

# Daily briefing

October 16, 2018



Columbia Gas®



# Standing Agenda











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

# Headlines

- We have now:
  - Replaced nearly 29 miles of pipe to date
  - Replaced 2,381 service lines, of which 2,166 are gas-ready
- We are:
  - Returning to “block” approach for Operation Assess / Install
  - Preparing to launch Operation Back to Business

# Weather

## 10-day Forecast

DAY		DESCRIPTION	HIGH / LOW	PRECIP
TODAY OCT 16		Sunny	58°/43°	0%
WED OCT 17		Partly Cloudy	60°/36°	20%
THU OCT 18		Partly Cloudy	45°/31°	0%
FRI OCT 19		Sunny	57°/46°	0%
SAT OCT 20		Showers	58°/41°	50%
SUN OCT 21		Mostly Sunny	49°/33°	10%
MON OCT 22		Mostly Cloudy	48°/35°	0%
TUE OCT 23		Showers	51°/36°	60%
WED OCT 24		Showers	47°/36°	60%
THU OCT 25		Partly Cloudy	49°/36°	20%

## Sunrise/Sunset Schedule 10/16/2018

Activity	Time
Sunrise	6:59 AM
Sunset	6:01 PM

SOURCE: Weather.com as of 11:00 AM on 10/16

# Operation Assess / Install

## Labor resourcing

Resource	On-the-ground 10/15 (yesterday)	Planned for 10/16 (today)	Planned for 10/17 (tomorrow)
Plumbers	245	238	238
Gas fitters	427	449	449
Electricians	231	225	225
GRS Field/Ops	399	399	399
Local inspectors	12	12	12
Linguists	70	87	87

## Other resourcing

Resource	Installed <sup>4</sup> (cumulative)	# in stock	# ordered
Water heaters	586	953	1581
Boilers	567	881	1452
Combination units	18	1350	0
Tankless water heat	6	327	0
Ranges	10	595	1593
Dryers	14	657	2534

## Progress to date

- Made 711 units “House ready”
- Commenced return to block approach yesterday (10/15) with full return today (10/16)

## Customer and community engagement

- Communicating 72-hour look-ahead schedule and interactive map

## Risks

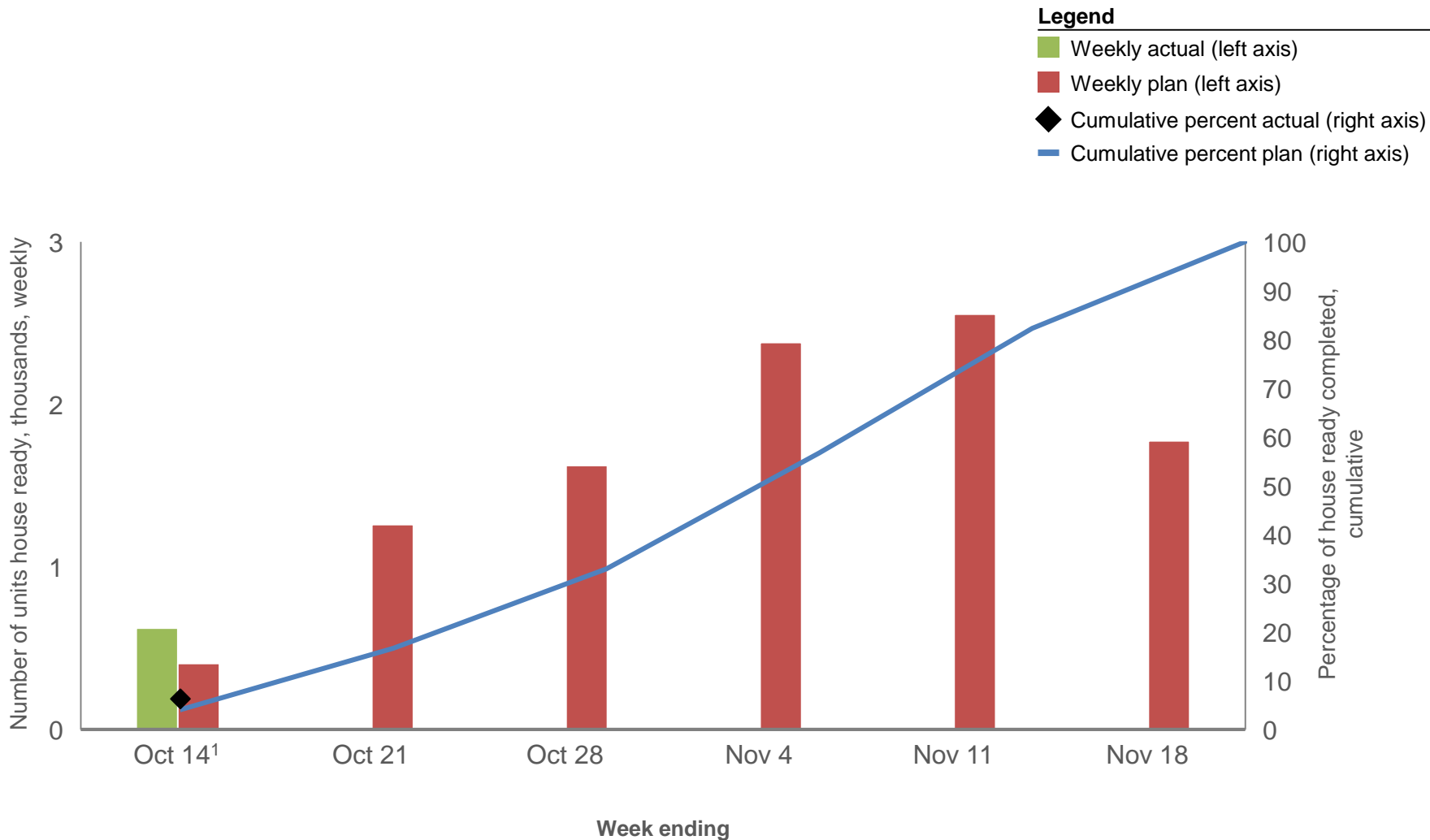
- Locating additional plumber resources
- Moving from walk to run production rate

