

# Daily briefing

November 8, 2018

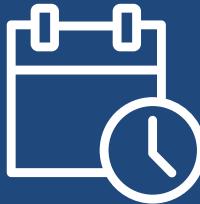
**Columbia Gas®**



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# Standing Agenda



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

## We have now:

- Restored service to more than 55% of business customers
- Relit 37% of residential meters
- Achieved more than 230 relights yesterday, November 7<sup>th</sup>

## We are:

- Planning to conduct Open Houses in all three communities on Saturday, November 10<sup>th</sup>

# Weather



## 10-day Forecast



## Sunrise/Sunset Schedule 11/8/2018

DAY	DESCRIPTION	HIGH / LOW	PRECIP
TODAY NOV 8	Sunny	54°/35°	0%
FRI NOV 9	Mostly Cloudy	48°/45°	10%
SAT NOV 10	AM Clouds/PM Sun/Wind	49°/31°	10%
SUN NOV 11	Sunny	41°/26°	0%
MON NOV 12	Mostly Sunny	43°/34°	0%
TUE NOV 13	Rain	50°/35°	90%
WED NOV 14	Partly Cloudy	37°/26°	0%
THU NOV 15	Partly Cloudy	37°/27°	0%
FRI NOV 16	Partly Cloudy	41°/31°	0%
SAT NOV 17	Partly Cloudy	41°/31°	10%



SOURCE: Weather.com as of 11:30 AM on 11/8

# Residential Restoration / Rapid Relight

## Residential House Ready

	Plan	Actual	Of which: Repaired
11/7	173	187	22 (12%)
Cumulative	2,019	2,351 (32% of residential meters)	84 (4%)

## Residential Workforce

Contractor	Plumbers on 11/7		Total workforce <sup>1</sup> on 11/7	
	Plan	Actual	Plan	Actual
GRS	410	411	1013	1040
WGP	173	125	222	147
SLS	125	109	195	160
CMA	28	28	86	70
<b>Total</b>	<b>736</b>	<b>673</b>	<b>1,516</b>	<b>1,417</b>

## Residential Relights

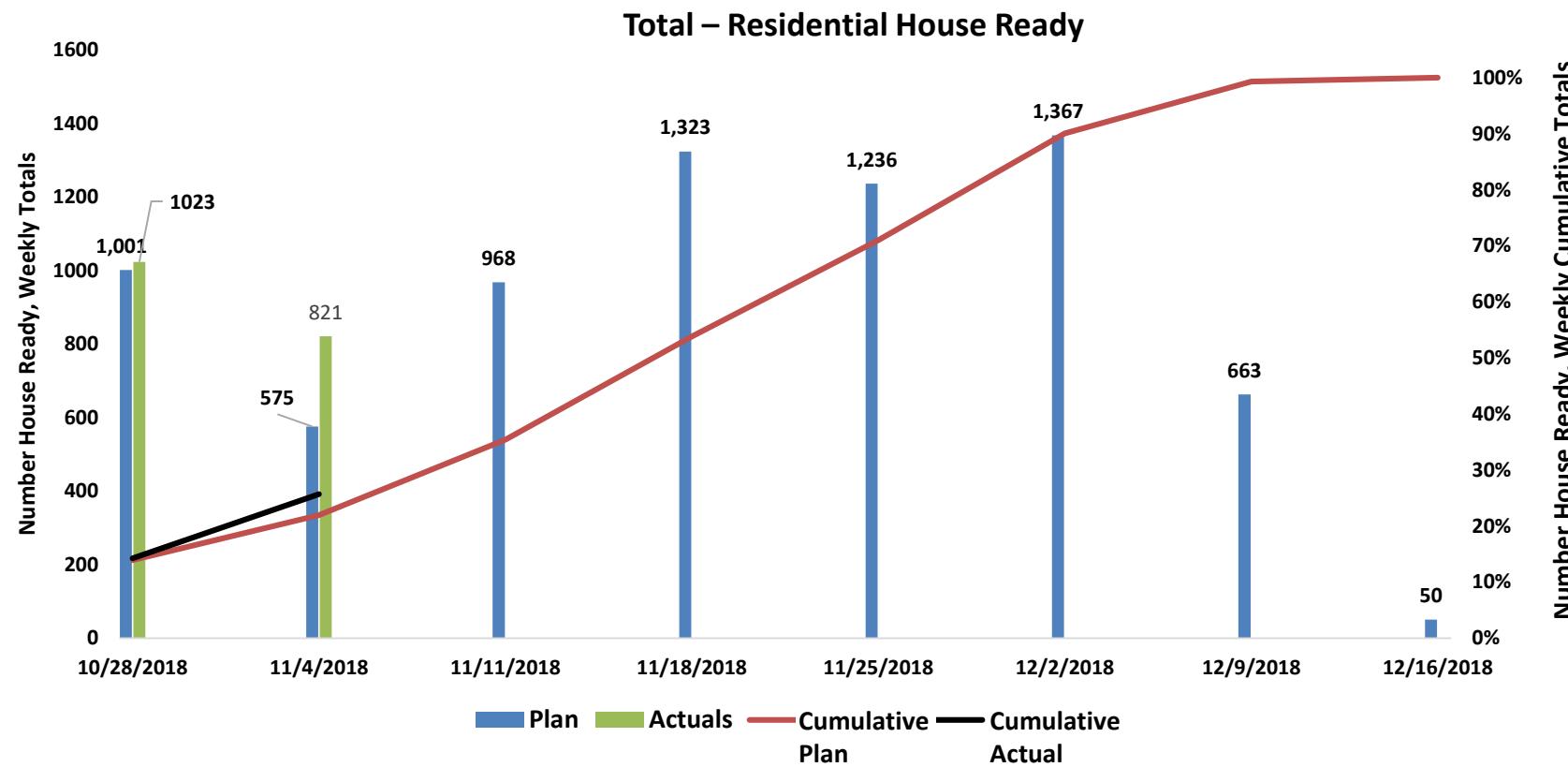
Municipality	Residential relights, <sup>2</sup> # to date	Residential relights, % of meters
Lawrence	1,484	34%
Andover	822	48%
North Andover	389	31%
<b>Total</b>	<b>2,695</b>	<b>37%</b>

