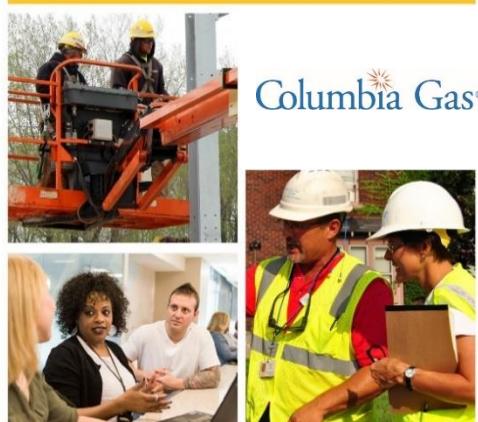


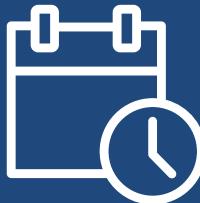
# Daily briefing

November 7, 2018

**Columbia Gas®**



# Standing Agenda



Headlines



Weather



Operational Updates



Claims



Communications



Discussion Topics



Temporary Housing

## We have now:

- Restored service to more than 50% of business customers
- Relit 34% of residential meters
- Achieved more than 200 relights yesterday, November 6<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

DAY	DESCRIPTION	HIGH / LOW	PRECIP
TODAY NOV 7	Sunny	59°/39°	0%
THU NOV 8	Sunny	52°/35°	0%
FRI NOV 9	PM Showers	48°/44°	60%
SAT NOV 10	AM Clouds/PM Sun	49°/31°	20%
SUN NOV 11	Sunny	42°/27°	0%
MON NOV 12	Mostly Sunny	42°/34°	0%
TUE NOV 13	Showers	45°/35°	60%
WED NOV 14	Rain/Snow Showers	38°/26°	50%
THU NOV 15	AM Snow Showers	38°/29°	40%
FRI NOV 16	Mostly Sunny	43°/34°	20%



## Sunrise/Sunset Schedule 11/7/2018



SOURCE: Weather.com as of 10:30 AM on 11/7

# Residential Restoration / Rapid Relight

## Residential House Ready

	Plan	Actual	Of which: Repaired
11/6	114	157	9 (6%)
Cumulative	1,846	2,164 (29% of residential meters)	62 (3%)

## Residential Workforce

Contractor	Plumbers on 11/6		Total workforce <sup>1</sup> on 11/6	
	Plan	Actual	Plan	Actual
GRS	405	397	511	991
WGP	153	95	218	135
SLS	115	89	185	158
CMA	28	28	89	86
<b>Total</b>	<b>701</b>	<b>609</b>	<b>1,003</b>	<b>1,370</b>

## Residential Relights

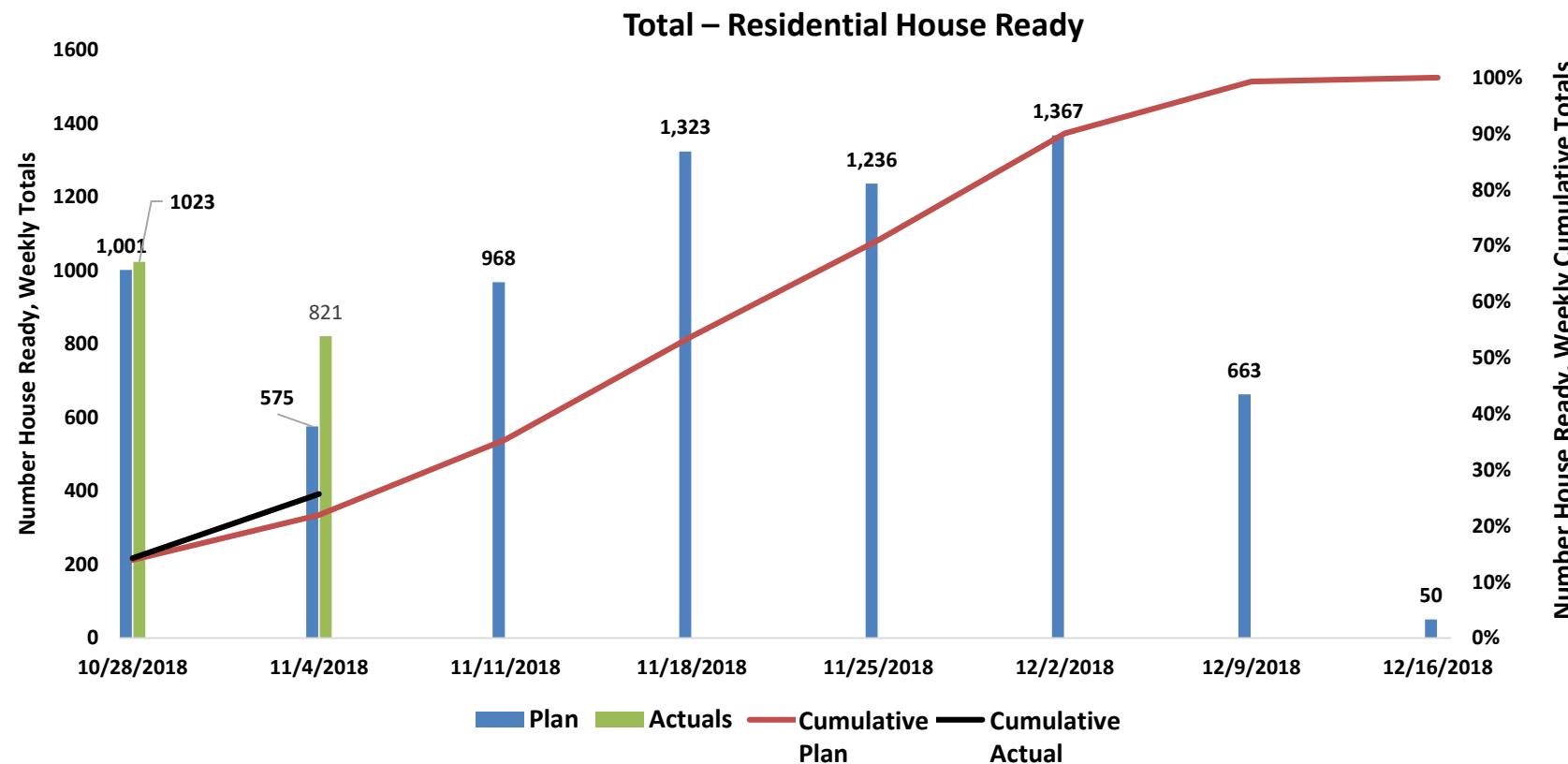
Municipality	Residential relights, <sup>2</sup> # to date	Residential relights, % of meters
Lawrence	1,369	31%
Andover	752	44%
North Andover	362	29%
<b>Total</b>	<b>2,483</b>	<b>34%</b>

