CMA Coordination Call Briefing

March 11, 2019
Standing Agenda

Headlines

Temp heat, winterization, relights and temp housing

Claims

Communication

Discussion topics
Headlines

- We have now relit 99.9% of residential meters; continue to monitor 5 self mitigators with work remaining
- We have restored 99.8% of businesses to service; only 1 self mitigator remains
- Three Open Houses held on Saturday, March 9th
## Residential relights, winterization, temp heat and temp housing

### Highlights
- 1 temp heat setting remaining at church in Lawrence
- 8 of the 10 winterized properties have long-term repair requirements
- Several families in process of obtaining permanent housing assistance

### 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>4,268</td>
<td>4,271</td>
<td>99.9%</td>
</tr>
<tr>
<td>Andover</td>
<td>1,636</td>
<td>1,638</td>
<td>99.9%</td>
</tr>
<tr>
<td>North Andover</td>
<td>1,214</td>
<td>1,214</td>
<td>100%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>7,118</strong></td>
<td><strong>7,123</strong></td>
<td><strong>99.9%</strong></td>
</tr>
</tbody>
</table>

### Winterization

<table>
<thead>
<tr>
<th>Metric</th>
<th># of meters</th>
<th>Change</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total winterized</td>
<td>190</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Relit</td>
<td>180</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Remaining to be relit</td>
<td>10*</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

*Includes 2 opt outs

### Temp Heat

<table>
<thead>
<tr>
<th>Metric</th>
<th># of meters</th>
<th>Change</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total installed</td>
<td>963</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Removed</td>
<td>962</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Remaining to be removed</td>
<td>1</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

### Temp Housing

<table>
<thead>
<tr>
<th>Metric</th>
<th># of families</th>
<th>Change</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Placed</td>
<td>2,280</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Returned home</td>
<td>2,270</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Remaining</td>
<td>10</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>
Heating & Hot Water Related Requests

<table>
<thead>
<tr>
<th>Request</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Heating</td>
<td>1</td>
</tr>
<tr>
<td>Heating &amp; Hot Water</td>
<td>0</td>
</tr>
<tr>
<td>Hot Water</td>
<td>0</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>1</strong></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 (carpentry, electrical, etc) are logged and coordinated with customers

### Highlights
- 1 open heating or hot water requests
- For the week ending March 10th:
  - All (26) heating and hot water requests were resolved within 24 hours
  - 77% of requests were resolved in under 4 hours
  - Average time to resolve approximately 2 hours and 45 minutes
- Decrease in heating and hot water requests compared to last week; new requests primarily follow-up to customer surveys received
### Claims

#### Metrics

<table>
<thead>
<tr>
<th>Metric</th>
<th>Change Since Last Report</th>
<th>Cumulative</th>
</tr>
</thead>
<tbody>
<tr>
<td>Claims registered, #</td>
<td>8</td>
<td>24,882</td>
</tr>
<tr>
<td>Claims closed, #</td>
<td>46</td>
<td>24,071</td>
</tr>
<tr>
<td>Of which, Business</td>
<td>18</td>
<td>2,396</td>
</tr>
<tr>
<td>Total claims paid, $M</td>
<td>$0.8</td>
<td>$95.4</td>
</tr>
<tr>
<td>Of which, Business</td>
<td>$0.6</td>
<td>$29.5</td>
</tr>
</tbody>
</table>

#### Highlights

- **Rent reimbursement**
  - 1,567 landlords confirmed
  - 1,502 landlords paid (96%)
  - $8.4M paid

- **Escalations**
  - No new received since last briefing
  - One new Ombudsman referral for an opinion on appliance like kind and quality, agreed with customer

- **Breakdown of $10M Columbia Gas contribution made to and managed by Essex County Community Foundation**
  - $2,000,000 immediate support for businesses
  - $6,000,000 municipal funds for economic development
  - $2,000,000 longer-term regional support for economic development

#### Total claims paid, $M

- Claims Registered: $95.4
- Claims Closed: $83.7
- Active: $11.8
- New Claims: $0.0
- Contact Difficulty: $0.1
- Information Gathering: $1.0
- Information Analysis: $1.0
- Subsequent Information Gathering: $0.8
- Resolution: $0.7
- Payment: $8.3

*Attorney Representation (346/1.4%) and Subrogation (313/1.3%) across multiple statuses*
Communications

Columbia Gas MA @ColumbiaGasMA · Mar 9
Our leadership team and customer care representatives are at the @north_andover Senior Center (120 R Main St.) hosting our third Open House to present the spring restoration plan and answer questions from our #NorthAndoverMA customers. #MVGasRecovery

Social Media
• Open House(s)
• Video – Back to Business
• Claims questions

Community Relations
• Regulator Station Assessment communications resume

Media Relations
• Open Houses

Customer Communications
• Pivotal Home Solutions
• Spring Replacement Program

Letters to customers who received 1099 tax forms will be sent this week
Discussion topics

- Robust planning activities related to Spring replacements ongoing including resource and communication plans
- North Andover customer walk-in center will be closing March 15th; Lawrence and Andover locations will remain open
- Regulator station assessment work resumed today in the Greater Lawrence Area
Columbia Gas Contact Information

Affected Customer Hotline  (866)-388-3239

Property Claims Number  (800)-590-5571

Temporary Housing number  (800)-590-5571
(select language and then select option 3)
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.

Closing March 15th

For online information visit  www.columbiagasma.com