

Briefing

December 7, 2018

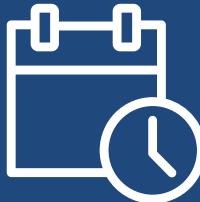
Columbia Gas®



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Standing Agenda



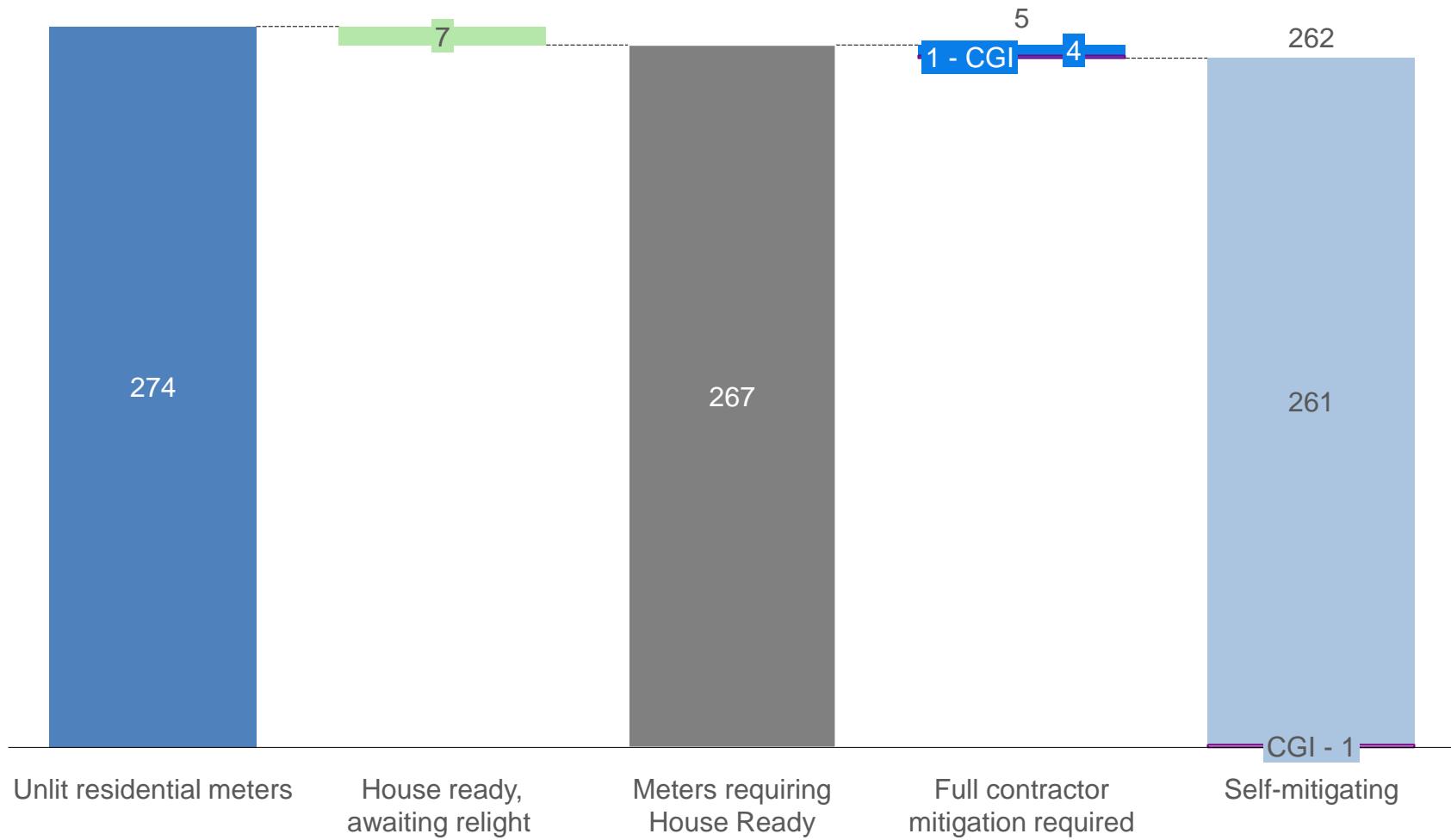
- Headlines
- Residential sites awaiting relight
- Appliances
- Self-mitigator status
- Temp heat, winterization, relights
- Alternative Housing
- Claims
- Communication
- Discussion topics

