

# CMA Coordination Call Briefing

January 21, 2019



Columbia Gas®



# Standing Agenda



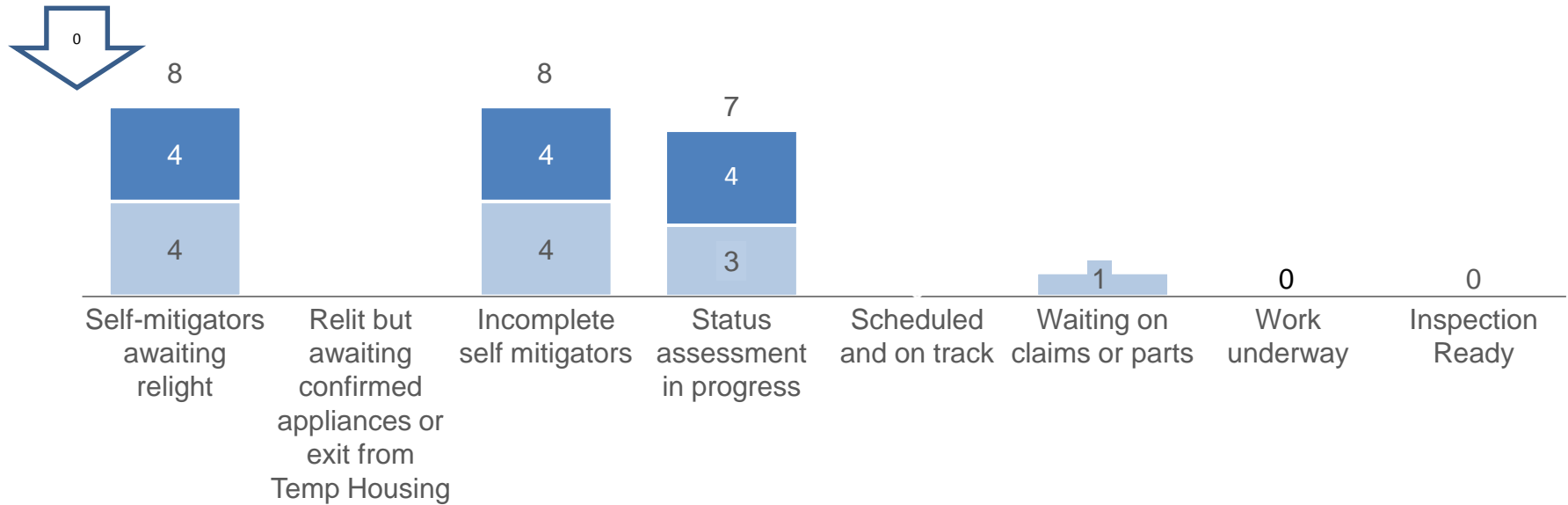
- Headlines
- Self-mitigator status
- Temp heat, winterization, relights
- Temporary Housing
- Claims
- Communication
- Discussion topics

# Headlines

- We have now relit 99.9% of residential meters; only 8 self mitigators with work remaining
- We have restored 99.8% of businesses to service; only 1 self mitigator remains
- All North Andover Housing Authority ranges replaced, inspected and operational; National Grid upgrades nearing completion

# 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	4,265	4,270	99.9%
Andover	1,631	1,634	99.8%
North Andover	1,214	1,214	100%
<b>Total</b>	<b>7,110</b>	<b>7,118</b>	<b>99.9%</b>

## Highlights

- Only 2 temp heat settings remaining, both of which are at churches in Lawrence
- 8 of the 11 winterized properties have long-term repair requirements

## Winterization

Metric	Number of meters
Total winterized	190
Relit	179
Remaining to be relit	11*

## Temp Heat

Metric	Number of meters
Total installed	963
Removed	961
Remaining to be removed	2

\*Includes 1 self mitigator and 2 opt outs

# Equipment repair & other requests

## Heating & Hot Water Related Requests

Request	Total
Heating	1
Heating & Hot Water	0
Hot Water	0
<b>Total</b>	<b>1</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 (carpentry, electrical, etc) are logged and coordinated with customers

