

# Daily briefing

November 2, 2018



Columbia Gas®












# Standing Agenda

- Headlines
- Weather
- Operational Updates
- Customer and Community Support
- Claims
- Communications
- Discussion Topics
- Temporary Housing

- We have now:
  - Deployed 72-hour lookahead door-hangers and calls
- We are:
  - Validating that calls are made consistent with the schedule
  - Working with zone commanders to track variance from schedule on the street. This will enable immediate corrections and proactive communications
  - Planning plumber resourcing brief at 3pm Monday 11/5
  - Planning Town Meetings at each municipality on November 10

# Weather

## 10-day Forecast

DAY		DESCRIPTION	HIGH / LOW	PRECIP
TODAY NOV 2		Thunderstorms	69°/58°	80%
SAT NOV 3		AM Rain/Wind	63°/39°	90%
SUN NOV 4		Mostly Sunny	53°/37°	0%
MON NOV 5		Cloudy	51°/47°	20%
TUE NOV 6		Showers	56°/54°	50%
WED NOV 7		AM Showers	65°/45°	60%
THU NOV 8		Mostly Sunny	54°/39°	0%
FRI NOV 9		Mostly Sunny	50°/37°	20%
SAT NOV 10		Mostly Sunny	50°/35°	20%
SUN NOV 11		Mostly Sunny	47°/36°	20%

## Sunrise/Sunset Schedule 11/2/2018

Activity	Time
Sunrise	7:20 AM
Sunset	5:36 PM

SOURCE: Weather.com as of 12:30 PM on 11/2

# Residential Restoration / Rapid Relight

House Ready	Results		Plan (11/02/18)	Cumulative Cumulative   Plan
	Plan   Actual (11/01/18)			
Residential (incl. multi-family)	114	125	69	1,421   7,342

Metrics	Residential Relights <sup>2</sup> (as of 11/01 6:00PM)	Plumbers on 11/01/18	Total Workforce on 11/01/18 <sup>1</sup>
Actual	1,827	577	1,427
Projected		579	1,512

## Today's Focus

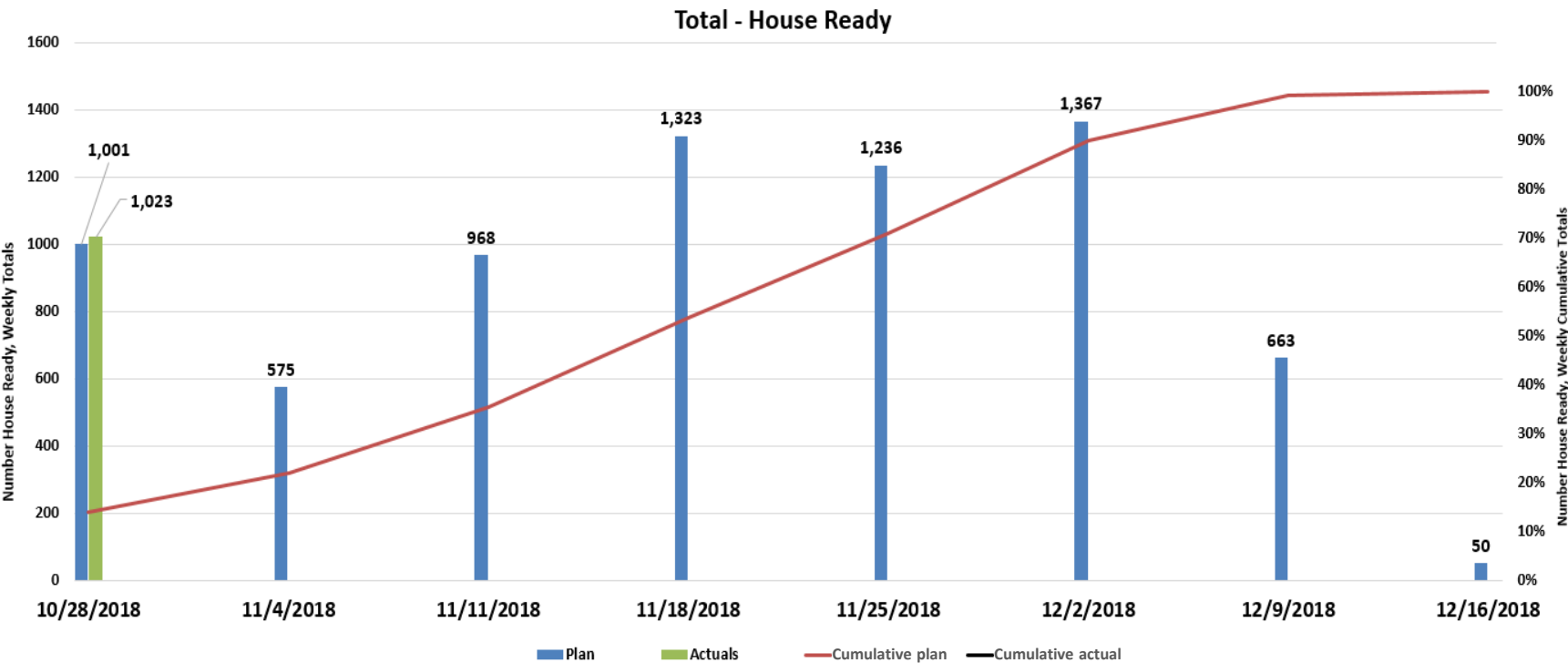
- 114 residential and multi-family House Ready meters to meet 12/16 completion
- Onboarding additional contractors to ramp up production
- Supply chain for valves confirmed

