

CMA Coordination Call Briefing

December 21, 2018

Columbia Gas®



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Standing Agenda



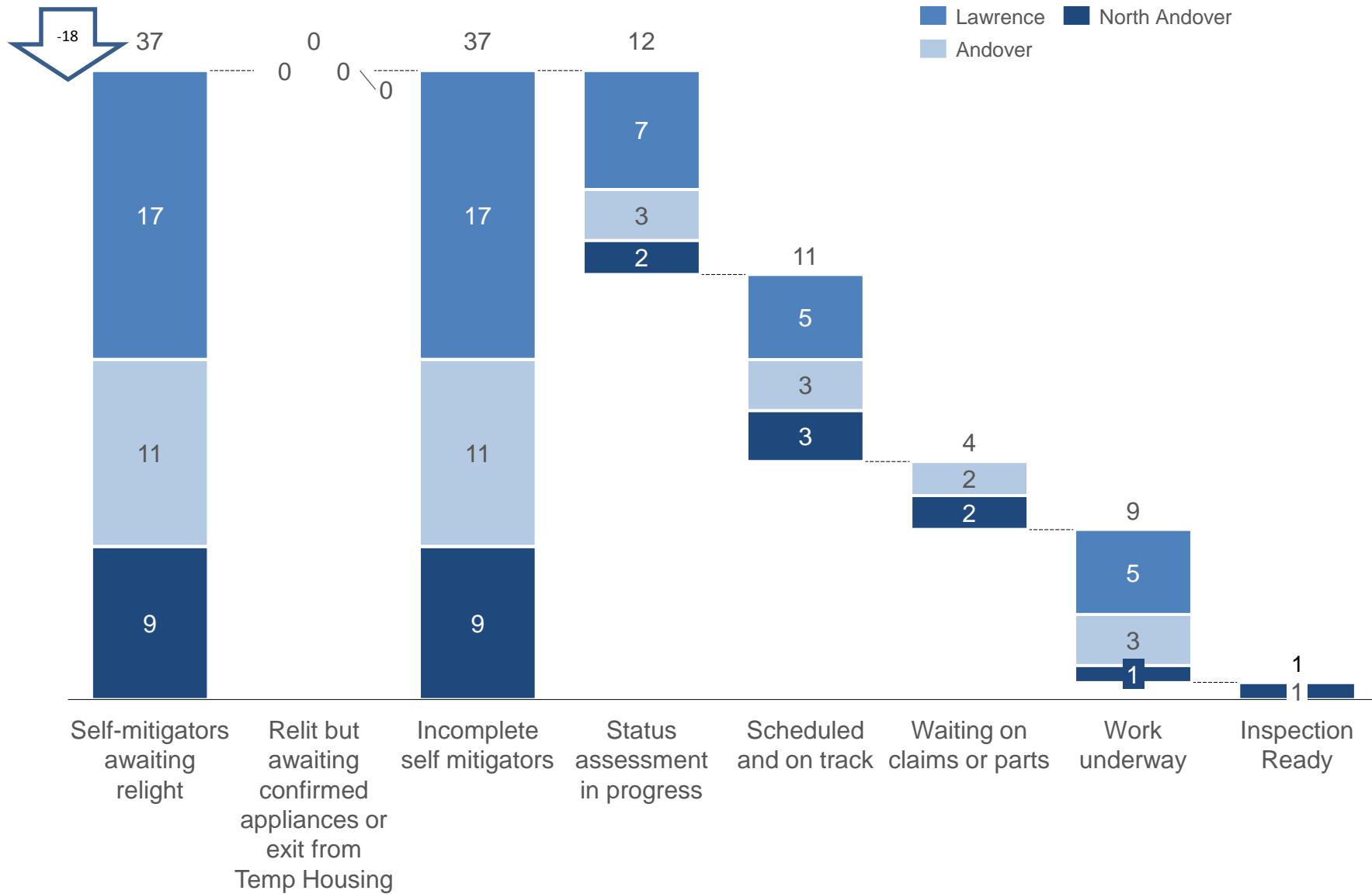
- Headlines
- Self-mitigator status
- Temp heat, winterization, relights
- Temporary Housing
- Claims
- Communication
- Discussion topics

Headlines

- We have now relit 99.2% of residential meters; only 37 self mitigators with work remaining this year
- We have restored 98.6% of businesses to service; only 9 self mitigators remain

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	4,247	4,268	99%
Andover	1,618	1,644	98%
North Andover	1,203	1,211	99%
Total	7,068	7,123	99%