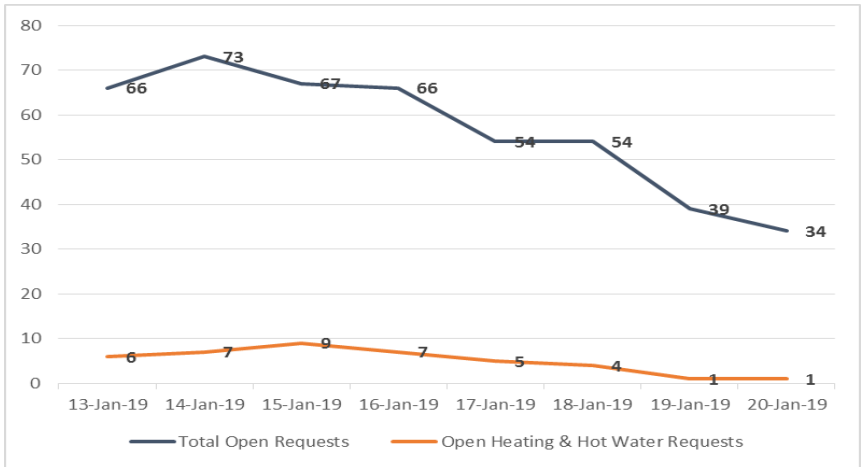
## Highlights

- We continue to monitor heating & hot water requests closely with changes in temperatures
- Over 5,500 total requests received since November 16<sup>th</sup>
- 1 of the 34 total open requests relate to varying degrees of heating and/or hot water issues
- 32 furnaces/boilers repaired during rapid re-light have been replaced

## Heating & Hot Water Requests Received vs Resolved

Date	Received	Resolved
1/20/19	2	3
1/19/19	5	6
1/18/19	9	9
1/17/19	6	7
1/16/19	8	5
1/15/19	8	11
1/14/19	11	8
<b>Total</b>	<b>49</b>	<b>49</b>

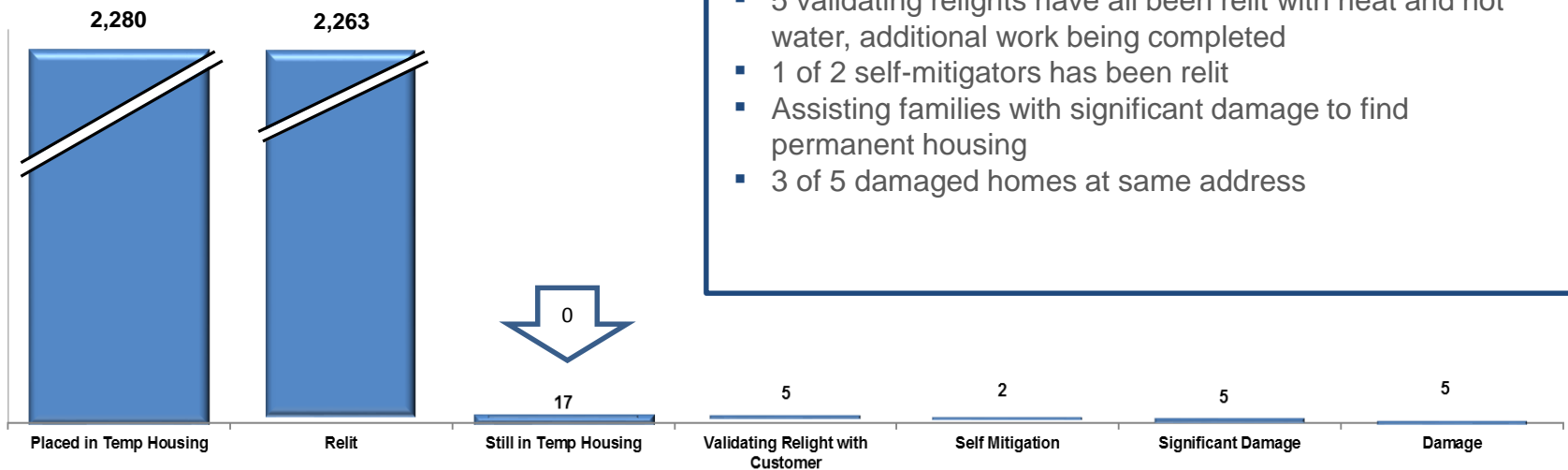
## Total Open Equipment Repair & Other Requests



