

# Daily briefing

October 13, 2018



Columbia Gas®



# Standing Agenda







- Headlines
- Weather
- Operational Updates
- Customer and Community Support
- Claims
- Communications
- Discussion Topics
- Sheltering Options

# Headlines

- We have now:
  - Replaced more than 26 miles of pipe to-date
  - Replaced 1,951 service lines, of which 1,753 are gas-ready
- We are:
  - Launching Back to Business initiative this week
  - Engaging with communities for advance planning around Halloween

# Weather

## 10-day Forecast

DAY		DESCRIPTION	HIGH / LOW	PRECIP
TODAY OCT 13		Rain	54°/40°	100%
SUN OCT 14		Partly Cloudy	60°/45°	10%
MON OCT 15		Rain	60°/43°	80%
TUE OCT 16		Sunny	55°/42°	0%
WED OCT 17		Mostly Sunny	55°/36°	10%
THU OCT 18		Mostly Sunny	44°/34°	0%
FRI OCT 19		Sunny	54°/44°	0%
SAT OCT 20		Partly Cloudy	57°/44°	20%
SUN OCT 21		Mostly Sunny	51°/36°	20%
MON OCT 22		Mostly Sunny	53°/41°	10%

## Sunrise/Sunset Schedule 10/13/2018

Activity	Time
Sunrise	6:55 AM
Sunset	6:06 PM

SOURCE: Weather.com as of 9:00 AM on 10/13

# Operation Assess / Install

## Labor resourcing

Resource	On-the-ground 10/12 (yesterday)	Planned for 10/13 (today)	Planned for 10/14 (tomorrow)
Plumbers	225	500	500
Gas fitters	318	320	342
Electricians	385	254	225
GRS Field/Ops	344	282	286
Local inspectors	19	12	12
Linguists <sup>3</sup>	97	94	70

## Other resourcing

Resource	Installed <sup>4</sup> (cumulative)	# in stock	# ordered
Water heaters	411	1060	1627
Boilers	390	745	1664
Combination units	10	1361	0
Tankless water heat	4	334	0
Ranges	0	377	1843
Dryers	0	553	2659

## Progress update

- Made 563 units "House ready"
- Surging to 500 plumbers this weekend; more being sourced for commercial work next week

## Customer and community engagement

- Communicating 72-hour look-ahead schedule and interactive map
- Call center reps are calling all property owners to verify dwelling units

## Risks

- Locate additional plumber resources
- Moving from walk to run production rate

KPIs (figures subject to revision)	Units in-progress <sup>2</sup> (to-date)			
	10/12	Weekly Actual (Mon – Sun)		
Residential units started <sup>1</sup>	43	487		
Commercial units started <sup>1</sup>	36	148		
	Weekly Actual 10/12	Plan for last week	Cumu- lative	
Residential units House Ready <sup>3</sup>	80	440	300	513
Commercial units House Ready <sup>3</sup>	3	38	30	50

<sup>1</sup> "Units started" refers to appliances being disconnected

<sup>2</sup> In progress refers to any unit for which work has commenced and the work order has not yet been closed, indicating that all in-unit work is complete

<sup>3</sup> GRS House Ready units defined as a dwelling unit that has passed inspection

<sup>4</sup> Total across residential and commercial

# Operation Back to Business

Municipality	Business customers <sup>1</sup>
Andover	217
North Andover	155
Lawrence	304
<b>Total</b>	<b>676</b>

## **Business Customer engagement**

### **Progress to date**

- Identified 538 businesses are open (80% of total commercial customers), 80 are closed (12%) and 58 (8%) are unknown
- 26 commercial customers have alternative fuel sources (propane, electric, oil) in place (does not include 17 in multi-family housing)

### **Goals for next 24 hours**

- Make another in person visit to 58 businesses with “unknown” open/closed status
- Continue assessment/restoration of business customers with GRS; transitioning to Windover this week

