

CMA Coordination Call Briefing

January 14, 2019



Columbia Gas®



Standing Agenda



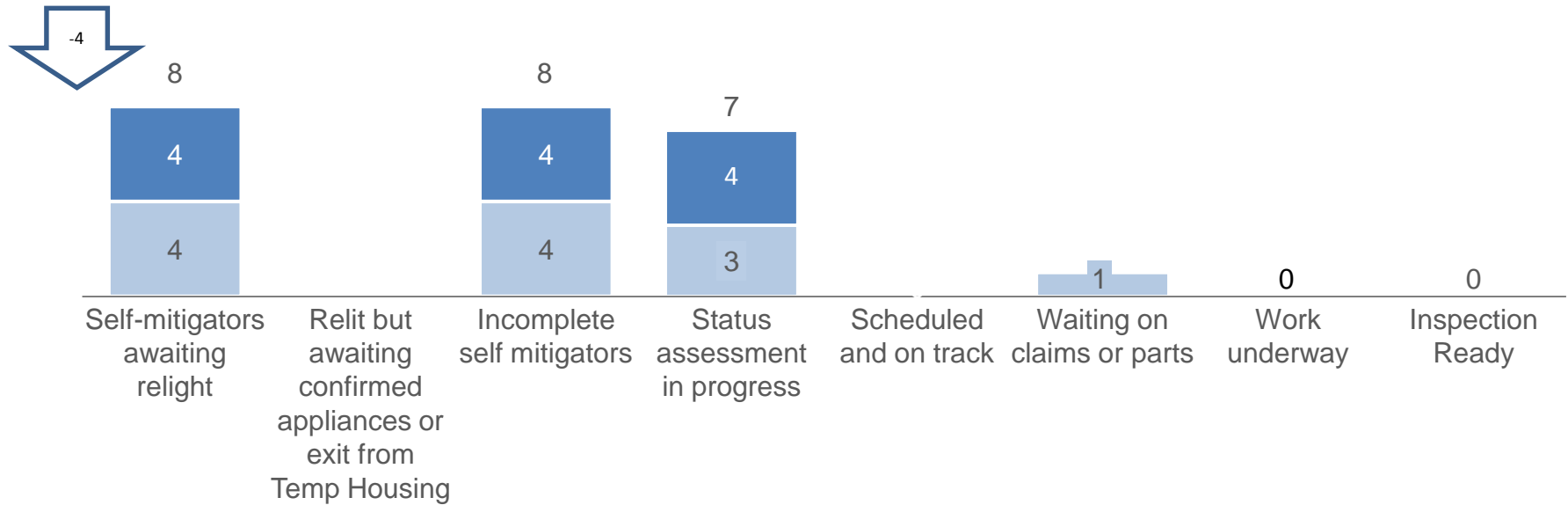
- Headlines
- Self-mitigator status
- Temp heat, winterization, relights
- Temporary Housing
- Claims
- Communication
- Discussion topics

Headlines

- We have now relit 99.9% of residential meters; only 8 self mitigators with work remaining
- We have restored 99.8% of businesses to service; only 1 self mitigator remain
- All temporary heating units removed from Andover and North Andover; 2 units remaining at churches in Lawrence

Self mitigators with action remaining

of meters



Temp heat, winterization, and residential relights

Relights

Municipality	Residential relights, # to date	Residential meters, # in total	Residential relights, % of meters
Lawrence	4,265	4,270	99.9%
Andover	1,631	1,634	99.8%
North Andover	1,214	1,214	100%
Total	7,110	7,118	99.9%

Highlights

- 4 relights since last update
- Removed last temp heat setting in North Andover, leaving only 2 temp heat settings both of which are at churches in Lawrence
- 8 of the 11 winterized properties have long-term repair requirements

Winterization

Metric	Number of meters
Total winterized	190
Relit	179
Remaining to be relit	11*

Temp Heat

Metric	Number of meters
Total installed	963
Removed	961
Remaining to be removed	2

