

CMA Coordination Call Briefing

February 11, 2019

Columbia Gas®



Columbia Gas®



Standing Agenda



- Headlines
- Self-mitigator status
- Temp heat, winterization, relights and temp housing
- Claims
- Communication
- Discussion topics

Headlines

- We have now relit 99.9% of residential meters; only 5 self mitigators with work remaining
- We have restored 99.8% of businesses to service; only 1 self mitigator remains
- Heating & hot water related requests dropped and stabilized after initial cold snap

Residential relights, winterization, temp heat and temp housing

Relights

Municipality	Residential relights, # to date	Residential meters, # in total	Residential relights, % of meters
Lawrence	4,268	4,271	99.9%
Andover	1,636	1,638	99.9%
North Andover	1,214	1,214	100%
Total	7,118	7,123	99.9%

Highlights

- 1 residential opt out returned and relit
- 1 temp heat setting removed; 1 temp heat setting remaining at church in Lawrence
- 8 of the 10 winterized properties have long-term repair requirements
- 3 Lawrence families returned home after repairs completed; several in process of obtaining permanent housing assistance

Winterization

Metric	# of meters	Change
Total winterized	190	0
Relit	180	0
Remaining to be relit	10*	0

Temp Heat

Metric	# of meters	Change
Total installed	963	0
Removed	962	1
Remaining to be removed	1	-1

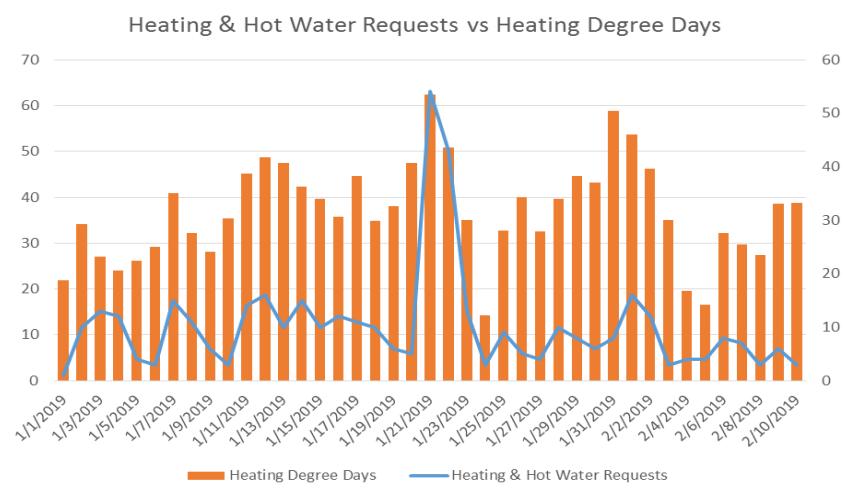
Temp Housing

Metric	# of families	Change
Total Placed	2,280	0
Returned home	2,268	3
Remaining	12	-3

*Includes 2 opt outs

Equipment repair & other requests

Heating & Hot Water Related Requests



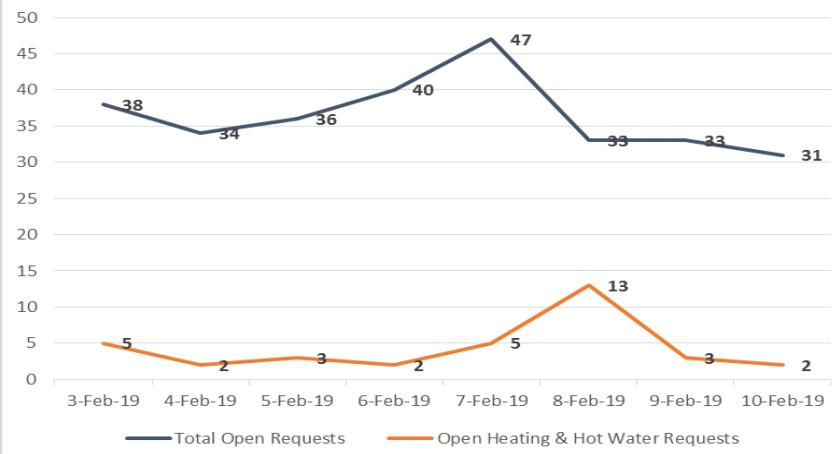
Heating & Hot Water Requests Received vs Resolved

Date	Received	Resolved
2/10/19	2	3
2/9/19	3	3
2/8/19	2	2
2/7/19	5	6
2/6/19	6	5
2/5/19	3	2
2/4/19	2	5
Total	23	26

