

CMA Coordination Call Briefing

January 7, 2019

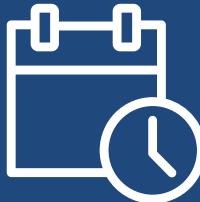
Columbia Gas®



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Standing Agenda



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

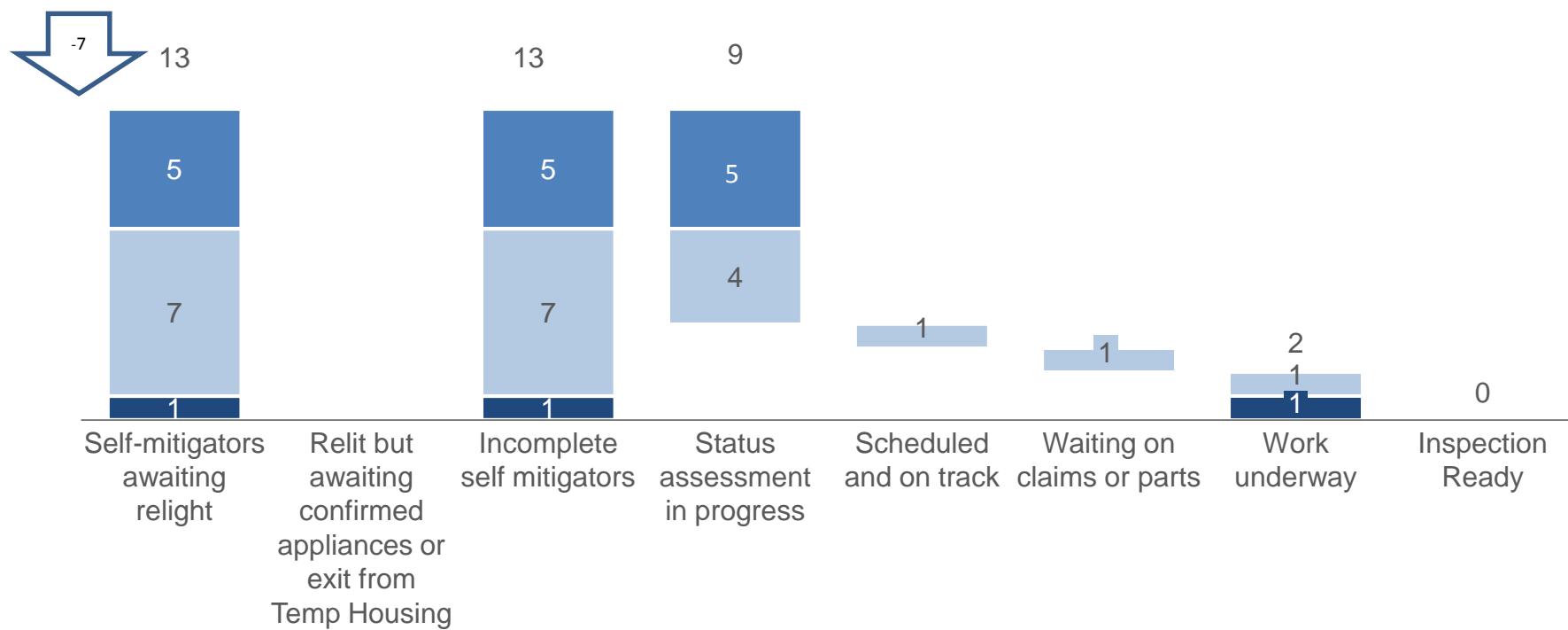
Headlines

- We have now relit 99.8% of residential meters; only 13 self mitigators with work remaining
- We have restored 99.1% of businesses to service; only 6 self mitigators remain
- All temporary heating removed from Andover; 4 temporary heating units remain

Self mitigators with action remaining

of meters

Lawrence North Andover
Andover



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	1,627	1,634	99.6%
North Andover	1,213	1,214	99.9%
Total	7,105	7,118	99.8%

Highlights

- 10 relights completed since Thursday
- All temp heat removed from Andover, 2 units remaining in both Lawrence and North Andover

Winterization

Metric	Number of meters
Total winterized	190
Relit	178
Remaining to be relit	12

Temp Heat

Metric	Number of meters
Total installed	963
Removed	959
Remaining to be removed	4

Equipment repair & other requests

Heating & Hot Water Related Requests

Request	Total
Heating	5
Heating & Hot Water	1
Hot Water	0
Total	6

- 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 are logged and coordinated with customers

