

CMA Coordination Call Briefing

January 3, 2019



Columbia Gas®



Standing Agenda



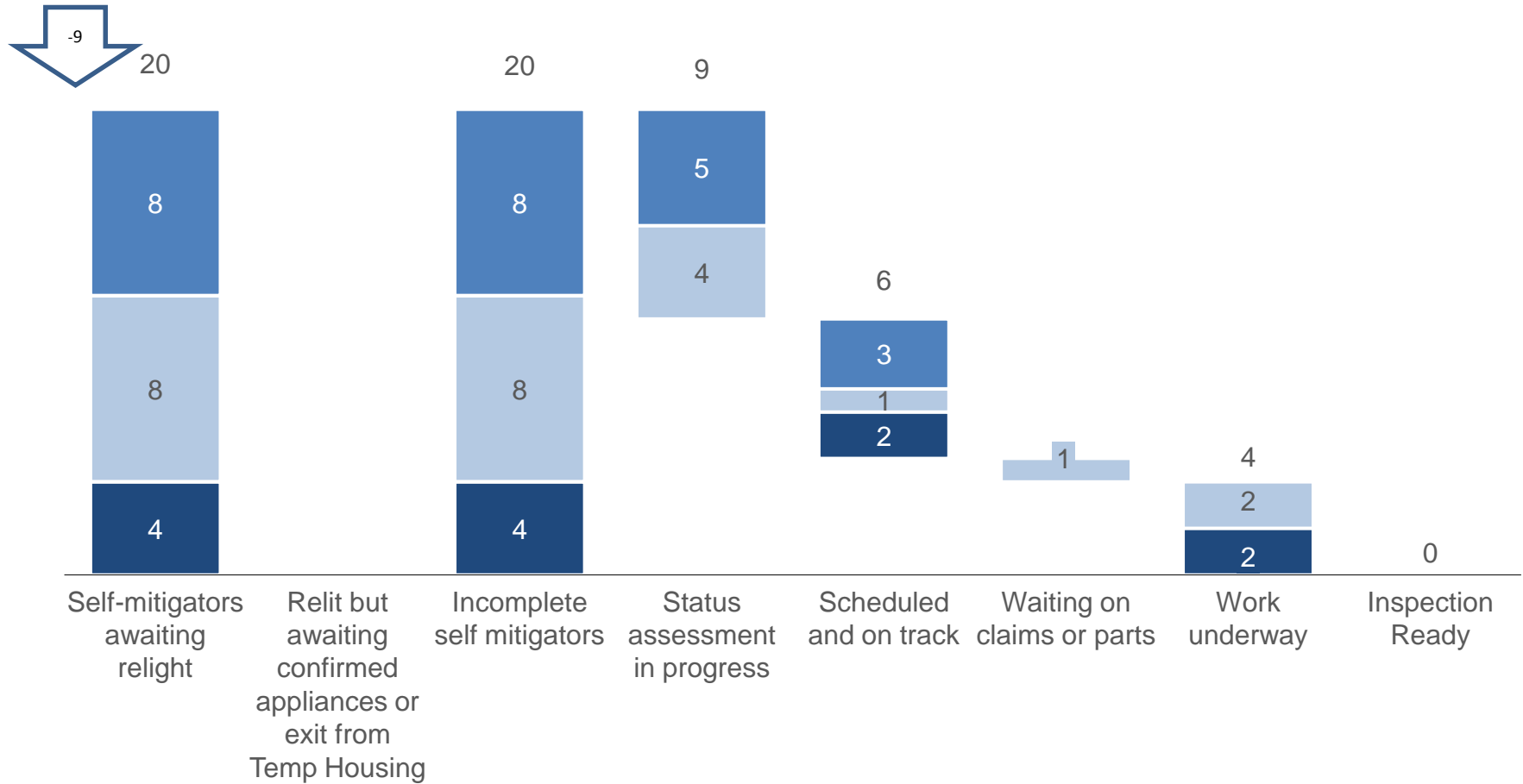
- Headlines
- Self-mitigator status
- Temp heat, winterization, relights
- Temporary Housing
- Claims
- Communication
- Discussion topics

