

Daily briefing

October 09, 2018



Columbia Gas®



Standing Agenda










- Headlines
- Weather
- Operational Updates
- Customer and Community Support
- Commercial Customers
- Claims
- Communications
- Sheltering options

Headlines

- We have now:
 - Replaced more than 20 miles of pipe to-date
 - Replaced 1074 service lines, of which 817 are gas-ready
 - Launched revised combined Assessment / Installation process
 - Launched an interactive map

Weather

10-day Forecast

DAY		DESCRIPTION	HIGH / LOW	PRECIP
TODAY OCT 9		AM Clouds/PM Sun	81°/69°	0%
WED OCT 10		Partly Cloudy	84°/61°	10%
THU OCT 11		Rain	68°/59°	100%
FRI OCT 12		Mostly Cloudy	62°/44°	10%
SAT OCT 13		Partly Cloudy	55°/39°	0%
SUN OCT 14		Mostly Cloudy	58°/47°	0%
MON OCT 15		Showers	60°/55°	60%
TUE OCT 16		AM Showers	57°/45°	60%
WED OCT 17		Mostly Sunny	59°/46°	10%
THU OCT 18		Partly Cloudy	56°/43°	10%

Sunrise/Sunset Schedule 10/9/2018

Activity	Time
Sunrise	6:51 AM
Sunset	6:12 PM

SOURCE: Weather.com as of 10:30AM on 10/9

Operation Assess / Install

Labor resourcing

Resource	On-the-ground 10/8 (yesterday)	Planned for 10/9 (today)	Planned for 10/10 (tomorrow)
Plumbers	580	215	218
Gas fitters	171	180	190
Electricians	454	272	272
GRS Field/Ops	180	182	182
Local inspectors	3	6	6
Linguists	20	35	35
Assessors	24	40	40

Other resourcing (figures being validated)

Resource	Installed ² (cumulative)	# in stock	# ordered
Water heaters	203	1080	970
Boilers	176	275	1,203
Comb. units	5	220	1,000
Tankless water heaters	0	150	300
Ranges	0	0	2,000
Dryers	0	0	2,000

Progress update

- GRS now utilizing app
- Mutual aid resources onboarding this week
- Ramped up yesterday to 1,361 trade resources
- Number of plumbers declined relative to weekend surge capacity, as planned
- 16 commercial made ready for inspection today, 95 total awaiting inspection
- Working to source inspectors for 10/10
- Assessment appointments previously scheduled to take place on 10/9 being kept; others being informed that Install process will include later assessment

KPIs (figures being validated)

Prior day		Cumulative	Total goal ¹
141	Residential units started	481	N/A
36	Residential units House Ready	109	9,607 (est.)
38	Commercial units started	164	N/A
0	Commercial units House Ready	12	748 (est.)

Customer and community engagement

- Communicating 72-hour look-ahead schedule and interactive map
- Claims adjusters are calling all property owners to verify dwelling units and installation preferences

¹ Estimate subject to change. Represents estimated number of dwelling units across residential and commercial customers respectively, which includes multiple units behind commercial and residential meters. There are 8,447 total meters across commercial and residential; some meters have multiple dwelling units.

² Total across residential and commercial

Construction

Labor resourcing: Crews planned

	10/9	10/10	10/11	10/12
Andover	56	56	56	67
Lawrence	86	87	87	95
North Andover	53	53	53	53
LP to MP ¹ services	0	0	0	0
Total	195	196	196	215

Progress Update

	Project to Date	Target
Main line Installed ft	108,338 (20.5 miles)	235,000 (44 miles)
Polyethylene pipe re-qualified ft	11,255 (2.1 miles)	68,640 (13 miles)
Service line replaced (#)	1,074	6,100
Gas Ready Services ²	817	6,100

- Service and main line replacements are ahead of schedule

¹ Low pressure to medium pressure

Progress

- Main installed project to-date: 108,338 feet (20.5 miles)
- Service lines gas ready project to-date: 817
- Service lines newly replaced on 10/8: 157
- Service lines newly gas ready on 10/8: 165

Next 24 hours

- Mains and service lines working in all zones projected 195 crews for Tuesday
- 53 crews being re-assigned to work on vulnerable and at-risk customers

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

Risk

- Inclement weather – Low
- Resources - Low
- Materials - Low
- Permitting and Traffic Control - Low

Customer and Community Support

Yesterday's call center performance (through 6pm)