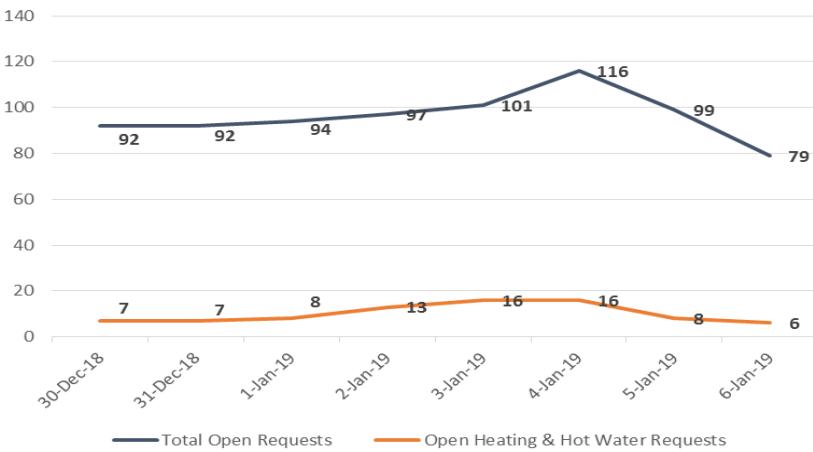
Highlights

- Approximately 4,430 total requests received since November 16th
- Nature of “other requests” include carpentry, electrical, white goods, etc.
- 6 of the 79 total open requests relate to varying degrees of heating and/or hot water issues
- Of the open heating & hot water related tickets, 2 represent a pending replacement
- Out of the 900 boilers that were repaired during rapid relight 27 have been replaced to date

Heating & Hot Water Requests Received vs Resolved

Date	Received	Resolved
1/6/19	3	2
1/5/19	3	5
1/4/19	7	5
1/3/19	6	10
1/2/19	9	6
1/1/19	1	5
12/31/18	10	5
Total	39	38

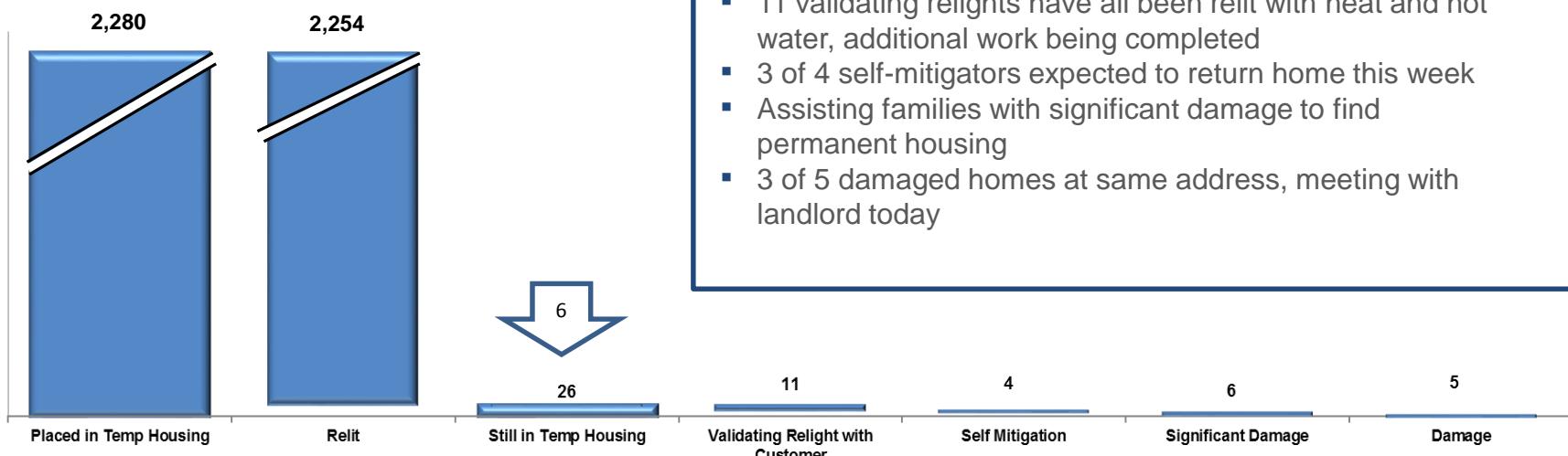
Total Open Equipment Repair & Other Requests