Headlines

- We have now relit 99.7% of residential meters; only 20 self mitigators with work remaining
- We have restored 99.1% of businesses to service; only 6 self mitigators remain
- All Lawrence Housing Authority ranges replaced, inspected and operational

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	4,262	4,270	99.8%
Andover	1,622	1,631	99.4%
North Andover	1,212	1,216	99.7%
Total	7,096	7,117	99.7%

Highlights

- Completed 12 relights since Sunday
- Removed temp heat from the field on 5 sites
- Nearing temp heat demobilization with only 7 customers remaining; continue to update municipalities daily on progress

Winterization

Metric	Number of meters
Total winterized	190
Relit	176
Remaining to be relit	14

Temp Heat

Metric	Number of meters
Total installed	963
Removed	956
Remaining to be removed	7

Equipment repair & other requests

Heating & Hot Water Related Requests

Request	Total
Heating	9
Heating & Hot Water	2
Hot Water	2
Total	13

- 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

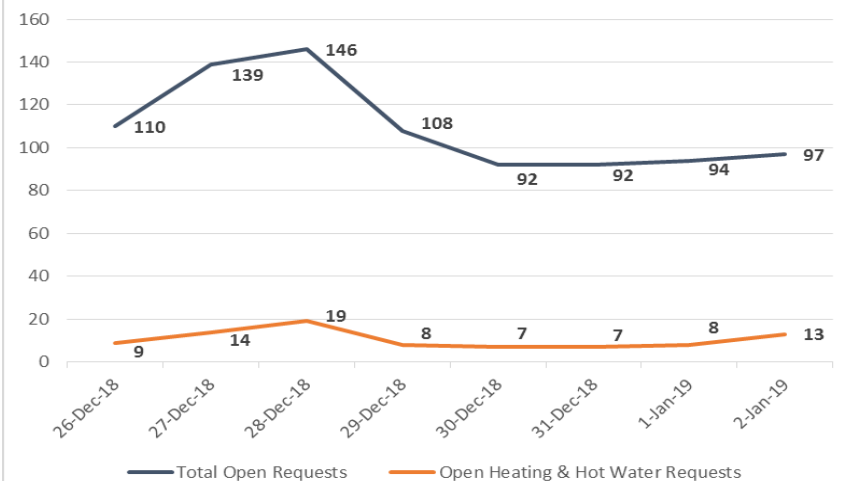
Highlights

- Approximately 4,300 total requests received since November 16th
- Nature of “other requests” include carpentry, electrical, white goods, etc.
- 13 of the 97 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 boiler that were repaired during repair date 28 have been replaced

Heating & Hot Water Requests Received vs Resolved

Date	Received	Resolved
1/2/19	9	6
1/1/19	1	5
12/31/18	10	5
12/30/18	10	10
12/29/18	5	16
12/28/18	15	9
12/27/18	12	10
Total	62	61

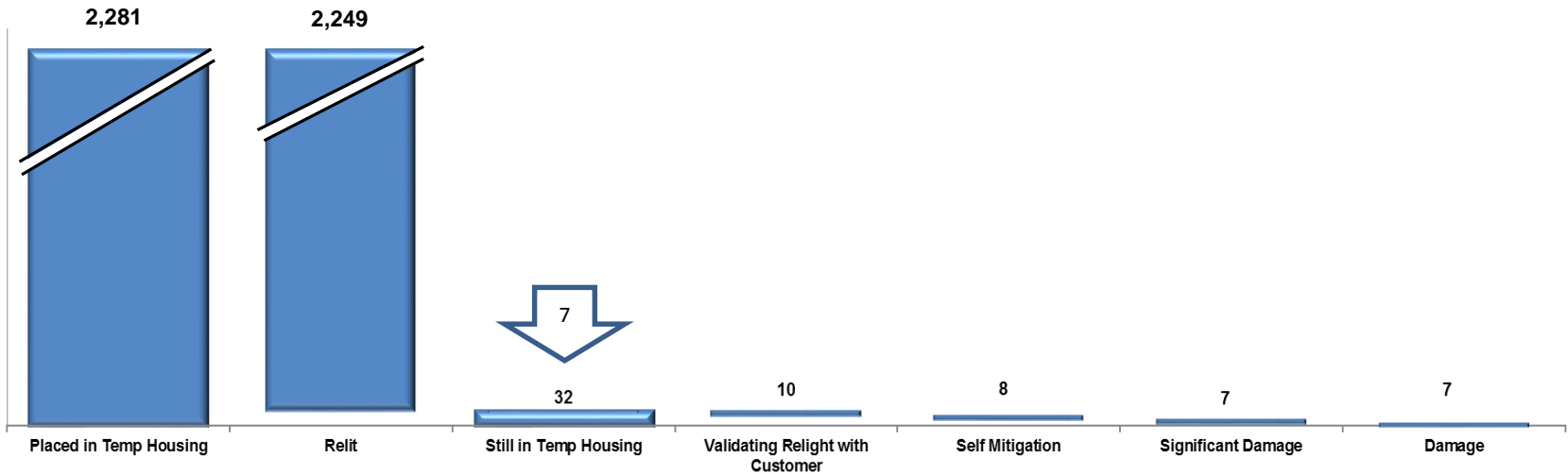
Total Open Equipment Repair & Other Requests