Headlines

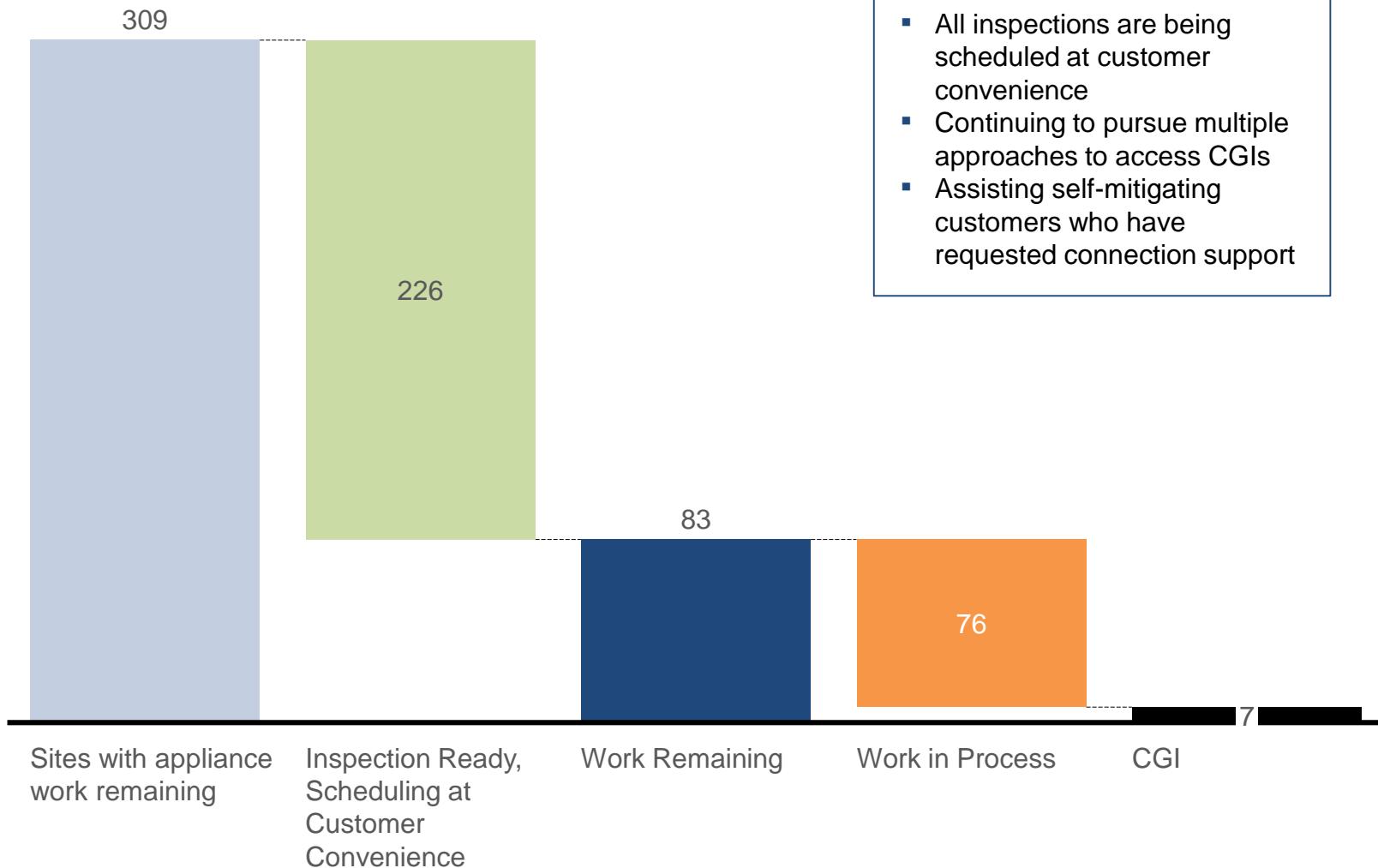
- We have now relit 96% of residential meters; the remaining 4% include punch list and ~250 self-mitigators.
- We continue working to complete punch list and coordinate with self-mitigators for remaining relights.
- Alternative housing drawdown and trailer park demobilization are underway in conjunction with completion of relights.

