

# CMA Coordination Call Briefing

January 17, 2019

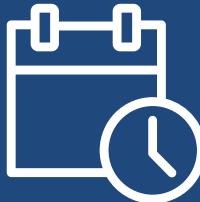
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# Standing Agenda



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

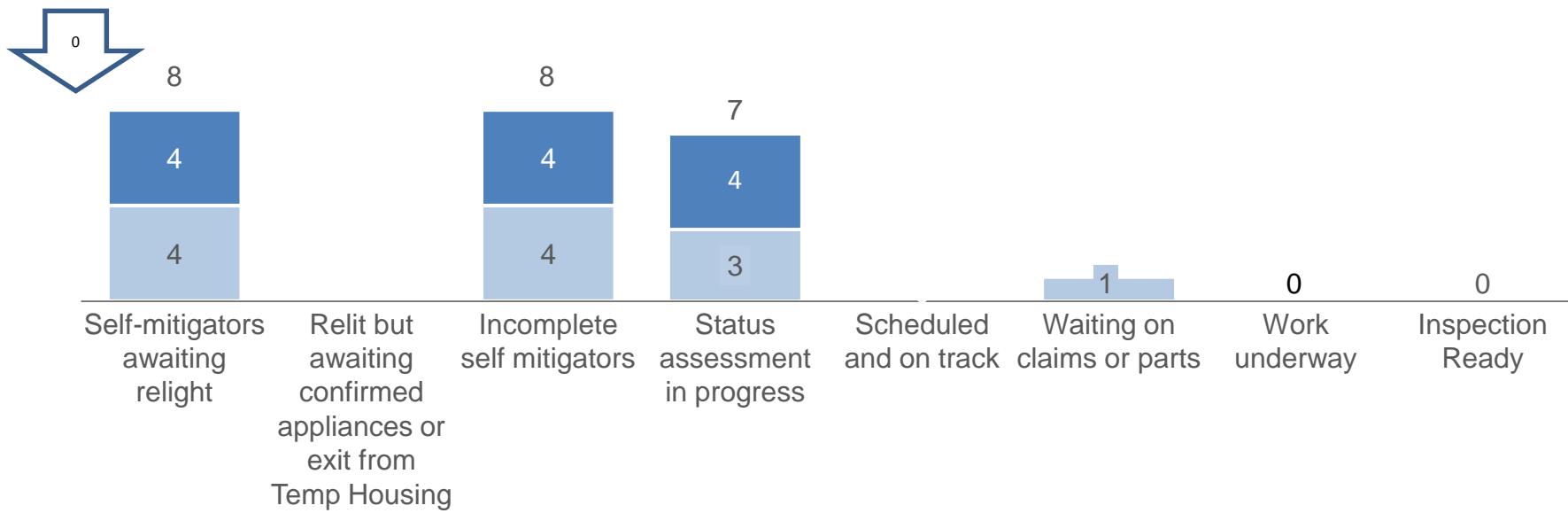
# Headlines

- We have now relit 99.9% of residential meters; only 8 self mitigators with work remaining
- We have restored 99.8% of businesses to service; only 1 self mitigator 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	1,631	1,634	99.8%
North Andover	1,214	1,214	100%
<b>Total</b>	<b>7,110</b>	<b>7,118</b>	<b>99.9%</b>

## Highlights

- Only 2 temp heat settings remaining, both of which are at churches in Lawrence
- 8 of the 11 winterized properties have long-term repair requirements

## Winterization

Metric	Number of meters
<b>Total winterized</b>	190
<b>Relit</b>	179
<b>Remaining to be relit</b>	11*

## Temp Heat

Metric	Number of meters
<b>Total installed</b>	963
<b>Removed</b>	961
<b>Remaining to be removed</b>	2

\*Includes 1 self mitigator and 2 opt outs

# Equipment repair & other requests

## Heating & Hot Water Related Requests

Request	Total
Heating	5
Heating & Hot Water	2
Hot Water	0
<b>Total</b>	<b>7</b>

- 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 (carpentry, electrical, etc) are logged and coordinated with customers