## KPIs (figures subject to revision)

	10/15	Weekly Actual	Units in-progress <sup>2</sup> (to-date)		
Residential units started <sup>1</sup>	66	66	1079		
Commercial units started <sup>1</sup>	27	27	355		
	10/15	Weekly Actual	Plan for week	Total to date	Total goal <sup>5</sup>
Residential units House Ready <sup>3</sup>	19	19	1,134	654	9,607 (est.)
Commercial units House Ready <sup>3</sup>	5	5	126	57	748 (est.)

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 | 5 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.

# Operation Assess / Install: Progress vs. plan



<sup>1</sup> Week ending in October 14 shows project to-date through EOD 10/14/18.

Note: Number house ready currently represented using dwelling units. In the future, this information will be presented using number of meters. Projections based on plumber count. Subject to change.

# Operation Back to Business

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

### ***Progress to date***

- Identified 566 businesses are open (84%), 80 are closed (12%), 16 were closed prior to Sept 13 (2%), 13 are residential (2%) and 1 was unaffected
- 26 commercial customers have alternative fuel sources (propane, electric, oil) in place

### ***Next 24 hours***

- Training/onboarding project management resources
- Prepare Claim Centers for Thursday 10/18 Back to Business “one-stop shop” openings

### ***Customer and community engagement***

- Press release targeted by Wednesday
- Preparing Back to Business website, social media updates
- Opening “one-stop shops” on Thursday in Andover, North Andover, and Lawrence with dedicated teams to guide business customers through the entire restoration process

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

# Construction

## Labor resourcing: Crews planned

	10/16	10/17	10/18	10/19
Andover	65	66	63	63
Lawrence	95	95	95	95
North Andover	53	52	55	55
<b>Total</b>	<b>213</b>	<b>213</b>	<b>213</b>	<b>213</b>

## Progress Update

	Project to Date	Target
Main line Installed ft	152,541 (28.8 miles)	235,000 (44.5 miles)
Polyethylene pipe re-qualified ft	30,833 (5.8 miles)	68,640 (13 miles)
Service line replaced (#)	2,381	6,100
Gas Ready Services <sup>1</sup>	2,166	6,100

Service and main line replacements are ahead of schedule

## Progress

- Main installed project to-date: 152,541 feet (28.8 miles)
- Service lines gas ready project to-date: 2,166
- Service lines replaced on 10/15: 195
- Service lines gas ready on 10/15: 170
- Project 4.1 complete: all service lines and gas ready

## Next 24 hours

- Working on mains and service lines in all zones Tuesday
- Planning 213 crews for Tuesday