## Today's Focus

- 173 residential and multi-family House Ready meters to meet 12/16 completion
- Stood up internal Columbia Gas resources supporting ramp up
- Rapid Relight assessments identifying 40% repair opportunities
- Continuing to observe more customers self-mitigating
- Continually adapting deployment plan to maximize productivity

<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
- 28 newly Service Restored achieved November 6

## 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

	Assessments <sup>1</sup>		House Ready <sup>2</sup>		Service restored <sup>3</sup>
	Total # site ID	Completed yesterday	Completed yesterday	Cumulative	
Lawrence	313	44	7	286	121
Andover	217	0	15	214	127
North Andover	155	0 (all complete)	5	155	116
<b>Total</b>	<b>685</b>	<b>44</b>	<b>27</b>	<b>655</b>	<b>364</b>
					<b>358 (52%)</b>

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

# Claims

## Metrics

Metric	Total to date
Calls received at Claim Reporting toll-free number	36,523
Claims serviced at walk-in centers	33 – Andover 103 – Lawrence 17 – 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	4,810	2,507	\$16.53
North Andover	3,342	1,803	\$10.23
Lawrence	13,746	7,179	\$19.30
Other Areas <sup>1</sup>	950	436	\$1.39
<b>Total</b>	<b>22,848</b>	<b>11,925</b>	<b>\$47.45</b>

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

## Progress Update

- Over \$2M customer payments made
- 74 payments to Business customers totaling \$700,439, 21 being greater than \$10,000
- 4,350 customer interactions documented today

## Goals for next 24 hours & beyond

- Finalizing Q&A for claims related to landlord and tenants in response to Attorney General's guidance
- Self-mitigation data collection completed; analysis ongoing

## Customer and community engagement

- 153 customers served through the Claim Centers
- 146 residential customers today, 133 being returning customers
- 7 business customers, 1 reporting a new claim and 6 returning
- \$9,000 issued in payments via debit cards

# Communication

## IMAGE OF THE DAY



**Columbia Gas crew member working to relight all affected homes.**

## 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
- Appliance safety explanations
- Self-Mitigation
- Relight progress wheel

### Completed

- Daily media briefing
- Continued distribution of Path to Service Restoration Packets
- Outreach to media and customers regarding hit gas line in Lawrence

# Discussion topics



Outlook



Scope



Organizational capability



Direct labor resources

# Customer Temporary Housing Placement Report

## Temp Housing placement by unit type

	Families	Individuals	Children
Apartment	69	261	102
ANDOVER	9	27	10
LAWRENCE	54	219	87
NORTH ANDOVER	6	15	5
Hotel	1,648	5,539	1,786
ANDOVER	192	487	133
LAWRENCE	1,315	4,648	1,535
NORTH ANDOVER	141	404	118
RV	390	1,748	727
ANDOVER	12	52	24
LAWRENCE	347	1,581	655
NORTH ANDOVER	31	115	48
<b>Grand Total</b>	<b>2,107</b>	<b>7,548</b>	<b>2,615</b>

# Temporary Housing Inventory Report

Category	Current Inventory	Future inventory	Reserved and occupied	Available
Hotel < 20 Miles	1158	35	992	159
Hotel 20 – 25 Miles	1219	175	634	482
Hotel > 25 miles	2767	0	1208	1498
<b>Subtotal Hotel Rooms</b>	<b>5144</b>	<b>210</b>	<b>2834</b>	<b>2139</b>
Apartments	132	0	91	41
Trailers	514	0	381	65
<b>Total units</b>	<b>5790</b>	<b>210</b>	<b>3306</b>	<b>2245</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	205	194	2	3	14	6
Pemberton Park	99	94	87	4	2	5	1
Grogan Field	60	59	52	1	1	1	5
Recreation Road	32	30	22	1	1	2	6
Sullivan Park	75	65	9	9	0	10	47
<b>Total units</b>	<b>514</b>	<b>453</b>	<b>364</b>	<b>17</b>	<b>7</b>	<b>32</b>	<b>65</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>147</b>	<b>0</b>	<b>8</b>	<b>86</b>	<b>2</b>	

*Continue to see an uptick in the use of the warming center at 46 Stafford Street, Lawrence. 86 hot meals were served in the 24 hour period that ended at 7 PM on 11-6-18.*

## Appendix

# 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](http://www.columbiagasma.com)