*Includes 1 self mitigator and 2 opt outs

Equipment repair & other requests

Heating & Hot Water Related Requests

Request	Total
Heating	5
Heating & Hot Water	1
Hot Water	0
Total	6

- 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

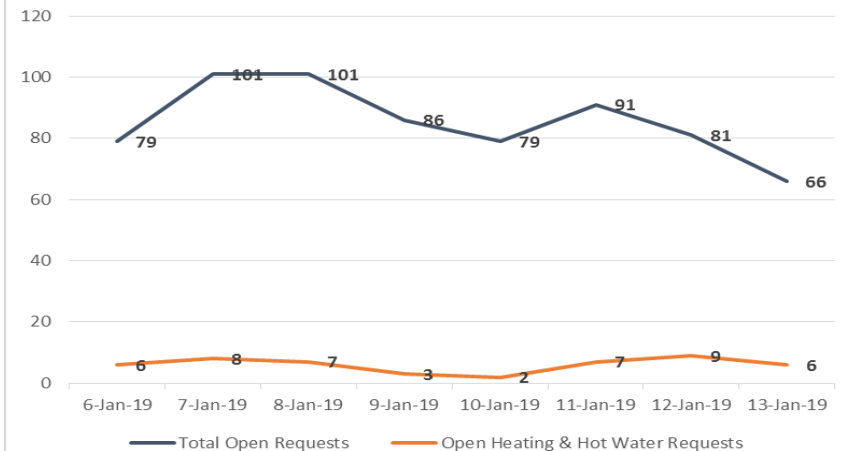
Highlights

- We continue to monitor heating & hot water requests closely with changes in temperatures
- Approximately 5,365 total requests received since November 16th
- Nature of “other requests” include carpentry, electrical, white goods, etc.
- 6 of the 66 total open requests relate to varying degrees of heating and/or hot water issues
- 2 heating & hot water related requests are longer term in nature

Heating & Hot Water Requests Received vs Resolved

Date	Received	Resolved
1/13/19	4	5
1/12/19	15	12
1/11/19	12	10
1/10/19	2	3
1/9/19	4	5
1/8/19	8	9
1/7/19	9	7
Total	54	51

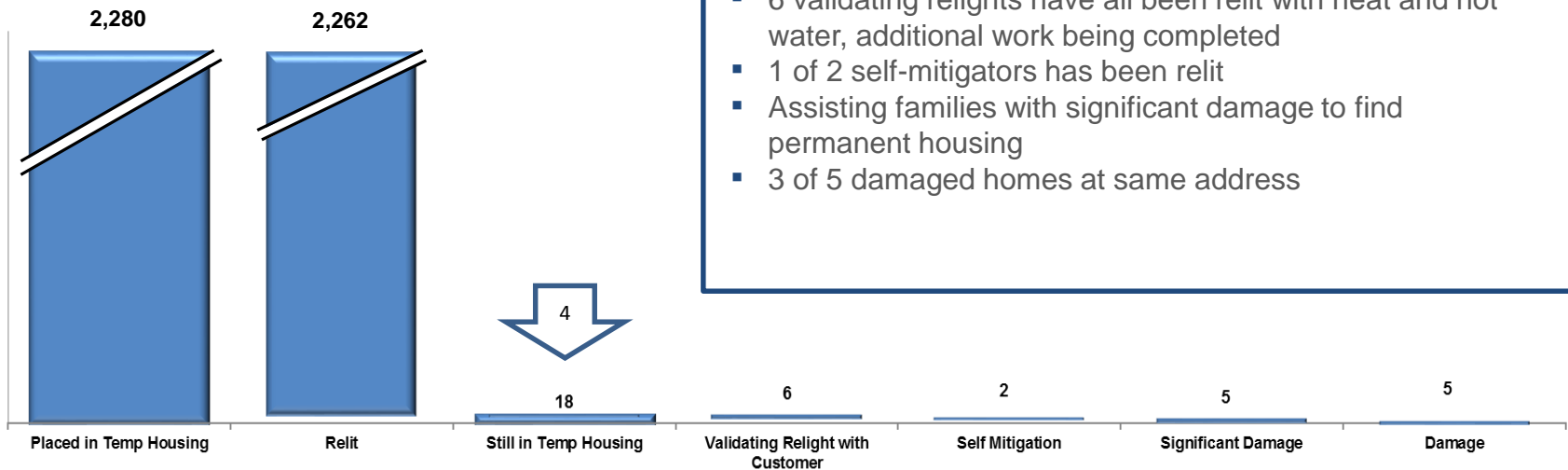
Total Open Equipment Repair & Other Requests



