

Daily briefing

November 9, 2018



Columbia Gas®



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

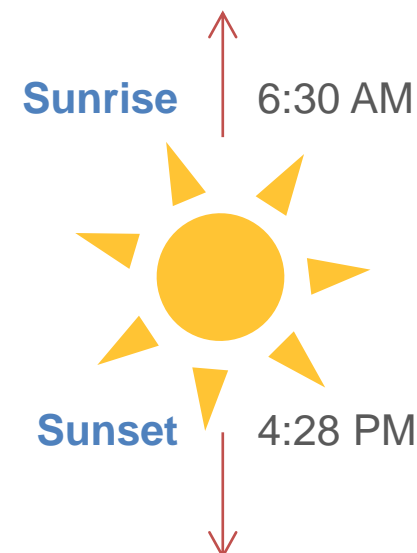


10-day Forecast



Sunrise/Sunset Schedule 11/9/2018

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



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

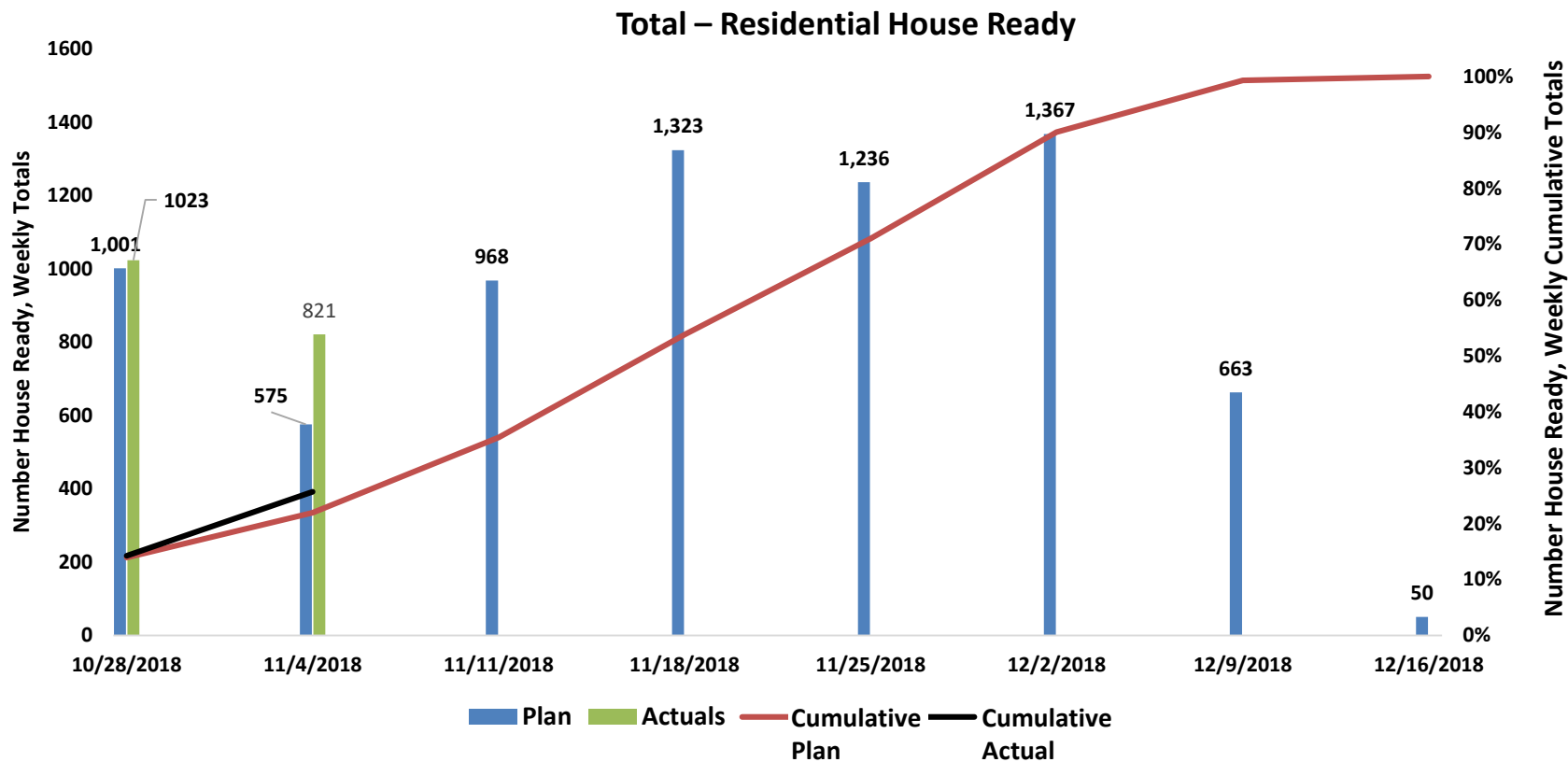
Municipality	Residential relights, ² # to date	Residential relights, % of meters
Lawrence	1,588	36%
Andover	885	52%
North Andover	418	33%
Total	2,891	39%

