

CMA Coordination Call Briefing

December 19, 2018



Columbia Gas®



Standing Agenda



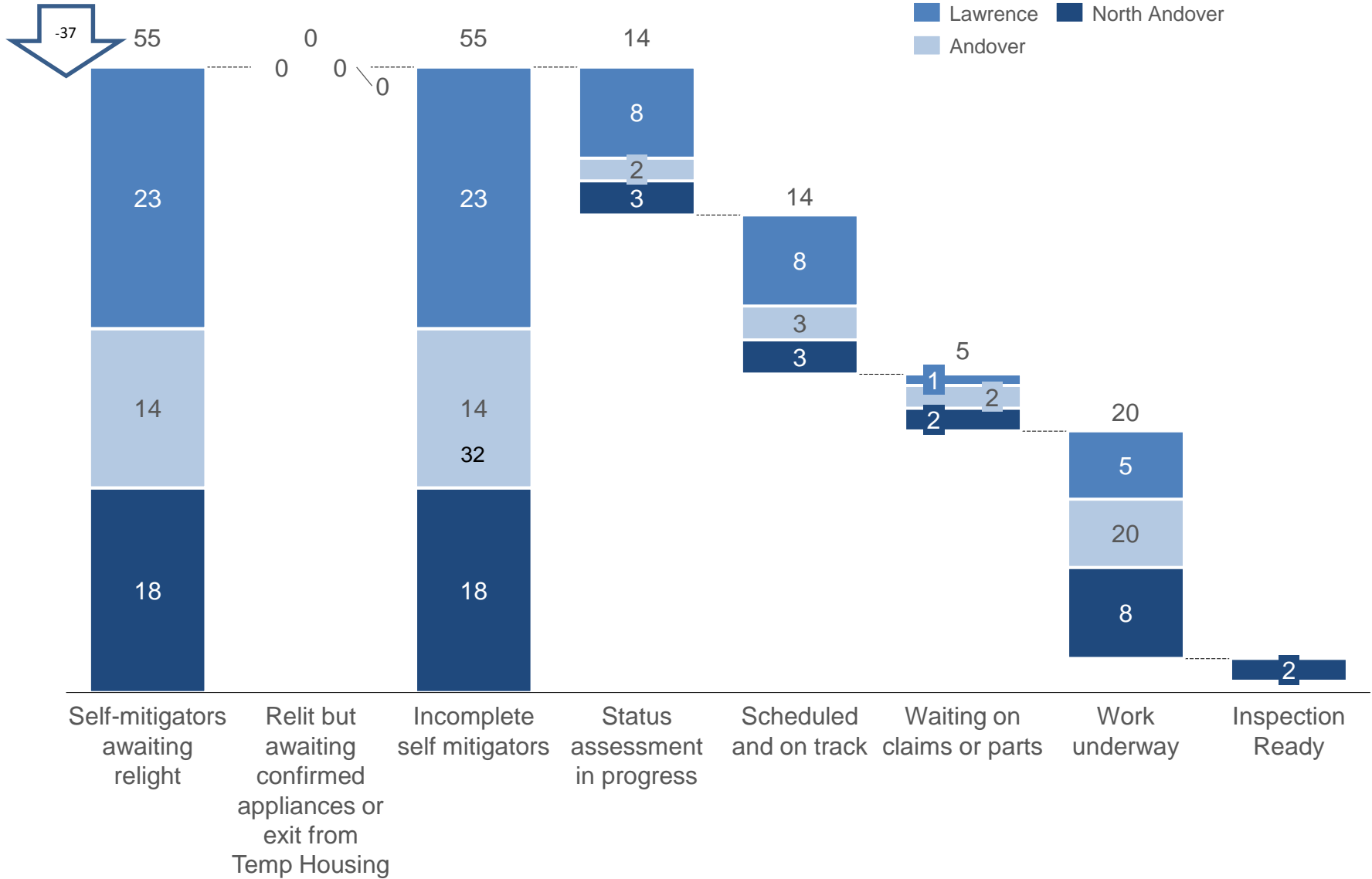
- Headlines
- Self-mitigator status
- Temp heat, winterization, relights
- Temporary Housing
- Claims
- Communication
- Discussion topics

Headlines

- We have now relit 98.9% of residential meters; only 55 self mitigators with work remaining
- We have restored 98.6% of businesses to service; only 9 self mitigators remain
- We continue to draw down alternative housing

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	4,242	4,268	99%
Andover	1,614	1,644	98%
North Andover	1,193	1,211	98%
Total	7,049	7,123	99%

Highlights

- Maintaining open communication with self mitigating customers to understand their temp heat needs
- Number of winterized meters dropped by 6 since the last report
- Number of meters with temp heat dropped by 9 since last report

