Briefing

December 14, 2018
Standing Agenda

- Headlines
- Residential sites awaiting relight
- Appliances
- Self-mitigator status
- Temp heat, winterization, relights
- Alternative Housing
- Claims
- Communication
- Discussion topics
Headlines

- We have now relit 98% of residential meters; 1 punch list and 110 self-mitigators remain
- We have restored 98% of businesses to service; 1 punch list and 12 self-mitigators remain
- Removal of trailers from RV parks will be completed today
Residential sites awaiting relight

# of meters

Unlit residential meters: 111
- Lawrence: 52
- Andover: 35
- North Andover: 24

House ready, awaiting relight: 1
- Lawrence: 52
- Andover: 35
- North Andover: 23

Meters requiring House Ready: 110
- Lawrence: 52
- Andover: 35
- North Andover: 23

Full contractor mitigation required: 0
- Lawrence: 52
- Andover: 35
- North Andover: 23

Self-mitigating: 110
- Lawrence: 52
- Andover: 35
- North Andover: 23

DATA AS OF 10AM ON 12/14/2018
Appliances
# of meters

<table>
<thead>
<tr>
<th>In Scope</th>
<th>Complete</th>
<th>Incomplete Sites</th>
<th>Inspection Ready</th>
<th>Work Remaining</th>
<th>Work in Process</th>
<th>CGI</th>
</tr>
</thead>
<tbody>
<tr>
<td>7,125</td>
<td>7,077</td>
<td>1,212</td>
<td>1,640</td>
<td>1,647</td>
<td>4,236</td>
<td></td>
</tr>
</tbody>
</table>

**Data as of 12/13/2018**

- 99.3% complete
- 13 sites completed since 12/11 at 4:30pm
- 17 remaining sites with work
- 31 inspection ready sites remain, 1 inspector daily

Highlights

- North Andover
- Andover
- Lawrence
Self mitigators with action remaining

# of meters

- Self-mitigators awaiting relight: 110
  - Lawrence: 52
  - Andover: 35
  - North Andover: 23
- Relit but awaiting confirmed appliances or exit from Temp Housing: 16
  - Lawrence: 12
  - Andover: 3
  - North Andover: 1
- Incomplete self mitigators: 126
  - Lawrence: 55
  - Andover: 47
  - North Andover: 24
- Status assessment in progress: 27
  - Lawrence: 14
  - Andover: 7
  - North Andover: 6
- Scheduled and on track: 19
  - Lawrence: 11
  - Andover: 3
  - North Andover: 5
- Waiting on claims or parts: 1
  - Lawrence: 2
  - Andover: 2
  - North Andover: 1
- Work underway: 73
  - Lawrence: 29
  - Andover: 36
  - North Andover: 8
- Inspection Ready: 2

DATA AS OF 10AM ON 12/14/2018
# Temporary heat, winterization, and residential relights

## Relights

<table>
<thead>
<tr>
<th>Municipality</th>
<th>Residential relights, # to date</th>
<th>Residential meters, # in total</th>
<th>Residential relights, % of meters</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lawrence</td>
<td>4,216</td>
<td>4,268</td>
<td>99%</td>
</tr>
<tr>
<td>Andover</td>
<td>1,608</td>
<td>1,643</td>
<td>98%</td>
</tr>
<tr>
<td>North Andover</td>
<td>1,188</td>
<td>1,212</td>
<td>98%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>7,012</strong></td>
<td><strong>7,123</strong></td>
<td><strong>98%</strong></td>
</tr>
</tbody>
</table>

## Winterization

<table>
<thead>
<tr>
<th>Metric</th>
<th>Number of meters</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total winterized</td>
<td>190</td>
</tr>
<tr>
<td>Relit</td>
<td>159</td>
</tr>
<tr>
<td>Remaining to be relit</td>
<td>31</td>
</tr>
</tbody>
</table>

