

CMA Coordination Call Briefing

December 24, 2018

Columbia Gas®



Columbia Gas®



Standing Agenda



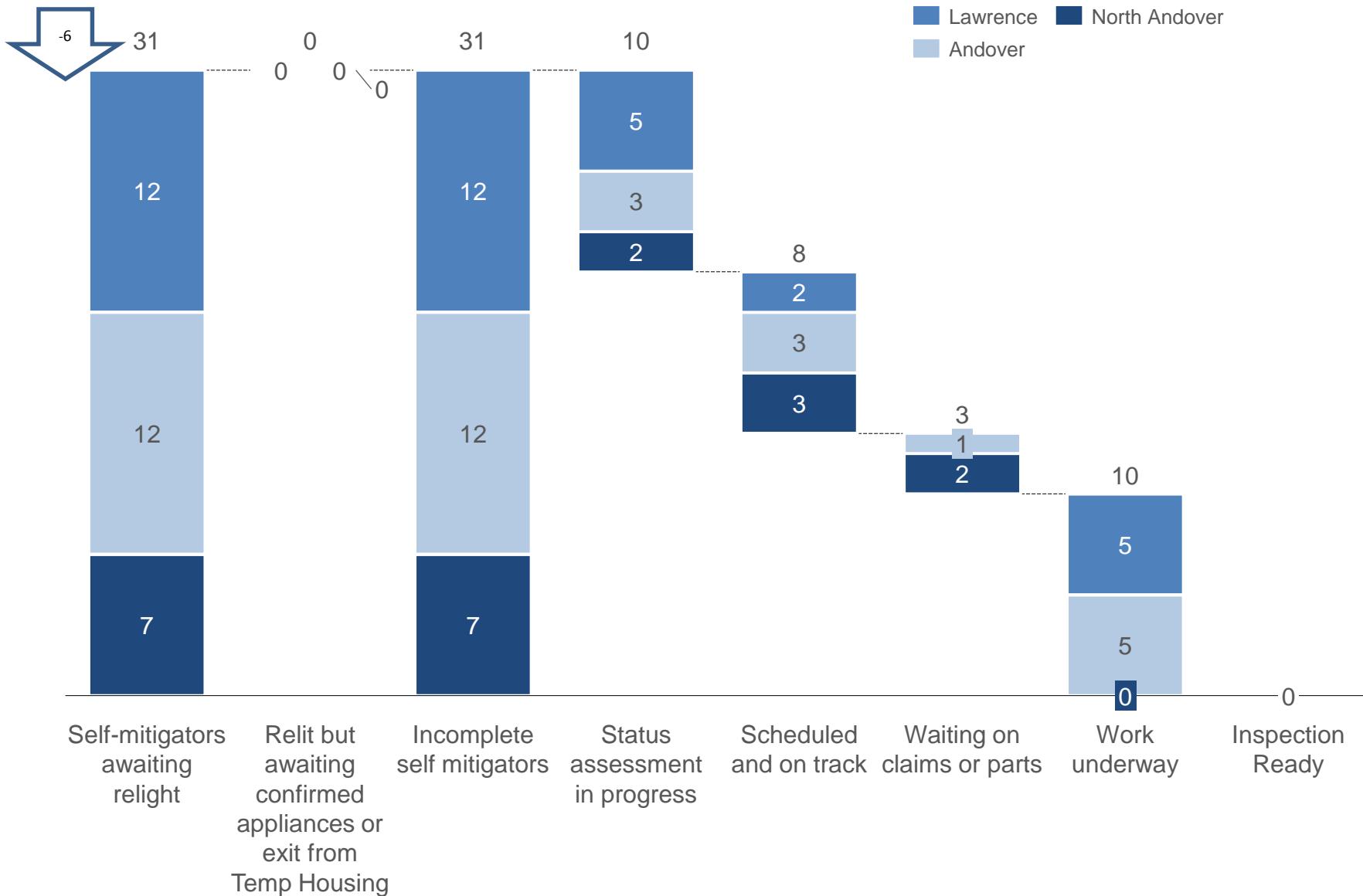
- Headlines
- Self-mitigator status
- Temp heat, winterization, relights
- Temporary Housing
- Claims
- Communication
- Discussion topics

Headlines

- We have now relit 99.6% of residential meters; only 31 self mitigators with work remaining
- We have restored 98.8% of businesses to service; only 8 self mitigators remain
- 23 self mitigating families remain in temporary housing