## 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

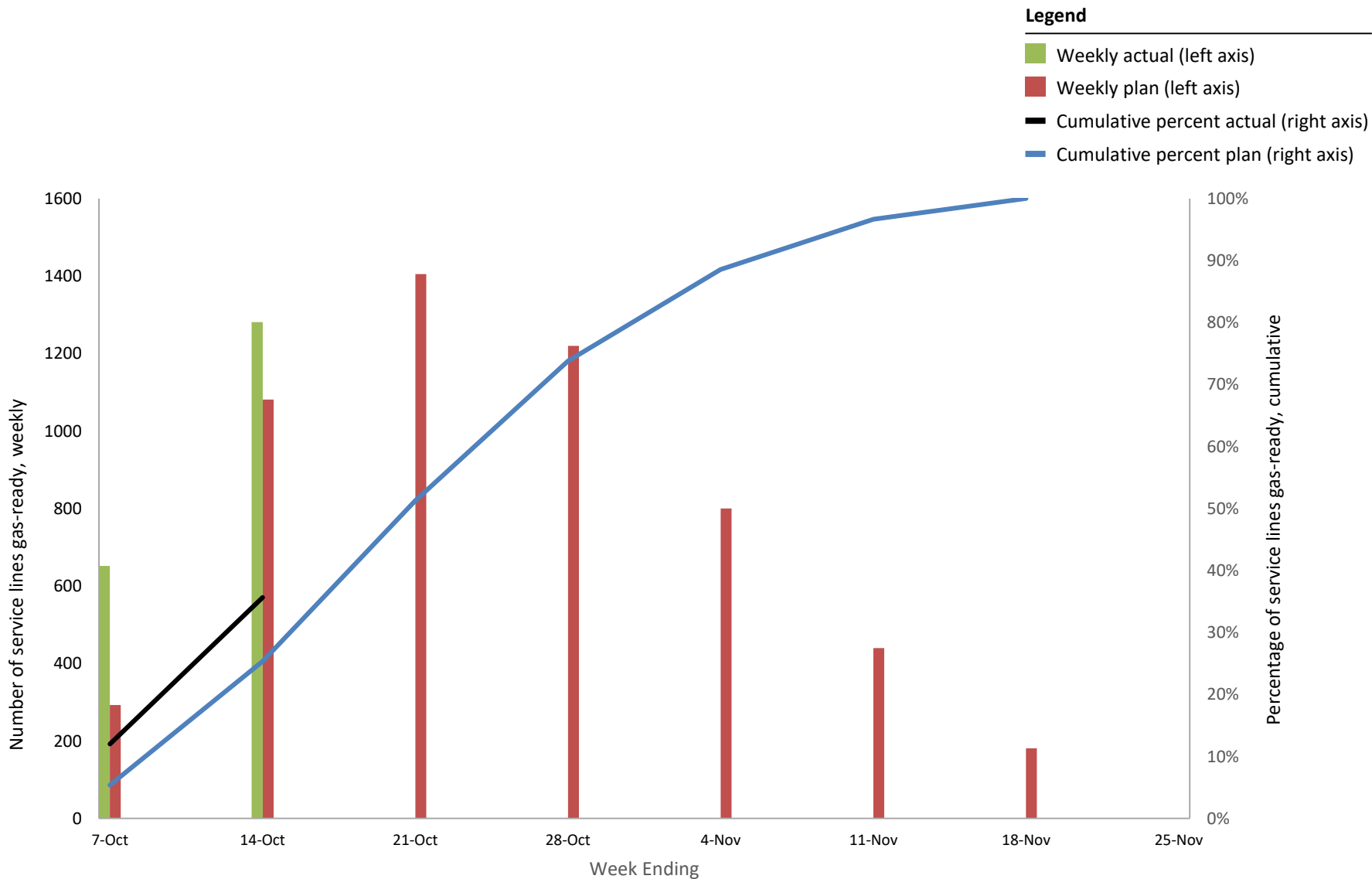
## Risk

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

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



# Construction: Service line Gas Ready progress



# 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	47	30
	ASA <sup>1</sup> : CR <sup>2</sup> , yesterday	2	30

## Mobile Customer Care Centers

Metric	Actual
# of customers interacted with (yesterday)	79
# of customers interacted with (to-date)	1,608

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

## Progress to date

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

- Deployed through zones 2, 4, and 7
- Visitors: Andover 21 North Andover 12 ("Block" Pilot), Lawrence 46
- 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
- Pilot concludes 10/17

## Customer and Community Engagement

### Customer Resource Walk-in Locations

- Facility/space planning under final review
- Positive feedback continues to be received from community on Mobile Customer Care Centers

### Operation Trick or Treat

- Meeting with mayor and town managers Tuesday, 10/16

### Operation 100%

- Personalized outbound calls to all impacted customers to determine property ownership and number of dwellings

### Goals for next 24 hours & beyond

- Monitor the "Block" RV Pilot: Mobile Care Unit through 10/17
- Recruitment Activities continue: 47 candidates for the 15 Customer Care Advisor positions and 1 Team Leader position.
  - Interviewed 26 candidates
  - Additional interviews scheduled for 10/16

