

# Briefing

December 14, 2018



Columbia Gas®



# Standing Agenda



Headlines

Residential sites awaiting relight

Appliances

Self-mitigator status

Temp heat, winterization, relights

Alternative Housing

Claims

Communication

Discussion topics

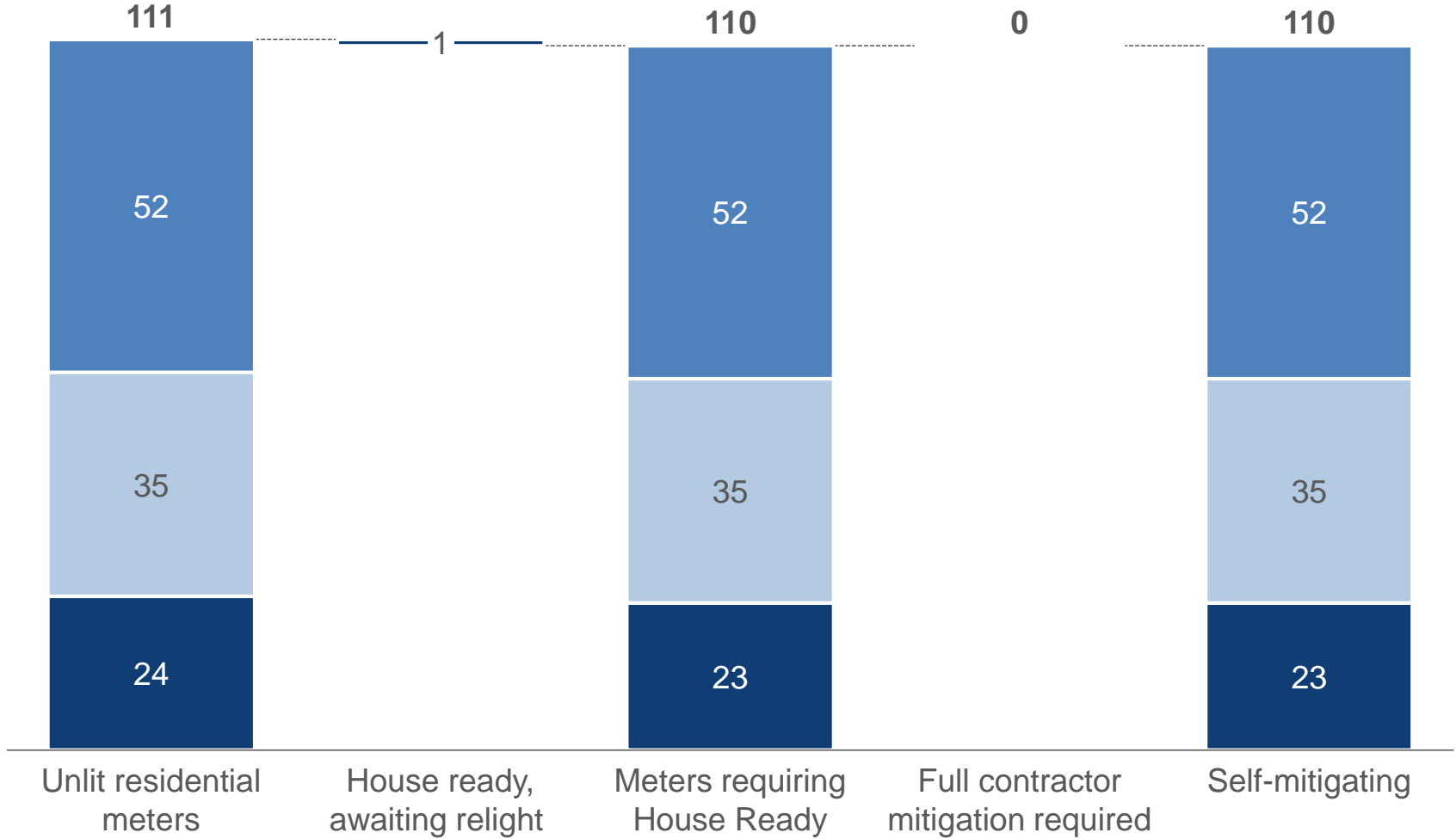
# Headlines

- We have now relit 98% of residential meters; 1 punch list and 110 self-mitigators remain
- We have restored 98% of businesses to service; 1 punch list and 12 self-mitigators remain
- Removal of trailers from RV parks will be completed today

