

# CMA Coordination Call Briefing

January 28, 2019

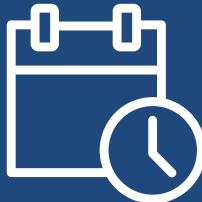
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# Standing Agenda



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

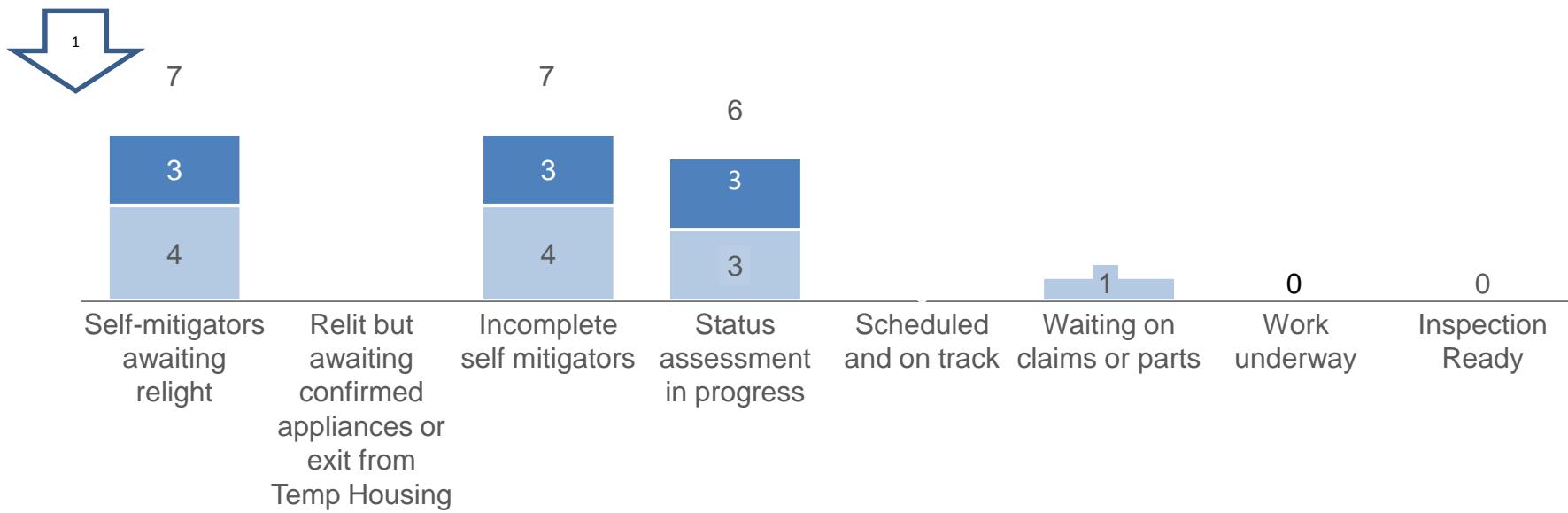
# Headlines

- We have now relit 99.9% of residential meters; only 7 self mitigators with work remaining
- We have restored 99.8% of businesses to service; only 1 self mitigator remains
- Roadway patches held up through recent snow removal, we will continue to monitor

# Self mitigators with action remaining

# of meters

Lawrence   North Andover  
Andover



# Residential relights, winterization, temp heat and temp housing

## Relights

Municipality	Residential relights, # to date	Residential meters, # in total	Residential relights, % of meters
Lawrence	4,267	4,271	99.9%
Andover	1,634	1,637	99.8%
North Andover	1,214	1,214	100%
<b>Total</b>	<b>7,115</b>	<b>7,122</b>	<b>99.9%</b>

## Highlights

- 1 residential self mitigator relit; 4 opt outs returned and relit
- Only 2 temp heat settings remaining, both of which are at churches in Lawrence
- 8 of the 10 winterized properties have long-term repair requirements
- 1 family in temp housing returned home; several in process of obtaining permanent housing assistance

## Winterization

Metric	# of meters	Change
<b>Total winterized</b>	190	0
<b>Relit</b>	180	1
<b>Remaining to be relit</b>	10*	-1

## Temp Heat

Metric	# of meters	Change
<b>Total installed</b>	963	0
<b>Removed</b>	961	0
<b>Remaining to be removed</b>	2	0

## Temp Housing

Metric	# of families	Change
<b>Total Placed</b>	2,280	0
<b>Returned home</b>	2,264	1
<b>Remaining</b>	16	-1

\*Includes 2 opt outs

# Equipment repair & other requests

## Heating & Hot Water Related Requests

Request	Total
Heating	8
Heating & Hot Water	0
Hot Water	0
<b>Total</b>	<b>8</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

