

CMA Coordination Call Briefing

December 28, 2018

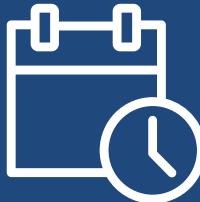
Columbia Gas®



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Standing Agenda



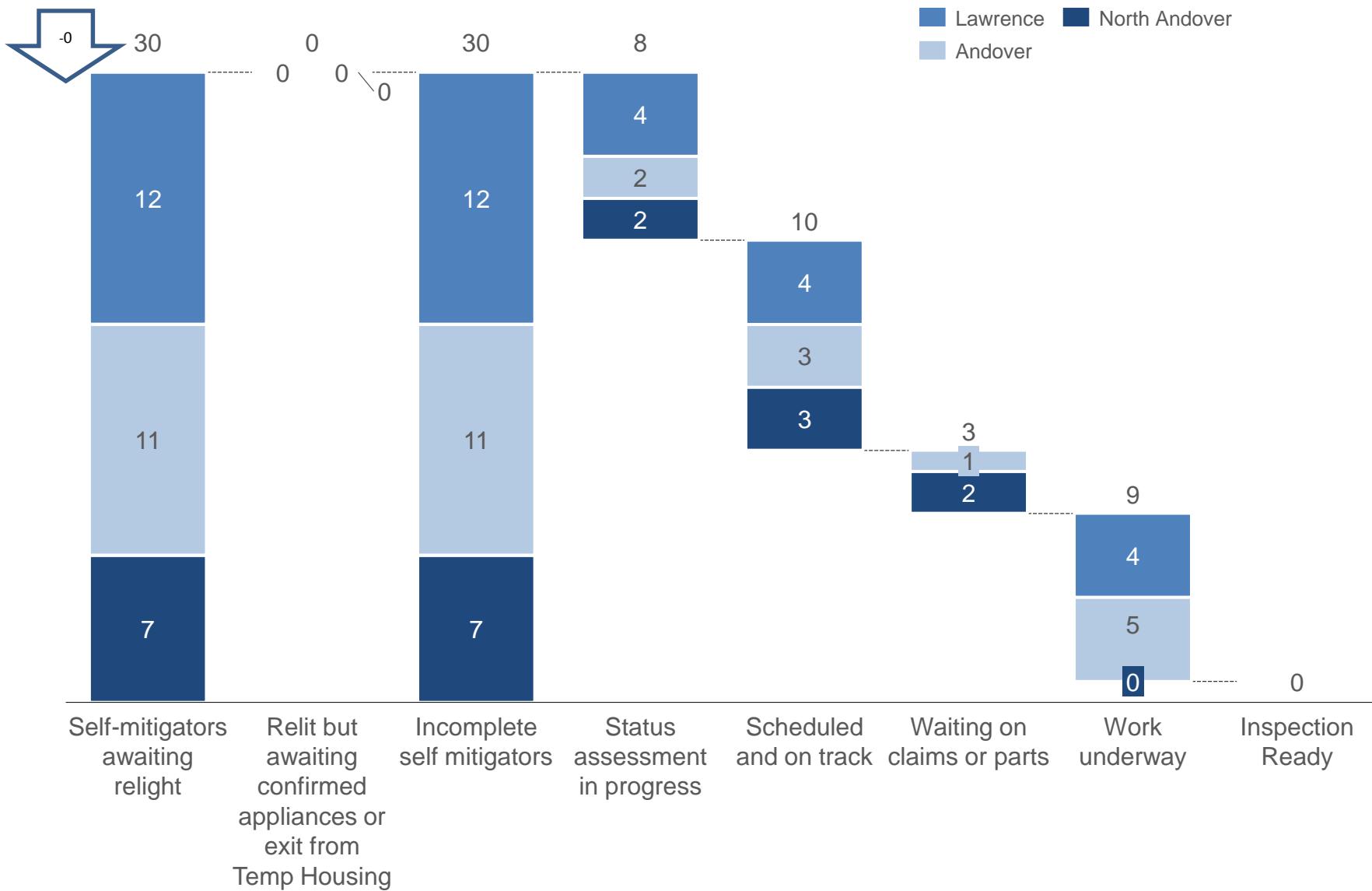
- Headlines
- Self-mitigator status
- Temp heat, winterization, relights
- Temporary Housing
- Claims
- Communication
- Discussion topics