## Today's Focus

- 155 residential and multi-family House Ready meters to meet 12/16 completion
- Reporting and assessment data quality
- Utilizing energy efficient appliances
- Sharing Local 12's inspection checklist with contractor partners
- Licensing for WGP plumbing resources, an additional 132 to be added for a total of 257 for deployment tomorrow

<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

## Progress to date

- Back to Business Operations ongoing; tiered restoration approach under way
- 22 newly Service Restored achieved November 7

## 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
- Participating in the Back to Business Resource Event November 13th & 14th

### Business customers by current status, #, daily progress (yesterday) and cumulative

	Assessments <sup>1</sup>		House Ready <sup>2</sup>		Service restored <sup>3</sup>
	Total # site ID	Completed yesterday	Completed yesterday	Cumulative	
Lawrence	313	3	16	289	137
Andover	217	2	23	216	150
North Andover	155	0 (all complete)	2	155	118
<b>Total</b>	<b>685</b>	<b>5</b>	<b>41</b>	<b>660</b>	<b>405</b>
					<b>380 (55%)</b>

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	36,919
Claims serviced at walk-in centers	32 – Andover 82 – Lawrence 16 – North Andover
Residential claims, %	92%
Claims with more than 1 payment, %	47%
ASA: Claim Center, yesterday	5 seconds

## Claims by Municipality

Municipality	Claims Received	Active Claims	Value paid out, \$M
Andover	4,825	2,473	\$16.90
North Andover	3,359	1,792	\$10.47
Lawrence	13,813	7,076	\$19.91
Other Areas <sup>1</sup>	958	424	\$1.42
<b>Total</b>	<b>22,955</b>	<b>11,765</b>	<b>\$48.70</b>

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

## Progress Update

- Appliance screen updated with current status of self-mitigation feedback from claim file. 2,300 indicating intention to self-mitigate heat and hot water.
- \$1.2M customer payments made
- 32 payments to Business customers totaling \$125,760

## Goals for next 24 hours & beyond

- Preparations beginning for Saturday's Open Houses

## Customer and community engagement

- 130 customers serviced through the Claim Centers
  - 120 residential customers today, 108 being returning customers
  - 10 business customers, 1 reporting a new claim and 9 returning
  - \$7,000 issued in payments via debit cards

# Communication

## IMAGE OF THE DAY



**Columbia Gas technician tests a natural gas boiler.**

## SOCIAL MEDIA

### Social Media Customer Care Questions:

- Self Mitigation
- Interactive map and 72-hour schedule
- Path to Service Restoration

### Social Media Proactive Content:

- Back to business updates
- Relight progress wheel
- AG Landlord/Tenant guidance

### Completed

- Daily media briefing
- Promoted 11/10 Open Houses on social media channels and on the website

