

CMA Coordination Call Briefing

January 10, 2019



Columbia Gas®



Standing Agenda



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

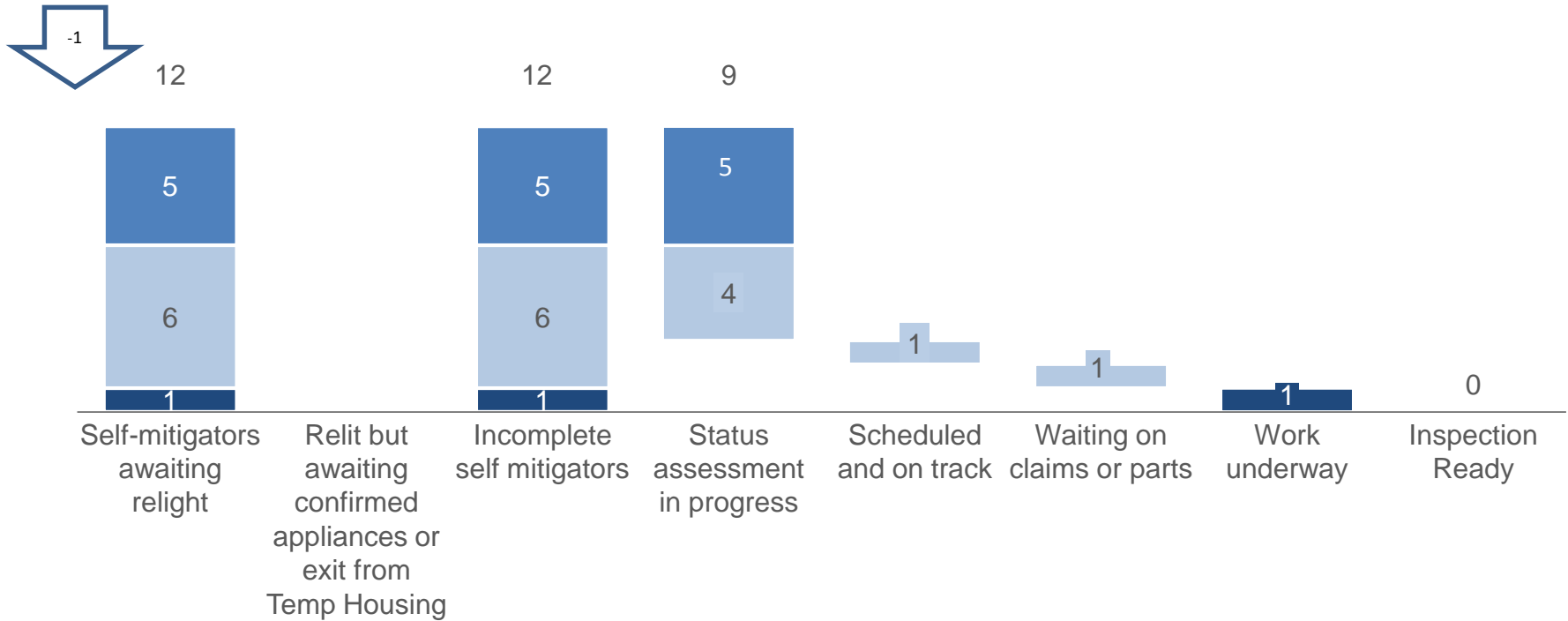
Headlines

- We have now relit 99.8% of residential meters; only 12 self mitigators with work remaining
- We have restored 99.3% of businesses to service; only 4 self mitigators remain
- Coordinating with social services agencies to place temporary housing customers in long-term solutions, as needed

Residential 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	1,628	1,634	99.6%
North Andover	1,213	1,214	99.9%
Total	7,106	7,118	99.8%

Highlights

- 1 residential relight since last update
- Only 3 temp heat settings remain; 1 in North Andover and 2 in Lawrence
- 8 of the 12 winterized properties have long-term repair requirements

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	960
Remaining to be removed	3