### **Customer and community engagement**

- Planning press release around Back to Business initiative for Monday; will coordinate with municipal leaders
- List of customers was provided to mayor and town managers for review; adjusting based on feedback
- Plan to open “one-stop shops” with dedicated teams to guide commercial customers through the entire restoration process; additional details pending

<sup>1</sup> Subject to change based on refinements to categorization and data reconciliation

# Construction

## Labor resourcing: Crews planned

	10/13	10/14	10/15	10/16
Andover	60	21	62	62
Lawrence	97	32	98	98
North Andover	48	43	58	58
<b>Total</b>	<b>205</b>	<b>96</b>	<b>218</b>	<b>218</b>

## Progress Update

	Project to Date	Target
Main line Installed ft	139,170 (26.4 miles)	235,000 (44.5 miles)
Polyethylene pipe re-qualified ft	26,421 (5.0 miles)	68,640 (13 miles)
Service line replaced (#)	1,951	6,100
Gas Ready Services <sup>1</sup>	1,753	6,100

- Service and main line replacements are ahead of schedule

## Progress

- Main installed project to-date: 139,170 feet (26.4 miles)
- Service lines gas ready project to-date: 1,753
- Service lines replaced on 10/12: 211
- Service lines gas ready on 10/12: 256
- 53 crews re-assigned to work on vulnerable and at-risk customers

## Next 24 hours

- Mains and service lines working in all zones
- Projecting 205 crews for Saturday

## Customer and community engagement

- Continue to hold daily meetings with DPW of all three communities along with Environmental Partners
- Continue to hold daily project coordination meetings with local fire and police departments in all three municipalities to discuss traffic management
- Continue to hold weekly project coordination meetings with MassDOT to mitigate state road impacts as necessary

## Risk

- Inclement weather – Medium (Rain)
- Resources - Low
- Materials - Low
- Permitting and Traffic Control - Low

<sup>1</sup> Distinct from Gas Ready meters

# Customer and Community Support

## Yesterday's call center performance (through 6pm)

Topic	Metric	Actual, seconds	Target, seconds
Call center performance	ASA <sup>1</sup> : CMA, yesterday	2	30
	ASA <sup>1</sup> : CR <sup>2</sup> , yesterday	12	30

## Mobile Customer Care Centers Progress

Metric	Actual
# of customers interacted with (yesterday)	62
# of customers interacted with (to-date)	1,375

Deployment Area	1	2	3	4	5	6	7	8
Zones		✓		✓			✓	

## Latest progress

### Mobile Customer Care Centers successfully launched on 9/26:

- Deployed through zones 2, 4, and 7
- Visitors: Andover 6, North Andover 16 – “Block” Pilot, Lawrence 40
- Questions focused on service restoration, assess/install, appliance options, and claims process/status

“Block” RV Pilot – Commenced new RV zone 7 site to assist field customer questions during assess/install “house ready” process.

- North Andover Mobile Unit located at 127 Waverly Road
- Sourced additional RV locations and internal staffing/support for continued RV rollout

## Customer and Community Engagement

### Customer Resource Walk-in Locations:

- Facility/space planning under final review, additional furniture installed at Lawrence Customer Resource Center
- Positive feedback continues to be received from community on Mobile Customer Care Centers
  - Customer Moment

### Operation Trick or Treat

- Meeting with mayor and town managers early next week

### Goals for next 24 hours & beyond

- Monitor the “Block” RV Pilot: Mobile Care Unit through next Tuesday
- Recruitment Activities continue: 47 candidates for the 15 Customer Care Advisor positions and 1 Team Leader position.
  - Interviewed 26 candidates

<sup>1</sup> Average seconds to answer. | <sup>2</sup> CLEAResult



# Claims

## Metrics

Metric	Total to date
Calls received at Claim Reporting toll-free number	23,809
Claims made at walk-in centers	69 – Andover 151 – Lawrence 22 – North Andover
Residential claims	94%
Claims with more than 1 payment	29%
ASA: Claim Center, yesterday	6 seconds

