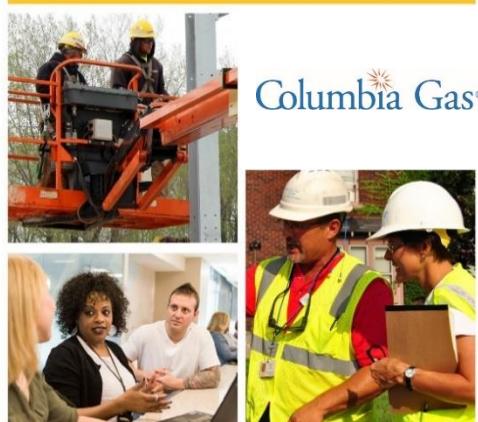


Daily briefing

November 1, 2018

Columbia Gas®



Standing Agenda

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

- We have now:
 - Closed out construction for Gas Ready pipelines three weeks early with zero OSHA recordable injuries and zero environmental incidents
 - Continued to onboard plumbers
- We are:
 - Rolling out focus on boiler and furnace repairs in all zones
 - Conducting contractor call-aheads to customers on 72 hour schedule

Weather

10-day Forecast

DAY	DESCRIPTION	HIGH / LOW	PRECIP	WIND
TODAY NOV 1	 AM Light Rain	57°/49°	70%	N 4 mph
FRI NOV 2	 Thundershowers	67°/55°	70%	SSW 11 mph
SAT NOV 3	 Rain	59°/37°	90%	SW 15 mph
SUN NOV 4	 Mostly Sunny	52°/37°	0%	NNW 8 mph
MON NOV 5	 Cloudy	52°/46°	10%	ESE 7 mph
TUE NOV 6	 Showers	57°/55°	60%	E 8 mph
WED NOV 7	 AM Showers	63°/45°	60%	SW 12 mph
THU NOV 8	 Partly Cloudy	55°/39°	10%	WSW 10 mph
FRI NOV 9	 AM Showers	51°/35°	40%	W 9 mph
SAT NOV 10	 Partly Cloudy	49°/35°	10%	W 9 mph

Sunrise/Sunset Schedule 11/1/2018

Activity	Time
Sunrise	7:18 AM
Sunset	5:37 PM

SOURCE: Weather.com as of 10:30 AM on 11/1

Residential Restoration / Rapid Relight

House Ready	Results	Plan	Cumulative	
			Cumulative	Plan
Residential (incl. multi-family)	Plan Actual (10/31)	(11/1)	1,296	7,342
<hr/>				
Metrics	Residential relights, as of 10/31 6pm	Plumbers on 10/31	Total Workforce on 10/31 ¹	
Actual	1,683	419 + 152 ²	1,504	
Projected		508	1,409	

