

CMA Coordination Call Briefing

January 28, 2019



Columbia Gas®



Standing Agenda



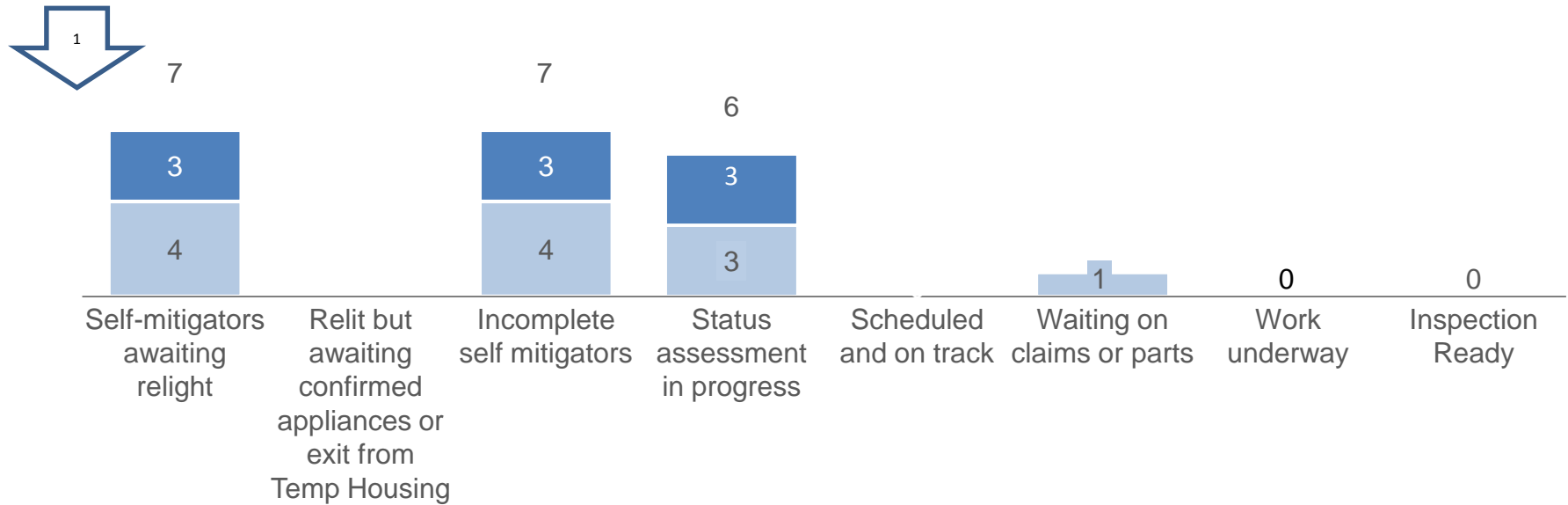
- Headlines
- Self-mitigator status
- Temp heat, winterization, relights
- Temporary Housing
- Claims
- Communication
- Discussion topics

Headlines

- We have now relit 99.9% 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



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%
Total	7,115	7,122	99.9%

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
Total winterized	190	0
Relit	180	1
Remaining to be relit	10*	-1

Temp Heat

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

Temp Housing

Metric	# of families	Change
Total Placed	2,280	0
Returned home	2,264	1
Remaining	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
Total	8

