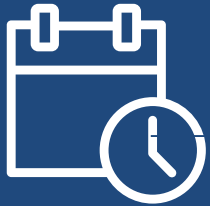
March 11, 2019



Columbia Gas®



Standing Agenda



● Headlines

● Temp heat, winterization, relights
and temp housing

● Claims

● Communication

● Discussion topics

Headlines

- We have now relit 99.9% of residential meters; continue to monitor 5 self mitigators with work remaining
- We have restored 99.8% of businesses to service; only 1 self mitigator remains
- Three Open Houses held on Saturday, March 9th

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 temp heat setting remaining at church in Lawrence
- 8 of the 10 winterized properties have long-term repair requirements
- Several families 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	0
Remaining to be removed	1	0

Temp Housing

Metric	# of families	Change
Total Placed	2,280	0
Returned home	2,270	0
Remaining	10	0

*Includes 2 opt outs

Equipment repair & other requests

Heating & Hot Water Related Requests

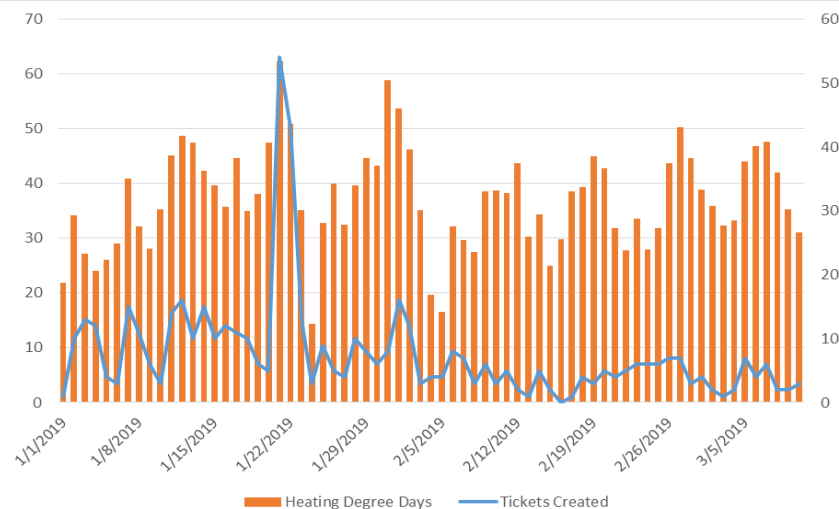
Request	Total
Heating	1
Heating & Hot Water	0
Hot Water	0
Total	1

- 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

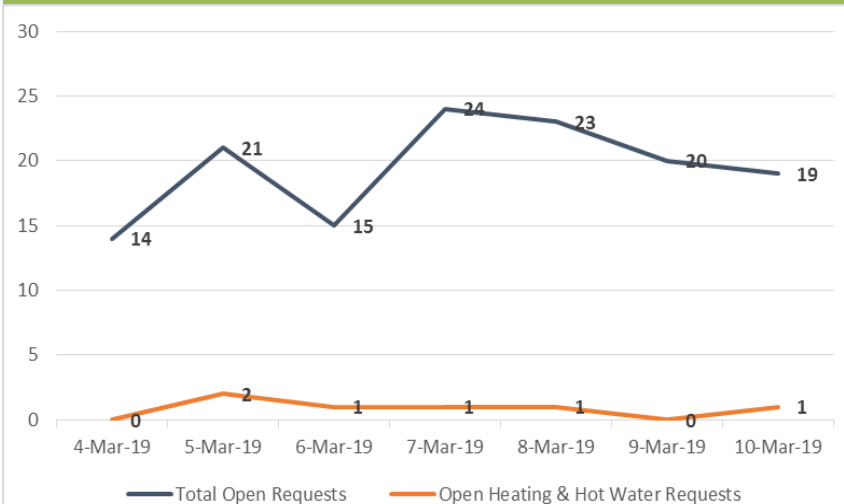
Highlights

- 1 open heating or hot water requests
- For the week ending March 10th:
 - all (26) heating and hot water requests were resolved within 24 hours
 - 77% of requests were resolved in under 4 hours
 - average time to resolve approximately 2 hours and 45 minutes
- Decrease in heating and hot water requests compared to last week; new requests primarily follow-up to customer surveys received

