

Daily briefing

November 9, 2018

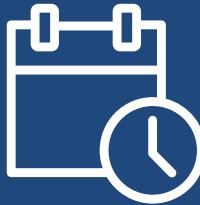
Columbia Gas®



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Standing Agenda



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

We have now:

- Restored service to more than 58% of business customers
- Relit 39% of residential meters
- Achieved more than 200 relights yesterday, November 8th

We are:

- Planning to conduct Open Houses in all three communities on Saturday, November 10th
- Communicating to customers about Thanksgiving meal options in all three communities

Weather

DATA AS OF 11/9/2018



10-day Forecast

DAY	DESCRIPTION	HIGH / LOW	PRECIP	WIND
TODAY NOV 9	Mostly Cloudy	48°/44°	10%	E 8 mph
SAT NOV 10	AM Clouds/PM Sun	48°/31°	20%	W 19 mph
SUN NOV 11	Sunny	43°/27°	0%	WNW 15 mph
MON NOV 12	Mostly Sunny	46°/35°	0%	SW 8 mph
TUE NOV 13	Rain	54°/36°	90%	ESE 12 mph
WED NOV 14	Partly Cloudy	38°/26°	0%	WNW 18 mph
THU NOV 15	Sunny	37°/27°	0%	WNW 13 mph
FRI NOV 16	Mostly Sunny	43°/30°	10%	W 10 mph
SAT NOV 17	Partly Cloudy	40°/28°	20%	NW 10 mph
SUN NOV 18	Partly Cloudy	41°/30°	0%	WNW 12 mph



Sunrise/Sunset Schedule 11/9/2018



SOURCE: Weather.com as of 10:30 AM on 11/9

Residential Restoration / Rapid Relight

Residential House Ready

	Plan	Actual	Of which: Repaired
11/8	155	207	51 (25%)
Cumulative	2,174	2,558 (35% of residential meters)	96 (4%)

Residential Workforce

Contractor	Plumbers on 11/8		Total workforce ¹ on 11/8	
	Plan	Actual	Plan	Actual
GRS	410	425	1046	1062
WGP	213	247	253	295
SLS	134	118	209	186
CMA	28	19	79	70
Total	785	809	1,587	1,613

Residential Relights

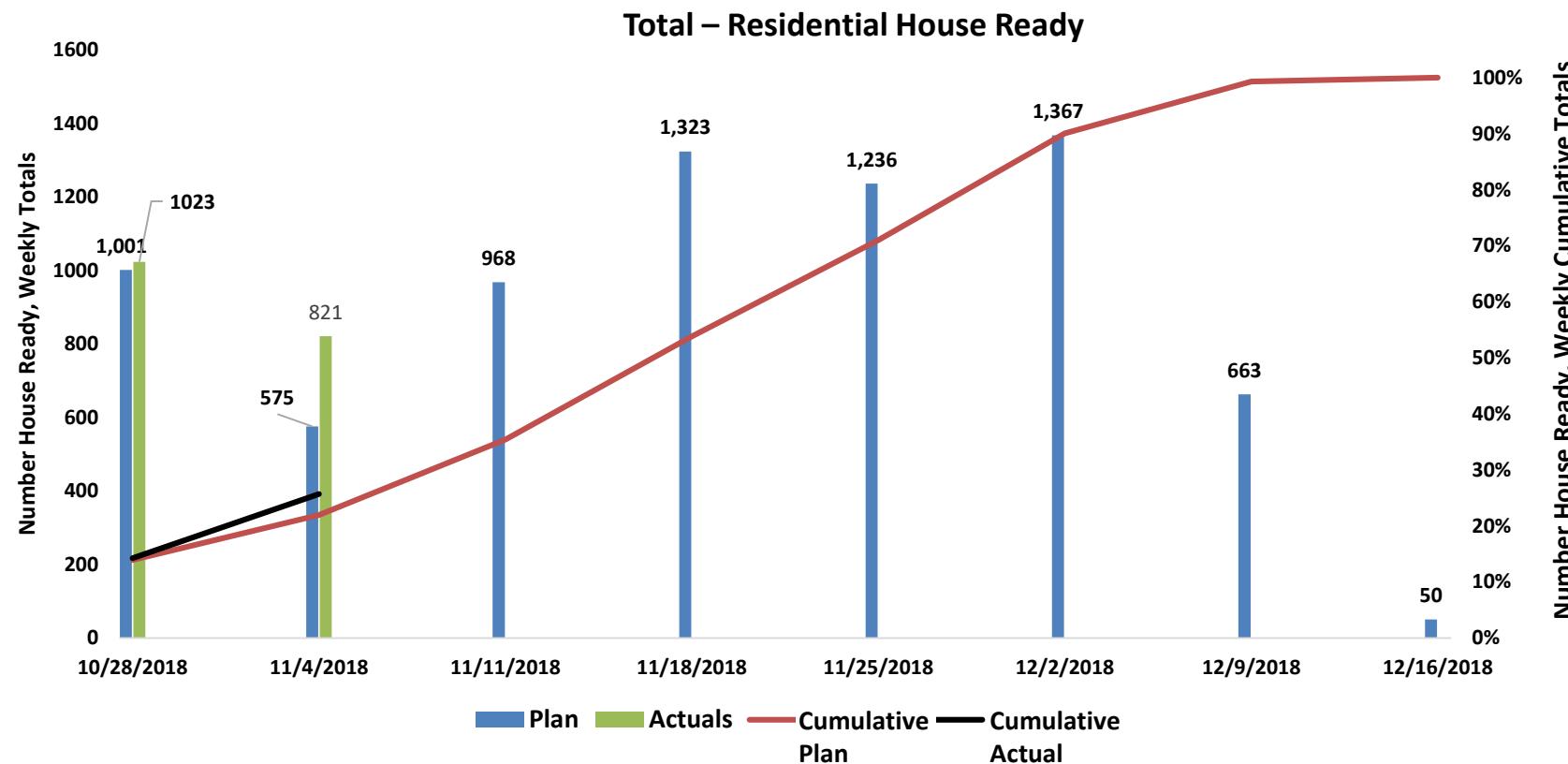
Municipality	Residential relights, ² # to date	Residential relights, % of meters
Lawrence	1,588	36%
Andover	885	52%
North Andover	418	33%
Total	2,891	39%

