

# Briefing

December 10, 2018



Columbia Gas®



# Standing Agenda



● Headlines

● Residential sites awaiting relight

● Appliances

● Self-mitigator status

● Temp heat, winterization, relights

● Alternative Housing

● Claims

● Communication

● Discussion topics

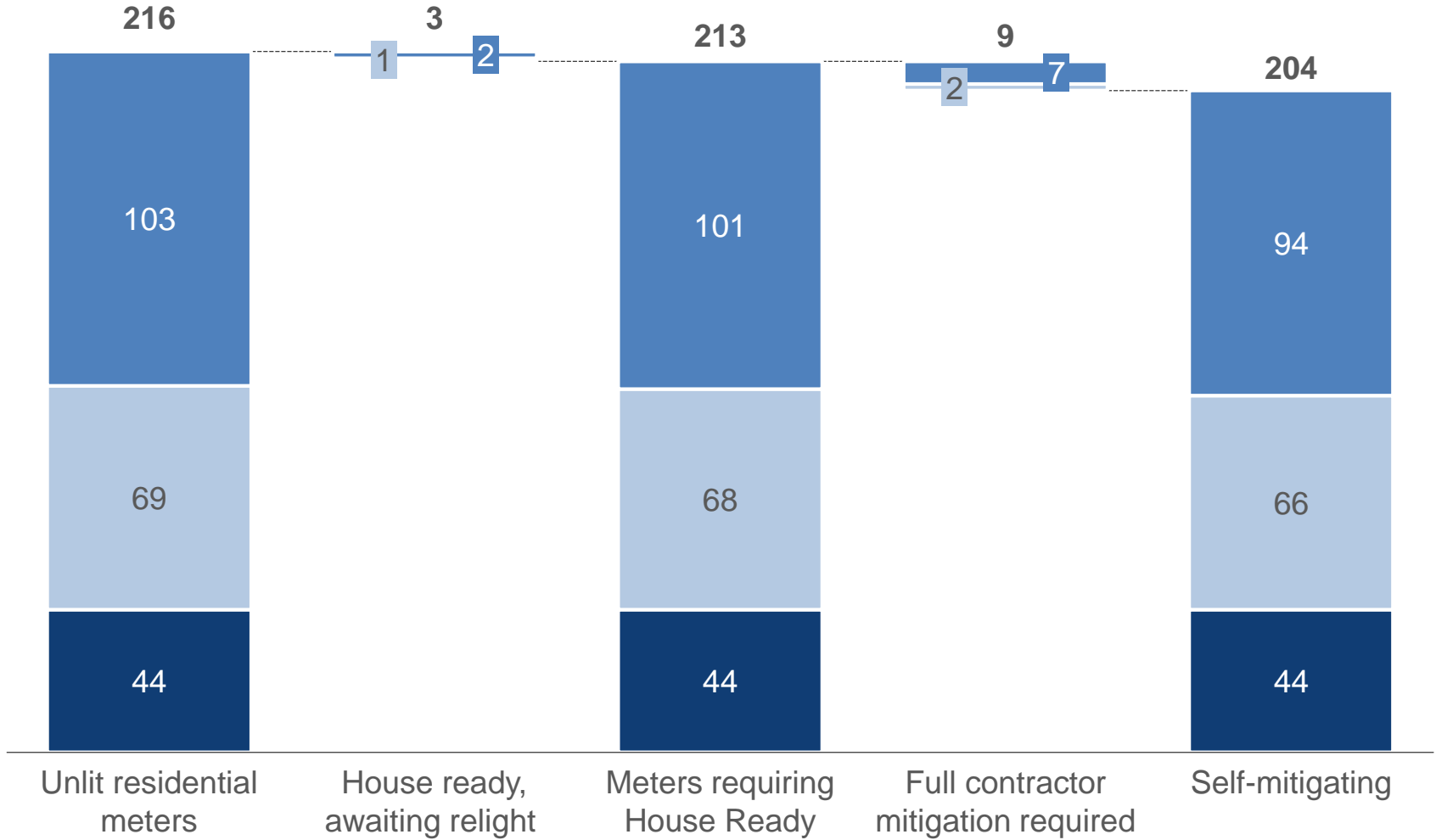
# Headlines

- We have now relit 97% of residential meters; 12 punch list and ~200 self-mitigators remain
- We have restored 97% of businesses to service; 2 punch list and 16 self-mitigators remain
- Alternative housing drawdown and trailer park demobilization are underway in conjunction with completion of relights.