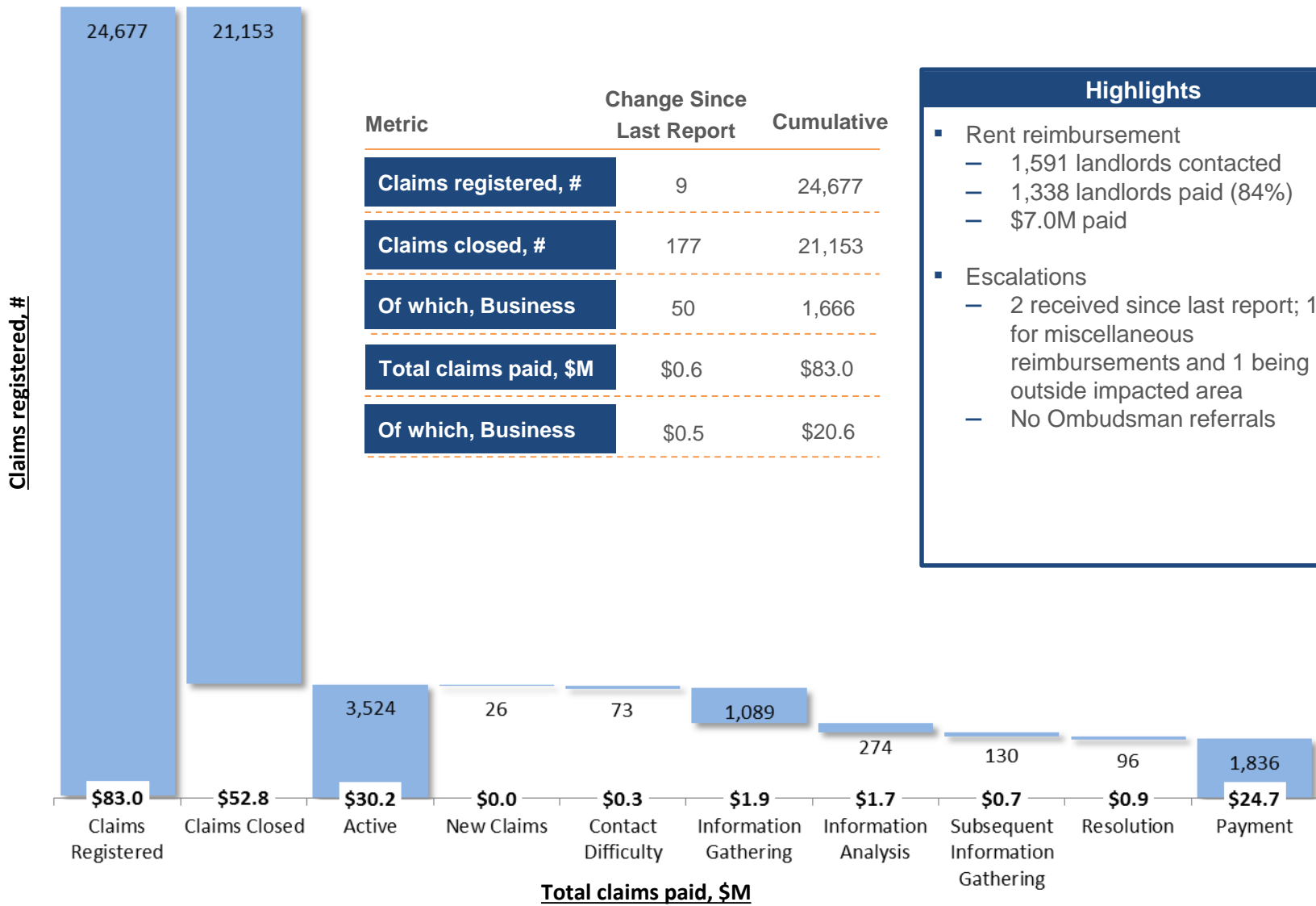
Temporary Housing

of families

Municipality	Still in Temp Housing	Validating Relight with Customer	Self-Mitigation	Significant Damage	Damage
Andover	11	4	5	0	2
Lawrence	16	6	1	4	5
North Andover	5	0	2	3	0
Total	32	10	8	7	7



Claims



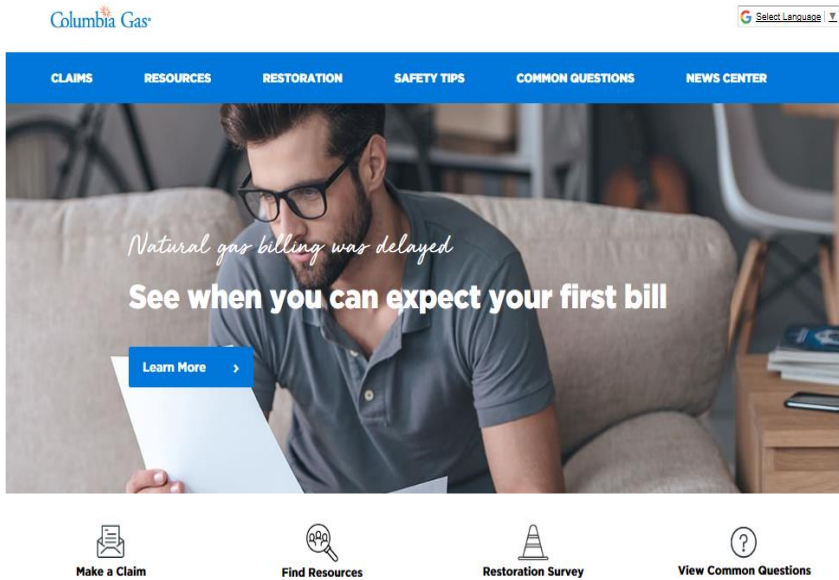
Highlights

- Rent reimbursement
 - 1,591 landlords contacted
 - 1,338 landlords paid (84%)
 - \$7.0M paid
- Escalations
 - 2 received since last report; 1 for miscellaneous reimbursements and 1 being outside impacted area
 - No Ombudsman referrals

