

Columbia Gas of Massachusetts Phase II

April 8, 2019

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Columbia Gas®



Equipment Repair Plan for installed appliances

Goal: Provide customers with peace of mind by repairing installed or repaired equipment that breaks

Equipment Repair Process

Customer calls for help with equipment repair



24/7 NiSource Customer Care Center dispatches



Locally retained plumber / HVAC contractors conduct no-cost repair to customer equipment

- The program handles customer needs regarding equipment repair issues on appliances repaired or replaced during the recovery effort
- Same customer experience as previous escalation process
- Costs will be covered by CMA
- Residential equipment and workmanship will be covered through May 2020
- Commercial equipment and workmanship will be covered through 1 year from the date of completed installation
- After this coverage concludes, customers will rely on manufacturer's warranty for equipment

Equipment Replacement Program

Goal: Replace all temporarily repaired heating equipment while maximizing energy efficiency

Outreach

- Starting in mid- to late-March, Columbia began executing the communications plans, including letters and outbound phone calls, to proactively contact customers to begin scheduling site evaluation appointments for the replacement work.
- Approximately 900 customers' heating equipment was temporarily repaired and now will be replaced.

Evaluation

- Commodore Recovery LLC in-home evaluation teams will visit each site to determine energy efficiency options, identify any hazardous materials requiring remediation prior to the replacement work, and to generate a specific work plan for each site.

Execution

- Commodore Recovery LLC will facilitate services including, but not limited to, site evaluation, hazardous material abatement and remediation, installation of / disposal of heating equipment and all associated infrastructure work, and all data capture.
- QA / QC process to validate quality of work and accurate, complete data capture.

Customer Path to Replacement

COLUMBIA GAS HEATING EQUIPMENT REPLACEMENT PROGRAM

WHAT HAPPENS DURING THIS PROCESS?



OUTREACH

Columbia Gas will reach out to you to schedule an in-home site evaluation at a date and time that is convenient for you.

- Direct mailer
- Outbound call
- Schedule evaluation within two weeks and at customer's convenience



SITE EVALUATION*

An in-home evaluation team will visit your property to help you determine the best heating equipment for you and discuss your energy efficiency options. During this visit, the replacement appointment will be scheduled at a date and time that is convenient for you.

- Identify heating solutions
- Identify materials
- Current state data capture
- Schedule replacement work



REPLACEMENT WORK

A skilled group of subcontractors will return to the property to install your new heating equipment at no cost to you.* As part of this process, Columbia Gas will also conduct a quality assurance assessment of the new heating equipment.

- Within two weeks to allow for any mitigation
- Materials prep
- Installation data capture
- Inspection close out



INSPECTION

A municipal inspector will examine and approve your heating equipment installation. To the extent possible, this inspection will be done during the final day of the replacement work.



FOLLOW-UP

Columbia Gas will personally reach back out to you to find out how we did and answer any follow-up questions you may have.

As a reminder, your replaced equipment will be covered under the Columbia Gas Equipment Repair Plan.

- Following completion Columbia will contact the customer to confirm satisfaction

*See next slide for Energy Efficient Options

Customer Path to Replacement (cont.)

*ENERGY EFFICIENT OPTIONS



For Customers with High Efficiency Equipment Currently in their Home

Columbia Gas will replace your high efficiency equipment with high efficiency equipment at no cost to you.



For Customers with Standard Efficiency Equipment Currently in their Home

- **Option 1:**
If you currently have standard efficiency equipment and would like to keep standard efficiency equipment, Columbia Gas will replace your equipment with a comparable standard efficiency system at no cost to you.
- **Option 2:**
If you currently have standard efficiency equipment and would like to upgrade to high efficiency equipment, Columbia Gas will provide an option for upgrading to high efficiency equipment during your in-home site evaluation. Columbia Gas will provide the high efficiency equipment at no cost to you, and will cover reasonable installation costs for work in the basement (such as piping and ventilation) that is required to install high efficiency equipment. In some cases, customers choosing to upgrade to high efficiency equipment may have out of pocket expenses.**

In cases where you will have out of pocket expenses, Columbia Gas will work with you to apply for no interest loans. If you have questions about the replacement of your repaired heating equipment, please call the Affected Customer Helpline at **1-866-388-3239.

To learn more about energy efficiency and for information on options available to assist in funding your high efficiency equipment upgrade, please visit columbiagas.com/massachusetts/resources/energy-efficiency

Private Property Soft Surface Restoration

Goal: Restore property to as good as or better than its original condition

Private Property Soft Surface Restoration

- Complete soft surface restoration at customer residences and businesses that initiated in Phase I
- Punch list of customer restoration to be completed in the spring, in addition to potential touch-up work as a result of settling using a block-by-block approach
- We are prepared to respond to new customer requests for soft surface restoration via the existing escalation process; any non-soft restoration request, such as pavers, will be processed through claims
- Erosion control remediation work has begun on approximately 600 properties, private property soft surface restoration to begin in April 2019, weather permitting

Preliminary Communication Plan

- Customer outreach beginning early-April with work beginning mid-April, weather permitting
- Door hangers left on a block-by-block basis to alert residents of upcoming work
- Close coordination with municipalities on the soft surface restoration plan and the preferred method of communication with customers
- Private property soft surface restoration process and updates via:
 - ✓ Website
 - ✓ Social media
 - ✓ Newsletter