

Daily briefing

November 8, 2018



Columbia Gas®



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 7th

We are:

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











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 ¹ 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
Total	736	673	1,516	1,417

Residential Relights

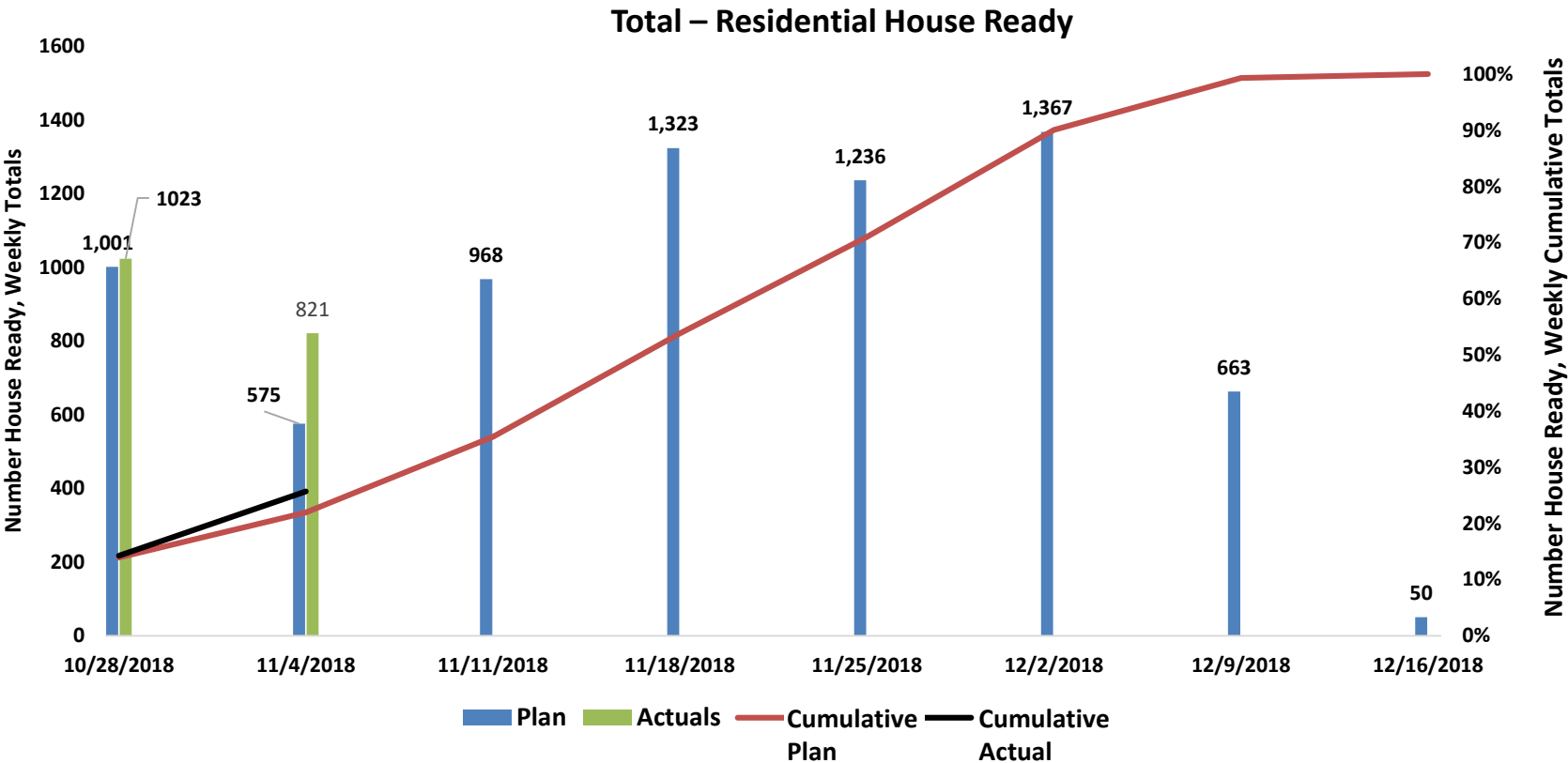
Municipality	Residential relights, ² # to date	Residential relights, % of meters
Lawrence	1,484	34%
Andover	822	48%
North Andover	389	31%
Total	2,695	37%

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

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 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

	Total # site ID	Assessments ¹		House Ready ²		Service restored ³
		Completed yesterday	Cumulative	Completed yesterday	Cumulative	Cumulative (% of total)
Lawrence	313	3	289	16	137	123 (39%)
Andover	217	2	216	23	150	145 (55%)
North Andover	155	0 (all complete)	155	2	118	116 (75%)
Total	685	5	660	41	405	380 (55%)

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 ¹	958	424	\$1.42
Total	22,955	11,765	\$48.70