# Customer Temporary Housing Placement Report

## Temp Housing placement by unit type

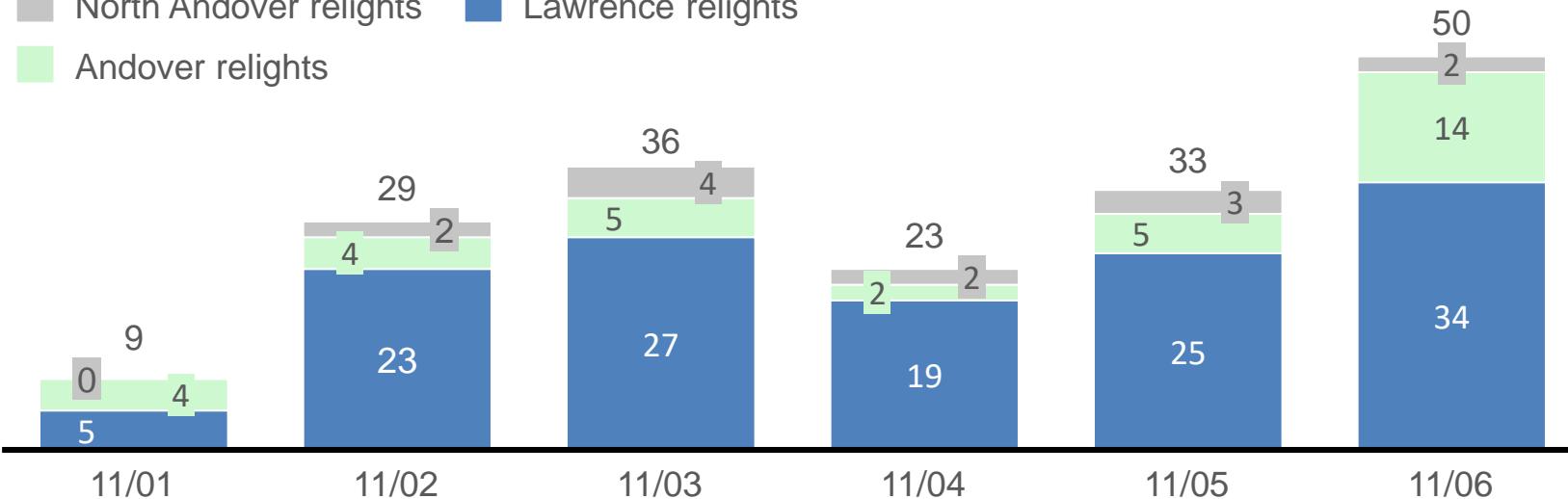
	Families	Individuals	Children
Apartment	65	245	99
ANDOVER	7	22	9
LAWRENCE	52	208	85
NORTH ANDOVER	6	15	5
Hotel	1,688	5,673	1,829
ANDOVER	198	502	138
LAWRENCE	1,345	4,760	1,573
NORTH ANDOVER	145	411	118
RV	377	1,709	715
ANDOVER	10	46	22
LAWRENCE	336	1,545	643
NORTH ANDOVER	31	118	50
<b>Grand Total</b>	<b>2,130</b>	<b>7,627</b>	<b>2,643</b>

## Relight notifications to customers in Temp Housing

Location	Calls to customers relit 11/6			Relight totals		Returned home <sup>1</sup>	Customers in Temp Housing (total)
	Contact	Voicemail	No contact	11/6	Cumulative		
Lawrence	14	20	0	34	159	46	1716
Andover	14	0	0	14	36	6	213
North Andover	2	0	0	2	22	13	178
Total	30	20	0	50	217	65	2107

### Customers in Temp Housing relit each day by municipality, number of customers

North Andover relights  
  Lawrence relights  
 Andover relights



<sup>1</sup> Data on a 48 hour lag due to check out requirements

# Temporary Housing Inventory Report

Category	Current Inventory	Future inventory	Reserved and occupied	Available
Hotel < 20 Miles	1238	45	971	229
Hotel 20 – 25 Miles	972	165	559	312
Hotel 25 - 30 miles	1186	0	423	717
Hotel > 30 miles	1746	0	701	1027
<b>Subtotal Hotel Rooms</b>	<b>5144</b>	<b>210</b>	<b>2654</b>	<b>2285</b>
Apartments	132	0	91	41
Trailers	514	0	366	68
<b>Total units</b>	<b>5790</b>	<b>210</b>	<b>3111</b>	<b>2394</b>
				