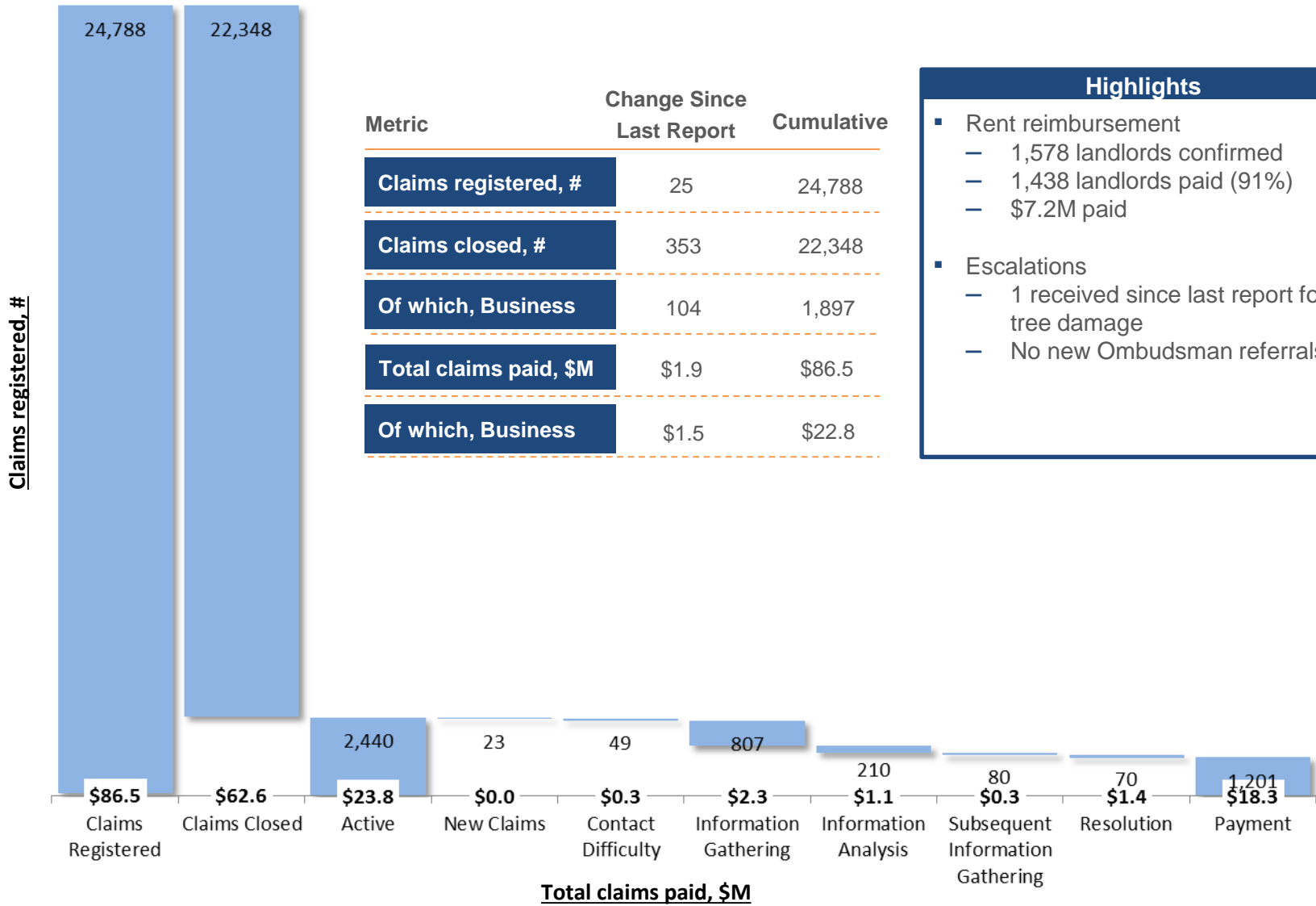
Temporary Housing

of families

Municipality	Still in Temp Housing	Validating Relight with Customer	Self-Mitigation	Significant Damage	Damage
Andover	6	2	1	0	3
Lawrence	9	4	0	3	2
North Andover	3	0	1	2	0
Total	18	6	2	5	5



Claims



Highlights

- Rent reimbursement
 - 1,578 landlords confirmed
 - 1,438 landlords paid (91%)
 - \$7.2M paid
- Escalations
 - 1 received since last report for tree damage
 - No new Ombudsman referrals

← Attorney Representation (250/1.0%) and Subrogation (233/0.9%) across multiple statuses →

Communications

IMAGE OF THE DAY

EXPLICACIÓN DE PROCESO DE FACTURACIÓN - CLIENTES IMPACTADOS A LOS QUE SE LES REEMPLAZARON/REPARARON ELECTRODOMÉSTICOS

Agosto	Septiembre	Octubre	Noviembre	Diciembre	Enero	Febrero
Proceso regular de facturación y pagos de clientes	Sept. 13	[Redacted]		Re-encendido de servicio de gas	Servicio de gas restaurado	Facturas enviadas
	Servicio perdido					
CRÉDITO DE RESTAURACIÓN - NO HAY CARGOS POR SERVICIO						
					Proceso regular de facturación y pagos de clientes	

