

Daily briefing

November 6, 2018



Columbia Gas®













Standing Agenda

- Headlines
- Weather
- Operational Updates
- Claims
- Communications
- Discussion Topics
- Temporary Housing

- We have now:
 - Reached out to 167 families in temporary housing to notify them their homes are ready for them to return
- We are:
 - Finalizing plans for the Open House on Saturday 11/10
 - Building up plumber resources to reach over 1,000 by the end of this week

Weather

10-day Forecast

DAY		DESCRIPTION	HIGH / LOW	PRECIP
TODAY NOV 6		PM Rain	60°/50°	100%
WED NOV 7		Sunny	60°/41°	0%
THU NOV 8		Mostly Sunny	53°/36°	0%
FRI NOV 9		PM Light Rain	48°/45°	70%
SAT NOV 10		Partly Cloudy	47°/31°	10%
SUN NOV 11		Mostly Sunny	43°/31°	0%
MON NOV 12		PM Showers	45°/37°	40%
TUE NOV 13		Showers	45°/32°	40%
WED NOV 14		Partly Cloudy	40°/28°	10%
THU NOV 15		Partly Cloudy	44°/28°	0%

Sunrise/Sunset Schedule 11/6/2018

	Time
Sunrise	6:25 AM
Sunset	4:31 PM

SOURCE: Weather.com as of 10:00 AM on 11/6

Residential Restoration / Rapid Relight

Residential House Ready

	Plan	Actual	Of which: Replaced	Of which: Repaired	Of which: Other ¹
11/5	142	163	81 (50%)	11 (7%)	71 (43%)
Cumulative	1,732	2,007 (27% of residential meters)	1,883 (94%)	53 (3%)	71 (3%)

Residential Workforce

Contractor	Plumbers on 11/5		Total workforce ² on 11/5	
	Plan	Actual	Plan	Actual
GRS	393	396	478	472
WGP	97	78	205	95
SLS	106	87	167	156
CMA	28	28	70	70
Total	624	589	920	793

Residential Relights

Municipality	Residential relights, ³ # to date	Residential relights, % of meters
Lawrence	1,281	29%
Andover	716	42%
North Andover	343	27%
Total	2,340	32%

Today's Focus

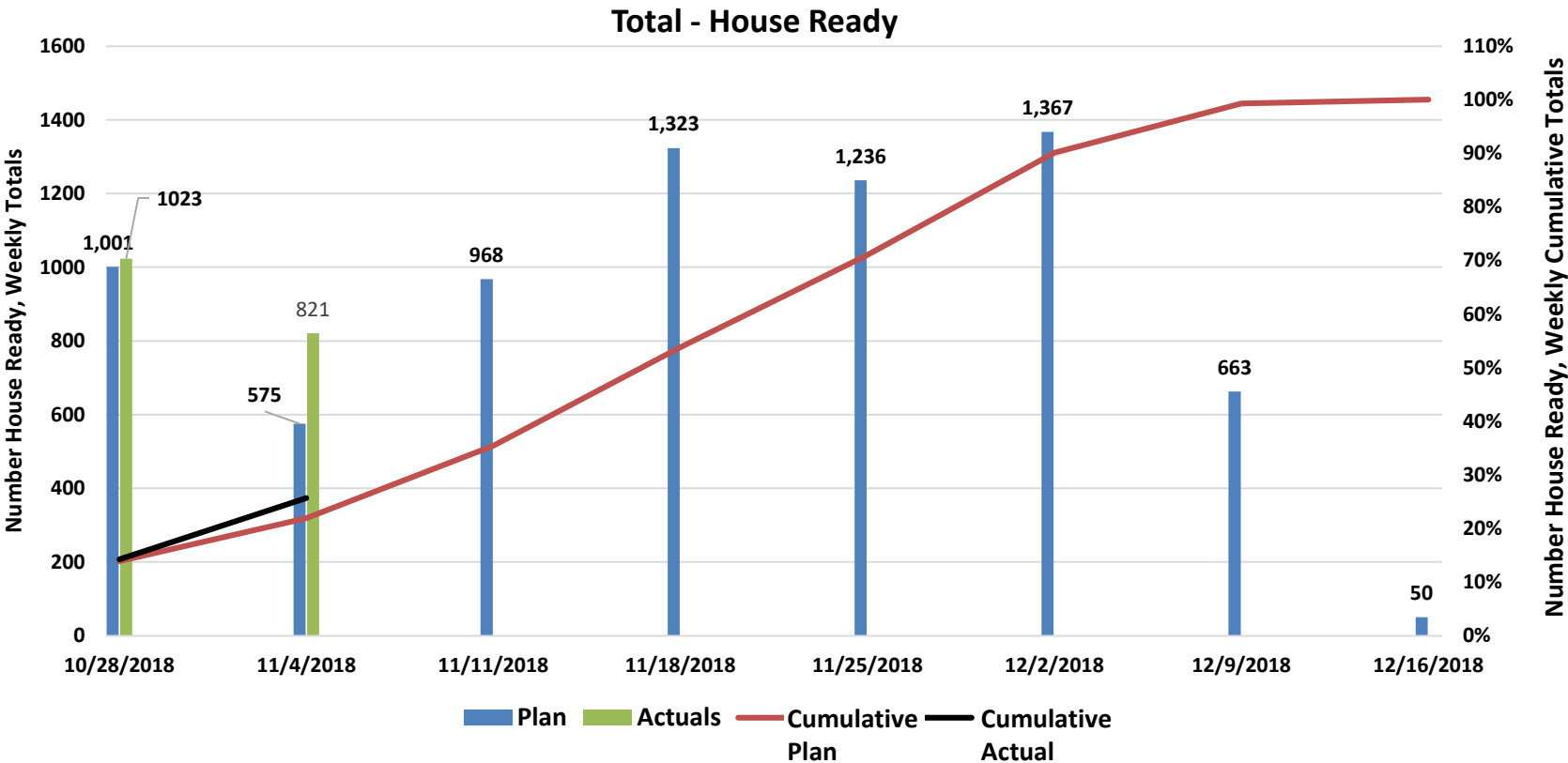
- 114 residential and multi-family House Ready meters to meet 12/16 completion
- Integrating internal Columbia Gas resources to support ramp up