# Residential sites awaiting relight

# of meters

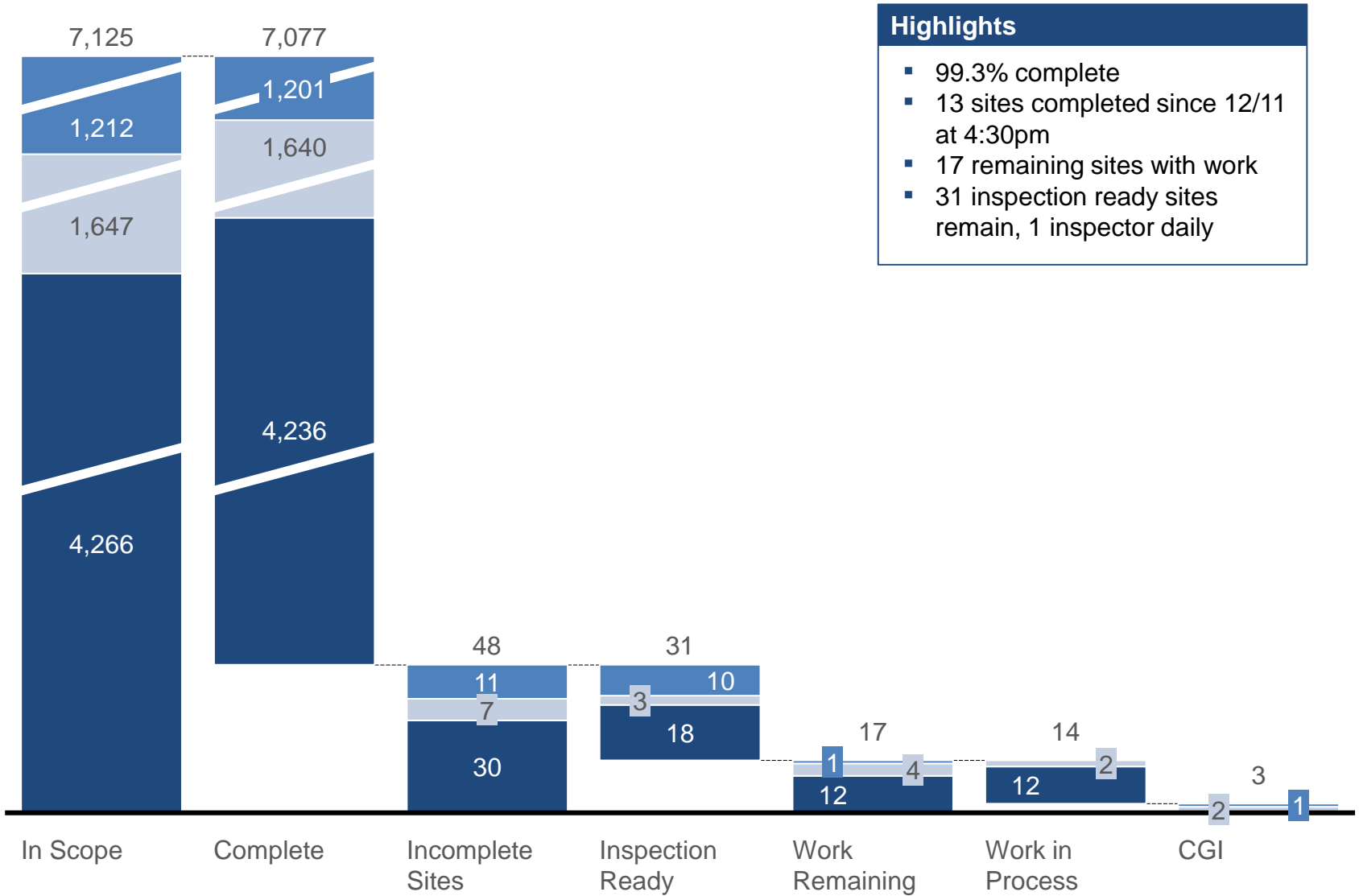
- Lawrence
- Andover
- North Andover



# Appliances

# of meters

North Andover Andover Lawrence



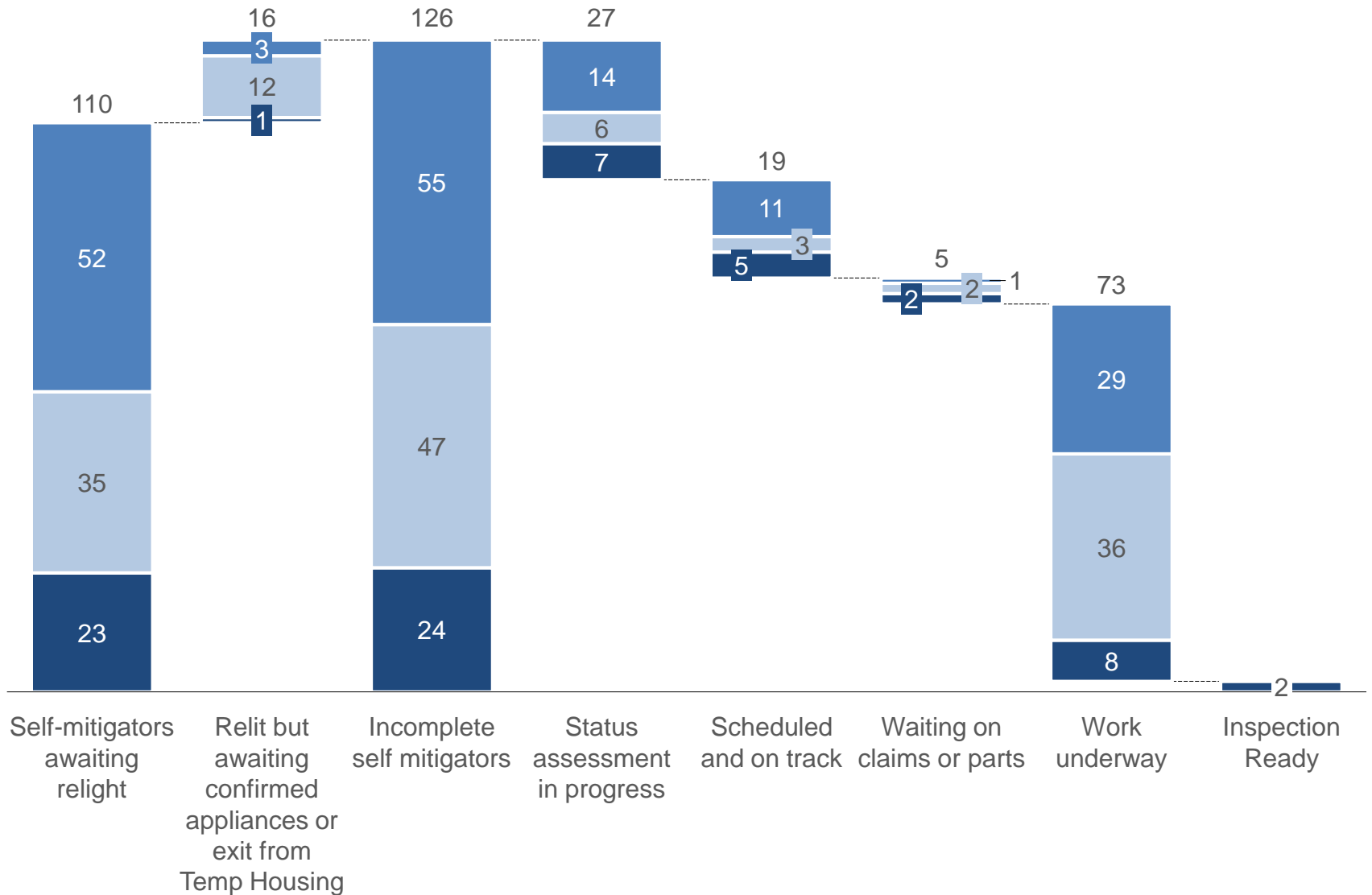
### Highlights

- 99.3% complete
- 13 sites completed since 12/11 at 4:30pm
- 17 remaining sites with work
- 31 inspection ready sites remain, 1 inspector daily

# Self mitigators with action remaining

# of meters

Lawrence Andover North Andover



# Temporary heat, winterization, and residential relights

## Relights

Municipality	Residential relights, # to date	Residential meters, # in total	Residential relights, % of meters
Lawrence	4,216	4,268	99%
Andover	1,608	1,643	98%
North Andover	1,188	1,212	98%
<b>Total</b>	<b>7,012</b>	<b>7,123</b>	<b>98%</b>

## Highlights

- Only 2% of residential meters still awaiting relight, of which all but 1 are self-mitigators
- 23 relights on 12/13
- Relit 6 previously winterized sites since 12/11
- Removed 6 temp heat settings from the field; 49 projects remain in the field, of which the vast majority are at self-mitigating sites

## Winterization

Metric	Number of meters
Total winterized	190
Relit	159
Remaining to be relit	31

## Temp Heat

Metric	Number of meters
Total installed	959
Removed	910
Remaining to be removed	49