Equipment repair & other requests

Heating & Hot Water Related Requests

Request	Total
Heating	2
Heating & Hot Water	1
Hot Water	0
Total	3

- 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

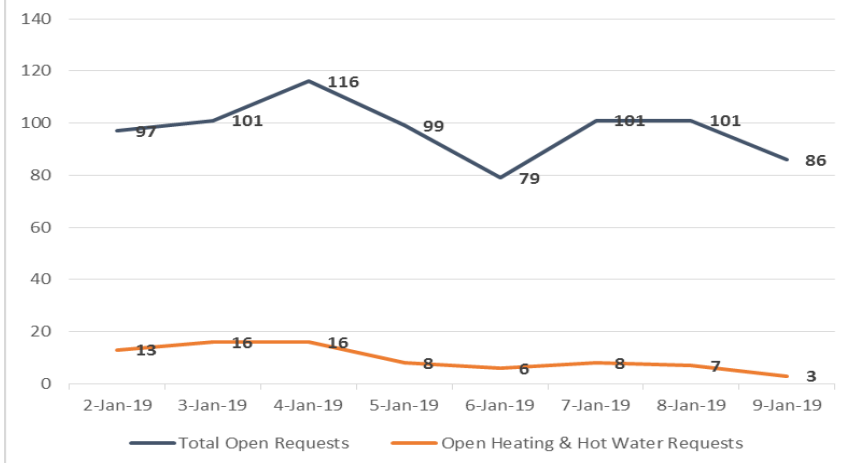
Highlights

- We continue to monitor heating & hot water requests closely with changes in temperatures
- Approximately 4,620 total requests received since November 16th
- Nature of “other requests” include carpentry, electrical, white goods, etc.
- 3 of the 86 total open requests relate to varying degrees of heating and/or hot water issues

Heating & Hot Water Requests Received vs Resolved

Date	Received	Resolved
1/9/19	4	5
1/8/19	8	9
1/7/19	9	7
1/6/19	3	2
1/5/19	3	5
1/4/19	7	5
1/3/19	6	10
Total	40	43

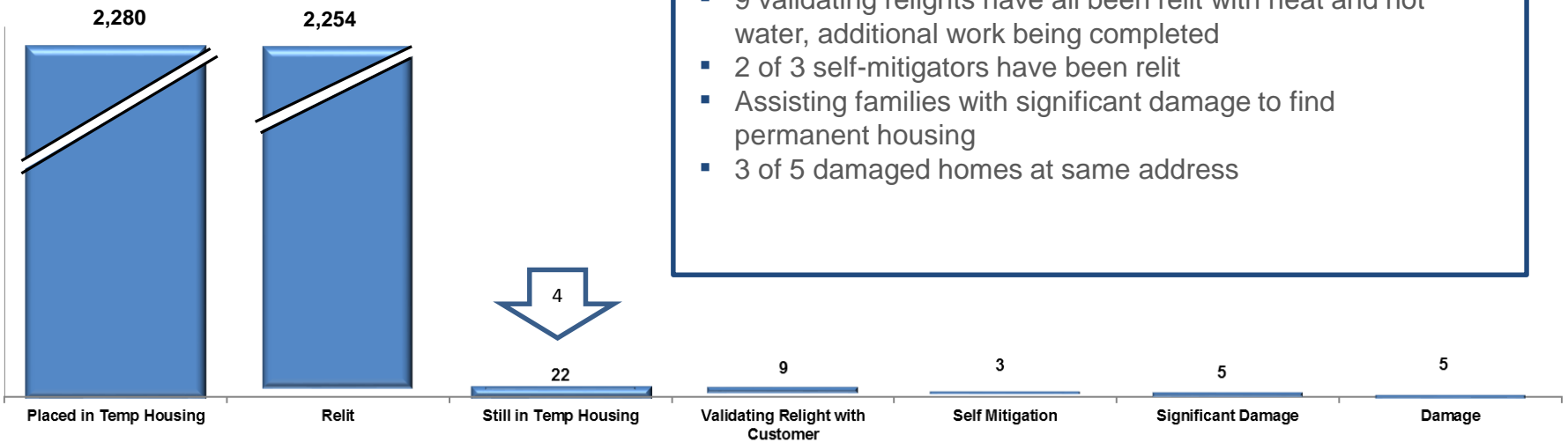
Total Open Equipment Repair & Other Requests



