

Briefing

December 12, 2018



Columbia Gas®



Standing Agenda



Headlines

Residential sites awaiting relight

Appliances

Self-mitigator status

Temp heat, winterization, relights

Alternative Housing

Claims

Communication

Discussion topics

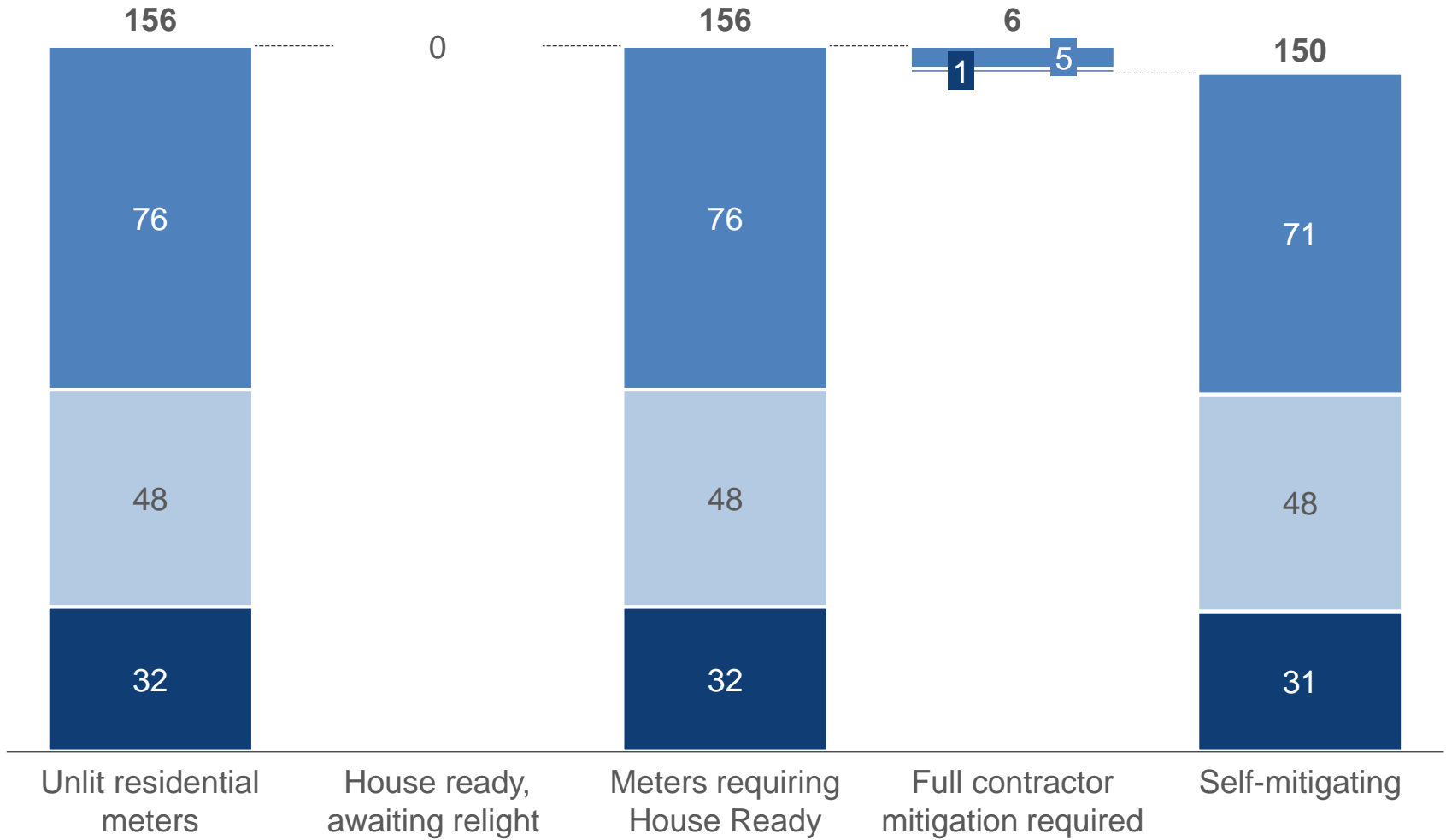
Headlines

- We have now relit 98% of residential meters; 6 punch list and 150 self-mitigators remain
- We have restored 98% of businesses to service; 1 punch list and 14 self-mitigators remain
- Alternative housing drawdown and trailer park demobilization are underway in conjunction with completion of relights