## Identified Productivity Improvements (not exhaustive)

Topic	Action
Plumber Scope	Rapid Relight process being rolled out to temporarily repair where possible
Mutual Aid End to End	Have organized into appliance installation teams
Install Process Improvement Pilot	Added capacity – SLS and WGP ramping up personnel, and NiSource creating House Ready team

<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

# Residential Restoration / Rapid Relight: Progress vs. Plan



# Operation Back-to-Business

■ Total  
■ Cumulative

## Progress to date

- Back to Business Operations started; tiered restoration approach under way
- 36 newly Service Restored achieved November 1
- North Andover, Andover and Lawrence B2B updates on 11/1-2

## 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	28	196	24	88	65
Andover	217	2	212	12	76	73
North Andover	155	0	154	4	79	74
<b>Total</b>	<b>685</b>	<b>30</b>	<b>562</b>	<b>40</b>	<b>243</b>	<b>212</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

# 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	12	1,915	80	104,216

## Mobile Customer Care Centers - CLOSED

	Actual
# of customers interacted with (yesterday)	0
# of customers interacted with (to-date)	2,348

## Progress to date

- **Customer & Community Support** team members reported to all three Claims Centers to assist with customer service related questions.
- **Personalized Proactive Outbound Calls/Goals:**
  - Inform customers whose date extend beyond Nov. 19<sup>th</sup> of new tentative restoration date based on interactive map
  - Discuss self-mitigation process
  - Inquire about alternative heating source
  - Explain options for temporary housing
  - Provide information on winterization
- ✓ CSRs Trained: CMA & NIPSCO = 94
- ✓ Outbound Campaign: Began Wed. 10/31 – Sunday 11/4
- KPI/Dashboard in Progress

## 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	34,600
Claims serviced at walk-in centers	25 – Andover 98 – Lawrence 30 – North Andover
Residential claims, %	93%
Claims with more than 1 payment, %	45%
ASA: Claim Center, yesterday	6 seconds

## Claims by Municipality

Municipality	Claims Received	Active Claims	Value paid out, \$M
Andover	4,720	2,691	\$13.99
North Andover	3,264	1,916	\$8.85
Lawrence	13,480	7,490	\$16.41
Other Areas <sup>1</sup>	925	462	\$1.15
Total	22,389	12,559	\$40.40

## Progress Update

- Over 3,700 customer interactions documented today
- Eclipsed 40,000 payments to date as well as \$40M customer payments
- Fifty-five (55) payments to Business customers totaling \$248,559

## Goals for next 24 hours & beyond

- Create a Strike Team of adjusters to proactively review claims in targeted areas as well as respond to issues that may be raised
- Get new adjusters fully embedded and providing claim service to their new customers

## Customer and community engagement

- 153 customers serviced through the Claim Centers
  - 148 residential customers today, 132 being returning customers
  - 5 business customers, 1 reporting a new claim and 4 returning
  - \$25,700 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



*A Columbia Gas specialist assesses a residential meter bar system.*

## Social Media

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

## Completed

- Daily media briefing
- 72 hour door hangers

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

## Discussion topics

- Weekly outlook
- Scope
- Organizational capability
- Direct labor resources

# Customer Temporary Housing Placement Report

Customers form each community by Temp Housing category			
	Families	Individuals	Children
Apartment	55	211	82
ANDOVER	9	27	10
LAWRENCE	42	172	68
NORTH ANDOVER	4	12	4
Hotel	1,578	5,352	1,740
ANDOVER	190	483	131
LAWRENCE	1,245	4,456	1,483
NORTH ANDOVER	143	413	126
RV	370	1,658	682
ANDOVER	14	60	28
LAWRENCE	324	1,478	605
NORTH ANDOVER	32	120	49
<b>Grand Total</b>	<b>2,003</b>	<b>7,221</b>	<b>2,504</b>

## Category

Future  
inventory<sup>1</sup>

Reserved  
and  
occupied

Available

## Hotel < 20 Miles

984

298

961

23

## Hotel 20 – 25 Miles

890

234

644

246

## Hotel > 25 miles

2245

475

1264

981

## Apartments

132

0

80

52

## Trailers

408

100

405

3

## Total units

4659

1107

3354

1305

**Contracted  
Total**

5766

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# Temporary housing status summary - Trailers

Site Location	Onsite	Resident Ready	Occupied	Held	Spare	Out of Service	Available for Placement
South Common	217	215	201	5	3	6	0
Pemberton Park	99	99	90	5	3	1	0
Grogan Field	60	60	53	3	1	1	2
Recreation Road	32	32	27	1	1	2	1
Sullivan Park	0	0	0	0	0	0	0
Total units	408	406	371	14	8	10	3
	Beds Available	Registered	Ineligible	Beds Assigned	Meals Provided	Showers	

Congregate Shelter (24 hour report)	1000	116	0	6	90	3
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100 new trailers have been delivered and will be coming on line starting this Saturday or Sunday. 75 trailers are being set up at Sullivan Park in Lawrence (this will be the 5<sup>th</sup> trailer site), and 25 additional trailers are being set up on South Common Park in Lawrence.

## 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)