Temporary Housing

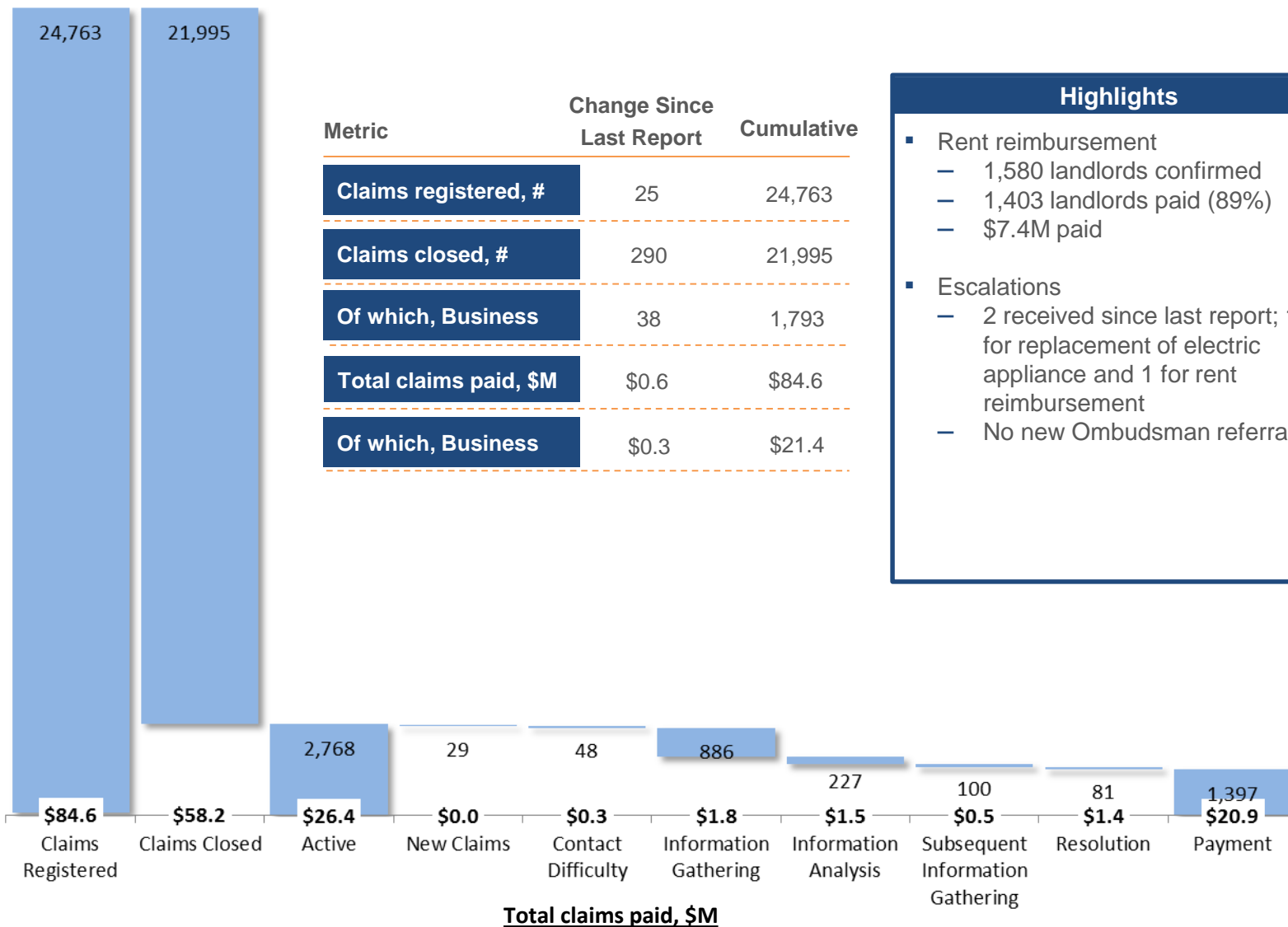
of families

Municipality	Still in Temp Housing	Validating Relight with Customer	Self-Mitigation	Significant Damage	Damage
Andover	7	2	2	0	3
Lawrence	12	7	0	3	2
North Andover	3	0	1	2	0
Total	22	9	3	5	5



Claims

Claims registered, #



Highlights

- Rent reimbursement
 - 1,580 landlords confirmed
 - 1,403 landlords paid (89%)
 - \$7.4M paid
- Escalations
 - 2 received since last report; 1 for replacement of electric appliance and 1 for rent reimbursement
 - No new Ombudsman referrals

← Attorney Representation (250/1.0%) and Subrogation (235/1.0%) across multiple statuses →

Communications

IMAGE OF THE DAY



Columbia Gas of Massachusetts

January 3 at 5:00 PM · 🌐

We are offering customers weatherization and energy efficiency programs in coordination with the Executive Office of Energy and Environmental Affairs and the Department of Energy Resources. Please call us at 1-866-251-5667 for more information. #MVGasRecovery #LawrenceMA #NorthAndoverMA #AndoverMA

Les estamos ofreciendo a nuestros clientes programas de climatización y de eficiencia energética en coordinación con la Oficina Ejecutiva de Energía y Asuntos Medioambientales (Executive Office of Energy and Environmental Affairs) y el Departamento de Recursos Energéticos (Department of Energy Resources). Por favor llámenos al 1-866-251-5667 para más información. #MVGasRecovery #LawrenceMA #NorthAndoverMA #AndoverMA

See Translation



Columbia Gas of Massachusetts
Energy Company

Send Message

Social Media Customer Care Questions

- Billing
- Restoration
- Claims

Social Media Proactive Content

- Back to Business
- Delayed billing information
- Energy Efficiency programs
- Spring restoration information

Media Relations

- Delayed billing inquiries

Customer Communications

- Newsletter #10
- Affected customer billing communications



Discussion topics

- Continued drive towards customized solutions for remaining residential & commercial self mitigators
- North Andover Housing Authority – Fountain Drive stove installation complete, National Grid upgrades in progress
- North Andover Housing Authority – Bingham stove installation continues, along with National Grid upgrades

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	