

# Daily briefing

November 3, 2018

**Columbia Gas®**



Columbia Gas®



# Standing Agenda

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

- We have now:
  - Added restoration capacity
  - Segmented the work to optimize trade skill utilization
  - Put in place supporting processes for Rapid Relight
- We are:
  - Continuing to plan for the November 10<sup>th</sup> open houses for all customers in each community

# Weather

## 10-day Forecast

DAY	DESCRIPTION	HIGH / LOW	PRECIP
TODAY NOV 3		Heavy Rain/Wind	64°/39° 
SUN NOV 4		Mostly Sunny	52°/36° 
MON NOV 5		Cloudy	52°/48° 
TUE NOV 6		Showers	56°/55° 
WED NOV 7		Partly Cloudy	61°/44° 
THU NOV 8		Sunny	53°/40° 
FRI NOV 9		Rain	51°/39° 
SAT NOV 10		Showers	48°/33° 
SUN NOV 11		Sunny	45°/33° 
MON NOV 12		Mostly Sunny	46°/36° 

DATA AS OF 11/3/2018

## Sunrise/Sunset Schedule 11/2/2018

Activity	Time
<b>Sunrise</b>	7:21 AM
<b>Sunset</b>	5:35 PM

SOURCE: Weather.com as of 7:00 AM on 11/3

# Residential Restoration / Rapid Relight

House Ready	Results	Plan	Cumulative
	Plan   Actual (11/02/18)	(11/03/18)	Cumulative   Plan
Residential (incl. multi-family)	69   147	108	1,568 (21%)   7,342
<hr/>			
Workforce	Plumbers on 11/02/18 <sup>3</sup>	Total Workforce on 11/02/18 <sup>1</sup>	
Actual	606	1,414	
Projected	578	1,415	
<hr/>			
Residential relights <sup>2</sup>			
Municipality	Residential relights, # to date	Residential relights, % of total residential meters	
Lawrence	1,073	25%	
Andover	598	35%	
North Andover	306	24%	
Total	1,977	27%	

## Today's Focus

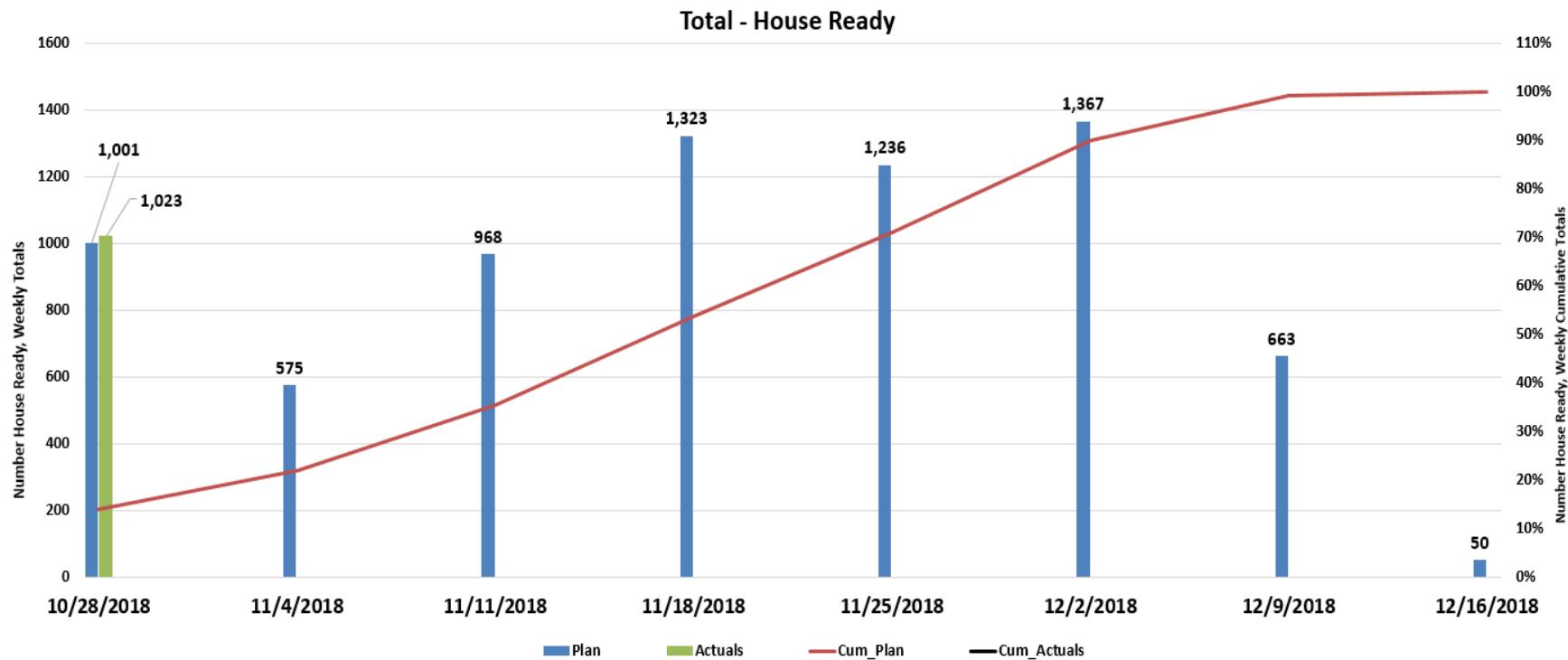
- 108 residential and multi-family House Ready meters to meet 12/16 completion
- Continuing outbound calls and door hangers for customers on the 72-hour look-ahead