Headlines

- We have now relit 99.6% of residential meters; only 30 self mitigators with work remaining
- We have restored 98.8% of businesses to service; only 8 self mitigators remain
- Reached agreement with state inspection office to extend dedicated inspection support through January 18th

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	4,256	4,267	99.7%
Andover	1,619	1,630	99.3%
North Andover	1,209	1,216	99.4%
Total	7,084	7,113	99.6%

Highlights

- Continuing to work with remaining self mitigation customers
- Some customers who previously opted out are coming back to gas service
- Nearing temp heat demobilization with only 14 customers remaining; continue to update municipalities daily on progress

Winterization

Metric	Number of meters
Total winterized	190
Relit	174
Remaining to be relit	16

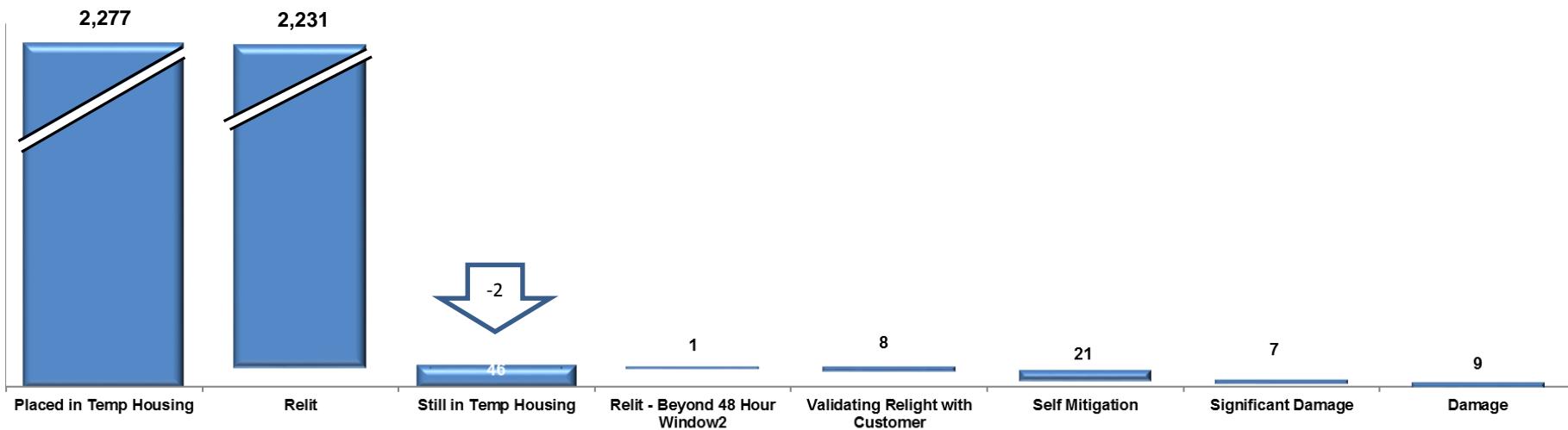
Temp Heat

Metric	Number of meters
Total installed	963
Removed	949
Remaining to be removed	14

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	29	0	0	6	12	4	7
North Andover	5	0	0	0	2	3	0
Total	46	0	1	8	21	7	9