# Residential sites awaiting relight

# of meters

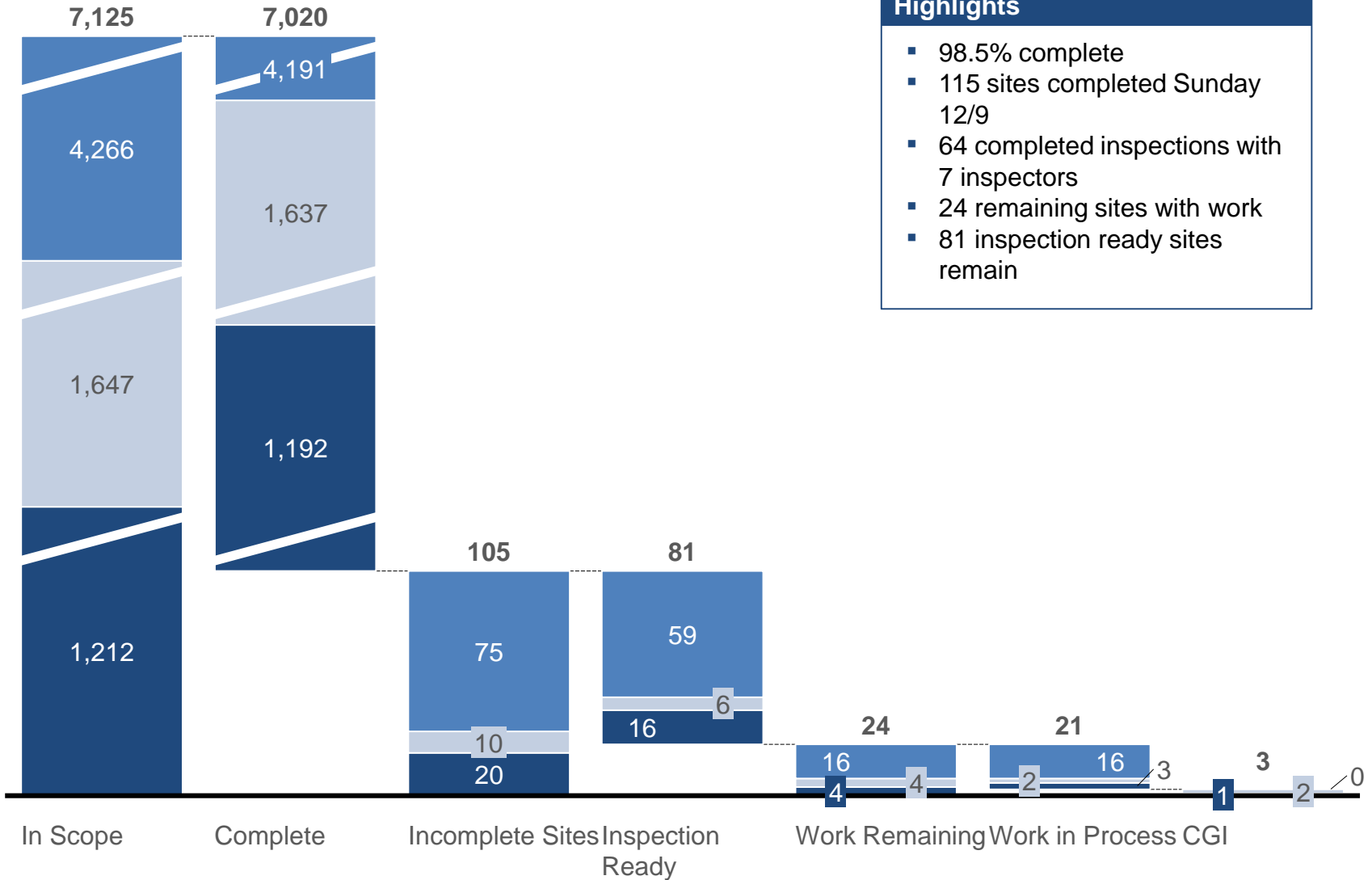
- Lawrence
- Andover
- North Andover



# Appliances

# of meters

Lawrence Andover North Andover



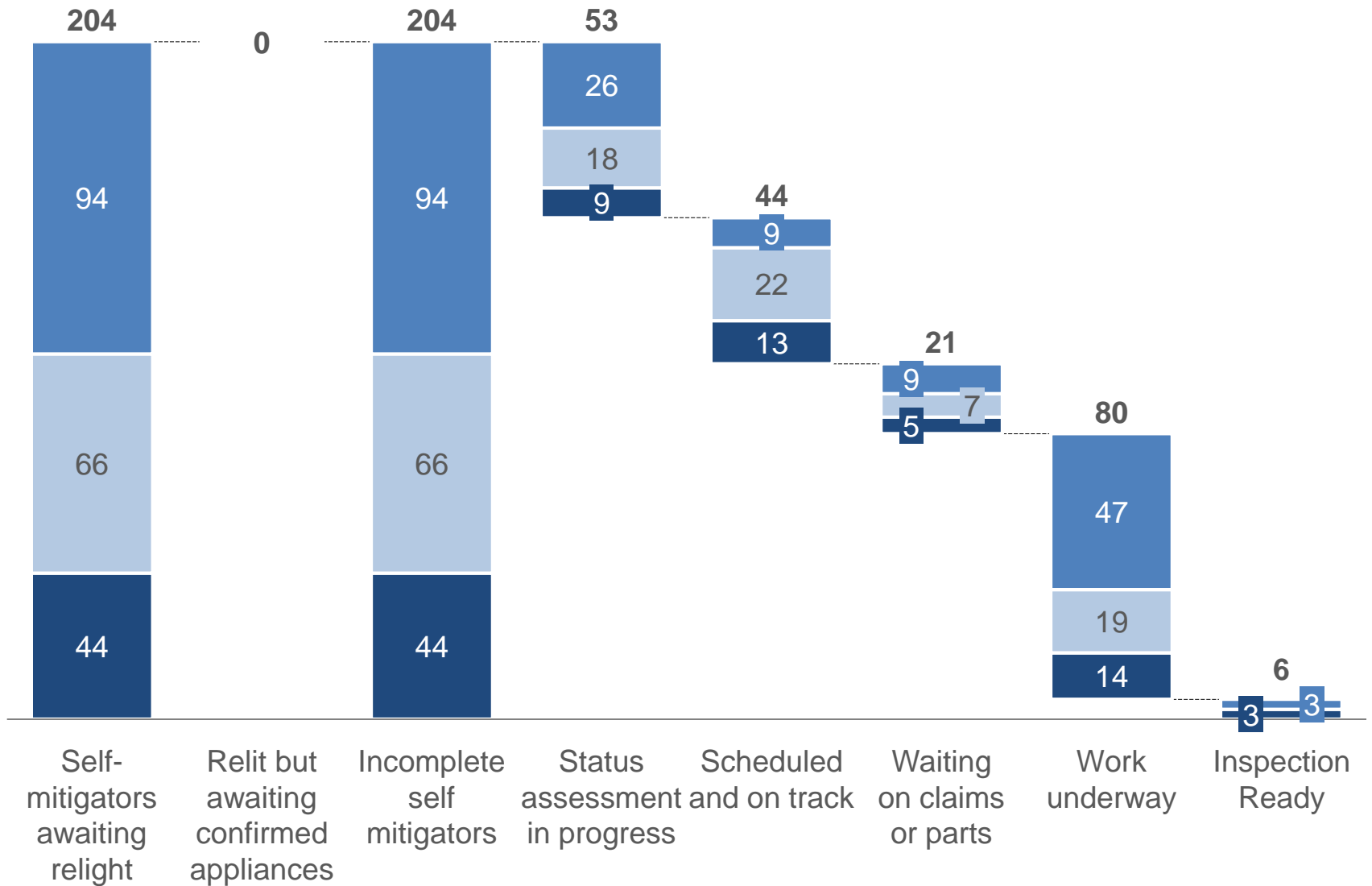
### Highlights

- 98.5% complete
- 115 sites completed Sunday 12/9
- 64 completed inspections with 7 inspectors
- 24 remaining sites with work
- 81 inspection ready sites remain

# Self mitigators with action remaining

# of meters

Lawrence Andover North Andover



# Temp heat, winterization, and residential relights

## Relights

Municipality	Residential relights, # to date	Residential meters, # in total	Residential relights, % of meters
Lawrence	4,169	4,272	98%
Andover	1,580	1,649	96%
North Andover	1,171	1,215	96%
<b>Total</b>	<b>6,920</b>	<b>7,136</b>	<b>97%</b>

## Highlights

- We have relit 97% of residential meters, with nearly all of the remainder being self-mitigators
- Set 5 customers with temp heat on 12/9 as their mitigation projects near completion
- Removed 12 temp heat sets from the field on 12/9

## Winterization

Metric	Number of meters
Total winterized	190
Relit	143
Remaining to be relit	47

## Temp Heat

Metric	Number of meters
Total installed	952
Removed	881
Remaining to be removed	71