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

	Total # site ID	Assessments ¹		House Ready ²		Service restored ³
		Completed yesterday	Cumulative	Completed yesterday	Cumulative	Cumulative (% of total)
Lawrence	313	6	296	9	146	133 (42%)
Andover	217	0 (all complete)	217	7	157	149 (69%)
North Andover	155	0 (all complete)	155	0	118	116 (75%)
Total	685	6	668	16	421	398 (58%)

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	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

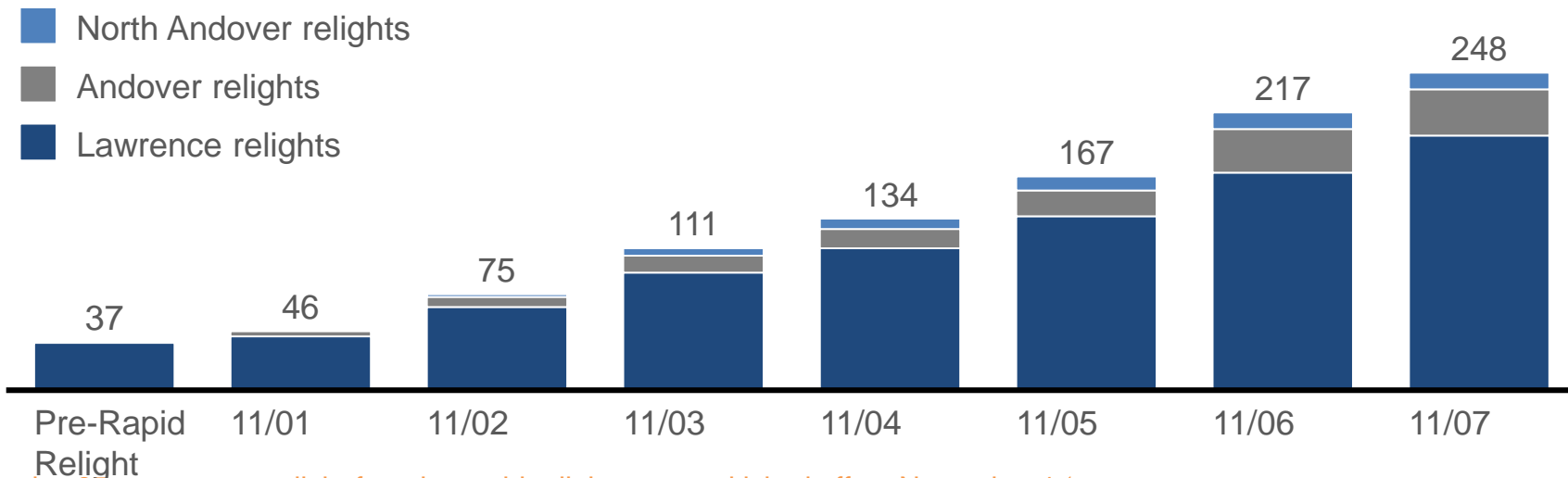
Customer Temporary Housing Placement Report

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
<div> <div>6020</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	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	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:
Mon. – Fri. 12p.m. – 8p.m.

Career Hotline (866) 960-7285

For online information visit www.columbiagasma.com