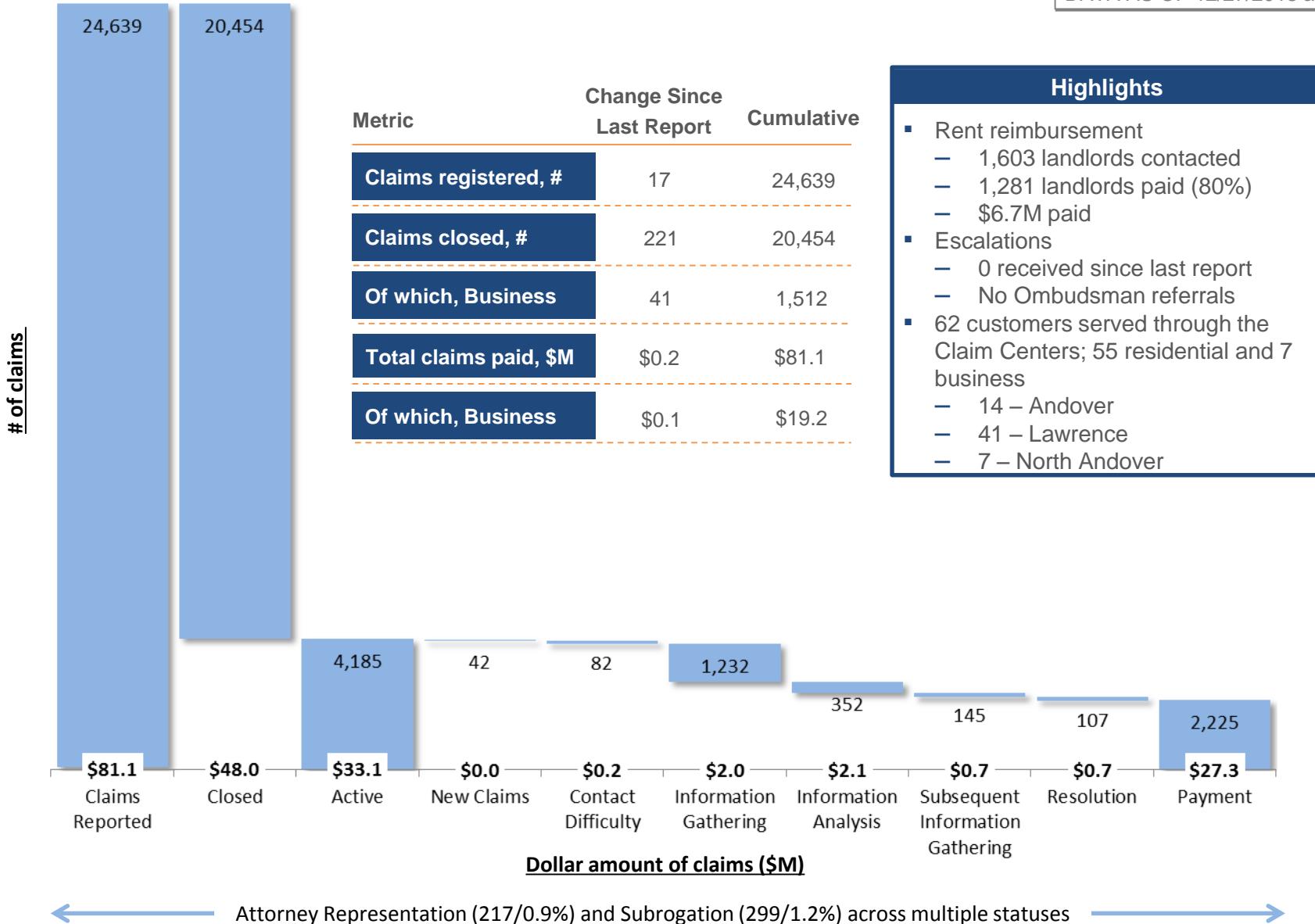


1 Relit – Within 48 Hour Window includes customers that have been notified of a relight and waiting 48 hours to confirm they have returned home

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

DATA AS OF 12/27/2018 at 11 AM



Communication

IMAGE OF THE DAY



Andover Barber Shop is Back to Business

Social Media Customer Care Questions

- 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
- Energy Efficiency information
- Natural gas safety information

Community Holiday Support

- Operation Warm
- Costa Eagle Toy Drive
- Globe Santa support

Discussion topics

- Continued drive towards customized solutions for remaining residential & commercial self mitigators
- Housing Authority range replacements

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