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

# Claims

## Metrics

Metric	Total to date
Calls received at Claim Reporting toll-free number	25,521
Claims made at walk-in centers	67 – Andover 151 – Lawrence 23 – North Andover
Residential claims, %	94%
Claims with more than 1 payment, %	33%
ASA: Claim Center, yesterday	6 seconds

## Claims by Municipality

Municipality	Claims Received	Active Claims	Value paid out, \$M
Andover	4,288	3,102	\$5.33
North Andover	2,939	2,215	\$3.38
Lawrence	12,488	9,133	\$7.85
Other Areas <sup>1</sup>	812	544	\$0.52
<b>Total</b>	<b>20,527</b>	<b>14,994</b>	<b>\$17.1</b>

## Progress Update

- 26,968 payments have been made to customers so far totaling over \$17M
- 24 customers have received payments of \$25,000 or more.

## Goals for next 24 hours & beyond

- Scheduling training for adjusters related to Operation Back to Business
- Finalists selected for Claim Ombudsperson; CVs being reviewed

## Customer and community engagement

- Attended the Selectman meeting in Andover to answer questions around claim processes and assist residents with concerns

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

Activity	Update	Channels/Timing
<b>Claims Centers</b>	<p>For the week of Oct. 15:</p> <ul style="list-style-type: none"> <li>• Andover : M-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: M-F 12 p.m. - 8 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>• Claims 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>• Continue finalizing "House Ready" assessment and installation paid media campaign</li> <li>• Daily updates of schedule details on ColumbiaGasMA.com and social media channels</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 regularly shared on ColumbiaGasMA.com and social media channels</li> </ul>
<b>Mobile Customer Resource Centers</b>	<ul style="list-style-type: none"> <li>• For the week of Oct. 15 mobile units are planned Mon.-Fri. 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 media channels, as needed</li> </ul>
<b>Upcoming Items</b>	<ul style="list-style-type: none"> <li>• Paid media plan – House-Ready content</li> <li>• Back to Business effort</li> </ul>	<ul style="list-style-type: none"> <li>• Finalizing advertising plan</li> <li>• Drafting messaging, press release and one-pager</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
- Weekly outlook

## Detail on placement of customers into alternate housing

Municipality	Metric	Total in housing EOD 10/13	Newly housed 10/14	Total in housing EOD 10/14	Of which: Hotels	Of which: Apartments	Of which: Trailers
Andover	Families	203	16	219	215	0	4
	Individuals	530	41	571	555	0	16
	Rooms	212	19	231	231	0	0
North Andover	Families	152	23	175	165	0	10
	Individuals	457	65	522	478	0	44
	Rooms	165	24	189	189	0	0
Lawrence	Families	1,138	139	1,277	1,168	0	109
	Individuals	4,193	507	4,700	4,188	0	512
	Rooms	1,354	114	1,468	1,467	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	1,502	178	1,680	1,557	0	123
	Individuals	5,207	613	5,820	5,248	0	572
	Rooms	1,742	157	1,899	1,898	0	0

### Updates:

- Families placed in Trailers total 123, an increase of 42 from yesterday
- First apartment placement completed with move-in date 10/15. Other placements will begin to follow.
- 64 new housing requests received through 800 reporting number

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



# Sheltering Options Status

Shelter type	Available for Placement	Units with Placements	Total (available for placement plus already placed)
Hotels	2,709 rooms	1,899 rooms	4,608 rooms
Apartments	166 apartments	0 apartments	166 apartments
Trailers	249 trailers	123 trailers	372 trailers
Congregate Shelters	1,000	0	1,000

## KPIs

Current Units Secured

4,774

Rooms available by 10/12 (hotels & apartments)

Target Goal

5,000

95%

Percentage of goal

100%

## Progress update

- Secured 372 travel trailers (all are onsite): 212 are in service as of 10/15
  - South Commons Park (Lawrence): all 180 onsite and in service. 62 families (243 people) have registered and are occupying trailers as of 10/15.
  - Pemberton Park (Lawrence): all 100 onsite, 0 units are in service. Anticipate site will be operational and units in service on 10/17/18
  - Grogan Field (North Andover): all 60 on site, 0 units in service. Site will be operational and all units in service on 10/16
  - Recreation Road (Andover): all 32 on site and in service. 7 families (32 people) have registered and are occupying trailers as of 10/15.
- Congregate shelter at IndusPad, 46 Stafford Street, Lawrence. 1000 beds available. 6 people registered at the shelter as of 10/15.
- 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)