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	4,255	4,267	99%
Andover	1,618	1,630	99%
North Andover	1,208	1,215	99%
Total	7,081	7,112	99%

Highlights

- Total residential relights target adjusted slightly to reflect customer self mitigation choices:
 - 14 additional Andover sites will replace gas stoves with electric stoves
 - A small number of customers who originally opted out of gas service have returned
- 5 homes de-winterized as those homes were relit since 12/21 report
- 11 temp heat settings removed since 12/21 report

Winterization

Metric	Number of meters
Total winterized	190
Relit	173
Remaining to be relit	17

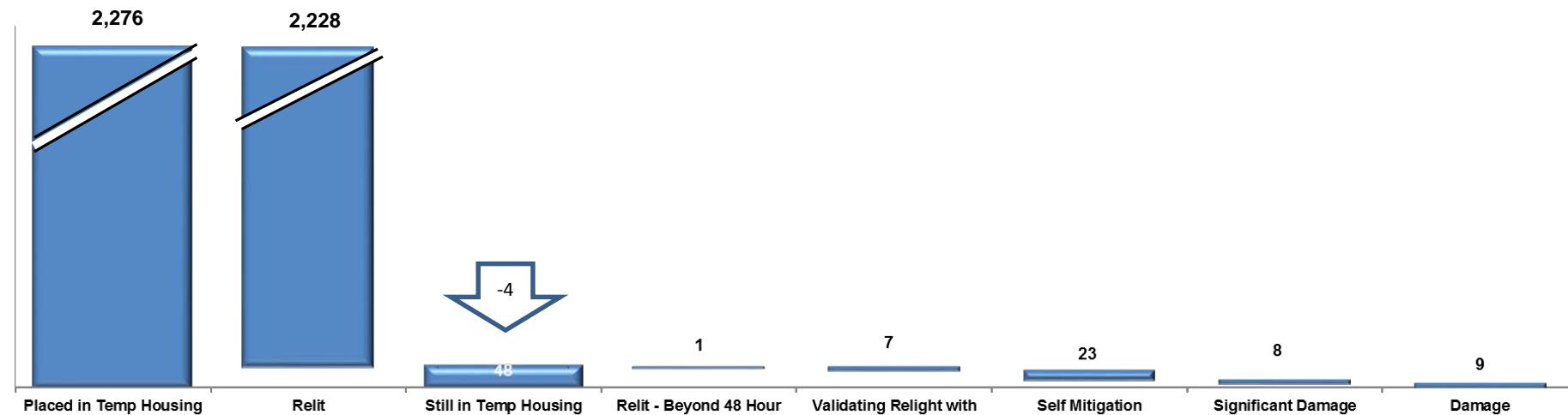
Temp Heat

Metric	Number of meters
Total installed	963
Removed	943
Remaining to be removed	20

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	30	0	0	5	14	4	7
North Andover	6	0	0	0	2	4	0
Total	48	0	1	7	23	8	9



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 12/23	Cumulative
Claims electronically registered, #	7	24,622
Claims closed, #	63	20,233
Of which: Business	11	1,471
Total claims paid, \$M	\$0.10	\$80.9
Of which: Business	\$0.03	\$19.1
Calls received through toll-free number, #	27	46,051
ASA, seconds	-	11

Highlights

- Rent reimbursement
 - 1,638 landlords contacted
 - 1,271 landlords paid (78%)
 - \$6.6M paid
- Claim 800 number will be staffed on Christmas day by a team of adjusters
- Escalations
 - 2 received; landlord rental reimbursement and wage loss. Both addressed same day.
 - No Ombudsman referrals since last report
- Claim Centers closed

Communication

IMAGE OF THE DAY



Omni Digital Printers is Back to Business in Lawrence.

Social Media Customer Care Questions

- Equipment repair work
- Claims questions

Social Media Proactive Content

- Back to Business
- Customer Care Centers – Holiday Hours – Closed 12/24, 12/25, 12/31, 1/1
- 24/7 Call Center Support
- Appliance installation and Safety
- Natural gas safety information

Community Holiday Support

- Operation Warm
- Costa Eagle Toy Drive

Discussion topics

- Continued drive towards customized solutions for remaining residential & commercial self mitigators
- Mitigation work continues on Monday; inspections to resume Wednesday

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