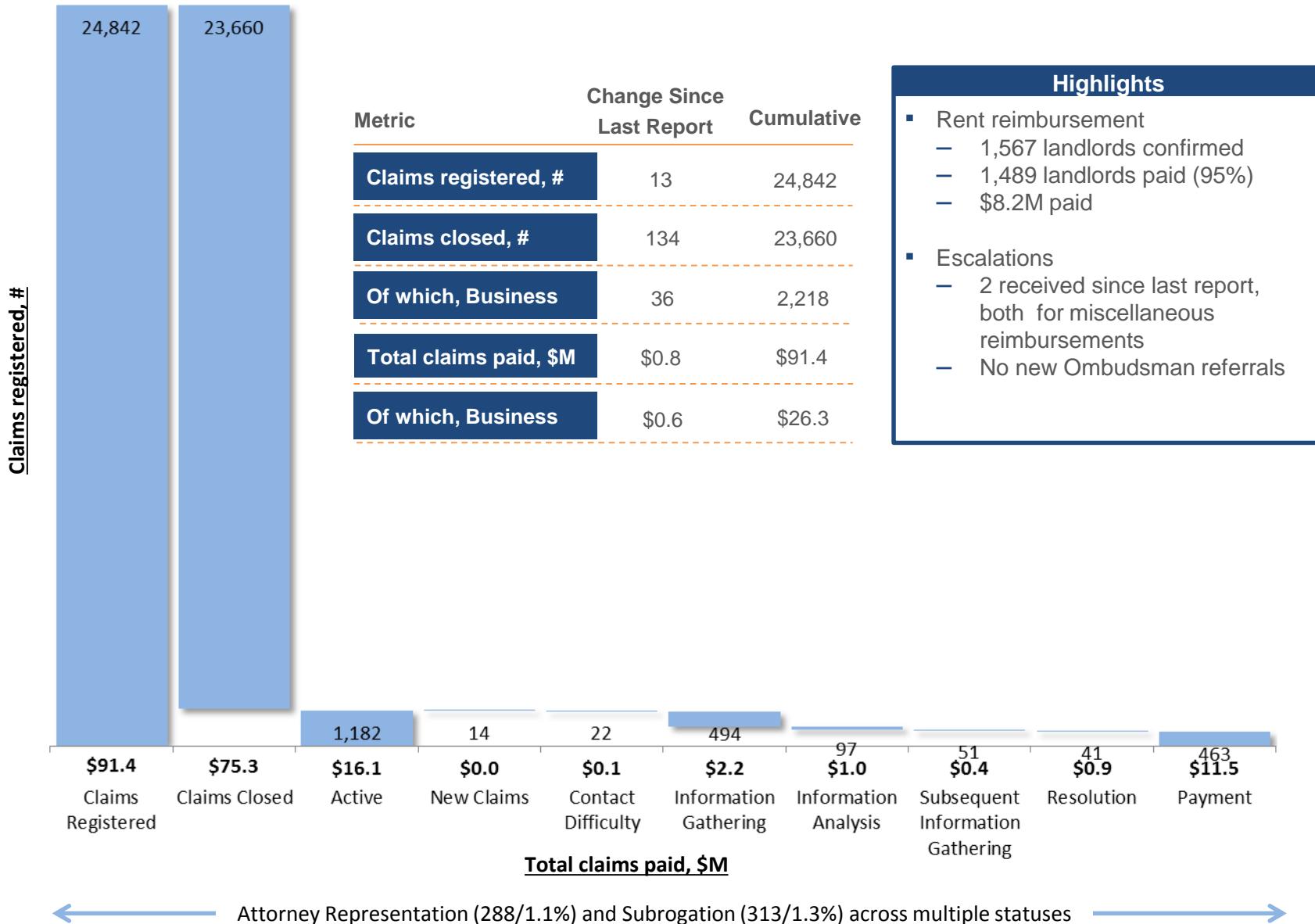
Highlights

- For the week ending February 10th:
 - all heating and hot water requests were resolved within 24 hours
 - 55% of requests were resolved in under 4 hours
 - average time to resolve approximately 5 hours and 20 minutes
- Initial increase in heating & hot water requests in line with heating degree days; uptick on January 22nd primarily related to new equipment calibration and installation adjustments
- 2 of the 31 total open requests relate to heating and/or hot water

Total Open Equipment Repair & Other Requests



Claims



Communications

IMAGE OF THE DAY

 **Columbia Gas of Massachusetts**
Published by Kathye Castaneda [?] · February 8 at 8:57 AM ·   

Jeffrey Philippe, Leader of the Equipment Repair Program, answers Frequently Asked Questions



Equipment Repair Program – questions and answers from our team.

Social Media Customer Care Questions

- Equipment repair
- Columbia Home Solutions (Pivotal)
- Claims

Social Media Proactive Content

- Back to Business
- Construction work in Lawrence
- Video – Equipment Repair
 - Appliance Sticker (Spanish)

Community Relations

- Colonial Height Neighborhood Assoc. meeting

Customer Communications

- Impacted Customer Billing
- Newsletter #12

Communications (cont.)



Social media video campaign reaching thousands

Video	Date Published	People Reached
Billing Explanation (impacted)	1/13/19	11.3K
Billing Explanation (affected)	1/31/19	7.3K
Snow and Ice Clearing	1/25/19	5.6K
Inspection Stickers	1/24/19	5.5K
Informacion de Etiquetas de Inspeccion	2/7/19	995
Equipment Repair Plan	2/6/19	2.6K
Equipment Repair Plan FAQs	2/8/19	1.7K



Discussion topics

- Continued drive towards customized solutions for remaining residential & commercial self mitigators; opt out customers are on their own longer term schedule
- New customer walk-in center hours start today

Andover
45 Main Street
Monday through Friday 9 a.m. - 6 p.m.
Closed Saturday and Sunday

Lawrence
439 South Union Street
Monday through Friday 9 a.m. - 6 p.m.
Saturday 9 a.m. - 12 p.m.
Closed Sunday

North Andover
115 Main Street
Monday through Friday 9 a.m. - 6 p.m.
Closed Saturday and Sunday

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. 9a.m. – 6p.m.; Sat. 9a.m. – 12p.m.

45 Main St. Andover:
Mon. – Fri. 9a.m. – 6p.m.

115 Main St. North Andover:
Mon. – Fri. 9a.m. – 6p.m.

For online information visit www.columbiagasma.com