## 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; deploying today
Install Process Improvement Pilot	Added capacity – SLS and WGP ramping up personnel, and NiSource creating House Ready team

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

# Residential Restoration / Rapid Relight: Progress vs. Plan



# Operation Back-to-Business

## Progress to date

- Back to Business Operations started; tiered restoration approach under way
- 42 newly Service Restored achieved November 2
- 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> Cumulative (% of total)
		Completed yesterday	Cumulative	Completed yesterday	Cumulative	
Lawrence	313	16	212	12	100	79 (25%)
Andover	217	0	212	8	84	81 (37%)
North Andover	155	1	155	21	100	94 (61%)
<b>Total</b>	<b>685</b>	<b>17</b>	<b>579</b>	<b>41</b>	<b>284</b>	<b>254 (37%)</b>

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

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

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

# Customer and Community Support

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

CMA call center performance	Actual seconds	Calls Handled Yesterday	Since Event	
	Actual seconds	Calls Handled		
	85	2,275	80	108,108

See following page for outbound call dashboard

## Progress to date

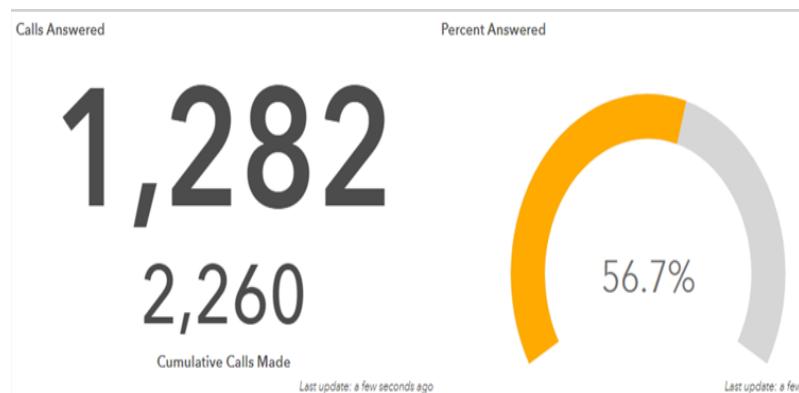
- **Personalized Proactive Outbound Calls/Goals:**
  - Inform customers whose date extend beyond Nov. 19<sup>th</sup> of new tentative restoration date based on interactive map
  - Discuss self-mitigation process
  - Inquire about alternative heating source
  - Explain options for temporary housing
  - Provide information on winterization
- ✓ Outbound Campaign: Began Wed. 10/31 – Sunday 11/4
- ✓ CSRs Trained: CMA & NIPSCO = 140
- **Finalize KPI/Dashboard**
- **Text Customers / Voice Mail**
- **Continue calling Balance of Customers**