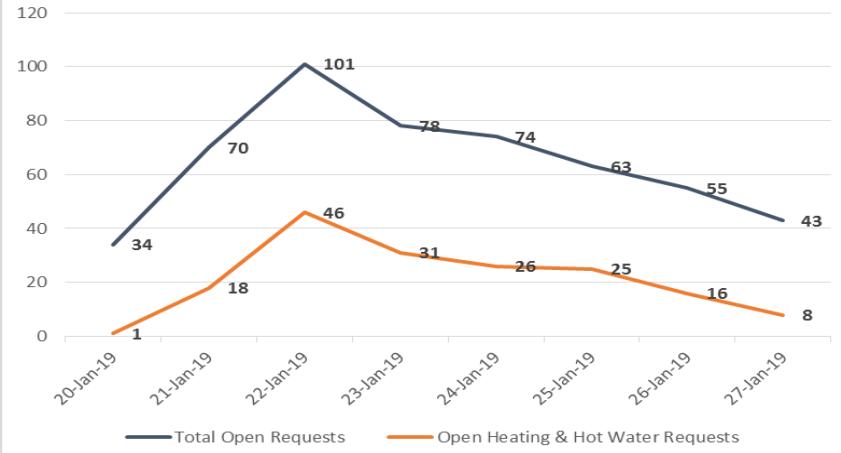
## Highlights

- We continue to monitor heating & hot water requests closely with changes in temperatures
- Over 5,500 total requests received since November 16<sup>th</sup>
- 8 of the 43 total open requests relate to varying degrees of heating and/or hot water issues
- 33 furnaces/boilers repaired during rapid relight have been replaced

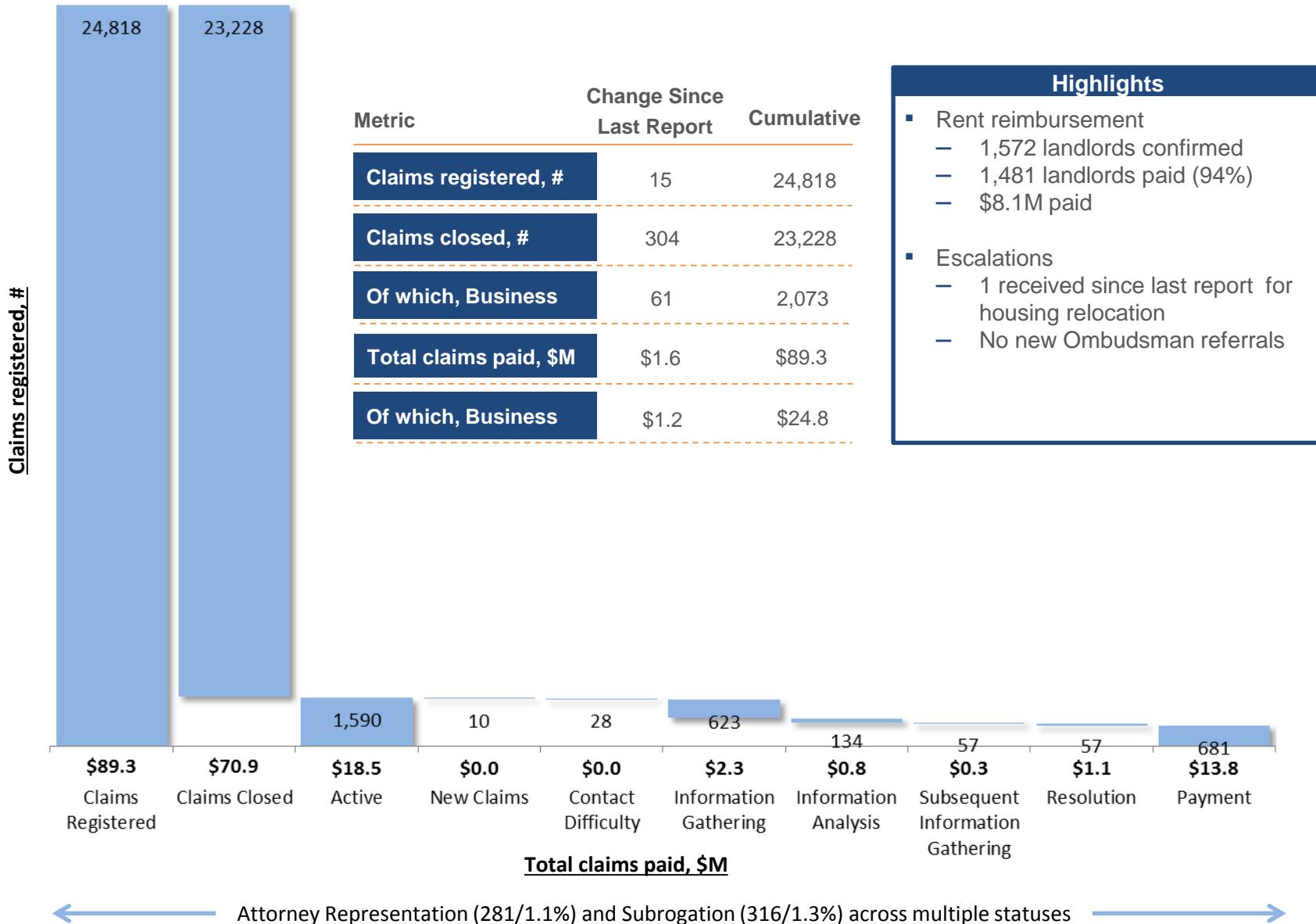
## Heating & Hot Water Requests Received vs Resolved

