

# CMA Coordination Call Briefing

December 17, 2018

**Columbia Gas®**



Columbia Gas®



# Standing Agenda



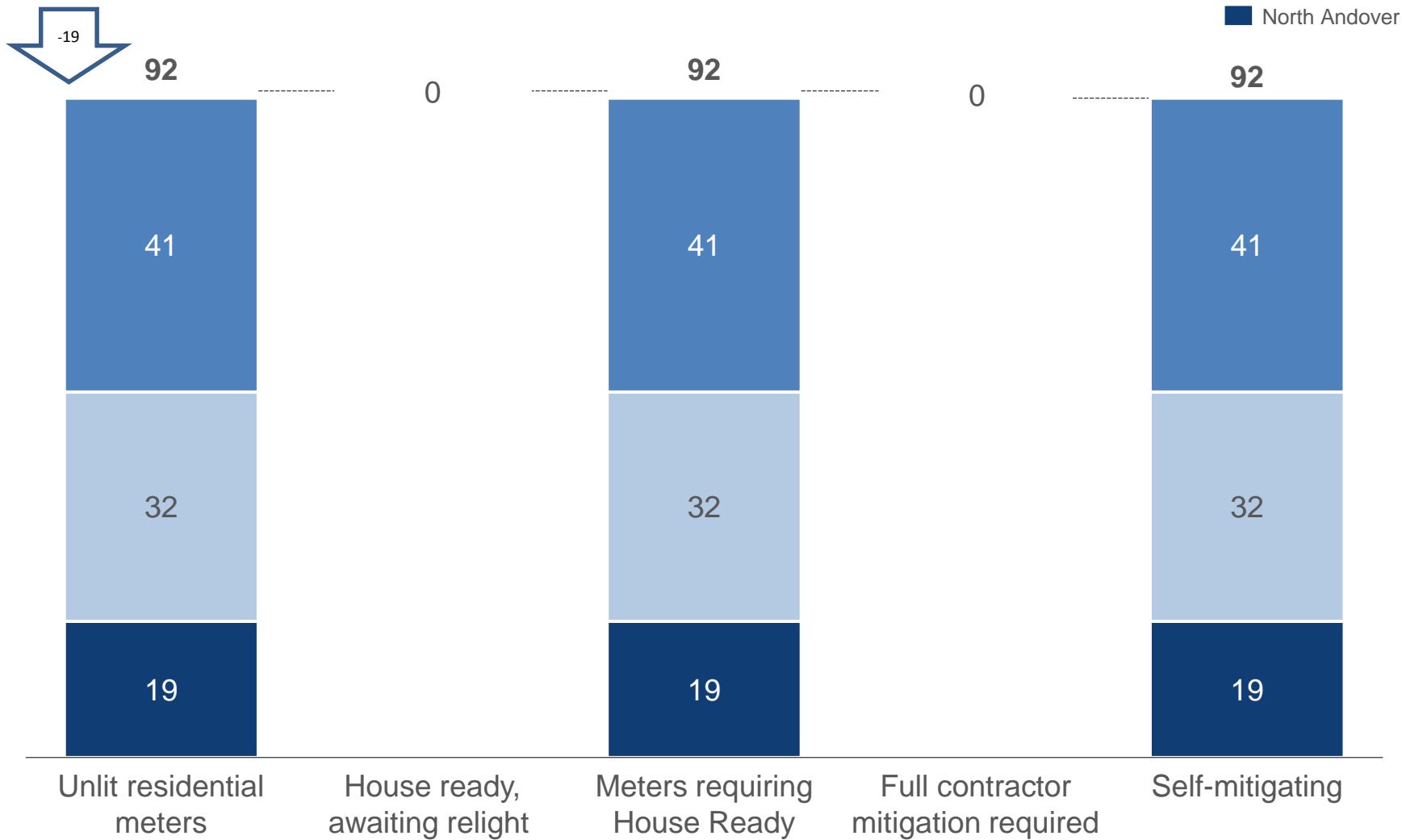
- Headlines
- Residential sites awaiting relight
- Appliances
- Self-mitigator status
- Temp heat, winterization, relights
- Temporary Housing
- Claims
- Communication
- Discussion topics

# Headlines

- We have now relit 98.7% of residential meters; only 92 self mitigators remain
- We have restored 98.5% of businesses to service; only 10 self mitigators remain
- All CMA mitigations are now complete
- Trailer parks have been completely demobilized and we continue to draw down alternative housing