Today's Focus

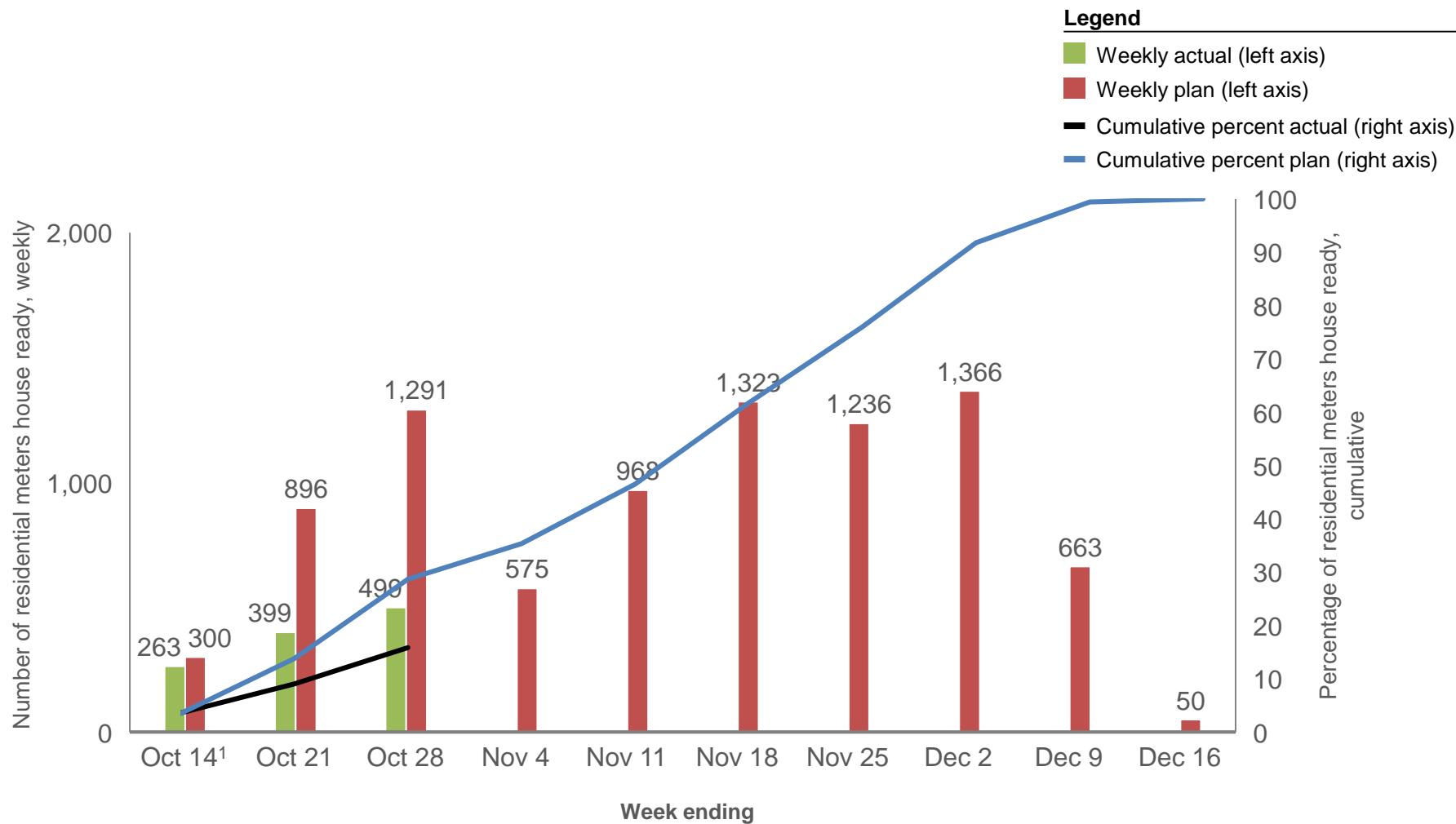
- 114 residential and multi-family House Ready meters to meet 12/16 completion
- 577 plumbers across all zones
- Valves - 494 with SLS. Additional 3,000 from FW Webb expected to be here by end of week
- Onboarding additional contractors to ramp up production

Identified Productivity Improvements (not exhaustive)

Topic	Action
Plumber Scope	Focus scope on plumber required activities; implement with plumbing companies and field leadership
Mutual Aid End to End	Identify process from resource request, logistics, on-boarding and full utilization of craft
Install Process Improvement Pilot	Streamlined install process to improve completion rates, quality, customer satisfaction, and safety

¹ Total workforce = Plumbers + Tradesmen + Support people resources and management | ² Number of relights is greater than House Ready due to multiple factors, including customers who have undertaken their own repairs outside the House Ready process ³ WGP is onboarding these plumbers today. They will be productive by end of week

Residential Restoration / Rapid Relight: Progress vs. plan



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

Notes: Number house ready now represented using meters. In the past, this information was presented using number of units. Subject to change. Excludes business customers being addressed by Operation Back to Business.

Operation Back-to-Business

Progress to date

- Back to Business Operations started; tiered restoration approach under way

Next 24 hours

- North Andover B2B update (Thur), Andover and Lawrence (Fri)

Customer and community engagement

- Serving business customers at Back to Business centers
- Promotion of restored, open businesses

Business customers by current status, #, daily progress (yesterday) and cumulative

	Total # site ID	Assessments ¹		House Ready ²		Service restored ³ Cumulative
		Completed yesterday	Cumulative	Completed yesterday	Cumulative	
Lawrence	313	2	168	2	64	47
Andover	217	6	210	1	64	60
North Andover	155	0	154	2	75	69
Total	685⁴	8	532	5	203	176

¹ Customers ready for installs and/or self mitigating

³ All customers with restored gas service

² Customers with completed installation, and House Ready status

⁴ Now includes 10 customers that were part of strike team

Customer and Community Support

Yesterday's call center performance (through 6pm)

	Actual		Since Event	
	seconds	Calls Handled Yesterday	Actual seconds	Calls Handled
CMA call center performance	68	1,501	80	104,216

Mobile Customer Care Centers

	Actual
# of customers interacted with (yesterday)	39
# of customers interacted with (to-date)	2,348

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

Progress to date

Mobile Customer Care Centers

- Visitors: Andover 4, North Andover 11, Lawrence 24
- Questions focused on service restoration, assess/install, appliance options, claims process/status and map dates
- 10/31/18 Last day for Mobile RV crews to be out on the streets, teams were disseminated between Hotels & Walk-in offices to provide customer service support