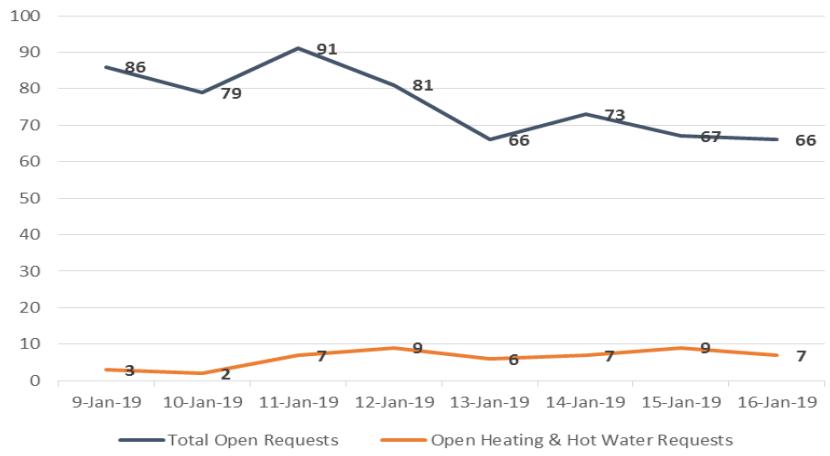
## Highlights

- We continue to monitor heating & hot water requests closely with changes in temperatures
- Approximately 5,510 total requests received since November 16<sup>th</sup>
- 23 appointments for “other requests” have been set with customers over the next few days
- 7 of the 66 total open requests relate to varying degrees of heating and/or hot water issues
- 2 heating & hot water related requests are longer term in nature
- 31 furnaces/boilers repaired during rapid relight have been replaced

## Heating & Hot Water Requests Received vs Resolved

Date	Received	Resolved
1/16/19	8	5
1/15/19	8	11
1/14/19	11	8
1/13/19	6	8
1/12/19	15	12
1/11/19	12	10
1/10/19	2	3
<b>Total</b>	<b>62</b>	<b>57</b>

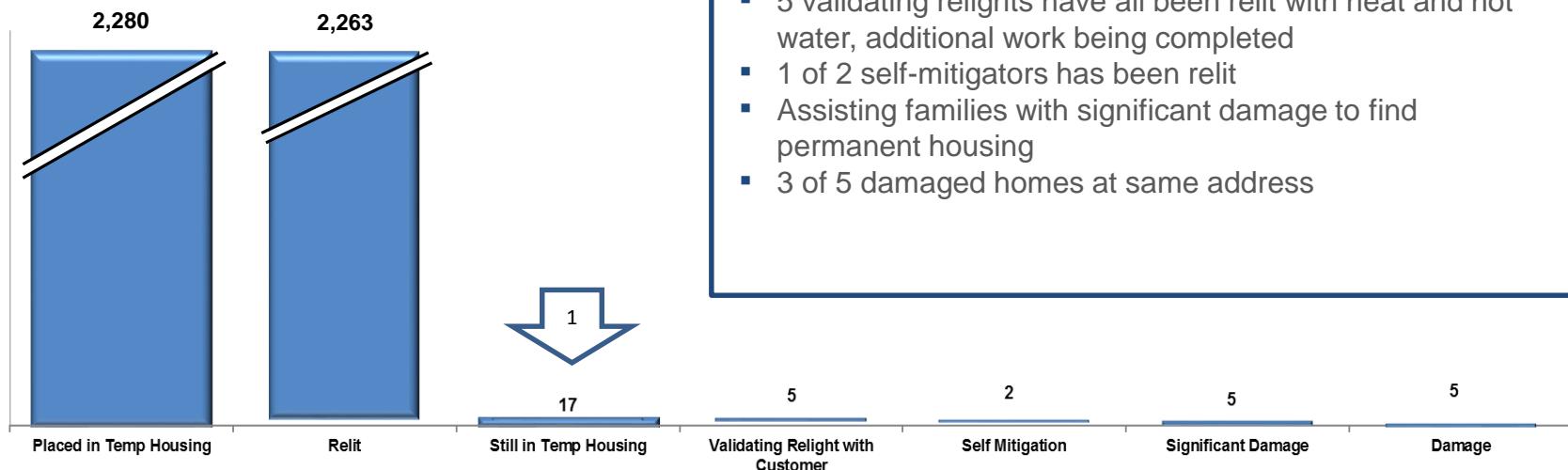
## Total Open Equipment Repair & Other Requests