<b>6000 Contracted Total</b>				



# Temporary housing status summary - Trailers

Site Location	Onsite	Resident Ready	Occupied	Held	Spare	Out of Service	Available for Placement
South Common	248	206	190	1	3	13	12
Pemberton Park	99	94	87	4	2	2	1
Grogan Field	60	59	51	1	1	1	6
Recreation Road	32	32	22	1	1	1	8
Sullivan Park	75	64	16	7	0	11	41
<b>Total units</b>	<b>514</b>	<b>455</b>	<b>366</b>	<b>14</b>	<b>7</b>	<b>30</b>	<b>68</b>
	<i>Beds Available</i>	<i>Registered</i>	<i>Ineligible</i>	<i>Beds Assigned</i>	<i>Meals Provided</i>	<i>Showers</i>	
<b>Congregate Shelter (24 hour report)</b>	<b>1000</b>	<b>164</b>	<b>0</b>	<b>8</b>	<b>132</b>	<b>4</b>	

*Continue to see an uptick in the use of the warming center at 46 Stafford Street, Lawrence.  
132 hot meals were served in the 24 hour period that ended at 7 PM on 11-7-18.*

# Discussion topics



Focus on pace

## Appendix

# Saturday Open House flyer – English

## Columbia Gas Open House & Public Forum

### Executive Q&A and Information Stations

#### Available at Each Meeting

Saturday, Nov. 10, 2018

#### Andover

Saturday, November 10  
Executive Q&A: 8am – 9am  
Open House: 8am – 11am

Doherty Middle School  
50 Bartlet Street  
Andover, MA 01810

#### North Andover

Saturday, November 10  
Executive Q&A: 11am – 12pm  
Open House: 11am – 2pm

North Andover High School  
430 Osgood Street  
North Andover, MA 01845

#### Lawrence

Saturday, November 10  
Executive Q&A: 2pm – 3pm  
Open House: 2pm – 5pm

Lawrence High School  
70-71 N Parish Road  
Lawrence, MA 01843

Each open house will feature various information stations with Columbia Gas representatives available to answer questions on topics including:

- **Temporary housing solutions**
- **Personal and commercial claims**
- **Appliance and equipment installation**
- **Home and business relights**
- **Construction**
- **Energy efficiency**
- **Gas safety**
- **Customer service**

#### Participation from:

NiSource, Inc. Chief Executive Officer **Joe Hamrock**, Chief Recovery Officer **Joe Albanese**, Chief Restoration Officer for Columbia Gas **Pablo Vegas** and Columbia Gas of Massachusetts President **Steve Bryant**.

For the latest information, visit  
**ColumbiaGasMA.com**

**Columbia Gas®**  
A NiSource Company

# Saturday Open House flyer – Spanish

## Jornada de puerta abierta y Foro Público de Columbia Gas

Q&A ejecutivo y estaciones de información  
disponibles en cada reunión  
sábado, 10 de noviembre de 2018

### Andover

Sábado, 10 de noviembre  
Q&A ejecutivo: 8am – 9am  
Jornada de puerta abierta: 8am –  
11am

Doherty Middle School  
50 Bartlet Street  
Andover, MA 01810

### North Andover

Sábado, 10 de noviembre  
Q&A ejecutivo: 11am – 12pm  
Jornada de puerta abierta: 11am –  
2pm

North Andover High School  
430 Osgood Street  
North Andover, MA 01845

### Lawrence

Sábado, 10 de noviembre  
Q&A ejecutivo: 2pm - 3pm  
Jornada de puerta abierta: 2pm –  
5pm

Lawrence High School  
70-71 N Parish Road  
Lawrence, MA 01843

Cada jornada de puerta abierta contará con varias estaciones de información con representantes de Columbia Gas disponibles para responder preguntas sobre temas incluyendo:

- Soluciones temporales de vivienda
- Reclamos personales y comerciales
- Instalación de enseres y equipos
- Reencendido de hogar y negocio
- Construcción
- Eficiencia energética
- Seguridad de gas
- Servicio al cliente

**Con participación de:** Director ejecutivo de NiSource, Inc. **Joe Hamrock**, Director de Recuperación **Joe Albanese**, Director de restauración de Columbia Gas **Pablo Vegas** y Presidente de Columbia Gas of Massachusetts **Steve Bryant**.

Para la información más  
actualizada visite:  
**ColumbiaGasMA.com**



# Columbia Gas Contact Information



Affected Customer Hotline	<b>(866)-388-3239</b>
Property Claims Number	<b>(800)-590-5571</b>
Temporary Housing number (select language and then select option 3)	<b>800)-590-5571</b>
Emergency Line	<b>(800)-525-8222</b>
<b>Claims Center and Back-to-Business Locations (see website for availability)</b>	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	<b>(866) 960-7285</b>

For online information visit [www.columbiagasma.com](http://www.columbiagasma.com)