Identified Productivity Improvements (not exhaustive)

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

¹ Due to, for example, self mitigation. Tracking of this category and method began recently; subject to revision. | ² Total workforce = Plumbers + Tradesmen + Support people resources and management | ³ 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
- 4 newly Service Restored achieved November 5

Customer and community engagement

- Serving business customers at Back to Business centers
- Promotion of restored, open businesses
- Participating in combined Residential and Commercial Open Houses Saturday November 10th

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	12	242	3	114	110 (35%)
Andover	217	1	214	4	112	112 (52%)
North Andover	155	0	155	3	111	108 (70%)
Total	685	13	611	10	337	330 (48%)

¹ Customers ready for installs and/or self mitigating

² Customers with completed installation, and House Ready status

³ All customers with restored gas service

Claims

Metrics

Metric	Total to date
Calls received at Claim Reporting toll-free number	36,051
Claims serviced at walk-in centers	53 – Andover 153 – Lawrence 55 – North Andover
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	4,779	2,527	\$15.72
North Andover	3,320	1,823	\$9.84
Lawrence	13,647	7,171	\$18.59
Other Areas ¹	944	430	\$1.26
Total	22,690	11,951	\$45.41

Progress Update

- 505 customer payments made for \$850,000
- 49 payments to Business customers totaling \$155,680 today.
- Received preliminary results of self-mitigation data collection; 1,958 files may indicate customers have or plan to self-mitigate permanent heat source. Additional data validation in process.

Goals for next 24 hours & beyond

- Working on Q&A for claims related to landlord and tenants in response to Attorney General's guidance
- Training claim managers on customer escalation tool (JIRA) for non-claim issues
- Self-mitigation data collection continues

Customer and community engagement

- 261 customers served through the Claim Centers
 - 232 residential customers today, 194 being returning customers
 - 29 business customers, 15 reporting a new claim and 14 returning
 - \$6,800 issued in payments via debit cards

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

Communication

Image of the Day



Columbia Gas crews working to complete appliance installations.

Social Media

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

Completed

- Daily media briefing
- Distributed Path to Service Restoration packets
- Energy efficiency news release
- Weekly newsletter sent to printer
- Winterization tip page on CMA website

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

Discussion topics

- Outlook
- Scope
- Organizational capability
- Direct labor resources

Customer Temporary Housing Placement Report

Temp Housing placement by unit type			
	Families	Individuals	Children
Apartment	63	232	90
ANDOVER	9	27	10
LAWRENCE	48	190	75
NORTH ANDOVER	6	15	5
Hotel	1,636	5,515	1,793
ANDOVER	188	478	131
LAWRENCE	1,308	4,636	1,544
NORTH ANDOVER	140	401	118
RV	375	1,688	696
ANDOVER	13	55	25
LAWRENCE	331	1,517	623
NORTH ANDOVER	31	116	48
Grand Total	2,074	7,435	2,579

Temporary Housing Inventory Report

Category	Current Inventory	Future inventory	Reserved and occupied	Available
Hotel < 20 Miles	1158	35	950	37
Hotel 20 – 25 Miles	1219	175	549	347
Hotel > 25 miles	2767	0	1260	1732
Subtotal Hotel Rooms	5144	210	2759	2116
Apartments	132	0	85	47
Trailers	513	0	372	54
Total units	5789	210	3216	2217
Contracted Total		5999		



Temporary housing status summary - Trailers

Site Location	Onsite	Resident Ready	Occupied	Held	Spare	Out of Service	Available for Placement
South Common	247	218	202	5	3	9	0
Pemberton Park	99	99	89	6	2	2	0
Grogan Field	60	60	52	3	1	3	1
Recreation Road	32	32	23	2	1	4	2
Sullivan Park	75	75	6	7	0	11	51
Total units	513	484	372	23	7	29	54
	Beds Available	Registered	Ineligible	Beds Assigned	Meals Provided	Showers	
Congregate Shelter (24 hour report)	1000	128	0	8	83	5	

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