## Claims by Municipality

Municipality	Claims Received	Active Claims	Value paid out, \$M
Andover	4,200	3,160	\$4.25
North Andover	2,892	2,249	\$2.72
Lawrence	12,343	9,422	\$6.80
Other Areas <sup>1</sup>	805	568	\$0.46
<b>Total</b>	<b>20,240</b>	<b>15,399</b>	<b>\$14.2</b>

<sup>1</sup> Areas impacted by electrical outage may be outside of Lawrence, Andover, and North Andover

## Progress Update

- 94,685 interactions have been documented on active files, an average of 6.2 per claim
- Over 900 payments made to customers totaling \$1.4M yesterday (10/12). 71% of claims have payments, with 29% having more than one.

## Goals for next 24 hours & beyond

- Dwelling unit owner surveys continue and will be transitioned to a call center (other than claims) using a streamlined process to accelerate results
- Quality Review program initiated this week auditing a representative sample of claims every two weeks to ensure quality standards being met consistently

## Customer and community engagement

- Finalized permanent space in Andover including space with Community Support
- One customer expressed deep appreciation for all the help her adjuster provided while moving with her autistic son, who gets stressed with change, into alternative housing

# Communications

ALL DATA AS OF 10/12/2018

Activity	Update	Channels/Timing
<b>Claims Centers</b>	<p>For the week of Oct. 8:</p> <ul style="list-style-type: none"> <li>• Andover : T-F 12 p.m. - 8 p.m.; Sat. 9 a.m. - 2 p.m. at 20 Main Street</li> <li>• Lawrence: M-F 7 a.m. - 7 p.m.; Sat 9 a.m. - 2 p.m. at 439 South Union Street (1 Heritage Place)</li> <li>• North Andover: T-F 12 p.m. - 8 p.m.; Sat 9 a.m. - 2 p.m. at 115 Main Street</li> </ul>	<ul style="list-style-type: none"> <li>• Updated details available on ColumbiaGasMA.com</li> <li>• Shared on social channels</li> <li>• Claim Center Phone Number: 1 (800) 590-5571</li> </ul>
<b>Assessments/ Installations</b>	<ul style="list-style-type: none"> <li>• "House Ready" assessment / installation process</li> <li>• 72-hour work-ahead schedule updated daily in English and Spanish</li> </ul>	<ul style="list-style-type: none"> <li>• Amplification of the "House Ready" assessment / installation process ongoing, including exploration of paid advertising and direct mail</li> <li>• Updating schedule details on ColumbiaGasMA.com daily</li> <li>• Updating social media content daily</li> <li>• Upcoming press release on Operation Back to Business</li> </ul>
<b>Construction &amp; Restoration Overview</b>	<ul style="list-style-type: none"> <li>• Mainline/service line pipe installations ongoing</li> </ul>	<ul style="list-style-type: none"> <li>• Significant updates shared on ColumbiaGasMA.com and social channels</li> </ul>
<b>Mobile Customer Resource Centers</b>	<ul style="list-style-type: none"> <li>• For the week of Oct. 8 mobile units are planned T-F 9 a.m. - 4:30 p.m.; Sat-Sun 10 a.m.- 4 p.m.</li> </ul>	<ul style="list-style-type: none"> <li>• Updating locations on ColumbiaGasMA.com and social channels daily</li> </ul>
<b>Drone Image Capturing</b>	<ul style="list-style-type: none"> <li>• Drone video and still photos of job sites in North Andover and Lawrence</li> </ul>	<ul style="list-style-type: none"> <li>• Video and still photo content to be assessed, reviewed and used across channels moving forward</li> </ul>

Columbia Gas Website: [ColumbiaGasMA.com](http://ColumbiaGasMA.com)

