

# 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
	Plan   Actual (10/31)	(11/1)	Cumulative   Plan

Residential  
(incl. multi-family)

101 | 165      114      1,296 | 7,342

Metrics	Residential relights, as of 10/31 6pm	Plumbers on 10/31	Total Workforce on 10/31 <sup>1</sup>
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Actual

1,683

419  
+  
152<sup>3</sup>

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

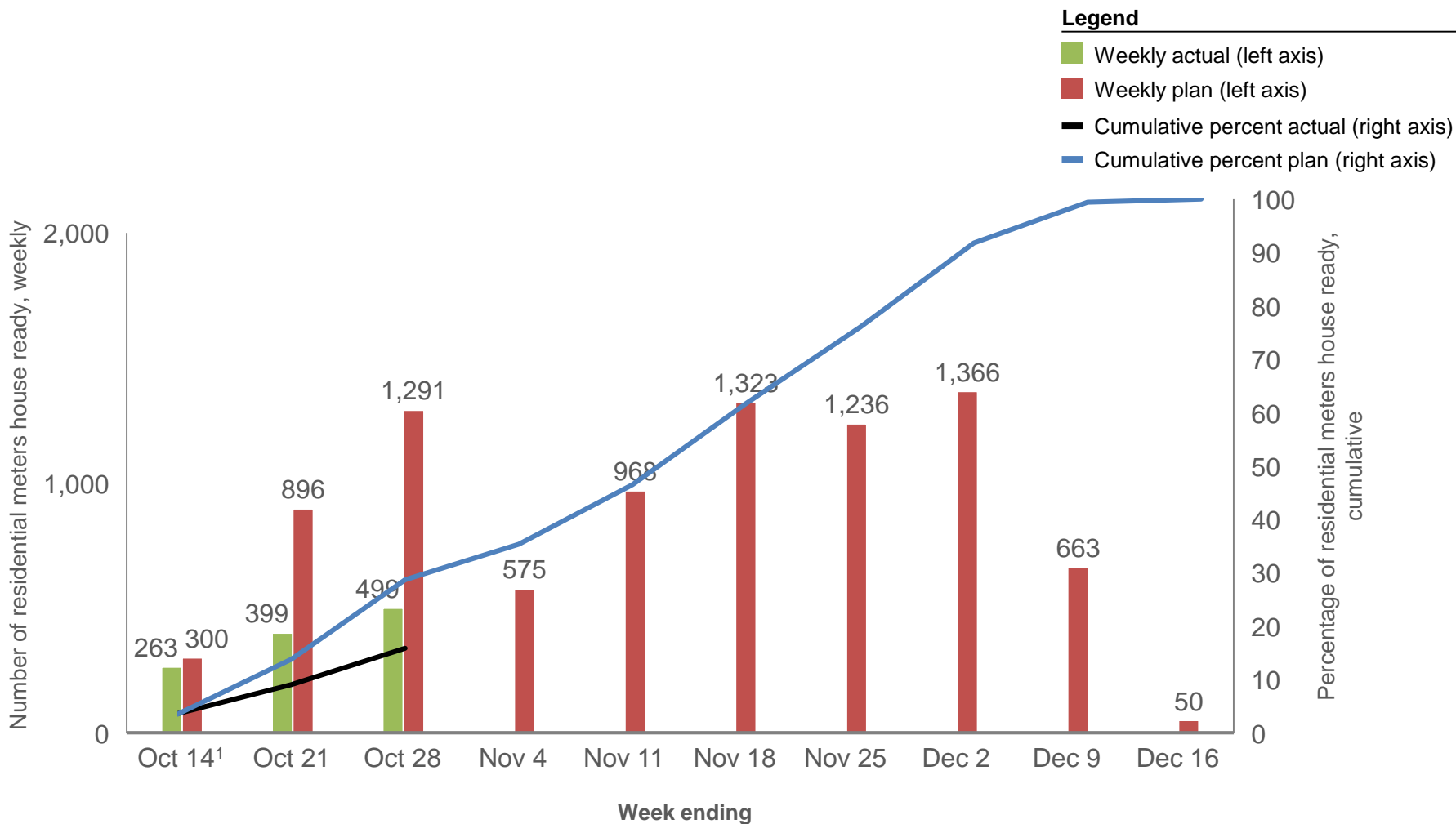
Identify process from resource request, logistics, on-boarding and full utilization of craft

Install  
Process  
Improve-  
ment Pilot

Streamlined install process to improve completion rates, quality, customer satisfaction, and safety

<sup>1</sup> Total workforce = Plumbers + Tradesmen + Support people resources and management | <sup>2</sup> 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 | <sup>3</sup> WGP is onboarding these plumbers today. They will be productive by end of week

# Residential Restoration / Rapid Relight: Progress vs. plan



<sup>1</sup> 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

■ Total  
■ Cumulative

## 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 <sup>1</sup>		House Ready <sup>2</sup>		Service restored <sup>3</sup>
		Completed yesterday	Cumulative	Completed yesterday	Cumulative	Cumulative
Lawrence	313	2	168	2	64	47
Andover	217	6	210	1	64	60
North Andover	155	0	154	2	75	69
<b>Total</b>	<b>685<sup>4</sup></b>	<b>8</b>	<b>532</b>	<b>5</b>	<b>203</b>	<b>176</b>

<sup>1</sup> Customers ready for installs and/or self mitigating

<sup>3</sup> All customers with restored gas service

<sup>2</sup> Customers with completed installation, and House Ready status

<sup>4</sup> Now includes 10 customers that were part of strike team

# Customer and Community Support

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

	Calls Handled		Since Event	
	Actual seconds	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

Customer Service & Field Operations Teamed Up to have fun in Andover with the kids!



## 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 5<sup>th</sup> 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 <sup>1</sup>	920	464	\$1.13
Total	22,310	12,637	\$38.64

## 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

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

# 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](http://ColumbiaGasMA.com)  
Columbia Gas Facebook: <https://www.facebook.com/ColumbiaGasMA>  
Columbia Gas Twitter: @ColumbiaGasMA

# Discussion topics

- Weekly outlook

# A Customer Temporary Housing Placement Report

DATA AS OF 10/31/2018

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
<b>Grand Total</b>	<b>1,997</b>	<b>7,198</b>	<b>2,507</b>

## B Temporary Housing Inventory Report

DATA AS OF 10/31/2018

Category	Current Inventory	Future inventory <sup>1</sup>	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		

<sup>1</sup> Currently includes Hotels coming online on November 1<sup>st</sup> 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
<b>Total units</b>	<b>408</b>	<b>405</b>	<b>357</b>	<b>23</b>	<b>8</b>	<b>18</b>	<b>0</b>
	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](http://www.columbiagasma.com)