Date	Received	Resolved
1/27/19	10	21
1/26/19	4	10
1/25/19	9	9
1/24/19	4	10
1/23/19	14	24
1/22/19	60	40
1/21/19	56	41
<b>Total</b>	<b>157</b>	<b>155</b>

## Total Open Equipment Repair & Other Requests



# Claims



# Communications

## IMAGE OF THE DAY



**COLUMBIA GAS EQUIPMENT REPAIR PLAN**  
See reverse side for Spanish

**How does this coverage work?**  
If your boiler, furnace, hot water heater, range, and/or dryer was provided and installed or repaired by Columbia Gas or its subcontractors and it stops working or is not functioning properly and is in need of repair you can contact us 24/7 at our Affected Customer Helpline at 1-866-388-3239.

**What if I had specialty natural gas appliances installed at my home or business (I.E. fireplaces, pool heaters, gas grills, irons, dishwashers, etc.) Are these covered through the Equipment Repair Plan?**  
Any equipment used or specialty natural gas appliances will need to be coordinated through this service provider that replaced or repaired your appliances and associated equipment manufacturers. Our equipment repair team may be able to provide you with information to help you obtain service from a professional directly for your specialty gas appliances or non-standard appliances. Please contact our Affected Customer Helpline at 1-866-388-3239 for 24/7 assistance.

**What long is Columbia Gas providing coverage?**  
We will provide repairs required to new or repaired boilers, furnaces, ranges, and dryers installed or repaired by Columbia Gas piping, provided and installed or repaired by our subcontractors, including associated labor, until May 1, 2020 on residential appliances. Repairs required on new or repaired business appliances installed by Columbia Gas or its subcontractors will be covered for 1-year from date of installation or repair.

**What happens after the residential and business equipment repair period is over? Who do I contact if my equipment stops working?**  
Once the coverage period expires on your impacted natural gas equipment or appliances, you will need to contact the manufacturer or a licensed professional directly for assistance.

**What is not mitigated and covered and installed standard boilers, furnaces, hot water heaters, ranges and/or dryers at my home or business? Is that covered under the equipment repair plan?**  
Please contact our Affected Customer Helpline at 1-866-388-3239 for 24/7 assistance. Our equipment repair team will work with you to ensure you get the service repair support and assistance you need.

**Who do I call?**  
You can call us directly at our Affected Customer Helpline at 1-866-388-3239 to get the equipment support you need without having to contact manufacturers directly on your own or worry about any associated repair costs during the coverage period.

**CONTACT INFORMATION**  
AFFECTED CUSTOMER HELPLINE: 1-866-388-3239  
GAS EMERGENCY: 1-800-525-5571  
PROPERTY CLAIMS HELPLINE: 1-800-590-5571  
COLUMBIAGASMA.COM

## Columbia Gas Equipment Repair Plan Introduced to Impacted Customers in Merrimack Valley

## Social Media Customer Care Questions

- High Billing Issues
- Restoration questions (Merrimack St. in particular)
- Mass Save questions

## Social Media Proactive Content

- Back to Business
- Construction work in Lawrence
- Zone Commander video #1—Inspection Stickers--and video #2—Clearing Ice and Snow from Meters

## Media Relations

- Equipment Repair Plan

## Customer Communications

- Equipment Repair Plan
- Impacted Customer Billing

# Discussion topics

- Continued drive towards customized solutions for remaining residential & commercial self mitigators; opt out customers are on their own longer term schedule
- Finalized customer letters regarding asbestos at significantly damaged properties
- Impacted customer billing resumes Friday, with restoration credits

## 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)