

Daily briefing

November 5, 2018



Columbia Gas®













Standing Agenda

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

- We have now:
 - Restored service to almost 50% of business customers
 - Conducted a briefing on plumber resources
 - Have almost 700 plumbers working today, with an additional 300+ in the Merrimack Valley onboarding.
- We are:
 - Aligning our mutual aid appliance crews with the rapid relight crews

Weather

10-day Forecast

DAY		DESCRIPTION	HIGH / LOW	PRECIP
TODAY NOV 5		PM Showers	50°/47°	30%
TUE NOV 6		Rain	58°/50°	100%
WED NOV 7		Mostly Sunny	60°/43°	10%
THU NOV 8		Mostly Sunny	53°/36°	0%
FRI NOV 9		PM Rain	48°/41°	90%
SAT NOV 10		AM Clouds/PM Sun	47°/31°	20%
SUN NOV 11		Mostly Sunny	43°/33°	0%
MON NOV 12		Partly Cloudy	45°/34°	20%
TUE NOV 13		Showers	44°/32°	50%
WED NOV 14		Partly Cloudy	43°/32°	20%

Sunrise/Sunset Schedule 11/5/2018

Activity	Time
Sunrise	6:24 AM
Sunset	4:32 PM

SOURCE: Weather.com as of 10:00 AM on 11/5

Residential Restoration / Rapid Relight

House Ready	Results		Plan	Cumulative	
	Plan Actual (11/04/18)		(11/05/18)	Cumulative Plan	
Residential (incl. multi-family)	105	117	142	1,844 (25%)	7,342

Workforce	Plumbers on 11/04/18	Total Workforce on 11/04/18 ¹
Actual	703	968
Projected	613	881

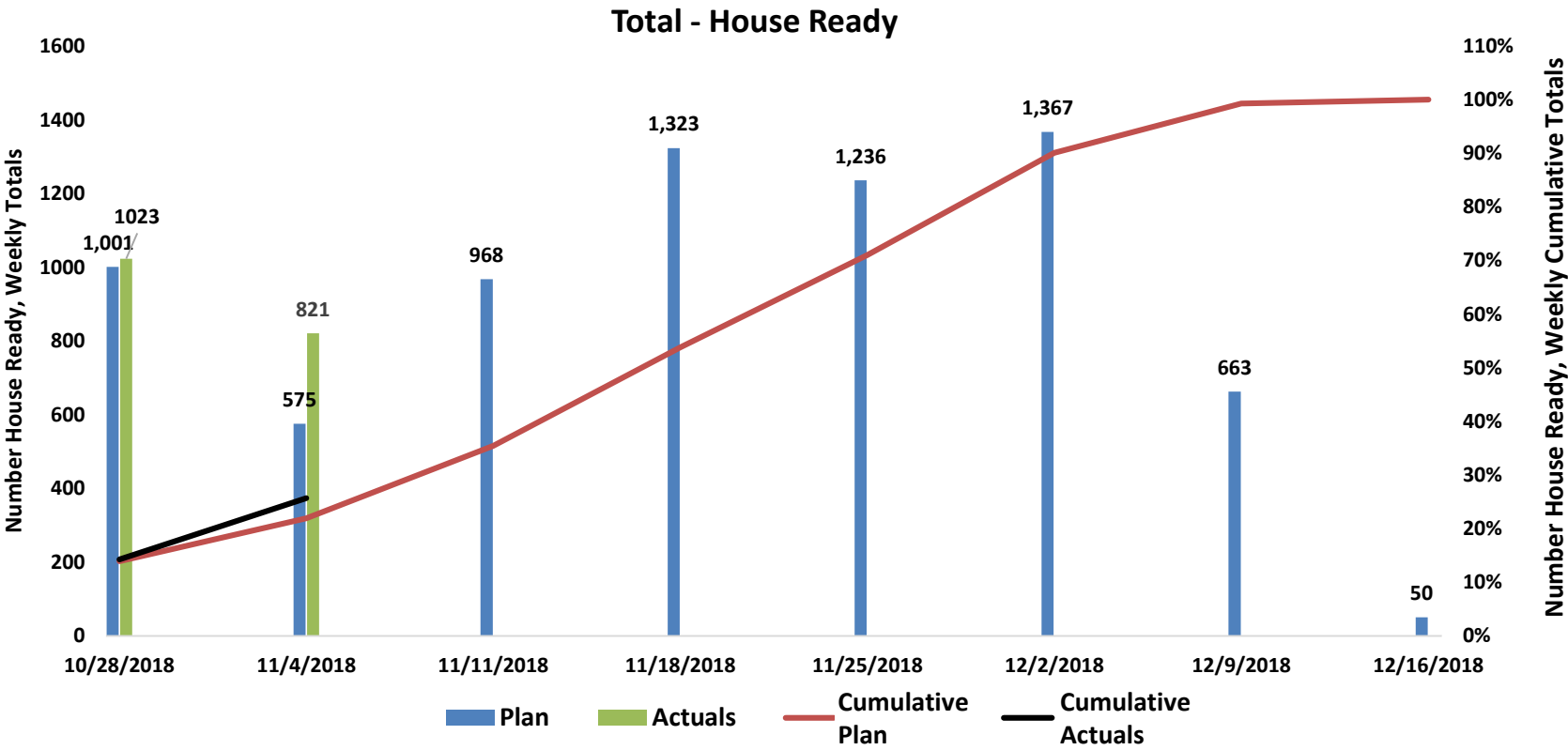
Municipality	Residential relights ² , # to date	Residential relights, % total
Lawrence	1,212	28%
Andover	650	38%
North Andover	330	26%
Total	2,192	30%