Highlights

- Maintaining open communication with self mitigating customers to understand their temp heat needs
- 7 temp heat settings removed since 12/19 as self mitigation sites are completed
- Providing municipalities lists by customer of remaining temp heat for awareness

Winterization

Metric	Number of meters
Total winterized	190
Relit	167
Remaining to be relit	23

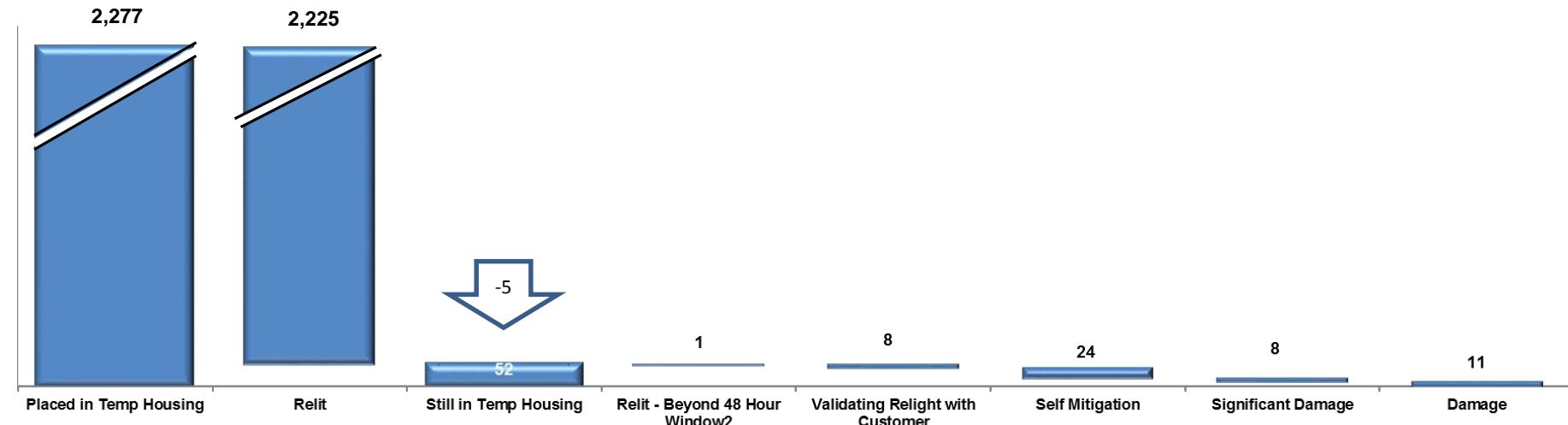
Temp Heat

Metric	Number of meters
Total installed	963
Removed	932
Remaining to be removed	31

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	Significant Damage	Damage
Andover	12	0	1	2	7	0	2
Lawrence	34	0	0	6	15	4	9
North Andover	6	0	0	0	2	4	0
Total	52	0	1	8	24	8	11



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 12/20	Cumulative
Claims electronically registered, #	25	24,590
Claims closed, #	254	19,770
Of which: Business	57	1,385
Total claims paid, \$M	\$1.61	\$80.1
Of which: Business	\$1.20	\$18.7
Calls received through toll-free number, #	124	45,857
ASA, seconds	-	11

Highlights

- Rent reimbursement
 - 1,621 landlords contacted
 - 1,215 landlords paid (75%)
 - \$6.3M paid
- Escalations
 - 2 received; duct cleaning and replacement stove
 - No Ombudsman referrals since last report
- 56 customers serviced in the Claim Centers, 55 residential and 1 business.
 - 20 Andover
 - 31 Lawrence
 - 5 North Andover

Communication

IMAGE OF THE DAY



A customer shared this photo of her daughter with the coat she received through Operation Warm.

Social Media Customer Care Questions

- Service restoration
- Appliance repair work

Social Media Proactive Content

- Back to Business
- Walk-In Customer Care Centers – holiday hours
- Appliance Installation and Safety
- 24/7 Call Center Support

Community

- Operation Warm
- Toys for Toys

Completed

- Newsletter Issue 9 - delivered week of 12/24

Discussion topics

- Continued drive towards customized solutions for remaining residential & commercial self mitigators
- Equipment repair metrics under development:
 - 16 tickets per day opened
 - 19 tickets per day closed
- Some self mitigators to be restored next year; we are working to advance those where possible.

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) **(800)-590-5571**
Available 24/7

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