## Goals for next 24 hours & beyond

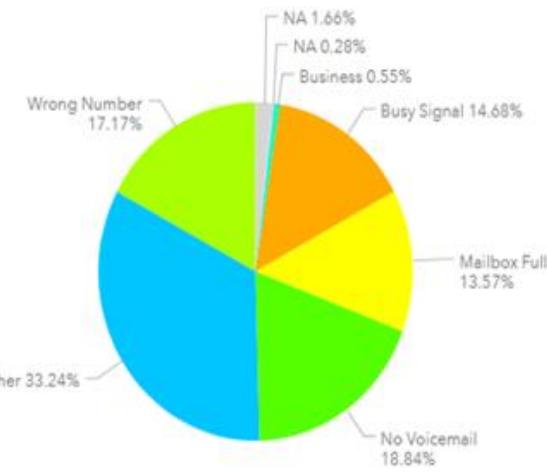
### Recruitment Activities for Columbia Gas Walk In Offices

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

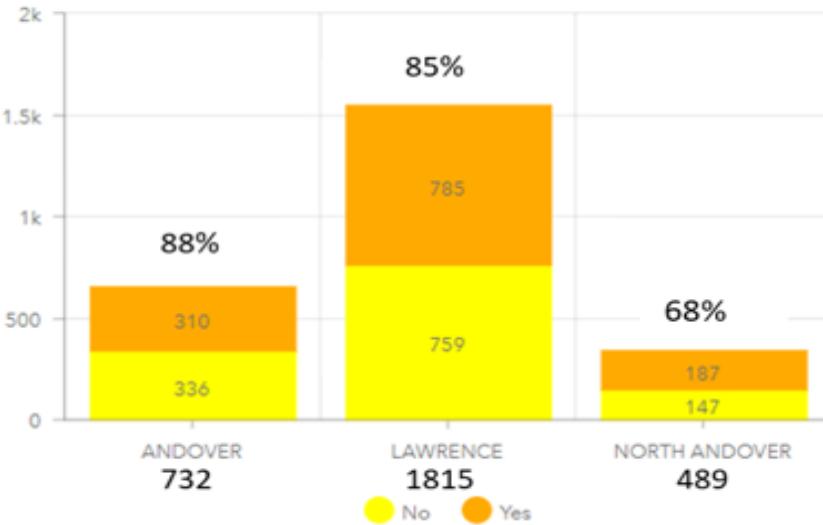
# Customer and Community Support



Voicemail Not Left Reason



Calls by City



Calls Remaining

**776**

Wants Temp Housing

**214**

Homes w/Alternate Heat Source

**108**

# Voicemails Left

**869**

Self Mitigating

**262**

Winterization Interest

**369**

# Claims

ALL DATA AS OF 11/2/2018

## Metrics

Metric	Total to date
Calls received at Claim Reporting toll-free number	35,057
Claims serviced at walk-in centers	50 – Andover 112 – Lawrence 31 – 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	4,741	2,652	\$14.73
North Andover	3,282	1,911	\$9.20
Lawrence	13,541	7,490	\$17.12
Other Areas <sup>1</sup>	931	448	\$1.18
<b>Total</b>	<b>22,495</b>	<b>12,501</b>	<b>\$42.23</b>

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

## Progress Update

- Enhanced customer service training completed with all adjusters in their offices this week
- 864 customer payments issue today totaling \$1.8M
- Sixty-five (65) payments to Business customers totaling \$350,886

