

Briefing

December 7, 2018



Columbia Gas®



Standing Agenda



Headlines

Residential sites awaiting relight

Appliances

Self-mitigator status

Temp heat, winterization, relights

Alternative Housing

Claims

Communication

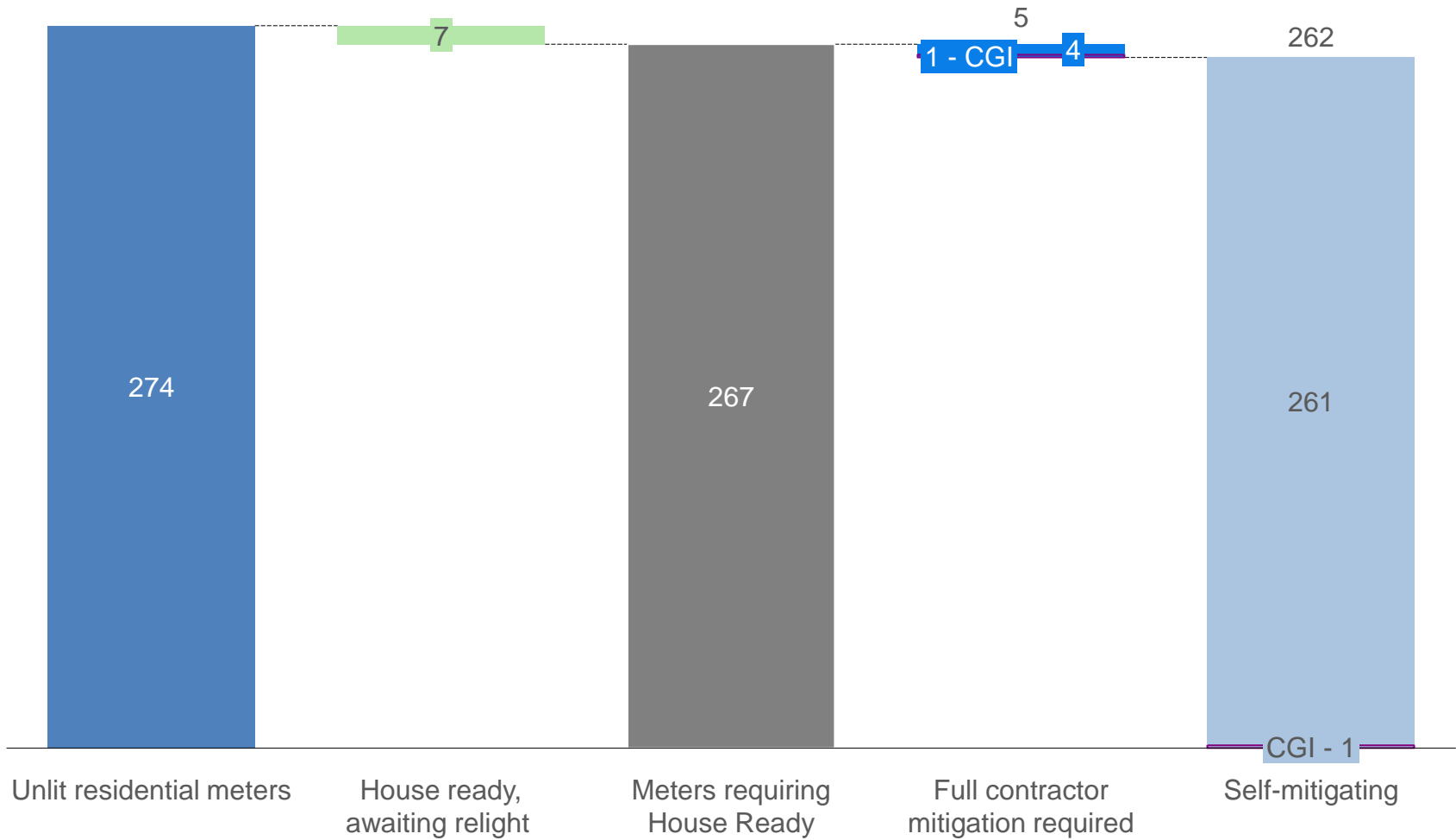
Discussion topics

Headlines

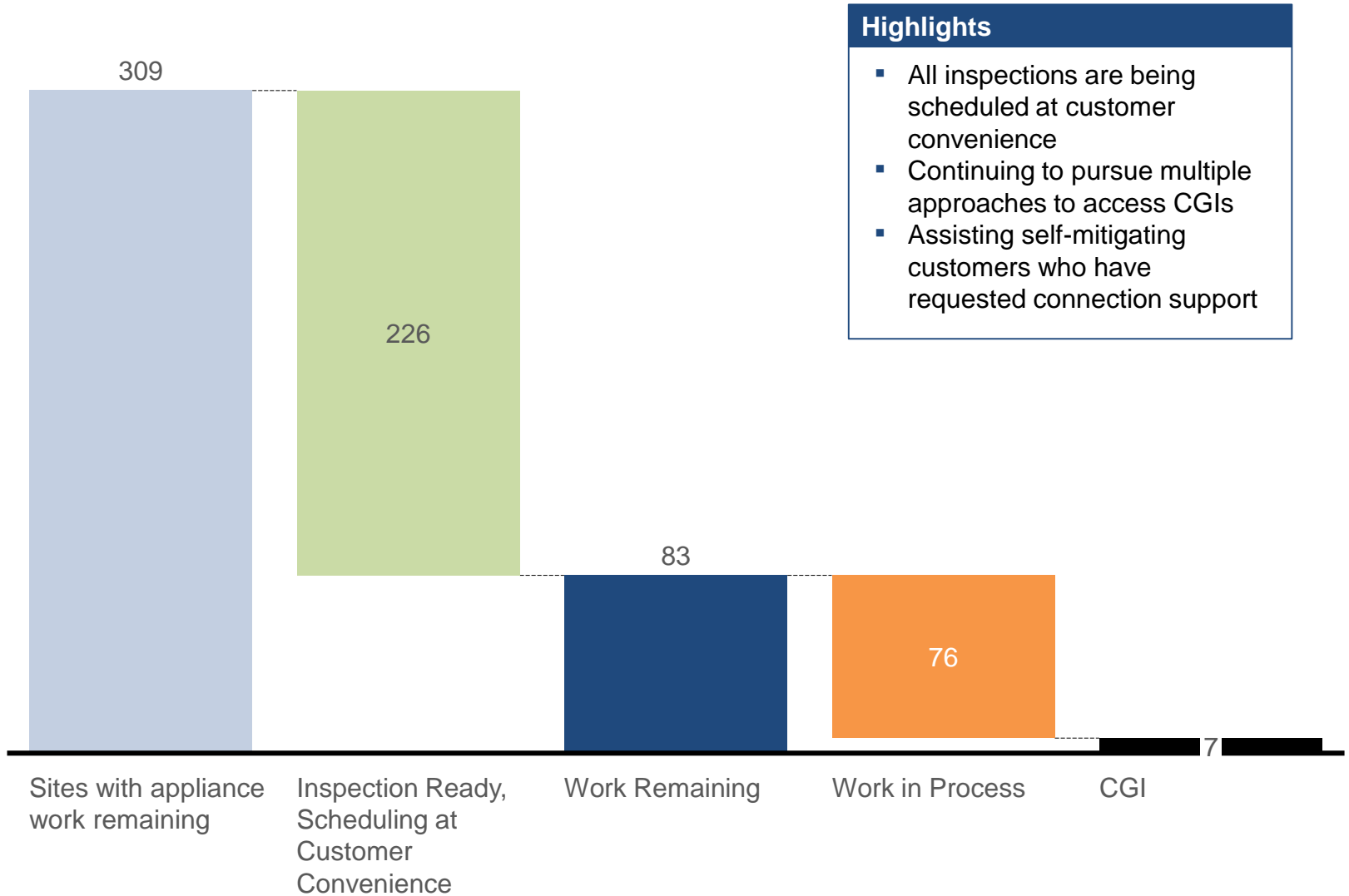
- We have now relit 96% of residential meters; the remaining 4% include punch list and ~250 self-mitigators.
- We continue working to complete punch list and coordinate with self-mitigators for remaining relights.
- Alternative housing drawdown and trailer park demobilization are underway in conjunction with completion of relights.