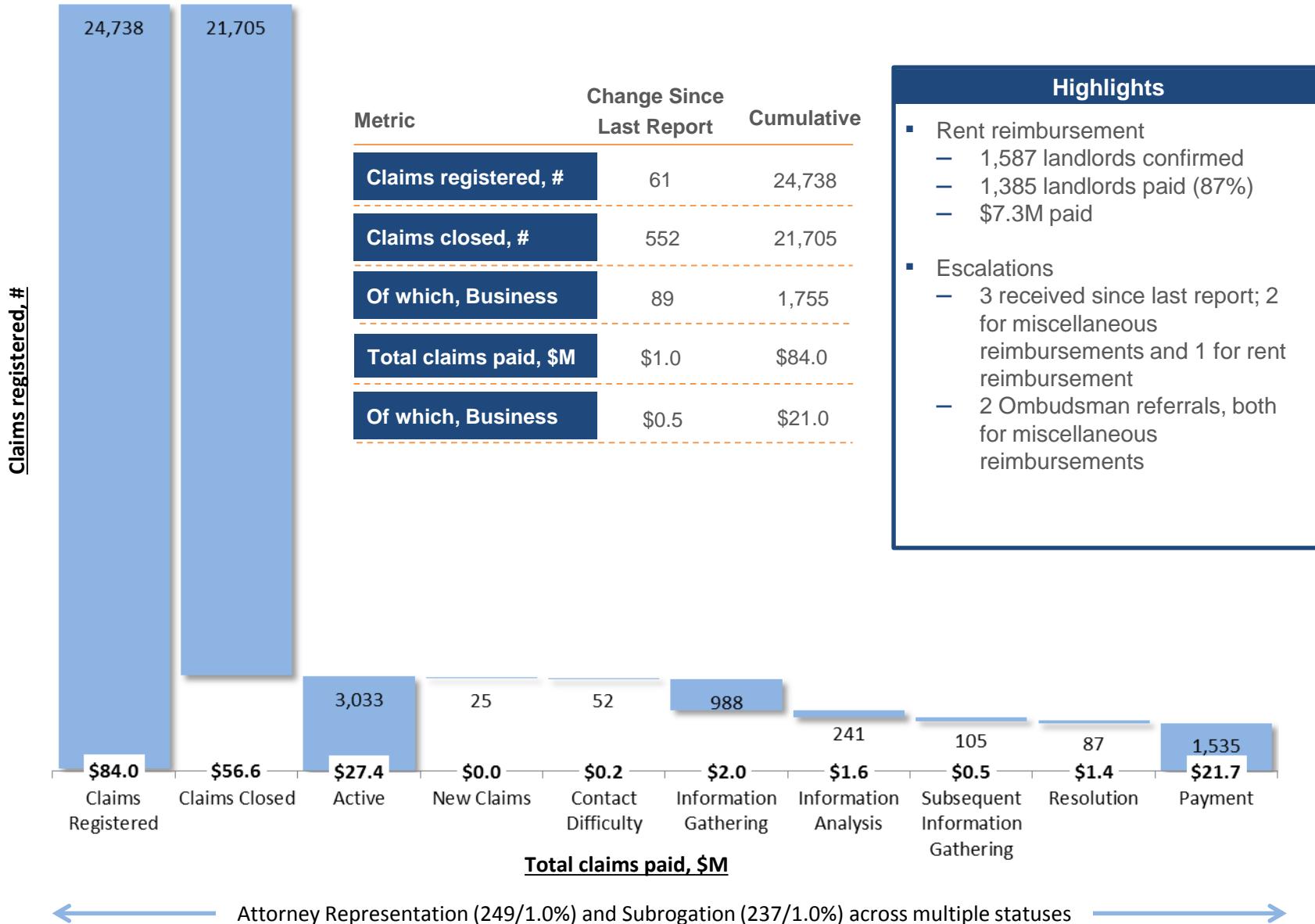
Temporary Housing

of families

Municipality	Still in Temp Housing	Validating Relight with Customer	Self-Mitigation	Significant Damage	Damage
Andover	9	4	3	0	2
Lawrence	14	7	0	4	3
North Andover	3	0	1	2	0
Total	26	11	4	6	5



Claims



Communication

IMAGE OF THE DAY

CUSTOMER CARE CENTERS

Andover

45 Main Street

Mon - Fri
10am - 7pm
Saturday
9am - 2 pm
Closed Sunday

(Open for claims questions only through mid-January)

Lawrence

439 S. Union Street

Mon - Fri
10am - 7pm
Saturday
9am - 2 pm
Closed Sunday

North Andover

115 Main Street

Mon - Fri
10am - 7pm
Closed Saturday
Closed Sunday



We're answering questions about customers' gas bills on social media and encouraging customer to call our Customer Helpline at 1-866-388-3239 or visit one of our walk-in centers.

Social Media Customer Care Questions

- Billing questions

Social Media Proactive Content

- Back to Business
- Delayed billing information
- 24/7 Call Center Support
- Natural gas safety information

Media Relations

- Delayed billing inquiries

Community Support

- Lawrence Housing Authority
- North Andover Housing Authority

Discussion topics

- Continued drive towards customized solutions for remaining residential & commercial self mitigators
- Working with customers on extended payment plans for delayed billing
- Coordinating with National Grid on North Andover Housing Authority stove conversion

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