Topic	Metric	Actual, seconds	Target
Call center performance	ASA ¹ : CMA, yesterday	20	30 seconds
	ASA ¹ : CR ² , yesterday	2.9	30 seconds

Mobile Customer Care Centers Progress

Metric	Actual
# of customers interacted with (yesterday)	111
# of customers interacted with (to-date)	1,045

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

See claims section for detail on customer placement

Latest progress

Mobile Customer Care Centers:

- Deployed through zones 2, 4, and 7
- Visitors on 10/8: Andover 17, North Andover 37, Lawrence 57
- Questions focused on path to service restoration, assessments, claims process/status & construction process
- Piloting approach where Mobile Customer Care Centers deploy along with Install and Assess activity

Interactive map rollout:

- Interactive map is live on Columbia Gas web site
- Did not produce spike in calls

Customer and community engagement

- We are actively reaching out to ensure customers have alternate housing solutions, determining other needs, and providing them where necessary; claims adjusters are ensuring high-touch outreach
- Positive feedback continues to be received from community on Mobile Customer Care Centers

Goals for next 24 hours & beyond

- Recruitment Completed: 47 candidates for the 15 Customer Care Advisor positions and 1 Team Leader position. **Next step, Interview process to begin week of October 8th.**
- CSR & Mobile Team Training; Interactive map & Talking Points, extra staffing planned in call center to support deployment
- Andover Location: 45 Main Street – physical tour completed, next step - lease negotiations

¹ Average seconds to answer. | ² CLEARResult

Commercial customers

Municipality	Commercial customers ¹
Andover	283
North Andover	169
Lawrence	321
Total	773

Commercial Customer engagement

By the numbers

- 240 assessments of commercial customers conducted to-date
- 38 customers have alternative fuel sources (propane, electric, oil) in place

Highlights

- **Breen School in Lawrence** is still targeting house-ready by end of day on Tuesday 10/9. It was made gas-ready on Sunday 10/7. Assessment team welded line to exterior of building Saturday 10/6.
- **Bingham Way, North Andover:** Unit is relight-ready and awaiting inspector. 36 units
- **Fountain Drive, North Andover:** Awaiting inspector. Gas-ready after adding 1,000 ft of main and change from 1 master meter to 8 meters direct to buildings (avoiding faulty existing customer underground pipe); targeting house-ready Tuesday 10/9. 40 units

¹ Subject to change based on refinements to categorization and data reconciliation. Includes key services (e.g. medical care, public education), large residential properties, and customers that depend on gas for core services (e.g. restaurants).

Claims

Metrics

Metric	Total
Calls received at Claim Reporting toll-free number	20,783
Claims made at walk-in centers	47 on Monday (only Lawrence open)
Residential claims, %	95%
Claims with more than 1 payment, %	21%
ASA: Claim Center, yesterday	6 seconds

Claims by Municipality

Municipality	Claims received	Value paid out, \$M
Andover	4,011	\$2.83
North Andover	2,766	\$2.01
Lawrence	11,908	\$5.15
Other Areas ¹	742	\$0.28
Total	19,417	\$10.27

Goals for next 24 hours & beyond

- Calling all property owners using claims adjusters
- Continue to manage through escalated claim issues and ensure consistent messaging to customers.

Customer and community engagement

- Housing Placement team continues to respond to urgent customer placement needs
- Approved vet bills for injured service dog due to accident during evacuation.

¹ Areas impacted by electrical outage may be outside of Lawrence, Andover, and North Andover

Communications Update: October 9th

ALL DATA AS OF 10/8/2018

Activity	Update	Channels/Timing
Claims Centers	<ul style="list-style-type: none"> For the week of Oct. 8: Andover : T-F 12 p.m. - 8 p.m.; Sat. 9 a.m. - 2 p.m. at 20 Main Street Lawrence: M-F 7 a.m. - 7 p.m.; Sat 9 a.m. - 2 p.m. at 439 South Union Street (1 Heritage Place) North Andover: T-F 12 p.m. - 8 p.m.; Sat 9 a.m. - 2 p.m. at 115 Main Street 	<ul style="list-style-type: none"> Updated details available on ColumbiaGasMA.com Shared on social channels Claim Center Phone Number: 1 (800) 590-5571
Assessments	<ul style="list-style-type: none"> Assessments are continuing on Tues., Oct. 9 as part of the installation process; streets targeted for assessments updated on ColumbiaGasMA.com Updated FAQ's available on ColumbiaGasMA.com and as a leave behind 	
Construction & Restoration Overview	<ul style="list-style-type: none"> Overview of what to expect in the restoration process and overview of the Gas Ready construction plan. 	<ul style="list-style-type: none"> Customer information on service restoration posted on ColumbiaGasMA.com Available in hand out in the mobile customer care and contact centers
Mobile Customer Resource Centers	<p>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.</p>	<ul style="list-style-type: none"> Locations updated on ColumbiaGasMA.com