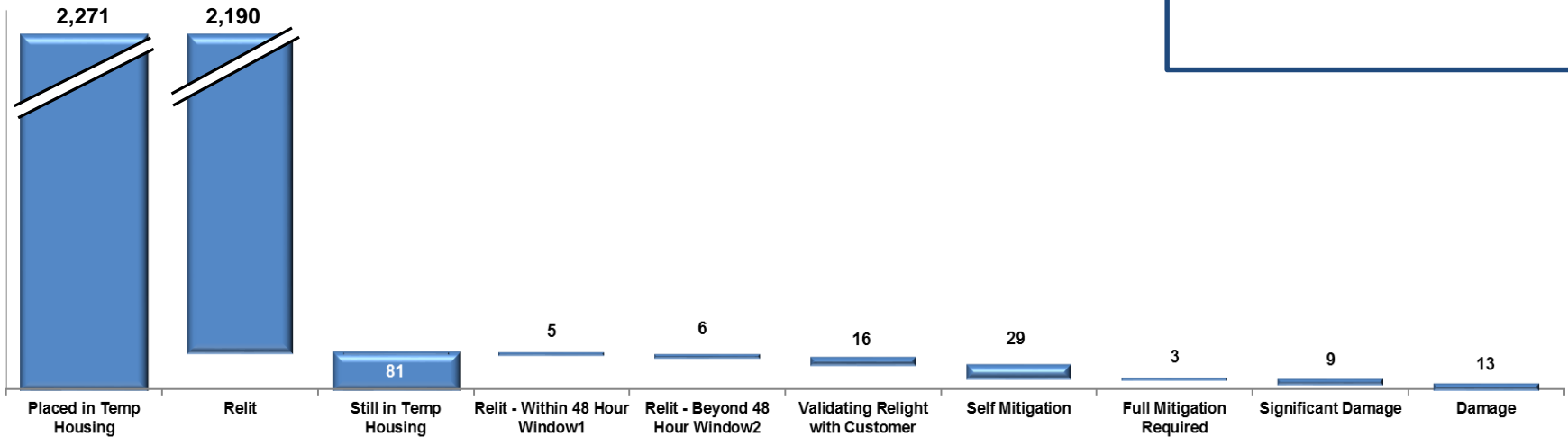
# Temporary Housing

# 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	1	1	1	7
Lawrence	61	4	5	14	20
North Andover	8	0	0	1	2
<b>Total</b>	<b>81</b>	<b>5</b>	<b>6</b>	<b>16</b>	<b>29</b>

## Highlights

- All RV trailers to be removed by today (12/14)
- 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 12/13	Cumulative
Claims electronically registered, #	12	24,468
Claims closed, #	262	18,201
Of which: Business	36	1,124
Total claims paid, \$M	\$0.7	\$76.3
Of which: Business	\$0.4	\$16.6
Calls received through toll-free number, #	150	44,940
ASA, seconds	-	10

## Highlights

- 1,680 landlords contacted with \$4.5M rent reimbursement paid to date
- All claim work needed for self-mitigating customers awaiting relight has been completed
- 65 customers serviced in the Claim Centers, 62 residential and 3 business. 14 Andover, 44 Lawrence and 7 North Andover

# Communication

## IMAGE OF THE DAY



Thank you to Sweet Mimi's Chocolates in Andover for providing refreshments for our Open House events.

## Social Media Customer Care Questions

- Service restoration questions

## Social Media Proactive Content

- Self Mitigation Restoration
- Back to Business
- Walk-In Customer Care Centers
- Safety Information

## Completed

- Announcement of substantial completion of restoration

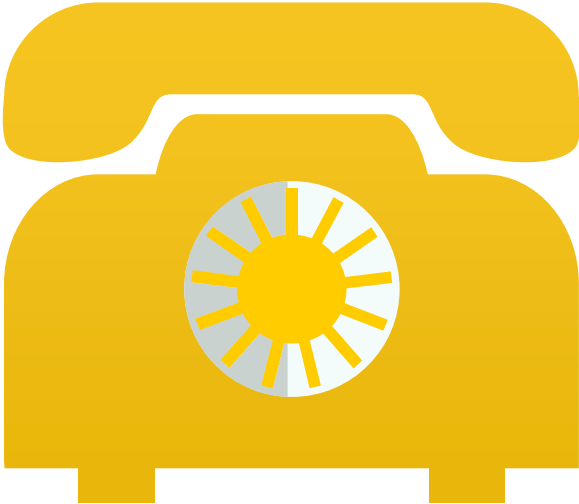


## Discussion topics

- Working with team of CMA-led project managers to support remaining self-mitigators totaling 110 meters to accelerate relight.
- Reaching out to ensure that all self-mitigators either have heat, have temporary heat or are winterized.
- Monday, Wednesday, and Friday updates to continue through rest of year with the exception of holidays

## 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>
Gas Emergency Line	<b>Call 911 or (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>	