- 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

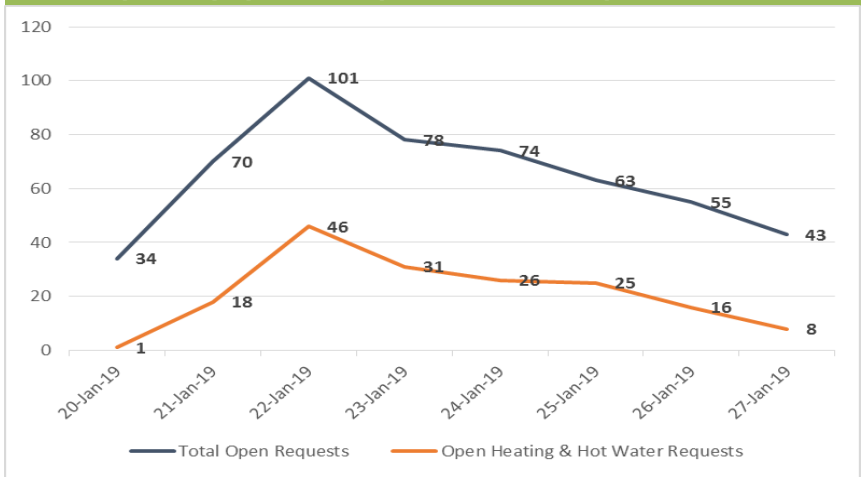
Highlights

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

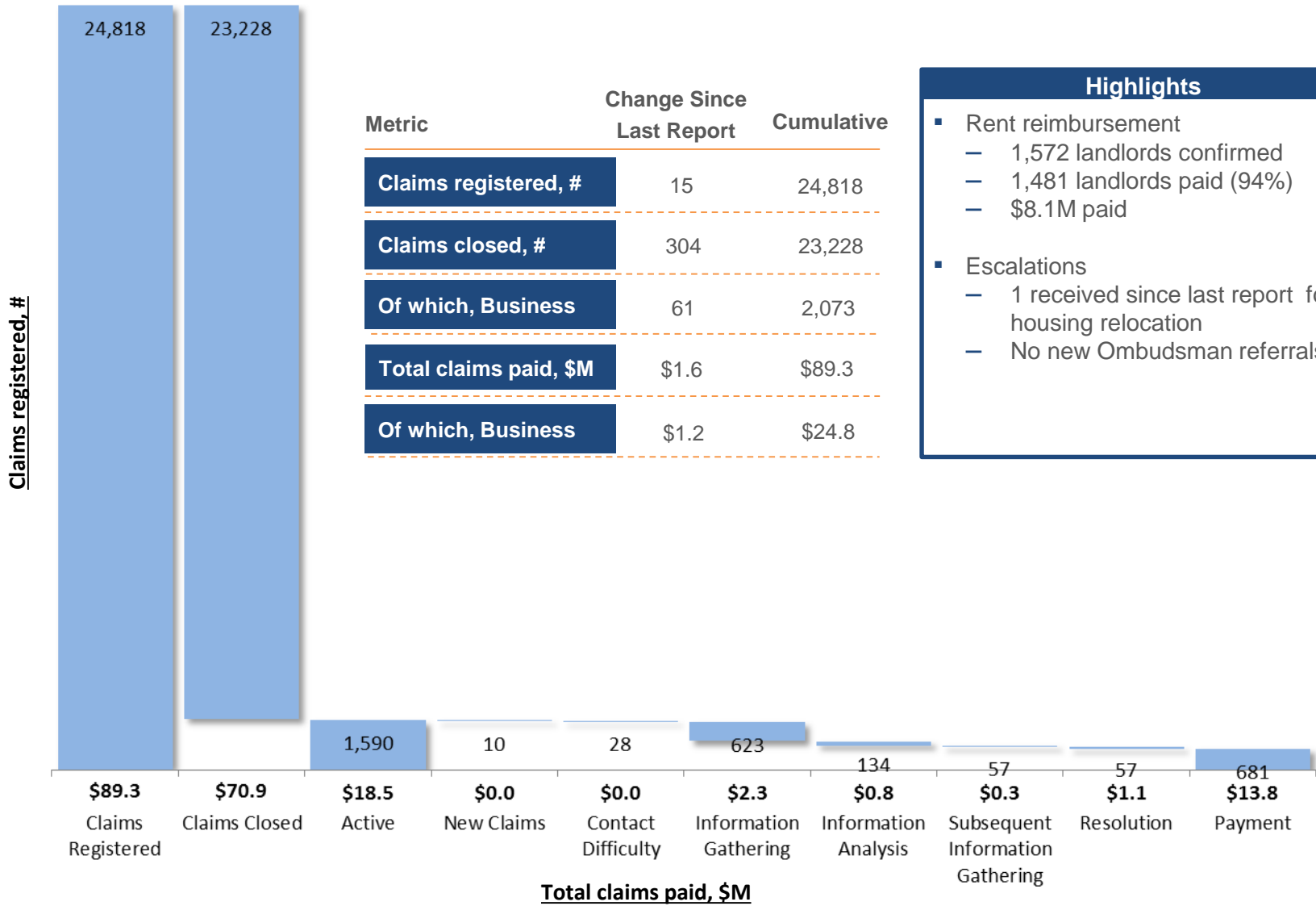
Heating & Hot Water Requests Received vs Resolved

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
Total	157	155

Total Open Equipment Repair & Other Requests



Claims



Highlights

- Rent reimbursement
 - 1,572 landlords confirmed
 - 1,481 landlords paid (94%)
 - \$8.1M paid
- Escalations
 - 1 received since last report for housing relocation
 - No new Ombudsman referrals

← Attorney Representation (281/1.1%) and Subrogation (316/1.3%) across multiple statuses →

Communications

IMAGE OF THE DAY



The **EQUIPMENT REPAIR PLAN** is our commitment to you to cover all natural gas appliances and equipment, internal gas piping and related labor that was provided and installed or repaired by Columbia Gas or its subcontractors, at no cost to you.

Our intent is to make equipment support as convenient as possible for our customers as we're committed to providing you with long-term service and support.