## Temp Heat

<table>
<thead>
<tr>
<th>Metric</th>
<th>Number of meters</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total installed</td>
<td>959</td>
</tr>
<tr>
<td>Removed</td>
<td>910</td>
</tr>
<tr>
<td>Remaining to be removed</td>
<td>49</td>
</tr>
</tbody>
</table>

**Highlights**

- Only 2% of residential meters still awaiting relight, of which all but 1 are self-mitigators
- 23 relights on 12/13
- Relit 6 previously winterized sites since 12/11
- Removed 6 temp heat settings from the field; 49 projects remain in the field, of which the vast majority are at self-mitigating sites

DATA AS OF 12/13/2018
**Temporary Housing**

# of families

<table>
<thead>
<tr>
<th>Municipality</th>
<th>Still in Temp Housing</th>
<th>Relight - Within 48 Hour Window</th>
<th>Relight - Beyond 48 Hour Window</th>
<th>Validating Relight with Customer</th>
<th>Self-Mitigation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Andover</td>
<td>12</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>7</td>
</tr>
<tr>
<td>Lawrence</td>
<td>61</td>
<td>4</td>
<td>5</td>
<td>14</td>
<td>20</td>
</tr>
<tr>
<td>North Andover</td>
<td>8</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>81</strong></td>
<td><strong>5</strong></td>
<td><strong>6</strong></td>
<td><strong>16</strong></td>
<td><strong>29</strong></td>
</tr>
</tbody>
</table>

- **Highlights**
  - All RV trailers to be removed by today (12/14)
  - Continue to work with local and state agencies to find permanent housing solutions for those few customers needing them

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

### Highlights

- 1,680 landlords contacted with $4.5M rent reimbursement paid to date
- All claim work needed for self-mitigating customers awaiting relight has been completed
- 65 customers serviced in the Claim Centers, 62 residential and 3 business. 14 Andover, 44 Lawrence and 7 North Andover

<table>
<thead>
<tr>
<th>Metric</th>
<th>Change on 12/13</th>
<th>Cumulative</th>
</tr>
</thead>
<tbody>
<tr>
<td>Claims electronically registered, #</td>
<td>12</td>
<td>24,468</td>
</tr>
<tr>
<td>Claims closed, #</td>
<td>262</td>
<td>18,201</td>
</tr>
<tr>
<td>Of which: Business</td>
<td>36</td>
<td>1,124</td>
</tr>
<tr>
<td>Total claims paid, $M</td>
<td>$0.7</td>
<td>$76.3</td>
</tr>
<tr>
<td>Of which: Business</td>
<td>$0.4</td>
<td>$16.6</td>
</tr>
<tr>
<td>Calls received through toll-free number, #</td>
<td>150</td>
<td>44,940</td>
</tr>
<tr>
<td>ASA, seconds</td>
<td>-</td>
<td>10</td>
</tr>
</tbody>
</table>
Communication

IMAGE OF THE DAY

Thank you to Sweet Mimi’s Chocolates in Andover for providing refreshments for our Open House events.

Social Media Customer Care Questions
• Service restoration questions

Social Media Proactive Content
• Self Mitigation Restoration
• Back to Business
• Walk-In Customer Care Centers
• Safety Information

Completed
• Announcement of substantial completion of restoration
Discussion topics

- Working with team of CMA-led project managers to support remaining self-mitigators totaling 110 meters to accelerate relight.
- Reaching out to ensure that all self-mitigators either have heat, have temporary heat or are winterized.
- Monday, Wednesday, and Friday updates to continue through rest of year with the exception of holidays
Appendix
# Columbia Gas Contact Information

<table>
<thead>
<tr>
<th>Service</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Affected Customer Hotline</td>
<td>(866)-388-3239</td>
</tr>
<tr>
<td>Property Claims Number</td>
<td>(800)-590-5571</td>
</tr>
<tr>
<td>Temporary Housing number (select language and then select option 3) Available 24/7</td>
<td>(800)-590-5571</td>
</tr>
<tr>
<td>Gas Emergency Line</td>
<td>Call 911 or (800)-525-8222</td>
</tr>
</tbody>
</table>

**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)