Winterization

Metric	Number of meters
Total winterized	190
Relit	166
Remaining to be relit	24

Temp Heat

Metric	Number of meters
Total installed	963
Removed	925
Remaining to be removed	38

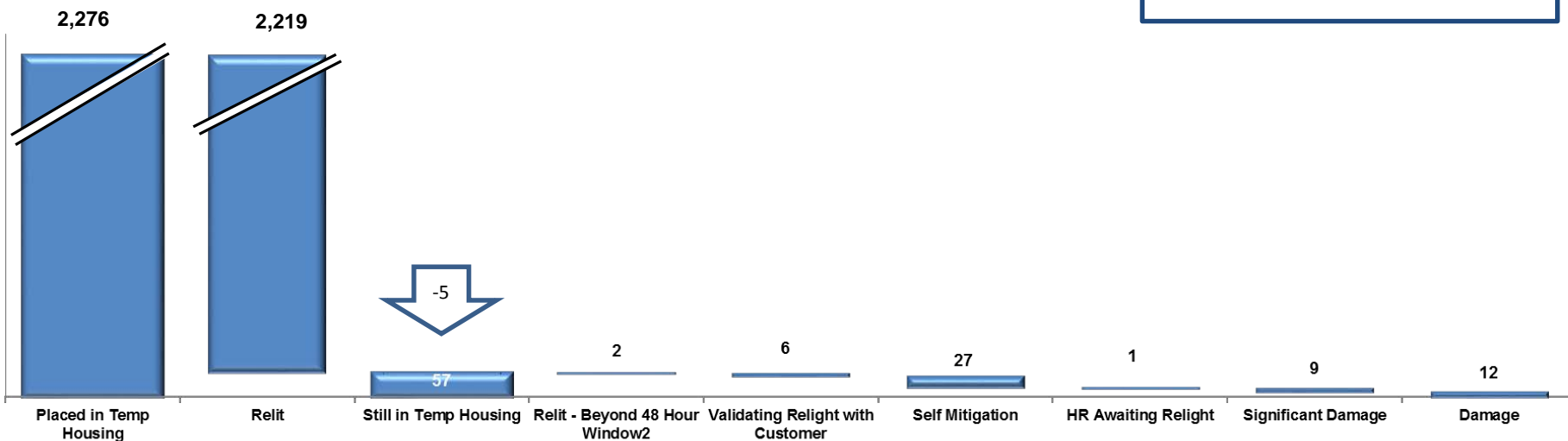
Temporary Housing

of families

Municipality	Still in Temp Housing	Relight – Within 48 Hour Window	Relight – Beyond 48 Hour Window	Validating Relight with Customer	Self-Mitigation
Andover	12	0	2	1	7
Lawrence	38	0	0	5	18
North Andover	7	0	0	0	2
Total	57	0	2	6	27

Highlights

- Continue to work with local and state agencies to find permanent housing solutions for those few customers needing them



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

Claims

Metric	Change on 12/18	Cumulative
Claims electronically registered, #	22	24,529
Claims closed, #	233	19,196
Of which: Business	52	1,266
Total claims paid, \$M	\$0.50	\$78.1
Of which: Business	\$0.24	\$17.4
Calls received through toll-free number, #	190	45,569
ASA, seconds	-	11

Highlights

- Assisting Operations with the “No Contact” list of self-mitigating customers
- \$5.3M rent reimbursement paid to landlords to date
- Slowly ramping down the number of adjusters working the event
- Ombudsman referral made for customer requiring a customized stovetop installation with question as to the extent of cabinetry revisions required. Ombudsman agreed with customer.
- 63 customers serviced in the Claim Centers, 57 residential and 6 business. 18 Andover, 40 Lawrence and 5 North Andover

Communication

IMAGE OF THE DAY



Andover Barber Shop is Back to Business.

Social Media Customer Care Questions

- Escalations for service restoration

Social Media Proactive Content

- Self Mitigation Restoration
- Back to Business
- Walk-In Customer Care Centers
- Appliance Installation and Safety
- Escalated Claims Process
- 24/7 Call Center Support

Community

- Holiday Family Activities

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Discussion topics

- Continued drive towards customized solutions for remaining residential & commercial self mitigators
- Operation Warm Coat distribution on Thursday
- Toy Drive on Friday

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) 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)	<p>439 South Union Street, Lawrence: Mon. – Fri. 7a.m. – 7p.m.; Sat. 9a.m.-2p.m.</p> <p>45 Main St. Andover: Back-to-Business Mon. – Fri. 12 p.m. – 8p.m.; Sat. 9a.m. – 2p.m.</p> <p>115 Main St. North Andover: Mon. – Fri. 12p.m. – 8p.m.</p>
For online information visit www.columbiagasma.com	