Columbia Gas Website: ColumbiaGasMA.com

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

Columbia Gas Twitter: @ColumbiaGasMA

Discussion topics

- Mission focus
- Inspection resources
- Interactive map response



Sheltering Options Status

Shelter type	Available units (not occupied)	Occupied units	Total (available plus occupied)
Hotels	3,090 rooms	1,173 rooms	4,263 rooms
Apartments	164 apartments	0 apartments	164 apartments
RVs	400	0	400
Congregate Shelters	1,000	0	1,000

KPIs

Current Units Secured		Target Goal
4,427	Rooms available by 10/8 (hotels & apartments)	5,000
88%	Percentage of goal	100%

Progress update

- Trailer sites being established on South Common Park, Lawrence (180 trailers), Pemberton Park, Lawrence (100 trailers), Grogan Field, North Andover (80 trailers), Recreation Road Park, Andover (34 trailers).
- 400 travel trailers under lease and being delivered to 4 trailer sites.
 - South Common Park (Lawrence) - - 129 on site at 8 PM on Monday, anticipate 180 by 10/10. 75 trailers available for placements starting Tuesday, 10/9.
 - Recreation Road (Andover) - - 13 on site at 8 PM Monday, growing to 34 by 10/12. Anticipate 20 being available for placements starting on Wednesday, 10/10.
 - Grogan Field (North Andover) - - deliveries start on Wednesday 10/10.
 - Pemberton Park (Lawrence), deliveries start Monday 10/8.
- Congregate shelter at IndusPad, 46 Stafford Street, Lawrence. Warming Center and Shelter operational as of Monday, 10/8. 250 beds available for overnight stays; capacity to surge to 1000 beds. Shelter includes pet facilities.

Customer and community engagement

- Press release issued on 10/5.

Placement of customers into alternate housing

Municipality	Metric	Total in housing EOD 10/6	Newly housed 10/7	Total in housing EOD 10/7	Of which: Hotels	Of which: Apartments	Of which: RVs
Andover	Families	130	10	140	140	0	Not yet available
	Individuals	341	26	367	367	0	
	Rooms	143	11	154	154	0	
North Andover	Families	81	6	87	87	0	
	Individuals	254	15	269	269	0	
	Rooms	94	6	100	100	0	
Lawrence	Families	666	47	713	713	0	
	Individuals	2,417	142	2,559	2,559	0	
	Rooms	854	54	908	908	0	
Other areas ¹	Families	9	0	9	9	0	
	Individuals	27	0	27	27	0	
	Rooms	11	0	11	11	0	
Total	Families	886	63	949	949	0	
	Individuals	3,039	183	3,222	3,222	0	
	Rooms	1,102	71	1,173	1,173	0	

Updates:

- RVs become available for placement tomorrow
- Apartment placements were previously handled on a case-by-case basis with customers who sustained extensive home damage, involving longer-term leases and/or alternative arrangements.
- 37 new housing requests received through 800 reporting number

¹ Customers in this category had an unlisted address and/or an alternate outside address

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

Definitions

Term	Definition
Customer	Any service with a meter attached.
Business customer	Customer type field defined as “commercial” customer in Customer Information System.
Residential customer	Customer type defined as “residential” customer in Customer Information System.
Master Meter	Pipeline system for distributing gas within, but not limited to, a definable area, such as a mobile home park, housing project, or apartment complex, where the operator purchases metered gas from an outside source through a gas distribution pipeline system. One master meter shows up as one customer in current data.
Manifold	Pipeline system where one service line flows into an apparatus that has multiple meters. With current data methods, customers on a manifold will be equal to the total number of meters on the manifold.
Assessment	Crews have assessed your house or business and its appliances to plan for the repair and replacement of your appliances, and all required inspections are performed.
Gas-ready	All components up to the meter have been installed and tested, and gas is present.
House-ready	All inside work is completed and tested, with at least one appliance in your home or business available for re-light.
Re-light	A Columbia Gas representative has come to the home, installed the meter, tested it, and restored gas service to the home or business.