← Attorney Representation (231/0.9%) and Subrogation (299/1.2%) across multiple statuses →

Communication

IMAGE OF THE DAY



We've updated the CMA website with information about customers' billing cycles

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

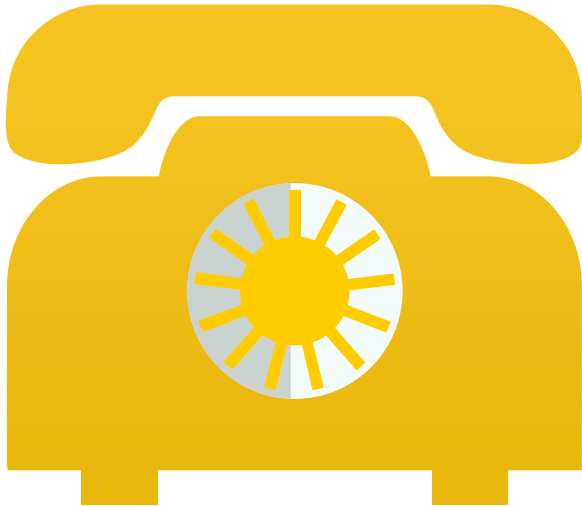
Discussion topics

- Continued drive towards customized solutions for remaining residential & commercial self mitigators
- With 20 self-mitigating customers remaining to be relit, new metrics being developed

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