Residential sites awaiting relight

of meters

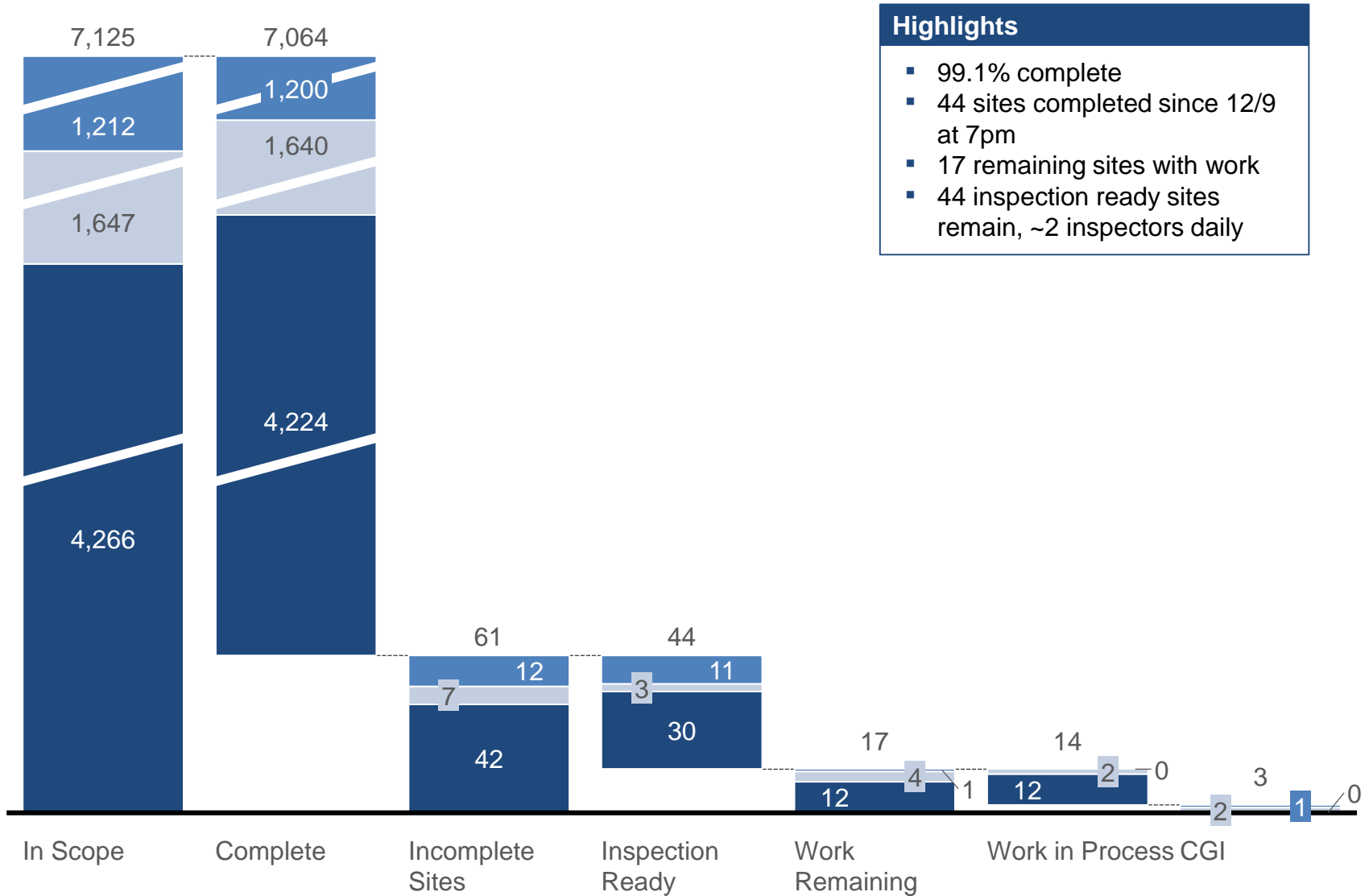
- Lawrence
- Andover
- North Andover



Appliances

of meters

North Andover Andover Lawrence



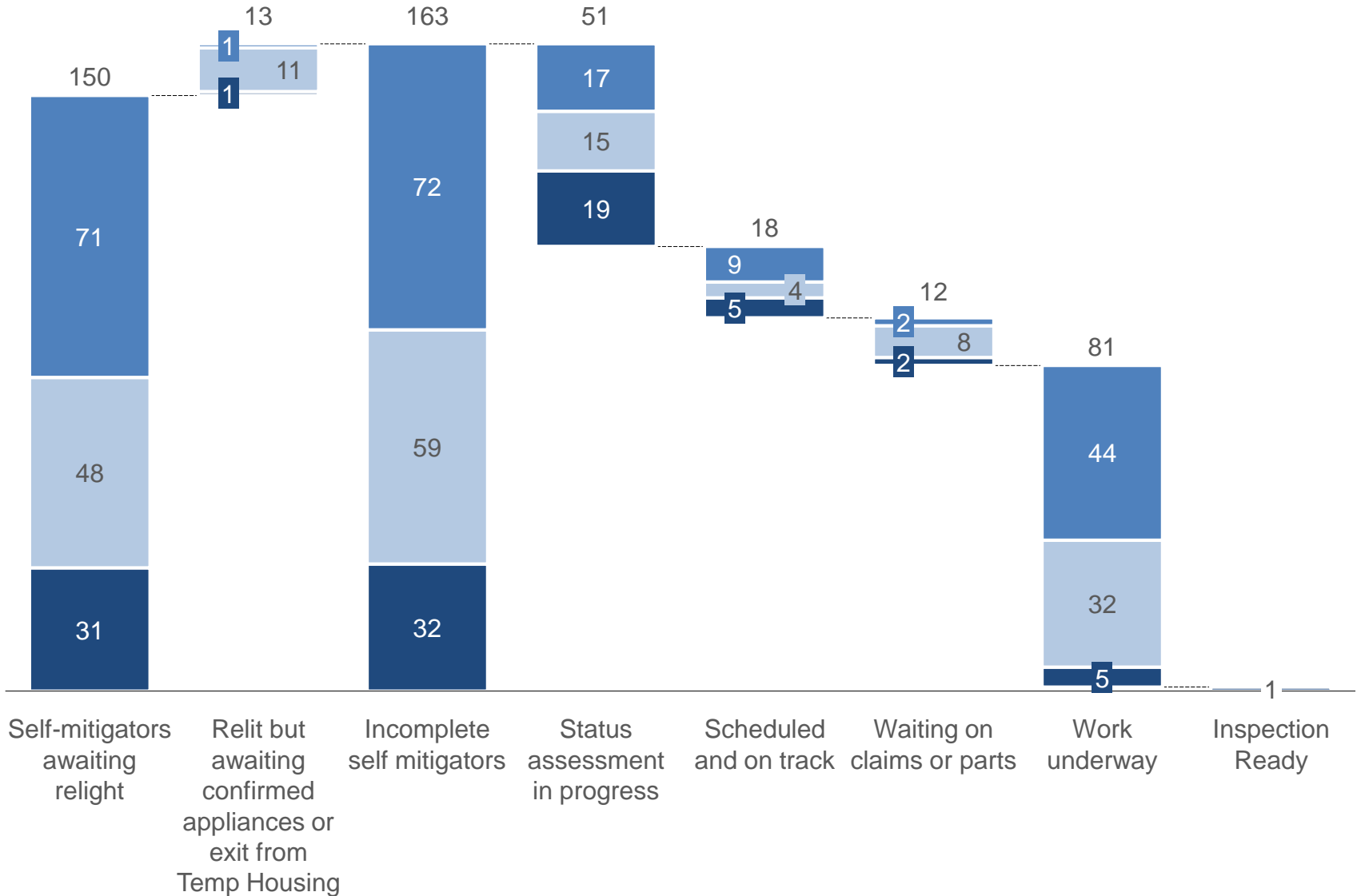
Highlights

- 99.1% complete
- 44 sites completed since 12/9 at 7pm
- 17 remaining sites with work
- 44 inspection ready sites remain, ~2 inspectors daily

Self mitigators with action remaining

of meters

Lawrence Andover North Andover



Temp heat, winterization, and residential relights

Relights

Municipality	Residential relights, # to date	Residential meters, # in total	Residential relights, % of meters
Lawrence	4,177	4,253	98%
Andover	1,593	1,641	97%
North Andover	1,178	1,210	97%
Total	6,948	7,104	98%