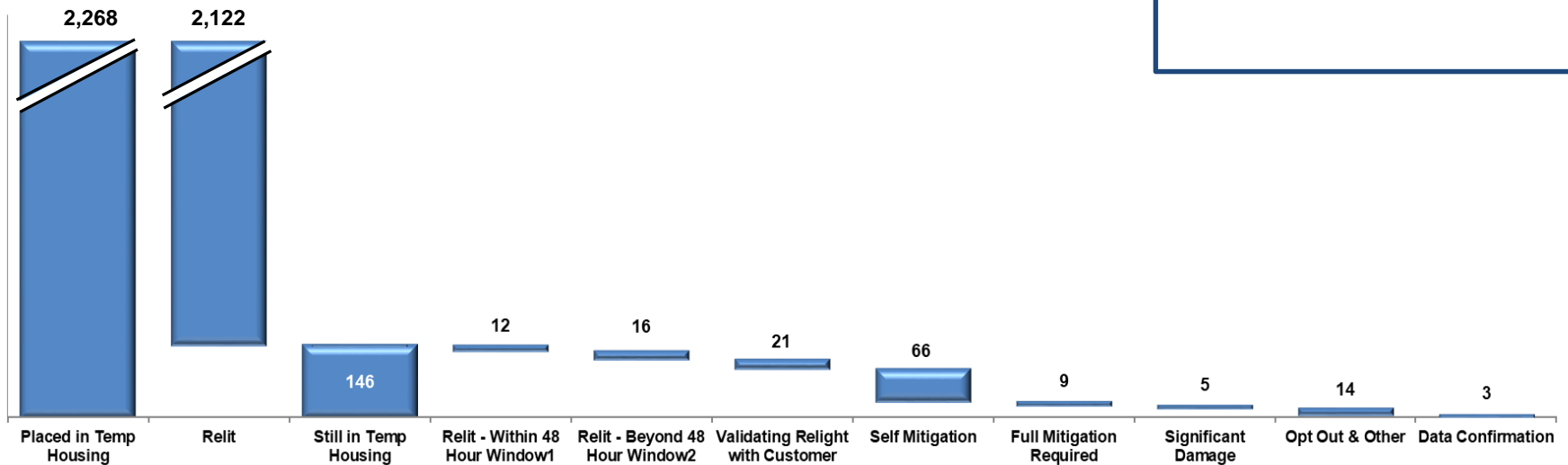
# Temporary Housing

# of families

Municipality	Still in Temp Housing	Relight – Within 48 Hour Window	Relight – Beyond 48 Hour Window	Validating Relight with Customer	Self-Mitigation
Andover	15	1	1	0	11
Lawrence	115	8	15	20	48
North Andover	16	3	0	1	7
<b>Total</b>	<b>146</b>	<b>12</b>	<b>16</b>	<b>21</b>	<b>66</b>

### Highlights

- RV park demobilization in progress
- Continue to work with local and state agencies to find permanent housing solutions



<sup>1</sup> Relit – Within 48 Hour Window includes customers that have been notified of a relight and waiting 48 hours to confirm they have returned home  
<sup>2</sup> 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 12/9	Cumulative
Claims electronically registered, #	2	24,395
Claims closed, #	85	16,974
Of which: Business	3	966
Total claims paid, \$M	\$0.1	\$74.4
Of which: Business	\$0.03	\$16.2
Calls received through toll-free number, #	305	44,229
ASA, seconds	-	11

## Highlights

- 1,600 landlords contacted with \$3.5M rent reimbursement paid to date
- Of self-mitigators still awaiting relight or appliances, 21 are “Waiting on Claims or Parts.” All were reviewed.
- One new Ombudsman escalation received for a customer outside affected area requesting new boiler. Review being completed.
- Engaged with claim customers in all 3 communities on Saturday via Open Houses

# Communication

## IMAGE OF THE DAY



Columbia Gas employees assist a customer at Saturday's Open House event.

## Social Media Customer Care Questions

- Service relight questions

## Social Media Proactive Content

- Self Mitigation Restoration
- Back to Business
- Appliance Installs
- Safety Information

## Completed

- Newsletter sent to print
- Open House Events hosted on Saturday 12/8

## Discussion topics

- Working with team of CMA-led project managers to support remaining self-mitigators totaling approximately 200 meters to accelerate relight.
- Reaching out to ensure that all self-mitigators either have heat, have temporary heat or are winterized.

# Appendix

# Columbia Gas Contact Information



Affected Customer Hotline	<b>(866)-388-3239</b>
Property Claims Number	<b>(800)-590-5571</b>
Temporary Housing number (select language and then select option 3) Available 24/7	<b>(800)-590-5571</b>
Emergency Line	<b>(800)-525-8222</b>
<b>Claims Center and Back-to-Business Locations (see website for availability)</b>	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 <a href="http://www.columbiagasma.com">www.columbiagasma.com</a>	