Residential sites awaiting relight

DATA AS OF 10AM 12/07/2018

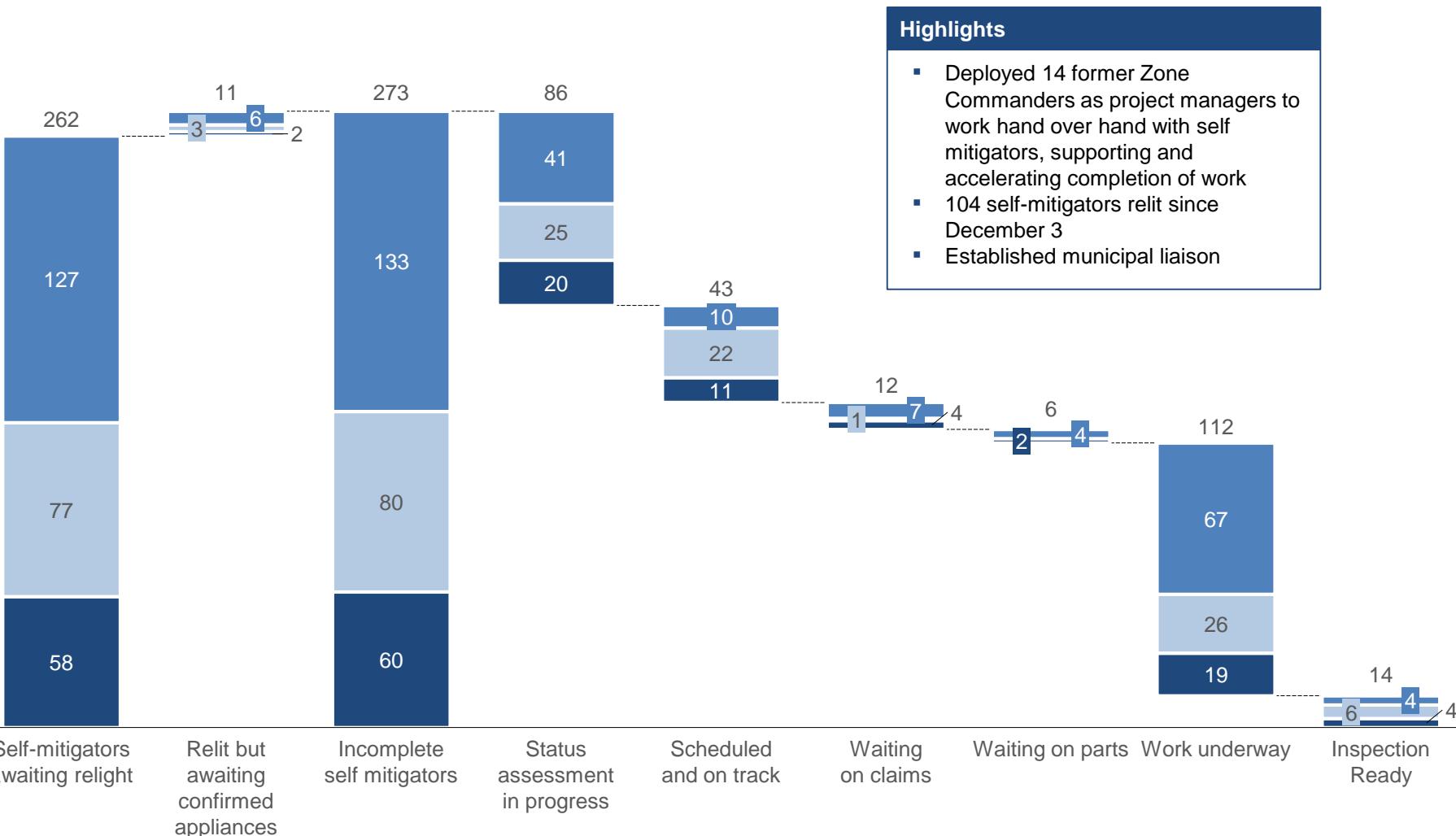


Appliances



Self mitigators with action remaining

Lawrence
 Andover
 North Andover



Highlights

- Deployed 14 former Zone Commanders as project managers to work hand over hand with self mitigators, supporting and accelerating completion of work
- 104 self-mitigators relit since December 3
- Established municipal liaison

1 To be listed as "complete," sites must have all heat, hot water, range, and dryer needs met. Therefore, the number of self-mitigators listed as complete and incomplete are different than the number of self-mitigators relit.