Highlights

- Only 2% of residential meters still awaiting relight, of which the majority are self-mitigators
- Removed 7 temp heat settings from the field; 62 projects remain in the field, of which the vast majority are at self-mitigating sites

Winterization

Metric	Number of meters
Total winterized	190
Relit	153
Remaining to be relit	37

Temp Heat

Metric	Number of meters
Total installed	954
Removed	892
Remaining to be removed	62

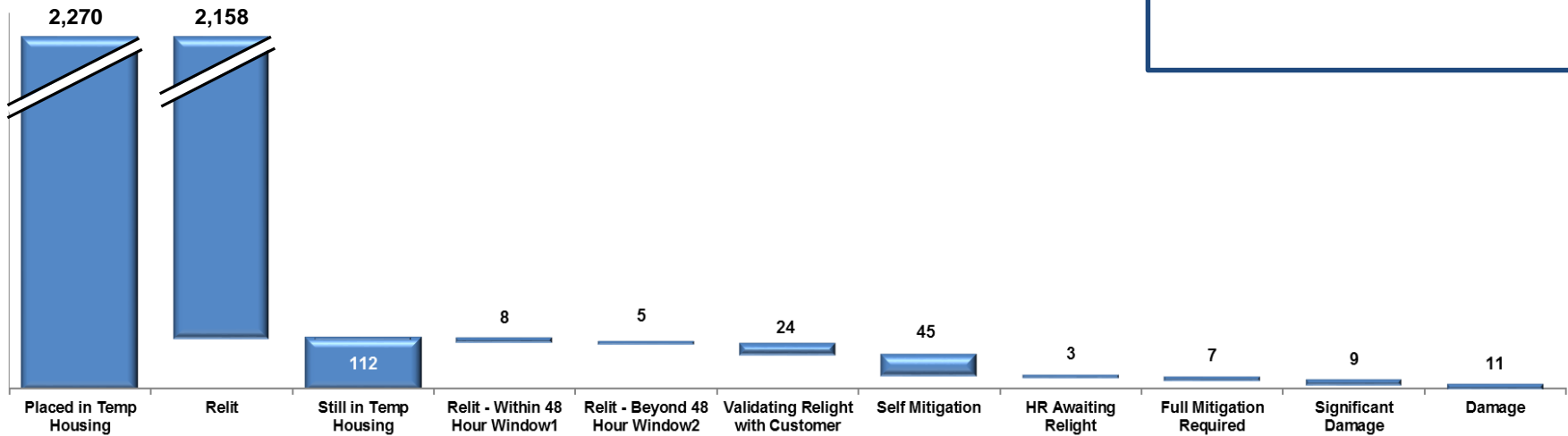
Temporary Housing

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	1	1	10
Lawrence	86	7	4	20	32
North Andover	11	0	0	3	3
Total	112	8	5	24	45

Highlights

- Grogan, Pemberton and Recreation Road are 100% demobilized, other two parks demobilization in process
- 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 12/11	Cumulative
Claims electronically registered, #	26	24,443
Claims closed, #	347	17,624
Of which: Business	48	1,050
Total claims paid, \$M	\$0.6	\$78.6
Of which: Business	\$0.3	\$19.7
Calls received through toll-free number, #	178	44,614
ASA, seconds	-	10

Highlights

- All claim work needed for self-mitigators awaiting relight has been completed
- 1,650 landlords contacted with \$4.2M rent reimbursement paid to date
- Mailing sent to 2,000 landlords from lists provided by the Attorney General's Office encouraging them to file a claim for rent reimbursement if they haven't already
- 85 customers serviced in the Claim Centers, 76 residential and 9 business. 19 Andover, 57 Lawrence and 9 North Andover

Communication

IMAGE OF THE DAY



Learning Express in Andover is Back to Business.

Social Media Customer Care Questions

- Service relight questions

Social Media Proactive Content

- Self Mitigation Restoration
- Back to Business
- Appliance Installs – what to do if appliance stops working
- Safety Information

Completed

- Equipment repair letter and survey sent to printer for mailing to customers

Discussion topics

- Working with team of CMA-led project managers to support remaining self-mitigators totaling 150 meters to accelerate relight.
- Reaching out to ensure that all self-mitigators either have heat, have temporary heat or are winterized.

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)	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	