Today's Focus

- 142 residential and multi-family House Ready meters to meet 12/16 completion
- Onboarding additional contractors to ramp up production
- Repair vs. replace breakout will be reported tomorrow, 11/6

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

■ Total
■ Cumulative

Progress to date

- Back to Business Operations ongoing; tiered restoration approach under way
- 28 newly Service Restored achieved November 4

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
		Completed yesterday	Cumulative	Completed yesterday	Cumulative	Cumulative (% of total)
Lawrence	313	2	230	5	111	110 (35%)
Andover	217	0	213	8	108	108 (50%)
North Andover	155	0	155	5	108	108 (70%)
Total	685	2	598	18	327	326 (48%)

Achieved 18 new house-ready yesterday; removed 19 previously identified house-ready that were still under construction

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

Customer and Community Support

Progress to date

• **Personalized Proactive Outbound Calls/Goals:**

- Inform customers whose date extend beyond Nov. 19th 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***

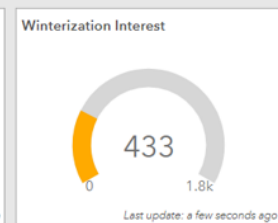
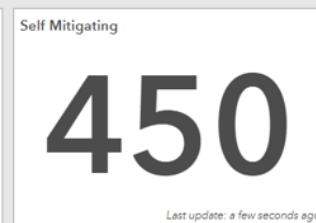
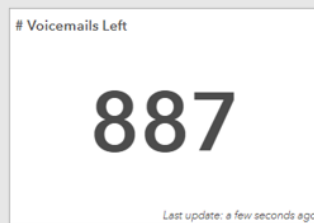
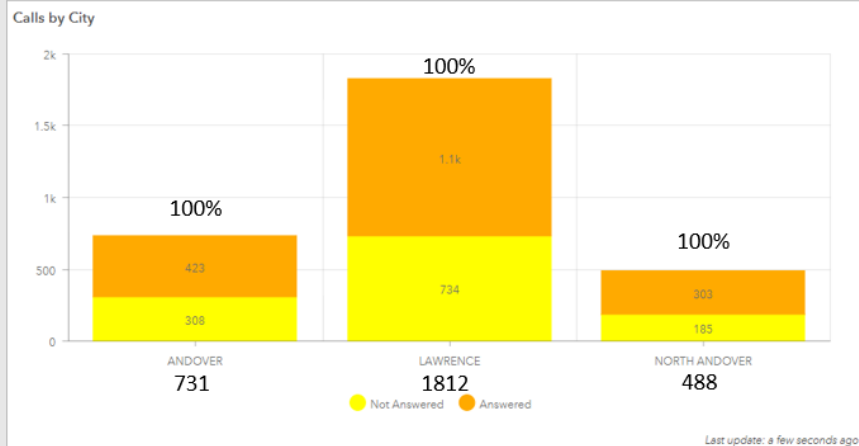
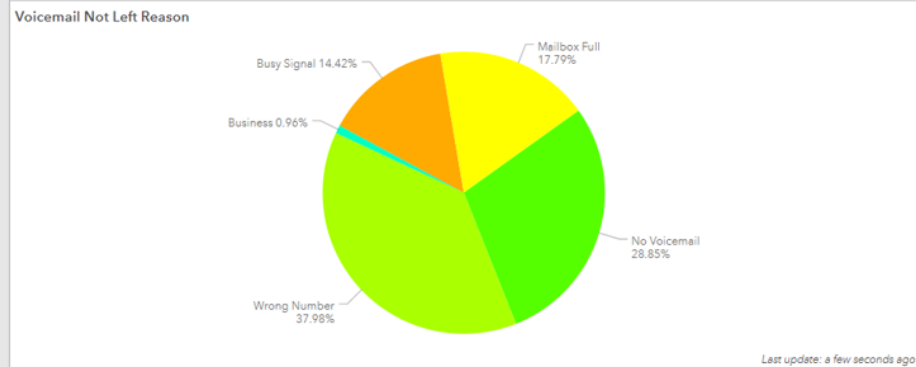
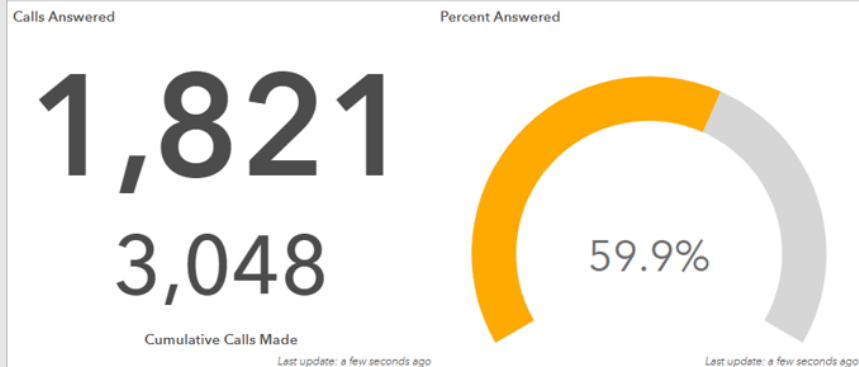
• **Recruitment Activities for Columbia Gas Walk In Offices**