Today's Focus

- Over 200 relights completed
- PG&E Mutual Aide have left to support fire efforts in Northern California
- Established daily meeting with plumbing inspectors to gain alignment on any issues or constraints

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
- 18 newly Service Restored achieved November 8

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 ¹		House Ready ²		Service restored ³
	Total # site ID	Completed yesterday	Completed yesterday	Cumulative	
Lawrence	313	6	9	296	146
Andover	217	0 (all complete)	7	217	157
North Andover	155	0 (all complete)	0	155	118
Total	685	6	16	668	421
					398 (58%)

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	37,321
Claims serviced at walk-in centers	36 – Andover 89 – Lawrence 18 – 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	4,833	2,439	\$17.44
North Andover	3,384	1,793	\$10.86
Lawrence	13,859	7,027	\$20.62
Other Areas ¹	973	426	\$1.46
Total	23,049	11,685	\$50.38

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

Progress Update

- An additional 121 customers indicating their intent to self-mitigate heat and hot water
- 3,380 customer interactions documented
- 692 customer payments made today totaling \$1.7M
- 57 payments to Business customers totaling \$383,164

Goals for next 24 hours & beyond

- Finalize preparations for Saturday's three Open Houses
- Complete weekly Q&A sessions with adjusters in each claim office

Customer and community engagement

- Met with Lawrence General Hospital to assist reporting their claim
- 143 customers serviced through the Claim Centers
- 136 residential customers today, 134 being returning customers
- 7 business customers, 2 reporting a new claim and 5 returning
- \$4,100 issued in payments via debit cards

Communication

IMAGE OF THE DAY



With our crews wrapping up construction in the area, please use caution when approaching work zones.

SOCIAL MEDIA

Social Media Customer Care Questions:

- House Ready Work Completion
- Self Mitigation
- Interactive map and 72-hour schedule

Social Media Proactive Content:

- Work Zone Safety
- Back to business updates
- Contractor Scam Awareness
- Self-Mitigation
- Relight progress wheel

Completed

- Daily media briefing
- Thanksgiving Communications
- Escalated Claims Process Communications