¹ 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

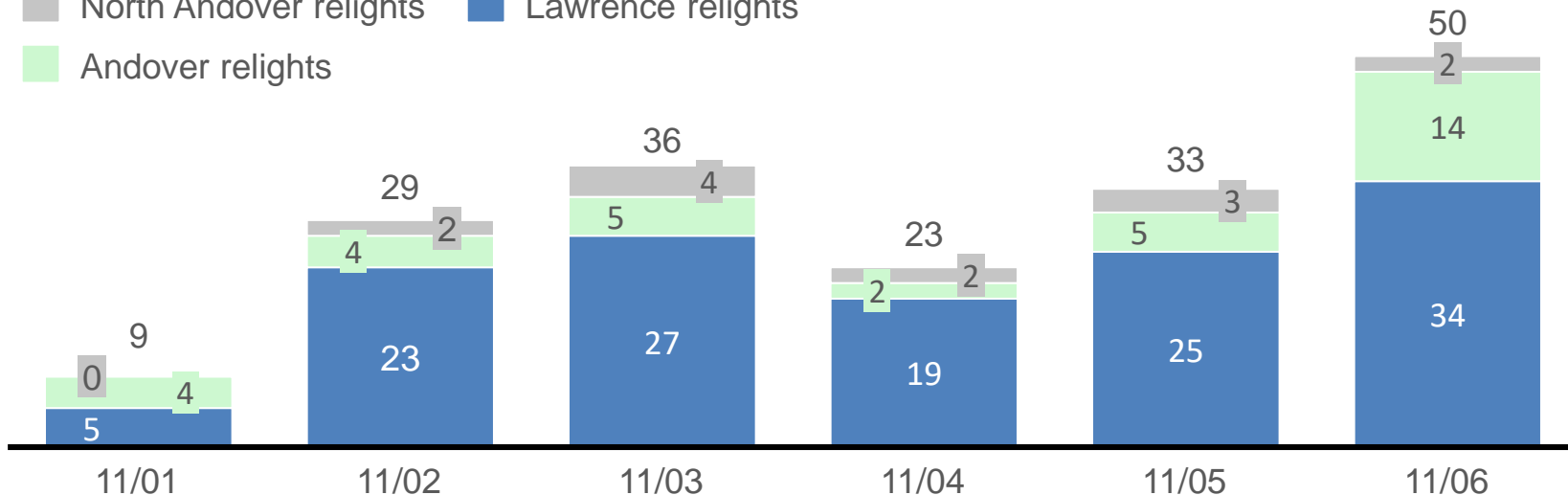
Temp Housing placement by unit type			
	Families	Individuals	Children
Apartment	65	245	99
ANDOVER	7	22	9
LAWRENCE	52	208	85
NORTH ANDOVER	6	15	5
Hotel	1,688	5,673	1,829
ANDOVER	198	502	138
LAWRENCE	1,345	4,760	1,573
NORTH ANDOVER	145	411	118
RV	377	1,709	715
ANDOVER	10	46	22
LAWRENCE	336	1,545	643
NORTH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

Relight notifications to customers in Temp Housing

Location	Calls to customers relit 11/6			Relight totals		Returned home ¹	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



¹ 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
Subtotal Hotel Rooms	5144	210	2654	2285
Apartments	132	0	91	41
Trailers	514	0	366	68
Total units	5790	210	3111	2394
<div> <div>6000</div> <div>Contracted Total</div> </div>				



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
Total units	514	455	366	14	7	30	68
	<i>Beds Available</i>	<i>Registered</i>	<i>Ineligible</i>	<i>Beds Assigned</i>	<i>Meals Provided</i>	<i>Showers</i>	
Congregate Shelter (24 hour report)	1000	164	0	8	132	4	

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	North Andover	Lawrence
<p>Saturday, November 10 Executive Q&A: 8am – 9am Open House: 8am – 11am</p> <p>Doherty Middle School 50 Bartlet Street Andover, MA 01810</p>	<p>Saturday, November 10 Executive Q&A: 11am – 12pm Open House: 11am – 2pm</p> <p>North Andover High School 430 Osgood Street North Andover, MA 01845</p>	<p>Saturday, November 10 Executive Q&A: 2pm – 3pm Open House: 2pm – 5pm</p> <p>Lawrence High School 70-71 N Parish Road Lawrence, MA 01843</p>

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

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Saturday Open House flyer – Spanish

Jornada de puerta abierta y Foro Publico de Columbia Gas

Q&A ejecutivo y estaciones de información
disponibles en cada reunion

sábado, 10 de noviembre de 2018

Andover	North Andover	Lawrence
Sábado, 10 de noviembre Q&A ejecutivo: 8am – 9am Jornada de puerta abierta: 8am – 11am	Sábado, 10 de noviembre Q&A ejecutivo: 11am – 12pm Jornada de puerta abierta: 11am – 2pm	Sábado, 10 de noviembre Q&A ejecutivo: 2pm - 3pm Jornada de puerta abierta: 2pm – 5pm
Doherty Middle School 50 Bartlet Street Andover, MA 01810	North Andover High School 430 Osgood Street North Andover, MA 01845	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

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Columbia Gas Contact Information



Affected Customer Hotline (866)-388-3239

Property Claims Number (800)-590-5571

Temporary Housing number
(select language and then select option 3) 800)-590-5571

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