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

Yesterday's call center performance (through 6pm)

ASA Target: 30 seconds	Actual seconds	Calls Handled
Yesterday	7	388
Since event	80	110,452

Nov. 19th Restoration Outbound Call Campaign



Claims

Metrics

Metric	Total to date
Calls received at Claim Reporting toll-free number	35,555
Claims serviced at walk-in centers	Claim Centers Closed
Residential claims, %	93%
Claims with more than 1 payment, %	46%
ASA: Claim Center, yesterday	6 seconds

Claims by Municipality

Municipality	Claims Received	Active Claims	Value paid out, \$M
Andover	4,763	2,564	\$15.42
North Andover	3,300	1,843	\$9.70
Lawrence	13,592	7,243	\$18.20
Other Areas ¹	939	429	\$1.24
Total	22,594	12,079	\$44.56

Progress Update

- Claim staff increased 19% this week, majority being added in Massachusetts.
- 33 payments over \$10,000, driven by customers self-mitigating their appliances
- Over \$10M customer payments made this week
- 12 payments to Business customers totaling \$76,856 today. For the week, \$1.7M paid, a 37% increase.

Goals for next 24 hours & beyond

- Implement recognition and reward program for adjusters who demonstrate high retention of customer service strategies
- Continue to focus Strike Team of adjusters on ensuring all information is captured in new appliance tool. Data for the 12,000+ active claims is expected to be entered by Tuesday
- Planning to communicate email escalation process through website and social media channels

Customer and community engagement

- Claim Centers closed today

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

Communication

Image of the Day



A worker assesses a boiler.

Social Media

- Social Media Customer Care Questions:
 - Claims questions
- Social Media Proactive Content:
 - Back to Business updates
 - Appliance safety explanations
 - Self-Mitigation
 - Relight progress wheel

Completed

- Daily media briefing
- Finalized Path to Restoration Handout and Weekly Newsletter

Columbia Gas Website: 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	61	228	91
ANDOVER	11	33	14
LAWRENCE	45	182	73
NORTH ANDOVER	5	13	4
Hotel	1,630	5,490	1,783
ANDOVER	185	468	125
LAWRENCE	1,307	4,627	1,541
NORTH ANDOVER	138	395	117
RV	373	1,678	694
ANDOVER	12	51	23
LAWRENCE	329	1,507	622
NORTH ANDOVER	32	120	49
Grand Total	2,064	7,396	2,568

Temporary Housing Inventory Report

Category	Current Inventory	Future inventory	Reserved and occupied	Available
Hotel < 20 Miles	1158	35	1035	63
Hotel 20 – 25 Miles	1155	239	600	353
Hotel > 25 miles	2767	0	1128	1288
Subtotal Hotel Rooms	5080	274	2763	1704
Apartments	132	0	85	47
Trailers	484	28	376	26
Total units	5696	302	3224	1777
Contracted Total		5998		



Temporary Housing status summary - Trailers

Site Location	Onsite	Resident Ready	Occupied	Held	Spare	Out of Service	Available for Placement
South Common	218	218	207	5	3	7	0
Pemberton Park	99	99	91	4	2	2	0
Grogan Field	60	60	52	4	1	3	0
Recreation Road	32	32	25	1	1	2	3
Sullivan Park	75	75	1	1	0	50	23
Total units	484	484	376	15	7	64	26
	Beds Available	Registered	Ineligible	Beds Assigned	Meals Provided	Showers	
Congregate Shelter (24 hour report)	1000	127	0	7	81	6	

100 new trailers have been delivered and are now being readied for customer assignments. 28 new trailers were placed in service on 11/4 at Sullivan Park in Lawrence, and 47 more will be placed into service on 11/5-6. 30 additional trailers are now in place at South Common Park and they will be placed into service on 11/6-7.

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