

Daily briefing

October 12, 2018



Columbia Gas®



Standing Agenda

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











Headlines

- We have now:
 - Replaced ~25 miles of pipe to-date
 - Replaced 1,740 service lines, of which 1,497 are gas-ready
 - 1.7 miles of plastic pipe was re-qualified yesterday (35% increase day-over-day, 4.9 miles to-date, 13 miles target)
- We are:
 - Delivering ~3,000 blankets to the town of Lawrence later today
 - Making recommendations for open customer care positions this afternoon

Weather

10-day Forecast

Sunrise/Sunset Schedule 10/12/2018

DAY		DESCRIPTION	HIGH / LOW	PRECIP
TODAY OCT 12		AM Clouds/PM Sun	63°/44°	0%
SAT OCT 13		AM Showers	53°/41°	60%
SUN OCT 14		Mostly Sunny	60°/46°	10%
MON OCT 15		PM Showers	59°/45°	50%
TUE OCT 16		Sunny	56°/42°	0%
WED OCT 17		Partly Cloudy	59°/38°	20%
THU OCT 18		Mostly Sunny	48°/37°	0%
FRI OCT 19		Sunny	54°/41°	0%
SAT OCT 20		Partly Cloudy	57°/42°	10%
SUN OCT 21		Partly Cloudy	52°/40°	20%

Activity	Time
Sunrise	6:54 AM
Sunset	6:06 PM

Special Weather Statement

From: Mid-morning 10/12
 To: Afternoon 10/12

NORTHWEST WINDS WILL BECOME GUSTY BY MID MORNING AND PERSIST INTO THE AFTERNOON. WINDS MAY GUST TO BETWEEN 30 AND 40 MPH FOR A TIME - NATIONAL WEATHER SERVICE

SOURCE: Weather.com as of 7:00 AM on 10/12

Operation Assess / Install

Labor resourcing

Resource	On-the-ground 10/11 (yesterday)	Planned for 10/12 (today)	Planned for 10/13 (tomorrow)
Plumbers	225	225	225
Gas fitters	318	320	325
Electricians	385	200	200
GRS Field/Ops	344	351	357
Local inspectors	19	22	22
Linguists ³	97	94	80

Other resourcing

Resource	Installed ⁴ (cumulative)	# in stock	# ordered
Water heaters	389	592	2,190
Boilers	372	780	1,662
Combination units	10	368	1,000
Tankless water heat	2	336	0
Ranges	0	377	1,843
Dryers	0	553	2,659

Progress update

- Made 480 units "House ready" to-date
- Reducing number of electricians to align with install requirements
- Temp heat alternative aligned with fire safety officials; re-work underway
- Mutual aid resources continue to arrive and support the operation
- Inspector level increased to 19 and considering ramping up capacity on weekends to help meet demand

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

Risks

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

KPIs (figures subject to revision)	10/11 (today)	Weekly Actual (Mon-Sun)	Units in-progress ² (to-date)	
Residential units started ¹	81	444	748	
Commercial units started ¹	30	112	252	
	10/11 (today)	Weekly Actual (Mon-Sun)	Weekly Forecast	Cumu- lative
Residential units House Ready ³	146	360	300	433
Commercial units House Ready ³	12	35	30	47

¹ "Units started" refers to appliances being disconnected

² 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

³ GRS House Ready units defined as a dwelling unit that has passed inspection

⁴ Total across residential and commercial

Construction

Labor resourcing: Crews planned

	10/12	10/13	10/14	10/15
Andover	60	60	21	67
Lawrence	95	95	22	98
North Andover	56	51	50	58
Total	211	206	93	223

Progress Update

	Project to Date	Target
Main line Installed ft	131,973 (24.9 miles)	235,000 (44.5 miles)
Polyethylene pipe re-qualified ft	25,743 (4.9 miles)	68,640 (13 miles)
Service line replaced (#)	1,740	6,100
Gas Ready Services ¹	1,497	6,100

- Service and main line replacements are ahead of schedule

¹ Distinct from Gas Ready meters

Progress

- Main installed project to-date: 131,973 feet (24.9 miles)
- Service lines gas ready project to-date: 1,497
- Service lines replaced on 10/11: 151
- Service lines gas ready on 10/11: 200
- 53 crews re-assigned to work on vulnerable and at-risk customers
- 9,278 ft (1.7 miles) of plastic pipe re-qualified. (1.7 miles of 4.9 miles to-date, target of 13 miles)

Next 24 hours

- Mains and service lines working in all zones projected 211 crews for Friday

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 – 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	7	30 seconds
	ASA ¹ : CR ² , yesterday	4	30 seconds

Mobile Customer Care Centers Progress

Metric	Actual
# of customers interacted with (yesterday)	68 (rain)
# of customers interacted with (to-date)	1,313

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 13, North Andover 13 – “Block” Pilot, Lawrence 42
- Questions focused on colder weather coming soon, path to service restoration, assess/install, & 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
- Sourcing additional RV locations and internal staffing/support for continued RV rollout

Customer and Community Engagement

Customer Resource Walk-in Locations:

- Facility/space planning nearly finished
- Ordered new hire training equipment & supplies
- Positive feedback continues to be received from community on Mobile Customer Care Centers
 - Customer Moment

Goals for next 24 hours & beyond

- Interim CCA support at existing Claims Centers (Andover(1), N. Andover(1), and Lawrence(2))
- Monitor the “Block” RV Pilot: Mobile Care Unit
- Recruitment Activities continue: 47 candidates for the 15 Customer Care Advisor positions and 1 Team Leader position.
 - Interviews conclude Friday, 10/12