BILLING EXPLANATION - IMPACTED CUSTOMERS WHOSE APPLIANCES WERE REPLACED/REPAIRED

August	September	October	November	December	January	February
Regular Customer Billing and Payment	Sept. 13	[Redacted]		Gas Service Relights	Gas Service Restored	Bills Sent
	Lost Service					
RESTORATION CREDIT - NOT CHARGED FOR SERVICE						
					Regular Customer Billing and Payment Resumes	

Customer Communications

- Newsletter #11
- Impacted customer billing communications

Social Media Customer Care Questions

- Billing
- Restoration
- Claims

Social Media Proactive Content

- Back to Business
- Billing information
- Energy Efficiency programs
- Spring restoration information



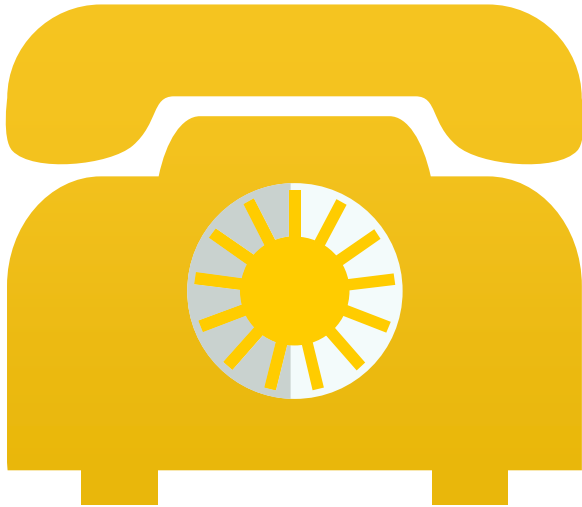
Discussion topics

- Continued drive towards customized solutions for remaining residential & commercial self mitigators; opt out customers are on their own longer term schedule
- Housing Authorities - National Grid upgrades continue
- Cadence for remaining meetings

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