# Residential sites awaiting relight

# of meters



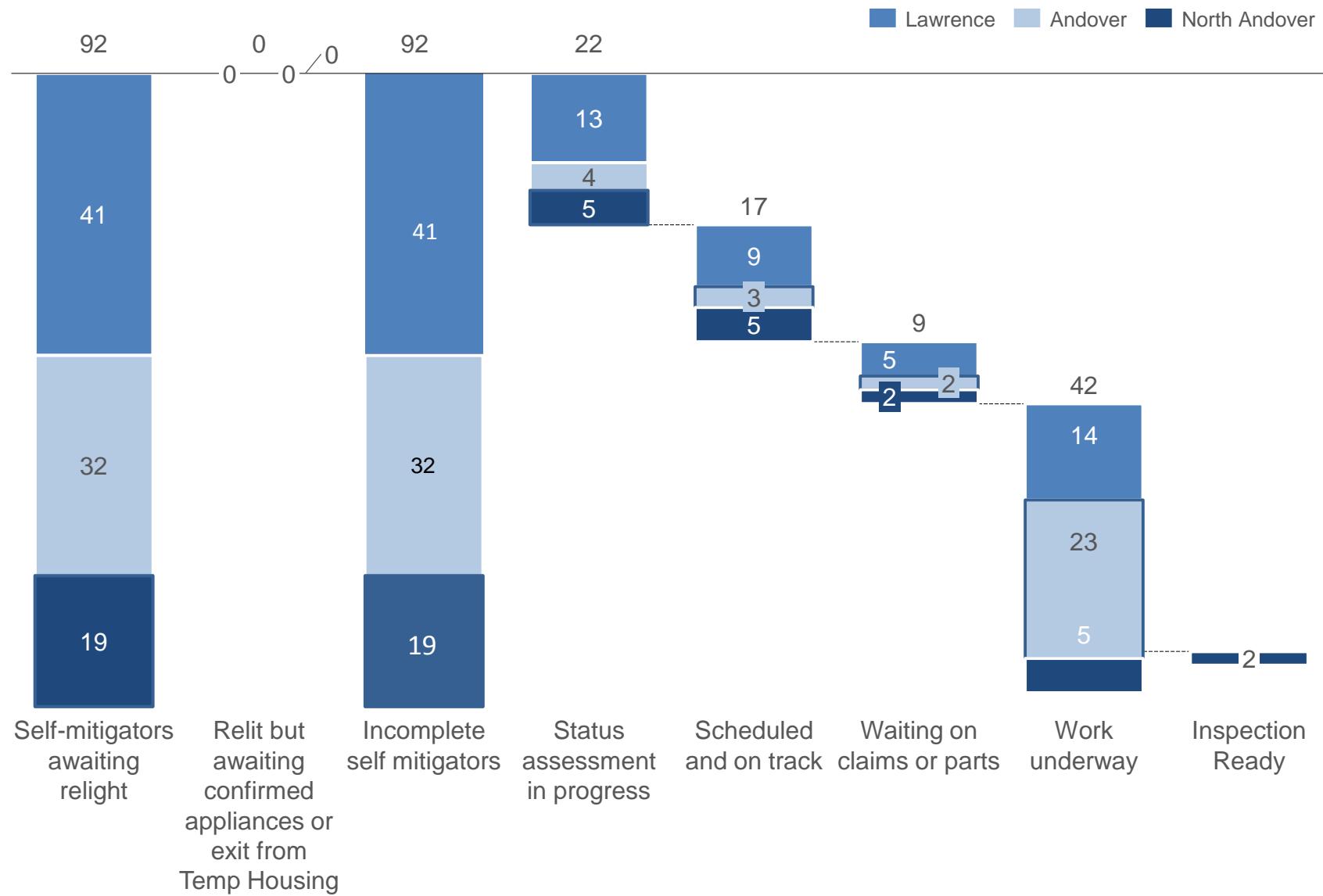
# Appliances

## Highlights

- Installation program is substantially complete
- Small number of CGI sites turned over to escalation team to continue to attempt access
- Dedicated full time coordinator to immediately schedule installations when a CGI account calls in for White Goods
- Coordinating completions with dedicated inspectors
- Providing installation service and inspection to a number of self mitigation customers who contact us to install their non-standard equipment
- Maintained ongoing inventory at Danton St warehouse to continue to support self mitigating customers

# 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	4,230	4,268	99.1%
Andover	1,611	1,643	98.1%
North Andover	1,190	1,211	98.3%
<b>Total</b>	<b>7,031</b>	<b>7,123</b>	<b>98.7%</b>

## Highlights

- Keeping open communication with self mitigating customers to understand their temp heat needs
- Reaching out to self mitigators on social media to offer assistance