## Goals for next 24 hours & beyond

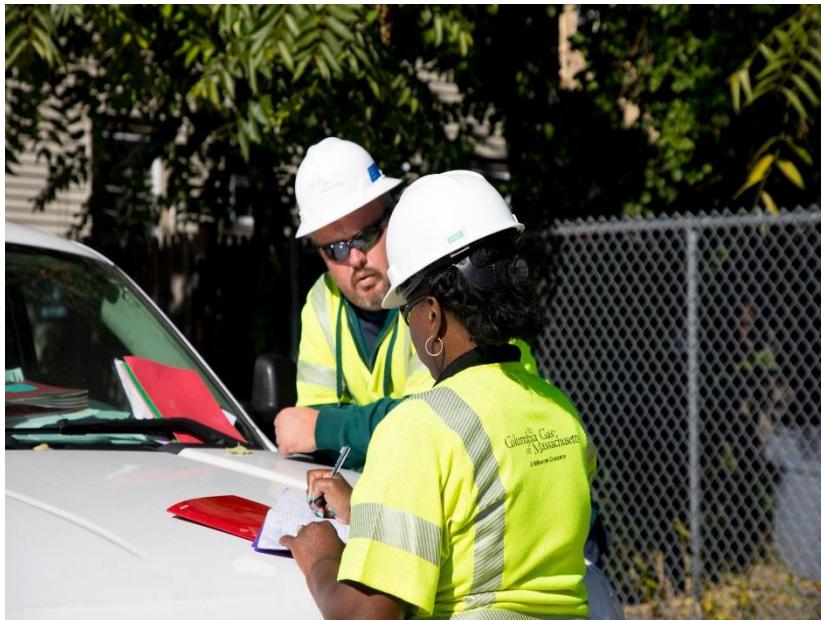
- Finalize the customer escalation process and work with Communications to distribute the information across channels.
- Expand claim staff into new office space, which is better suited for linguists to assist adjusters with customers

## Customer and community engagement

- 193 customers serviced through the Claim Centers
  - 188 residential customers today, 164 being returning customers
  - 5 business customers, 1 reporting a new claim and 4 returning
  - \$19,700 issued in payments via debit cards

# Communication

## Image of the Day



*Columbia Gas specialists work to restore natural gas service in Greater Lawrence neighborhoods.*

## Social and Earned 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
  - Relight progress wheel

## Completed

- Daily media briefing
- Repair/Replace Process for Customers Based on 72-Hour Schedule
- Self-mitigation mailing and website updates

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 from each community by Temp Housing

category	Families	Individuals	Children
Apartment	57	214	83
ANDOVER	9	27	10
LAWRENCE	43	174	69
NORTH ANDOVER	5	13	4
Hotel	1,603	5,409	1,752
ANDOVER	187	473	128
LAWRENCE	1,278	4,540	1,507
NORTH ANDOVER	138	396	117
RV	380	1,710	709
ANDOVER	13	55	25
LAWRENCE	335	1,535	635
NORTH ANDOVER	32	120	49
<b>Grand Total</b>	<b>2,040</b>	<b>7,333</b>	<b>2,544</b>

# Temporary Housing Inventory Report

Category	Current Inventory <sup>1</sup>	Future inventory <sup>1</sup>	Reserved and occupied <sup>2</sup>	Available <sup>2</sup>
Hotel < 20 Miles	1197	15	988	45
Hotel 20 – 25 Miles	781	239	650	279
Hotel > 25 miles	2903	70	1278	1141
<b>Subtotal Hotel Rooms</b>	<b>4881</b>	<b>324</b>	<b>2916</b>	<b>1465</b>
Apartments	132	0	80	52
Trailers	408	100	406	2
<b>Total units</b>	<b>5421</b>	<b>424</b>	<b>3402</b>	<b>1517</b>
<b>Contracted Total</b>		<b>5845</b>		

<sup>1</sup> Hotel rooms provided by Empire team from manual spreadsheets, Apartments and trailers from ESIS

<sup>2</sup> Hotel rooms provide by Hotel Portal (populated by hotels directly), Apartments and trailers from ESIS



# Temporary housing status summary - Trailers

Site Location	Onsite	Resident Ready	Occupied	Held	Spare	Out of Service	Available for Placement
South Common	217	217	204	7	3	6	0
Pemberton Park	99	99	91	5	2	1	0
Grogan Field	60	60	53	3	1	1	2
Recreation Road	32	32	27	2	1	2	0
Sullivan Park	0	0	0	0	0	0	0
<b>Total units</b>	<b>408</b>	<b>408</b>	<b>375</b>	<b>17</b>	<b>7</b>	<b>10</b>	<b>2</b>
	Beds Available	Registered	Ineligible	Beds Assigned	Meals Provided	Showers	
<b>Congregate Shelter (24 hour report)</b>	<b>1000</b>	<b>114</b>	<b>0</b>	<b>7</b>	<b>93</b>	<b>1</b>	

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)