CMA Coordination Call Briefing

December 24, 2018
Standing Agenda

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

- We have now relit 99.6% of residential meters; only 31 self mitigators with work remaining
- We have restored 98.8% of businesses to service; only 8 self mitigators remain
- 23 self mitigating families remain in temporary housing
Self mitigators with action remaining

# of meters

-6

31

0

0

0

31

10

5

2

12

12

3

2

12

12

8

3

2

10

5

5

0

Self-mitigators awaiting relight

Relit but awaiting confirmed appliances or exit from Temp Housing

Incomplete self mitigators

Status assessment in progress

Scheduled and on track

Waiting on claims or parts

Work underway

Inspection Ready

DATA AS OF 11AM on 12/24/2018

Lawrence

North Andover

Andover
## Temp 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>4,255</td>
<td>4,267</td>
<td>99%</td>
</tr>
<tr>
<td>Andover</td>
<td>1,618</td>
<td>1,630</td>
<td>99%</td>
</tr>
<tr>
<td>North Andover</td>
<td>1,208</td>
<td>1,215</td>
<td>99%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>7,081</strong></td>
<td><strong>7,112</strong></td>
<td><strong>99%</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>
</tbody>
</table>

### Temp Heat

<table>
<thead>
<tr>
<th>Metric</th>
<th>Number of meters</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total installed</td>
<td>963</td>
</tr>
<tr>
<td>Removed</td>
<td>943</td>
</tr>
<tr>
<td>Remaining to be removed</td>
<td>20</td>
</tr>
</tbody>
</table>
## 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>
<th>Significant Damage</th>
<th>Damage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Andover</td>
<td>12</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>7</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>Lawrence</td>
<td>30</td>
<td>0</td>
<td>0</td>
<td>5</td>
<td>14</td>
<td>4</td>
<td>7</td>
</tr>
<tr>
<td>North Andover</td>
<td>6</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>4</td>
<td>0</td>
</tr>
<tr>
<td>Total</td>
<td>48</td>
<td>0</td>
<td>1</td>
<td>7</td>
<td>23</td>
<td>8</td>
<td>9</td>
</tr>
</tbody>
</table>

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.

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**Data as of 12/23/2018**
### Claims

#### Highlights
- **Rent reimbursement**
  - 1,638 landlords contacted
  - 1,271 landlords paid (78%)
  - $6.6M paid
- **Claim 800 number** will be staffed on Christmas day by a team of adjusters
- **Escalations**
  - 2 received; landlord rental reimbursement and wage loss. Both addressed same day.
  - No Ombudsman referrals since last report
- **Claim Centers closed**

<table>
<thead>
<tr>
<th>Metric</th>
<th>Change on 12/23</th>
<th>Cumulative</th>
</tr>
</thead>
<tbody>
<tr>
<td>Claims electronically registered, #</td>
<td>7</td>
<td>24,622</td>
</tr>
<tr>
<td>Claims closed, #</td>
<td>63</td>
<td>20,233</td>
</tr>
<tr>
<td>Of which: Business</td>
<td>11</td>
<td>1,471</td>
</tr>
<tr>
<td>Total claims paid, $M</td>
<td>0.10</td>
<td>80.9</td>
</tr>
<tr>
<td>Of which: Business</td>
<td>0.03</td>
<td>19.1</td>
</tr>
<tr>
<td>Calls received through toll-free number, #</td>
<td>27</td>
<td>46,051</td>
</tr>
<tr>
<td>ASA, seconds</td>
<td>-</td>
<td>11</td>
</tr>
</tbody>
</table>

**DATA AS OF 12/23/2018**
IMAGE OF THE DAY

Omni Digital Printers is Back to Business in Lawrence.

Social Media Customer Care Questions
• Equipment repair work
• Claims questions

Social Media Proactive Content
• Back to Business
• Customer Care Centers – Holiday Hours – Closed 12/24, 12/25, 12/31, 1/1
• 24/7 Call Center Support
• Appliance installation and Safety
• Natural gas safety information

Community Holiday Support
• Operation Warm
• Costa Eagle Toy Drive
Discussion topics

- Continued drive towards customized solutions for remaining residential & commercial self mitigators
- Mitigation work continues on Monday; inspections to resume Wednesday
## Columbia Gas Contact Information

<table>
<thead>
<tr>
<th>Contact Information</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Affected Customer Hotline</strong></td>
<td>(866)-388-3239</td>
</tr>
<tr>
<td><strong>Property Claims Number</strong></td>
<td>(800)-590-5571</td>
</tr>
<tr>
<td><strong>Temporary Housing number</strong></td>
<td>(800)-590-5571</td>
</tr>
<tr>
<td><strong>Available 24/7</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Gas Emergency Line</strong></td>
<td>Call 911 or (800)-525-8222</td>
</tr>
</tbody>
</table>

### Claims Center and Back-to-Business Locations

- **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)