The **EQUIPMENT REPAIR PLAN** applies to all residential and business equipment that was provided and installed or repaired by Columbia Gas or its subcontractors as a result of the over-pressurization event on September 13, 2018. Here are a few common questions and answers about the Columbia Gas **EQUIPMENT REPAIR PLAN**. If you have any additional questions please contact us 24/7 at our Affected Customer Helpline at **1-866-388-3239** or visit ColumbiaGasMA.com.

How long is Columbia Gas providing coverage?

We will provide repairs required to new or repaired boilers, furnaces, hot water heaters, ranges, dryers and internal gas piping, provided and installed or repaired by Columbia Gas or its 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.

Columbia Gas is providing coverage for work done by licensed contractors through the restoration process on:

- New and repaired boilers, furnaces, hot water heaters, ranges and dryers installed through the restoration process by Columbia Gas or its subcontractors.
- Interior natural gas piping installed or replaced to restore service provided by Columbia Gas or its subcontractors.

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.

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 it is in need of repair you can contact us 24/7 at our Affected Customer Helpline at **1-866-388-3239**.

We will provide support through a network of licensed professionals that will be dispatched to your home or business to diagnose and repair the potential problem. Specifically, Columbia Gas will work directly with you to ensure any required repairs are made, and, as needed, work with associated manufacturers to process any warranty claims.

If you prefer, you can still contact the manufacturer directly and we will support you through the warranty process during the coverage period.

Does this void the manufacturer's warranty for the natural gas equipment that was installed?

The manufacturer's warranty will not be voided by our **EQUIPMENT REPAIR PLAN**. The manufacturer's warranty will operate in conjunction with the Columbia Gas **EQUIPMENT REPAIR PLAN** and enable us to act as the intermediary to provide service and support directly to our customers.

Our **EQUIPMENT REPAIR PLAN** gives you the option to contact Columbia Gas directly for any repair needed on natural gas appliances provided and installed or repaired by Columbia Gas or its subcontractors until May 1, 2020 for residential customers and 1-year for business customers from the date your equipment was installed or repaired. We will work directly with associated manufacturers to process any warranty claims as needed.

What if I self-emptied and ordered and installed non-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.

What if I had specialty natural gas appliances installed at my home or business (i.e., fireplaces, pool heaters, gas grills, fryers, dishwashers, etc.) Are those covered through the equipment repair plan?

Any repairs needed on specialty natural gas appliances will need to be coordinated through the 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 the licensed professionals that serviced your specialty gas appliances or non-standard appliances. Please contact our Affected Customer Helpline at **1-866-388-3239** for 24/7 assistance.

What about the exterior natural gas pipeline that was installed to make my home or business Gas Ready, is Columbia Gas providing coverage for it?

Columbia Gas owns and maintains the gas mains and services up to and including the meter. We conduct routine inspections of all company-owned pipe up to the meter, repairing and replacing lines and meters as necessary.

My gas was turned off for a while, but I wasn't connected to the system that was overpressurized. Will you repair my equipment?

The **EQUIPMENT REPAIR PLAN** is available only to those customers whose equipment was impacted by the overpressurization event. Equipment that was not connected to the piping network, which was overpressurized, was not impacted by the event and therefore it didn't need to be repaired or replaced by Columbia Gas. If you have any questions about the equipment repair plan or whether it is available for your equipment, please contact our Affected Customer Helpline at **1-866-388-3239** for 24/7 assistance.

What happens after the residential and business equipment repair plan 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.

COLUMBIA GAS EQUIPMENT REPAIR PLAN

See reverse side for Spanish



CONTACT INFORMATION
AFFECTED CUSTOMER HELPLINE: 1-866-388-3239
GAS EMERGENCY: 1-800-525-8222

PROPERTY CLAIMS HELPLINE: 1-800-590-5571
COLUMBIAGASMA.COM

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



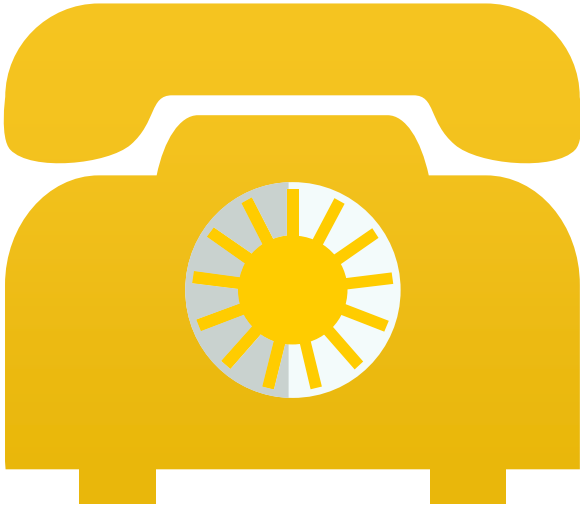
Discussion topics

- 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

Columbia Gas®



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