¹ Average seconds to answer. | ² CLEAResult

Commercial customers

Municipality	Commercial customers ¹
Andover	217
North Andover	154
Lawrence	304
Total	675

Commercial Customer engagement

Progress to date

- Identified 538 customers that are already open for business (60% of total commercial customers)
- 264 assessments of commercial customers conducted to-date²
- 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

- Update external stakeholders on business mitigation and recovery plan
- Continue to focus GRS crews on vulnerable and at-risk commercial customers

Customer and community engagement

- Continued outreach by ~40 Commercial Representatives - assigned part-time to the project – to assigned customers with updates on assessment scheduling and follow up to questions or concern

¹ Subject to change based on refinements to categorization and data reconciliation; ² Based on NiSource app, issues being resolved to integrate additional GRS data

Claims

Metrics

Metric	Total to date
Calls received at Claim Reporting toll-free number	23,116
Claims made at walk-in centers	50 – Andover 102 – Lawrence 38 – North Andover
Residential claims, %	94%
Claims with more than 1 payment, %	26%
ASA: Claim Center, yesterday	6 seconds

Claims by Municipality

Municipality	Claims received	Value paid out, \$M
Andover	4,160	\$3.65
North Andover	2,866	\$2.46
Lawrence	12,262	\$6.31
Other Areas ¹	794	\$0.40
Total	20,082	\$12.82

Goals for next 24 hours & beyond

- Of the added 35 adjusters, 15 will be on-site in the claims office to assist with our effort to provide additional assistance for commercial claims. The other 20 will be located in the claim center supporting incoming calls through the 800 line, proactively reaching out on projects such as appliance surveys and accepting incoming housing requests.
- To date, 23,881 payments have been issued. 12,514 checks, 1,774 debit cards and 9,593 immediate need payments.

Customer and community engagement

- Responding to local businesses with our specialized business claims team to evaluate their immediate needs
- Beginning today, placed adjusters on-site in the Town Halls of Andover and North Andover and Mayor's Office of Lawrence to provide direct access for claims question.

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

Communications

ALL DATA AS OF 10/11/2018

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/ Installations	<ul style="list-style-type: none"> "House Ready" assessment / installation process 72-hour work-ahead schedule updated daily in English and Spanish 	<ul style="list-style-type: none"> Amplification of the "House Ready" assessment / installation process ongoing Updated schedule details on ColumbiaGasMA.com daily Updating social media content daily
Construction & Restoration Overview	<ul style="list-style-type: none"> 56 percent of mainline pipe or 131,973 feet of pipe has been installed. 	<ul style="list-style-type: none"> Shared on social channels
Mobile Customer Resource Centers	<ul style="list-style-type: none"> 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. 	<ul style="list-style-type: none"> Updating locations on ColumbiaGasMA.com and social media, as needed
Website Template	<ul style="list-style-type: none"> New page to be published for safety content 	<ul style="list-style-type: none"> 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
- Operation Back-to-Business workshops

Claims: Detail on placement of customers into alternate housing

ALL DATA AS OF 10/11/2018

Municipality	Metric	Total in housing EOD 10/9	Newly housed 10/10	Total in housing EOD 10/10	Of which: Hotels	Of which: Apartments	Of which: Trailers
Andover	Families	158	25	183	177	0	6
	Individuals	429	62	491	466	0	25
	Rooms	165	25	190	190	0	0
North Andover	Families	106	21	127	118	0	9
	Individuals	331	74	405	364	0	41
	Rooms	114	21	135	135	0	0
Lawrence	Families	840	110	950	902	0	48
	Individuals	3,118	416	3,534	3,311	0	223
	Rooms	1,026	112	1,138	1,138	0	0
Other areas ¹	Families	9	0	9	9	0	0
	Individuals	27	0	27	27	0	0
	Rooms	11	0	11	11	0	0
Total	Families	1,113	156	1,269	1,206	0	63
	Individuals	3,905	552	4,457	4,168	0	289
	Rooms	1,316	158	1,474	1,474	0	0

Updates:

- 21 families placed in trailers today
- Apartment placements are in process with the focus to move larger families later in the relict schedule who have multiple hotels rooms
- 30 new housing requests received through 800 reporting number

¹ Customers in this category had an unlisted address and/or an alternate outside address | ² Number reported prior to 10/3 represented rooms rather than number of families in alternate housing

Sheltering Options Status

ALL DATA AS OF 10/11/2018



Shelter type	Available units (not occupied)	Occupied units	Total (available plus occupied)
Hotels	3,100 rooms	1,474 rooms	4,574 rooms
Apartments	166 apartments	0 apartments	166 apartments
Travel trailers	337	63	400
Congregate Shelters	1,000	0	1,000

KPIs

Current Units Secured

4,740

Rooms available by 10/8 (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 4,574 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 – 160 available for placement on 10/11
 - South Commons Park (Lawrence): 180 onsite. 143 units available, 20 occupied.
 - Pemberton Park (Lawrence): 100 units planned, 37 onsite, site fully online early next week.
 - Grogan Field (North Andover): 60 units planned, 40 units onsite, site fully online this weekend.
 - Recreation Road (Andover): 34 units planned, 21 onsite, 17 available, 2 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.

Customer and community engagement

- Press release issued on 10/5.

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