## Winterization

Metric	Number of meters
<b>Total winterized</b>	190
<b>Relit</b>	160
<b>Remaining to be relit</b>	30

## Temp Heat

Metric	Number of meters
<b>Total installed</b>	963
<b>Removed</b>	916
<b>Remaining to be removed</b>	47

# Temporary Housing

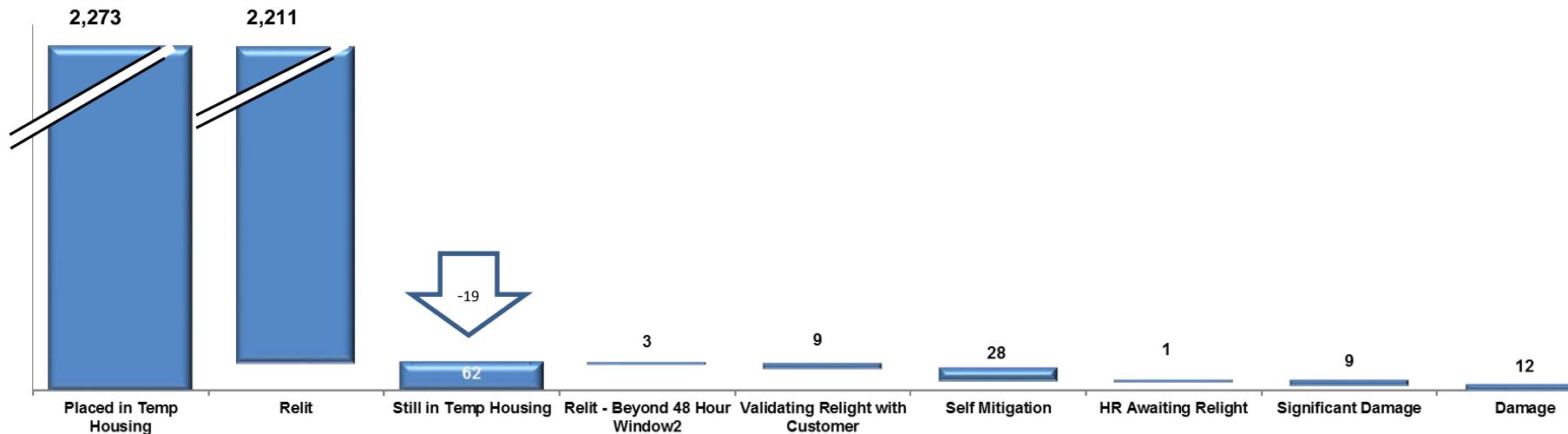
Lead: Diana Beil

# of families

Municipality	Still in Temp Housing	Relight –	Relight –	Validating Relight with Customer	Self-Mitigation
		Within 48 Hour Window	Beyond 48 Hour Window		
Andover	11	0	0	1	7
Lawrence	43	0	3	5	20
North Andover	8	0	0	2	1
<b>Total</b>	<b>62</b>	<b>0</b>	<b>3</b>	<b>8</b>	<b>28</b>

## Highlights

- Continue to work with local and state agencies to find permanent housing solutions for those few customers needing them



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 12/16	Cumulative
<b>Claims electronically registered, #</b>	2	24,492
<b>Claims closed, #</b>	109	18,705
<b>Of which: Business</b>	6	1,186
<b>Total claims paid, \$M</b>	\$0.03	\$77.2
<b>Of which: Business</b>	\$0.01	\$16.9
<b>Calls received through toll-free number, #</b>	40	45,192
<b>ASA, seconds</b>	-	11

## Highlights

- 1,674 landlords contacted with \$5.0M rent reimbursement paid to date
- Slowly ramping down the number of adjusters working the event
- Donated the 24 electric hot water heaters (100-gallon models) from the Lawrence Housing Authority temporary mitigation to the Merrimack Valley Habitat for Humanity

# Communication

## IMAGE OF THE DAY



Columbia Gas donated unused water heaters to the local Merrimack Valley Habitat for Humanity ReStore, where every sale supports the work of building homes for families in need.

## Social Media Customer Care Questions

- Service Restoration

## Social Media Proactive Content

- Self Mitigation Restoration
- Back to Business
- Walk-In Customer Care Centers
- Appliance Installation and Safety
- Claims Process

## Completed

- Newsletter Issue 8 sent to print

# Discussion topics

- Customer by customer review of 92 remaining self mitigators
  - ~ 29 expected to be relit in the next 7 days
  - ~ 59 expected to extend beyond 7 days; including 13 already escalated to municipalities for assistance
- Continued reach out concerning self mitigators

## 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](http://www.columbiagasma.com)