Columbia Gas Facebook: <https://www.facebook.com/ColumbiaGasMA>

Columbia Gas Twitter: @ColumbiaGasMA

# Discussion topics

- Mission focus

## Detail on placement of customers into alternate housing

Municipality	Metric	Total in housing EOD 10/10	Newly housed 10/11	Total in housing EOD 10/11	Of which: Hotels	Of which: Apartments	Of which: Trailers <sup>2</sup>
Andover	Families	171	16	187	183	0	4
	Individuals	456	44	500	484	0	16
	Rooms	182	16	198	198	0	0
North Andover	Families	114	21	135	127	0	8
	Individuals	363	60	423	384	0	39
	Rooms	127	18	145	145	0	0
Lawrence	Families	849	192	1,041	995	0	46
	Individuals	3,129	728	3,857	3,650	0	207
	Rooms	1,058	206	1,264	1,264	0	0
Other areas <sup>1</sup>	Families	9	0	9	9	0	0
	Individuals	27	0	27	27	0	0
	Rooms	11	0	11	11	0	0
Total	Families	1,143	229	1,372	1,314	0	58
	Individuals	3,975	832	4,807	4,545	0	262
	Rooms	1,378	240	1,618	1,618	0	0

### Updates:

- Families placed in trailers decreased 5 to 58
- 14 apartment placements are in process with background checks being completed. These are larger families in hotels with late relight dates who were contacted about the option to move to an apartment. Contacts continue.
- 57 new housing requests received through 800 reporting number, up from 30

<sup>1</sup> Customers in this category had an unlisted address and/or an alternate outside address | <sup>2</sup> Municipality breakdown based on origin of customer, not current trailer location. E.g., a customer from Lawrence currently placed in Andover would be listed in the Lawrence row.

# Sheltering Options Status

ALL DATA AS OF 10/12/2018



Shelter type	Available units (not occupied)	Occupied units	Total (available plus occupied)
Hotels	2,981 rooms	1,618 rooms	4,599 rooms
Apartments	166 apartments	0 apartments	166 apartments
Travel trailers	342	58	400
Congregate Shelters	1,000	0	1,000

## KPIs

Current Units Secured

4,765

Rooms available by 10/11 (hotels & apartments)

95%

Target Goal

5,000

Percentage of goal

100%

## Progress update

- Target to reach our target of 5K rooms (across hotels and apartments) in next few weeks
- Secured 4,599 hotel rooms (~2000 within 30 miles of center of impacted area; ~600 within 15 miles),
- Secured 166 short term apartment leases (all within 30 miles and ranging from 1BR – 3BR)
- Secured 400 travel trailers – 197 available for placement on 10/11
  - South Commons Park (Lawrence): 180 onsite, 180 units available, 23 occupied.
  - Pemberton Park (Lawrence): 100 units planned, 95 onsite, site fully online by 10/17/18
  - Grogan Field (North Andover): 60 units planned, 60 units onsite, site fully online this weekend
  - Recreation Road (Andover): 32 units planned, 32 onsite, 17 available, 3 occupied
- Congregate shelter at IndusPad, 46 Stafford Street, Lawrence. 250 beds available; 1,000 available 10/13
- Nevins Farm in Methuen is available to kennel and care for household pets should customers have a need.

# Appendix

# Columbia Gas Contact Information

Affected Customer Hotline (866)-388-3239

Property Claims Number (800)-590-5571

Emergency Line (800)-525-8222

Claims Center Locations (see website for availability):

439 South Union Street, Lawrence:

Mon. – Fri. 7a.m. – 7p.m.; Sat. 9a.m.-2p.m.

20 Main St. Andover:

Mon. – Fri. 12 p.m. – 8p.m.; Sat. 9a.m. – 2p.m.

115 Main St. North Andover:

Tue. – Fri. 12p.m. – 8p.m.; Sat. 9a.m. – 2p.m.

Career Hotline (866) 960-7285

For online information visit [www.columbiagasma.com](http://www.columbiagasma.com)