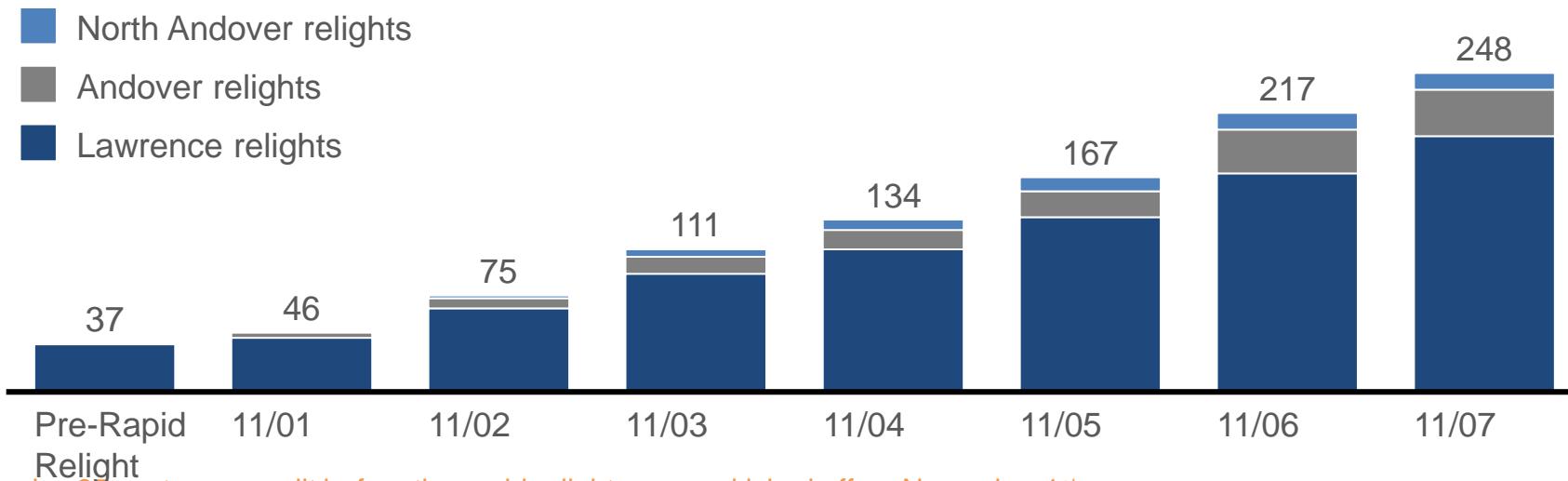
Customer Temporary Housing Placement Report

Placement by Type	Families	Individuals	Children
Apartment	65	247	99
ANDOVER	7	22	9
LAWRENCE	52	210	85
NORTH ANDOVER	6	15	5
Hotel	1,678	5,605	1,790
ANDOVER	198	501	135
LAWRENCE	1,337	4,695	1,537
NORTH ANDOVER	143	409	118
RV	378	1,719	726
ANDOVER	10	46	22
LAWRENCE	337	1,555	654
NORTH ANDOVER	31	118	50
Grand Total	2,121	7,571	2,615

Relight notifications to customers in Temp Housing

Location	Customers in Temp Housing (total)	Relight totals		Calls to customers relit 11/7			Returned home ²
		11/7	Cumulative ¹	Contact	Voicemail	No contact	
Lawrence	1726	29	188	26	3	0	97
Andover	215	2	38	0	2	0	28
North Andover	180	0	22	0	0	0	17
Total	2121	31	248	26	5	0	152
% of Total							61%

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



¹ Includes 37 customers re-lit before the rapid relight process kicked off on November 1st

² 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	1212	45	961	236
Hotel 20 – 25 Miles	904	165	558	361
Hotel 25 - 30 miles	1239	10	441	788
Hotel > 30 miles	1794	5	332	1135
Subtotal Hotel Rooms	5149	225	2292	2520
Apartments	132	0	90	42
Trailers	514	0	373	73
Total units	5795	225	2755	2630
 6020 Contracted Total				



Temporary housing status summary - Trailers

Site Location	Onsite	Resident Ready	Occupied	Held	Spare	Out of Service	Available for Placement
South Common	248	201	187	5	3	18	6
Pemberton Park	99	96	85	2	2	3	7
Grogan Field	60	55	47	1	1	5	6
Recreation Road	32	32	22	0	1	0	9
Sullivan Park	75	69	17	7	0	5	45
Total units	514	453	358	15	7	32	73
	<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	170	0	7	132	2	

The shelter's facilities (e.g. showers, restroom facilities) will be reduced to support 500 customers beginning December 12th, however all 1,000 cots will remain and the facilities can be ramped up to support 1000 guests if needed.

Discussion topics



Focus on pace



Total plumber count on-track



Construction closeout

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®
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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	(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: Mon. – Fri. 12p.m. – 8p.m.
Career Hotline	(866) 960-7285

For online information visit www.columbiagasma.com