Residential sites awaiting relight

DATA AS OF 10AM 12/07/2018



Appliances

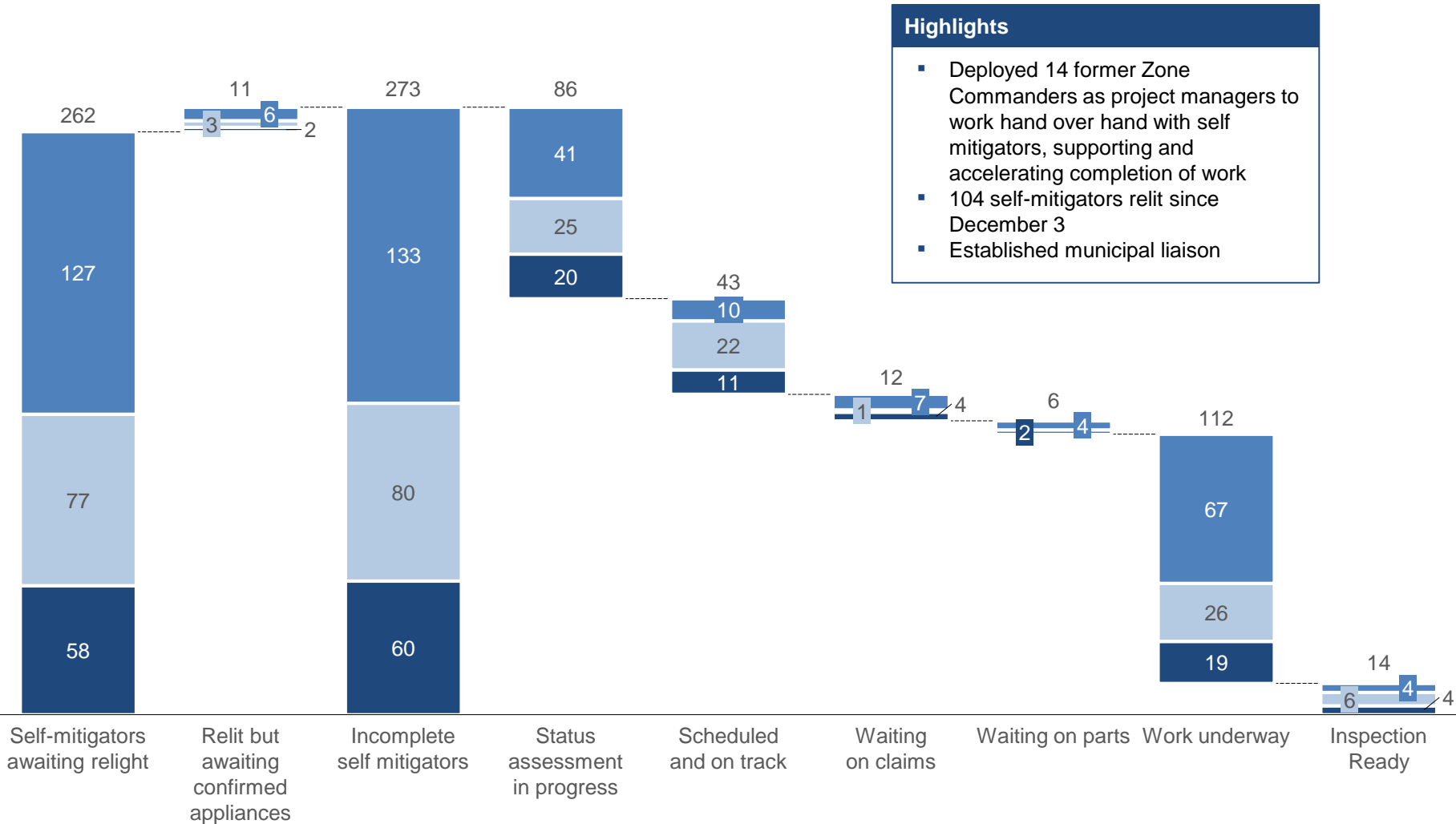


Highlights

- All inspections are being scheduled at customer convenience
- Continuing to pursue multiple approaches to access CGIs
- Assisting self-mitigating customers who have requested connection support

Self mitigators with action remaining

- Lawrence
- Andover
- North Andover



1 To be listed as "complete," sites must have all heat, hot water, range, and dryer needs met. Therefore, the number of self-mitigators listed as complete and incomplete are different than the number of self-mitigators relit.

Temp heat, winterization, and residential relights

Relights

Municipality	Residential relights, # to date	Residential meters, # in total	Residential relights, % of meters
Lawrence	4,132	4,268	97%
Andover	1,568	1,647	95%
North Andover	1,153	1,212	95%
Total	6,853	7,127	96%

Highlights

- Over 6,800 residential relights, with remaining sites awaiting relight almost entirely self-mitigators
- Continuing to respond to customer requests for temporary heat and winterization
- Continuing to remote temporary heat and reverse winterization as properties are relit

Winterization

Metric	Number of meters
Total winterized	190
Relit	132
Remaining to be relit	58

Temp Heat

Metric	Number of meters
Total installed	937
Removed	826
Remaining to be removed	111