Temp heat, winterization, and residential relights

Relights

Municipality	Residential relights, # to date	Residential meters, # in total	Residential relights, % of meters
Lawrence	4,132	4,268	97%
Andover	1,568	1,647	95%
North Andover	1,153	1,212	95%
Total	6,853	7,127	96%

Highlights

- Over 6,800 residential relights, with remaining sites awaiting relight almost entirely self-mitigators
- Continuing to respond to customer requests for temporary heat and winterization
- Continuing to remote temporary heat and reverse winterization as properties are relit

Winterization

Metric	Number of meters
Total winterized	190
Relit	132
Remaining to be relit	58

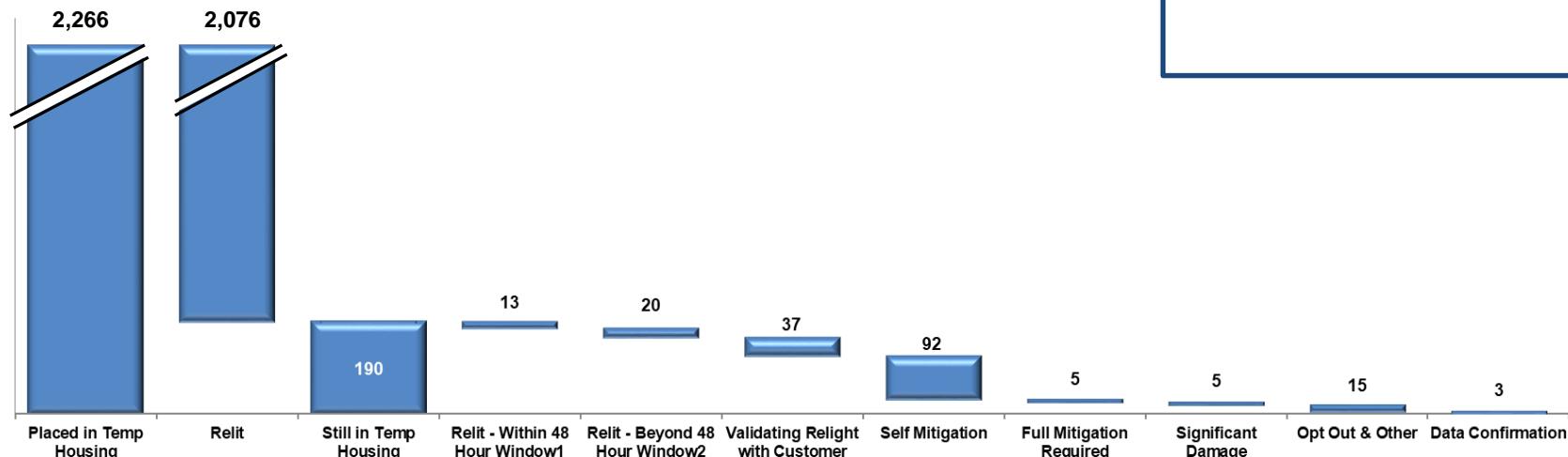
Temp Heat

Metric	Number of meters
Total installed	937
Removed	826
Remaining to be removed	111

Temporary Housing

of families

Municipality	Still in Temp Housing	Relight –	Relight –	Validating Relight with Customer	Self-Mitigation
		Within 48 Hour Window	Beyond 48 Hour Window		
Andover	15	1	0	0	12
Lawrence	153	10	20	33	69
North Andover	22	2	0	4	11
Total	190	13	20	37	92



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

Highlights

- All trailers, equipment and fencing removed from Grogan Park
- Other parks demobilization in progress
- Continue to work with local and state agencies to find permanent housing solutions

Claims

Metric	Change on 12/6	Cumulative
Claims electronically registered, #	45	24,354
Claims closed, #	219	16,411
Of which: Business	30	-
Total claims paid, \$M	\$0.8	\$72.9
Of which: Business	\$0.5	\$15.5
Calls received through toll-free number, #	374	43,924
ASA, seconds	-	10

Highlights

- 6 self-mitigation escalations this week, 2 still in process
- Of self-mitigators still awaiting relight or appliances, only 12 are waiting on claims
- Over 1,500 landlords contacted with rent reimbursements totaling \$3.0M
- To date, 8 escalations to Ombudsman, 1 this week, which is resolved
- 68 customers serviced through the Claim Centers on 12/6
- Received 23 complimentary emails this week from customers thanking us for all our hard work

Communication

IMAGE OF THE DAY



A North Andover customer who is Back to Business

Social Media Customer Care Questions

- Service relight questions
- Status of crews returning to complete work

Social Media Proactive Content

- Self Mitigation Restoration
- Back to Business
- Safety Information – CO and call Columbia Gas with natural gas appliance concerns
- Meter location and protection

Completed

- Natural gas safety mailer to customers

Discussion topics

- Preparing for Open House on Saturday 12/8
- Working with House Ready contractors on punch list and closeout.
- Working with team of CMA-led project managers to support remaining self-mitigators totaling approximately 270 meters to accelerate relight.
- Reaching out to ensure that all self-mitigators either have heat, have temporary heat or are winterized ahead of the upcoming cold weather.

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

Emergency Line **(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