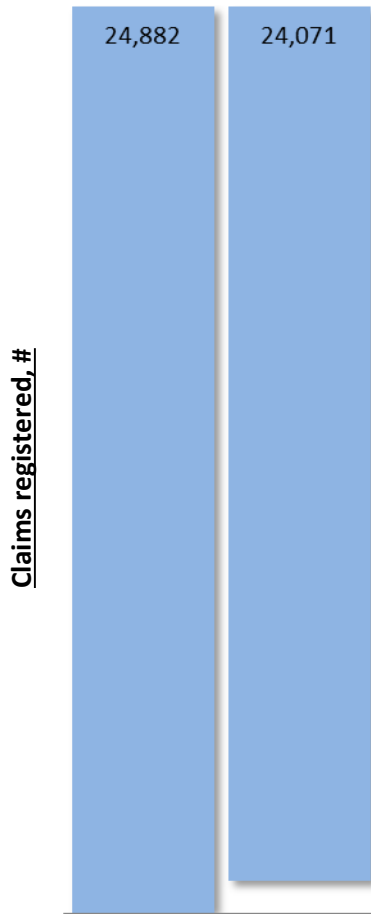
Heating & Hot Water Requests vs Heating Degree Days



Total Open Equipment Repair & Other Requests



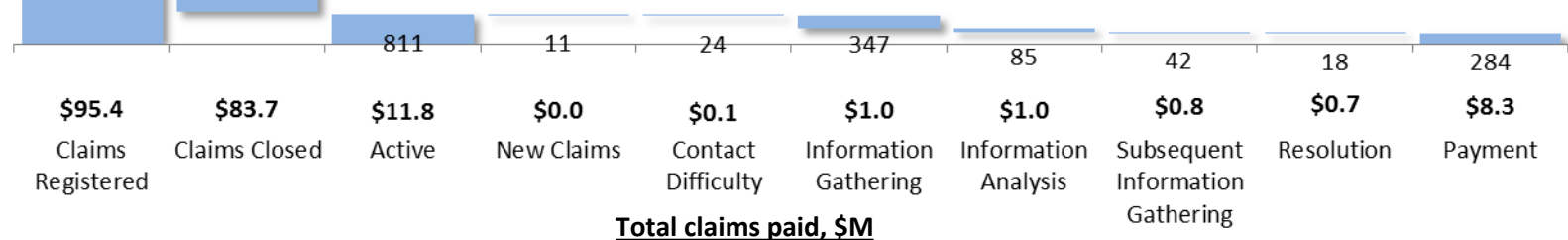
Claims



Metric	Change Since Last Report	Cumulative
Claims registered, #	8	24,882
Claims closed, #	46	24,071
Of which, Business	18	2,396
Total claims paid, \$M	\$0.8	\$95.4
Of which, Business	\$0.6	\$29.5

Highlights

- Rent reimbursement
 - 1,567 landlords confirmed
 - 1,502 landlords paid (96%)
 - \$8.4M paid
- Escalations
 - No new received since last briefing
 - One new Ombudsman referral for an opinion on appliance like kind and quality, agreed with customer
- Breakdown of \$10M Columbia Gas contribution made to and managed by Essex County Community Foundation
 - \$2,000,000 immediate support for businesses
 - \$6,000,000 municipal funds for economic development
 - \$2,000,000 longer-term regional support for economic development



← Attorney Representation (346/1.4%) and Subrogation (313/1.3%) across multiple statuses →

Communications

Columbia Gas MA @ColumbiaGasMA · Mar 9

Our leadership team and customer care representatives are at the [@north_andover](#) Senior Center (120 R Main St.) hosting our third Open House to present the spring restoration plan and answer questions from our [#NorthAndoverMA](#) customers. [#MVGasRecovery](#)



Social Media

- Open House(s)
- Video – Back to Business
- Claims questions

Community Relations

- Regulator Station Assessment communications resume

Media Relations

- Open Houses

Customer Communications

- Pivotal Home Solutions
- Spring Replacement Program

Discussion topics

- Robust planning activities related to Spring replacements ongoing including resource and communication plans
- North Andover customer walk-in center will be closing March 15th; Lawrence and Andover locations will remain open
- Regulator station assessment work resumed today in the Greater Lawrence Area

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. 9a.m. – 6p.m.; Sat. 9a.m. – 12p.m.</p> <p>45 Main St. Andover: Mon. – Fri. 9a.m. – 6p.m.</p> <p>115 Main St. North Andover: Mon. – Fri. 9a.m. – 6p.m.</p>
For online information visit www.columbiagasma.com	

Closing March 15th