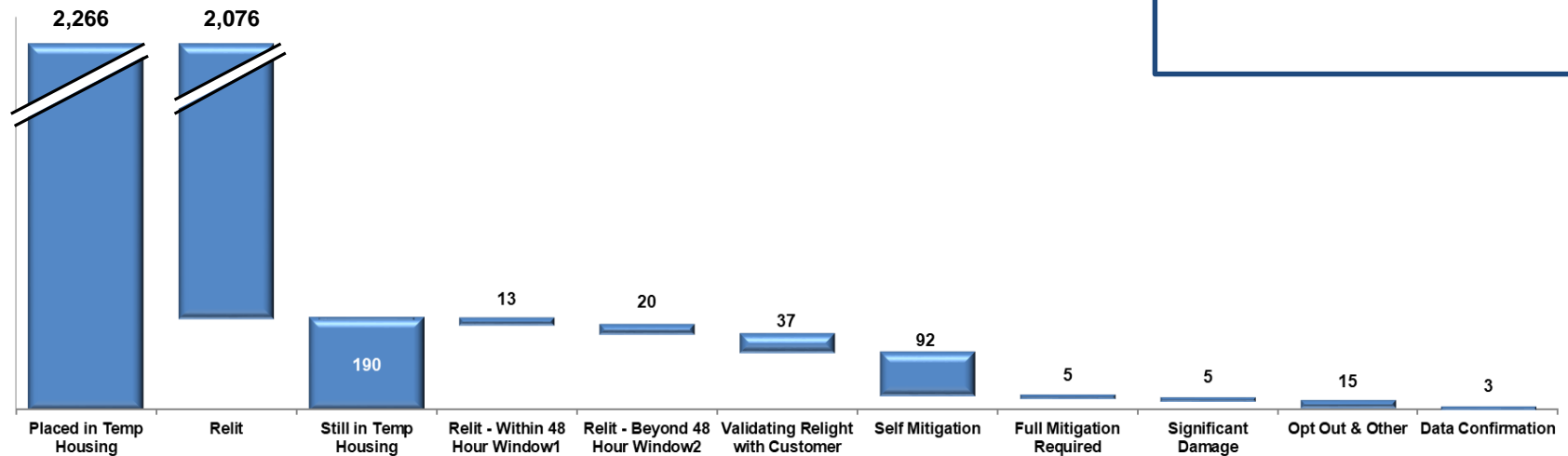
Temporary Housing

of families

Municipality	Still in Temp Housing	Relight – Within 48 Hour Window	Relight – Beyond 48 Hour Window	Validating Relight with Customer	Self-Mitigation
Andover	15	1	0	0	12
Lawrence	153	10	20	33	69
North Andover	22	2	0	4	11
Total	190	13	20	37	92

Highlights

- All trailers, equipment and fencing removed from Grogan Park
- Other parks demobilization in progress
- Continue to work with local and state agencies to find permanent housing solutions



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

Metric	Change on 12/6	Cumulative
Claims electronically registered, #	45	24,354
Claims closed, #	219	16,411
Of which: Business	30	-
Total claims paid, \$M	\$0.8	\$72.9
Of which: Business	\$0.5	\$15.5
Calls received through toll-free number, #	374	43,924
ASA, seconds	-	10

Highlights

- 6 self-mitigation escalations this week, 2 still in process
- Of self-mitigators still awaiting reight or appliances, only 12 are waiting on claims
- Over 1,500 landlords contacted with rent reimbursements totaling \$3.0M
- To date, 8 escalations to Ombudsman, 1 this week, which is resolved
- 68 customers serviced through the Claim Centers on 12/6
- Received 23 complimentary emails this week from customers thanking us for all our hard work

Communication

IMAGE OF THE DAY



A North Andover customer who is Back to Business

Social Media Customer Care Questions

- Service relight questions
- Status of crews returning to complete work

Social Media Proactive Content

- Self Mitigation Restoration
- Back to Business
- Safety Information – CO and call Columbia Gas with natural gas appliance concerns
- Meter location and protection

Completed

- Natural gas safety mailer to customers

Discussion topics

- Preparing for Open House on Saturday 12/8
- Working with House Ready contractors on punch list and closeout.
- Working with team of CMA-led project managers to support remaining self-mitigators totaling approximately 270 meters to accelerate relight.
- Reaching out to ensure that all self-mitigators either have heat, have temporary heat or are winterized ahead of the upcoming cold weather.

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
Emergency Line	(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	