

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 6th

We are:

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

Weather











DATA AS OF 11/7/2018



10-day Forecast



Sunrise/Sunset Schedule 11/7/2018

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%



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 ¹ 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
Total	701	609	1,003	1,370

Residential Relights

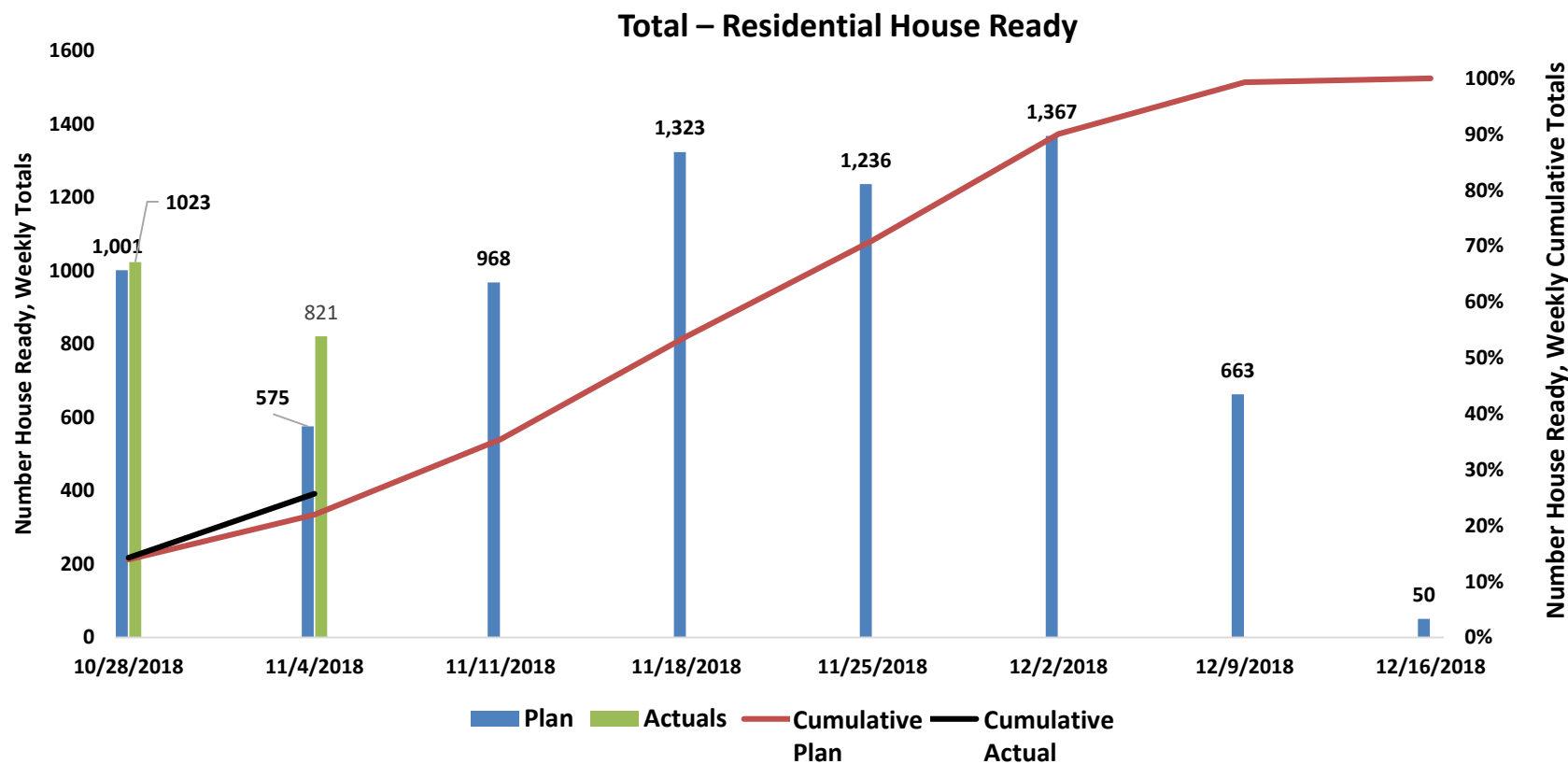
Municipality	Residential relights, ² # to date	Residential relights, % of meters
Lawrence	1,369	31%
Andover	752	44%
North Andover	362	29%
Total	2,483	34%

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

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
- 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

	Total # site ID	Assessments ¹		House Ready ²		Service restored ³
		Completed yesterday	Cumulative	Completed yesterday	Cumulative	Cumulative (% of total)
Lawrence	313	44	286	7	121	118 (38%)
Andover	217	0	214	15	127	127 (59%)
North Andover	155	0 (all complete)	155	5	116	113 (73%)
Total	685	44	655	27	364	358 (52%)

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	36,523
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 ¹	950	436	\$1.39
Total	22,848	11,925	\$47.45

¹ 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
Grand Total	2,107	7,548	2,615

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
Subtotal Hotel Rooms	5144	210	2834	2139
Apartments	132	0	91	41
Trailers	514	0	381	65
Total units	5790	210	3306	2245
<div>6000 Contracted Total</div>				



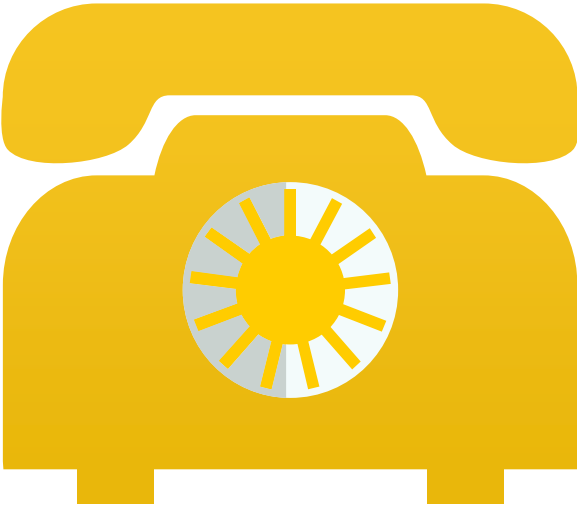
Temporary housing status summary - Trailers

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
Total units	514	453	364	17	7	32	65
	<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	147	0	8	86	2	

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