# Temporary Housing

# of families

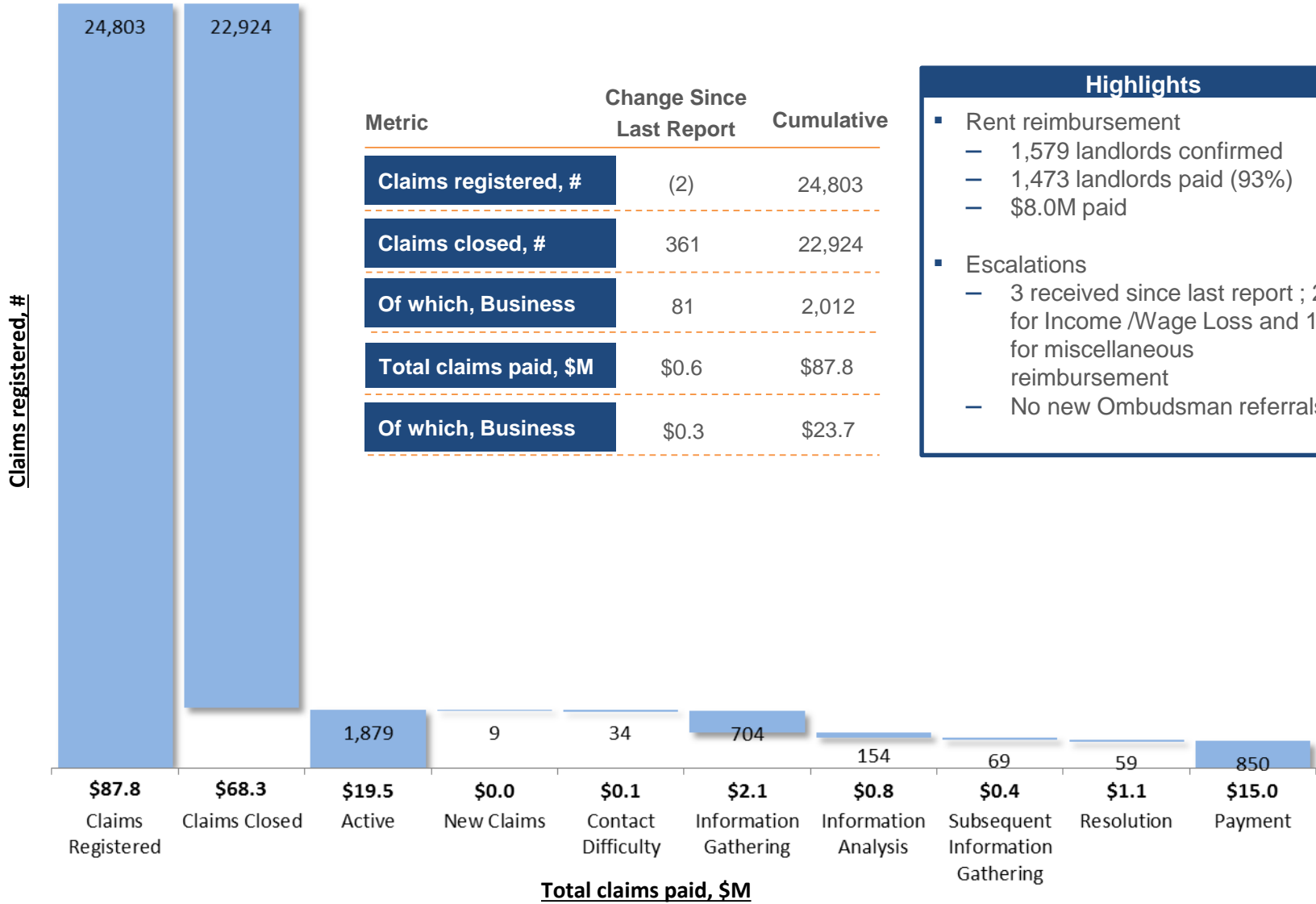
Municipality	Still in Temp Housing	Validating Relight with Customer	Self-Mitigation	Significant Damage	Damage
Andover	5	1	1	0	3
Lawrence	9	4	0	3	2
North Andover	3	0	1	2	0
<b>Total</b>	<b>17</b>	<b>5</b>	<b>2</b>	<b>5</b>	<b>5</b>



### Highlights

- 5 validating relights have all been relit with heat and hot water, additional work being completed
- 1 of 2 self-mitigators has been relit
- Assisting families with significant damage to find permanent housing
- 3 of 5 damaged homes at same address

# Claims



### Highlights

- Rent reimbursement
  - 1,579 landlords confirmed
  - 1,473 landlords paid (93%)
  - \$8.0M paid
- Escalations
  - 3 received since last report ; 2 for Income /Wage Loss and 1 for miscellaneous reimbursement
  - No new Ombudsman referrals

← Attorney Representation (252/1.0%) and Subrogation (235/0.9%) across multiple statuses →



# Communications

## IMAGE OF THE DAY



**Social media post encouraging customers to keep meters clear of ice and snow**

## Social Media Customer Care Questions

- Billing questions
- Restoration questions
- Claims questions

## Social Media Proactive Content

- Back to Business
- Winter weather safety and appliance repair
- Federal Employee Support During Shutdown Post
- Energy Efficiency programs

## Media Relations

- Delayed billing inquiries

## Customer Communications

- Newsletter #11
- Affected customer billing communications

## Discussion topics

- Continued drive towards customized solutions for remaining residential & commercial self mitigators; opt out customers are on their own longer term schedule
- Housing Authorities - National Grid upgrades continue
- Weekly cadence for meetings beginning today

## Appendix

# Columbia Gas Contact Information



Affected Customer Hotline **(866)-388-3239**

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Property Claims Number **(800)-590-5571**

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Temporary Housing number  
(select language and then select option 3)  
Available 24/7 **(800)-590-5571**

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Gas Emergency Line **Call 911 or  
(800)-525-8222**

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**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)