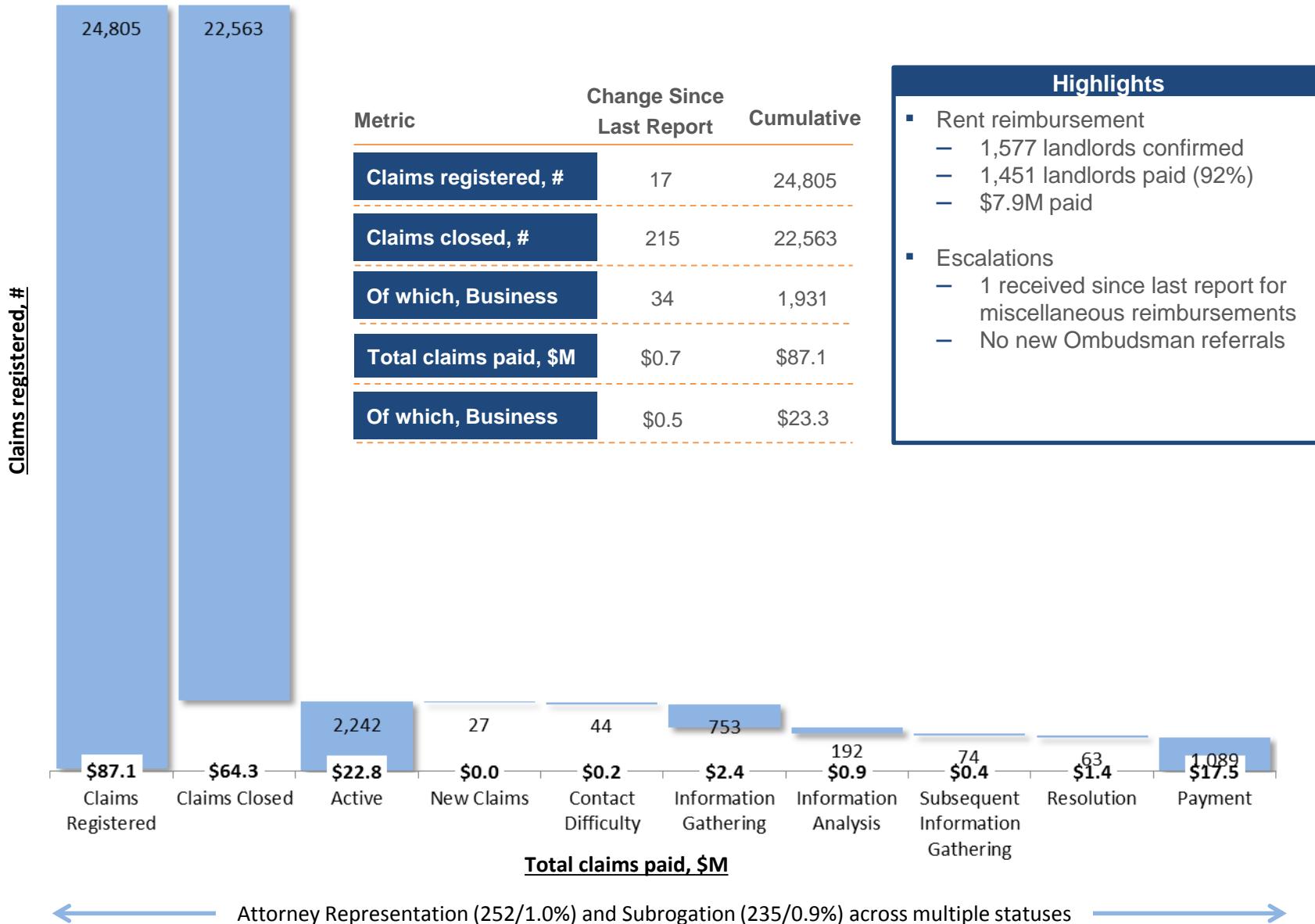
# Temporary Housing

# of families

Municipality	Still in Temp Housing	Validating Relight with Customer	Self-Mitigation	Significant Damage	Damage
Andover	5	1	1	0	3
Lawrence	9	4	0	3	2
North Andover	3	0	1	2	0
<b>Total</b>	<b>17</b>	<b>5</b>	<b>2</b>	<b>5</b>	<b>5</b>



# Claims



# Communications

## IMAGE OF THE DAY



Zone Commander George Ghareeb participates in a video shoot about appliance stickers for use on social media

### Customer Communications

- Newsletter #11
- Impacted customer billing communications

### Social Media Customer Care Questions

- Billing
- Restoration
- Claims

### Social Media Proactive Content

- Back to Business
- Billing information
- Energy Efficiency programs
- Spring restoration information

# Discussion topics

- Continued drive towards customized solutions for remaining residential & commercial self mitigators; opt out customers are on their own longer term schedule
- Housing Authorities - National Grid upgrades continue
- Weekly cadence for meetings beginning Monday, January 21<sup>st</sup>

## 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)