CMA Coordination Call Briefing

January 7, 2019
Standing Agenda

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

- We have now relit 99.8% of residential meters; only 13 self mitigators with work remaining
- We have restored 99.1% of businesses to service; only 6 self mitigators remain
- All temporary heating removed from Andover; 4 temporary heating units remain
Self mitigators with action remaining
# of meters

- Self-mitigators awaiting relight: 5
  - Lawrence: 1
  - North Andover: 0
  - Andover: 4
- Relit but awaiting confirmed appliances or exit from Temp Housing: 7
  - Lawrence: 0
  - North Andover: 0
  - Andover: 7
- Incomplete self mitigators: 5
  - Lawrence: 1
  - North Andover: 1
  - Andover: 3
- Status assessment in progress: 4
  - Lawrence: 0
  - North Andover: 0
  - Andover: 4
- Scheduled and on track: 1
- Waiting on claims or parts: 1
- Work underway: 2
  - Lawrence: 1
  - North Andover: 1
  - Andover: 0
- Inspection Ready: 0

DATA AS OF 6pm on 01/06/2019
### 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>4,265</td>
<td>4,270</td>
<td>99.9%</td>
</tr>
<tr>
<td>Andover</td>
<td>1,627</td>
<td>1,634</td>
<td>99.6%</td>
</tr>
<tr>
<td>North Andover</td>
<td>1,213</td>
<td>1,214</td>
<td>99.9%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>7,105</strong></td>
<td><strong>7,118</strong></td>
<td><strong>99.8%</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>178</td>
</tr>
<tr>
<td>Remaining to be relit</td>
<td>12</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>959</td>
</tr>
<tr>
<td>Remaining to be removed</td>
<td>4</td>
</tr>
</tbody>
</table>
Equipment repair & other requests

Heating & Hot Water Related Requests

<table>
<thead>
<tr>
<th>Request</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Heating</td>
<td>5</td>
</tr>
<tr>
<td>Heating &amp; Hot Water</td>
<td>1</td>
</tr>
<tr>
<td>Hot Water</td>
<td>0</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>6</td>
</tr>
</tbody>
</table>

- 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 are logged and coordinated with customers

Heating & Hot Water Requests Received vs Resolved

<table>
<thead>
<tr>
<th>Date</th>
<th>Received</th>
<th>Resolved</th>
</tr>
</thead>
<tbody>
<tr>
<td>1/6/19</td>
<td>3</td>
<td>2</td>
</tr>
<tr>
<td>1/5/19</td>
<td>3</td>
<td>5</td>
</tr>
<tr>
<td>1/4/19</td>
<td>7</td>
<td>5</td>
</tr>
<tr>
<td>1/3/19</td>
<td>6</td>
<td>10</td>
</tr>
<tr>
<td>1/2/19</td>
<td>9</td>
<td>6</td>
</tr>
<tr>
<td>1/1/19</td>
<td>1</td>
<td>5</td>
</tr>
<tr>
<td>12/31/18</td>
<td>10</td>
<td>5</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>39</td>
<td>38</td>
</tr>
</tbody>
</table>

Total Open Equipment Repair & Other Requests

- Approximately 4,430 total requests received since November 16th
- Nature of “other requests” include carpentry, electrical, white goods, etc.
- 6 of the 79 total open requests relate to varying degrees of heating and/or hot water issues
- Of the open heating & hot water related tickets, 2 represent a pending replacement
- Out of the 900 boilers that were repaired during rapid relight 27 have been replaced to date

DATA AS OF 01/06/2019 at 6:00pm
## Temporary Housing

### # of families

<table>
<thead>
<tr>
<th>Municipality</th>
<th>Still in Temp Housing</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>9</td>
<td>4</td>
<td>3</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>Lawrence</td>
<td>14</td>
<td>7</td>
<td>0</td>
<td>4</td>
<td>3</td>
</tr>
<tr>
<td>North Andover</td>
<td>3</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>0</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>26</strong></td>
<td><strong>11</strong></td>
<td><strong>4</strong></td>
<td><strong>6</strong></td>
<td><strong>5</strong></td>
</tr>
</tbody>
</table>

### Highlights

- 11 validating relights have all been relit with heat and hot water, additional work being completed
- 3 of 4 self-mitigators expected to return home this week
- Assisting families with significant damage to find permanent housing
- 3 of 5 damaged homes at same address, meeting with landlord today
**Claims**

**Highlights**

- **Rent reimbursement**
  - 1,587 landlords confirmed
  - 1,385 landlords paid (87%)
  - $7.3M paid

- **Escalations**
  - 3 received since last report; 2 for miscellaneous reimbursements and 1 for rent reimbursement
  - 2 Ombudsman referrals, both for miscellaneous reimbursements

---

**Claims registered, #**

- 24,738

**Claims closed, #**

- 21,705

**Of which, Business**

- 89

**Total claims paid, $M**

- 61
  - Claims registered

- 552
  - Claims closed

- 89
  - Of which, Business

- $1.0
  - Total claims paid

**Cumulative**

- 24,738
  - Claims registered

- 21,705
  - Claims closed

- 1,755
  - Of which, Business

- $84.0
  - Total claims paid

---

**Attorney Representation (249/1.0%) and Subrogation (237/1.0%) across multiple statuses**
We're answering questions about customers’ gas bills on social media and encouraging customer to call our Customer Helpline at 1-866-388-3239 or visit one of our walk-in centers.

Social Media Customer Care Questions
• Billing questions

Social Media Proactive Content
• Back to Business
• Delayed billing information
• 24/7 Call Center Support
• Natural gas safety information

Media Relations
• Delayed billing inquiries

Community Support
• Lawrence Housing Authority
• North Andover Housing Authority
Discussion topics

- Continued drive towards customized solutions for remaining residential & commercial self mitigators
- Working with customers on extended payment plans for delayed billing
- Coordinating with National Grid on North Andover Housing Authority stove conversion
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