Customer and Community Engagement

Operation Trick or Treat

Wed, Oct 31st Halloween Events

- Provided candy and bags to the children in Andover, N. Andover
- Huge success – over 1,100 + kids Trick or Treated at the Mobile RVs



Goals for next 24 hours & beyond

Recruitment Activities for Columbia Gas Walk In Offices

- ✓ Posted 1 Manager Position
- ✓ Posted 1 Team Leader Position
- New hire training begins Nov 5th for Customer Care Advisors

Claims

Metrics

Metric	Total to date
Calls received at Claim Reporting toll-free number	34,196
Claims serviced at walk-in centers	52 – Andover 127 – Lawrence 24 – North Andover
Residential claims, %	93%
Claims with more than 1 payment, %	43%
ASA: Claim Center, yesterday	6 seconds

Claims by Municipality

Municipality	Claims Received	Active Claims	Value paid out, \$M
Andover	4,699	2,698	\$13.42
North Andover	3,252	1,917	\$8.35
Lawrence	13,439	7,558	\$15.74
Other Areas ¹	920	464	\$1.13
Total	22,310	12,637	\$38.64

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

Progress Update

- Claims team has approved more than 120 estimates totaling over \$1M for Operation Back-to-Business
- Forty-five (45) payments made to customers today over \$10,000
- Thirty-eight (38) payments to Business customers today totaling \$181,222

Goals for next 24 hours & beyond

- Complete adjuster training on new appliance screen in claim system and begin populating data.
- Begin introducing the new adjusters to customers so they can start providing additional assistance

Customer and community engagement

- 203 customers serviced through the Claim Centers
 - 194 residential customers today, 178 being returning customers
 - 9 business customers, 3 reporting a new claim and 3 returning
 - \$23,300 issued in payments via debit cards

Communication

Image of the Day



Columbia Gas team members distribute treat bags to trick or treaters in Andover.

Social and Earned Media

- Social Media Customer Care Questions:
 - Gas Ready v. House Ready
 - Interactive map
 - Self-Mitigation
- Social Media Proactive Content:
 - Back to business updates
 - Gas Ready and House Ready Explanations
- Media
 - Temporary housing questions
 - Construction completion questions

Completed

- Daily media briefing
- Trick or Treat cauldrons delivered for displaced residents

Columbia Gas Website: ColumbiaGasMA.com

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

Columbia Gas Twitter: @ColumbiaGasMA

Discussion topics

- Weekly outlook

Customers from each community

by Temp Housing category	Families	Individuals	Children
Apartment	54	210	83
ANDOVER	9	27	10
LAWRENCE	41	171	69
NORTH ANDOVER	4	12	4
Hotel	1,578	5,360	1,757
ANDOVER	235	637	193
LAWRENCE	1,201	4,315	1,440
NORTH ANDOVER	142	408	124
RV	365	1,628	667
ANDOVER	15	64	30
LAWRENCE	318	1,443	588
NORTH ANDOVER	32	121	49
Grand Total	1,997	7,198	2,507

Category	Current Inventory	Future inventory ¹	Reserved	Available
Hotel < 20 Miles	986	267	976	10
Hotel 20 – 25 Miles	865	227	628	234
Hotel > 25 miles	2248	471	1259	989
Apartments	132	0	77	55
Trailers	408	100	408	0
Total units	4636	1065	3351	1288
Contracted Total	5704			

¹ Currently includes Hotels coming online on November 1st or later

C

Temporary housing status summary - Trailers



Site Location	Onsite	Resident Ready	Occupied	Held	Spare	Out of Service	Available for Placement
South Common	217	214	192	13	3	7	0
Pemberton Park	99	99	84	8	3	4	0
Grogan Field	60	60	52	2	1	5	0
Recreation Road	32	32	29	0	1	2	0
Sullivan Park	0	0	0	0	0	0	0
Total units	408	405	357	23	8	18	0
	Beds Available	Registered	Ineligible	Beds Assigned	Meals Provided	Showers	
Congregate Shelter (beds)	1000	101	1	7	82	3	

100 new trailers have been delivered and are staged at the Lawrence Airport. Work to prepare Sullivan Park for 75 trailers is underway. Trailers will begin to be delivered to the site on Thursday. Site is anticipated to be operational late this week or early next week. Working with the City of Lawrence to see if we can add 25 trailers to South Common Park.

Appendix

Columbia Gas Contact Information

Affected Customer Hotline (866)-388-3239

Property Claims Number (800)-590-5571

- Temporary Housing number (800)-590-5571 select language and then select option 3

Emergency Line (800)-525-8222

Claims Center and Back-to-Business Locations (see website for availability):

439 South Union Street, Lawrence:

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

45 Main St. Andover: Back-to-Business

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