

Daily briefing

November 11, 2018



Columbia Gas®



Standing Agenda



Headlines

Weather

Operational Updates

Claims

Communications

Temporary Housing

Discussion Topics

We have now:

- Restored service to more than 62% of business customers
- Relit 44% of residential meters

We are:

- Responding to issues raised by customers who attended the three community open houses yesterday

Weather

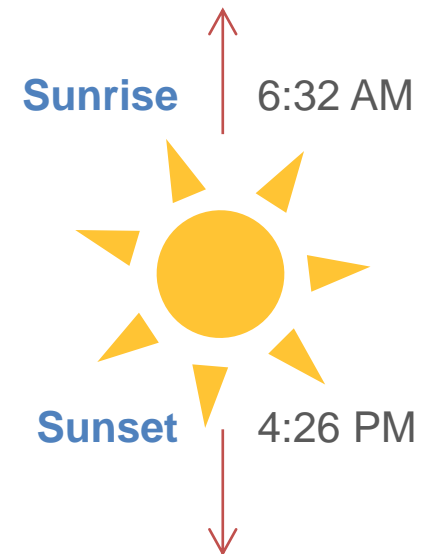


10-day Forecast



Sunrise/Sunset Schedule 11/11/2018

TODAY NOV 11		Sunny	42°/28°	0%
MON NOV 12		Mostly Sunny	48°/37°	0%
TUE NOV 13		Rain	48°/27°	100%
WED NOV 14		Partly Cloudy	33°/21°	0%
THU NOV 15		PM Snow Showers	38°/30°	40%
FRI NOV 16		Showers	44°/33°	50%
SAT NOV 17		Partly Cloudy	43°/29°	10%
SUN NOV 18		Partly Cloudy	35°/22°	10%
MON NOV 19		Sunny	34°/26°	0%
TUE NOV 20		Partly Cloudy	41°/29°	10%



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

Residential Restoration / Rapid Relight

Residential House Ready

	Plan	Actual	Of which: Repaired
11/10	135	175	17 (10%)
Cumulative	2,452	2,975 (40% of residential meters)	147 (5%)

Residential Workforce

Contractor	Plumbers on 11/10		Total workforce ¹ on 11/10	
	Plan	Actual	Plan	Actual
GRS	425	682	1077	1346
WGP	357	180	408	231
SLS	144	170	198	224
CMA	58	49	177	168
Total	984	1081	1,860	1,969

Residential Relights

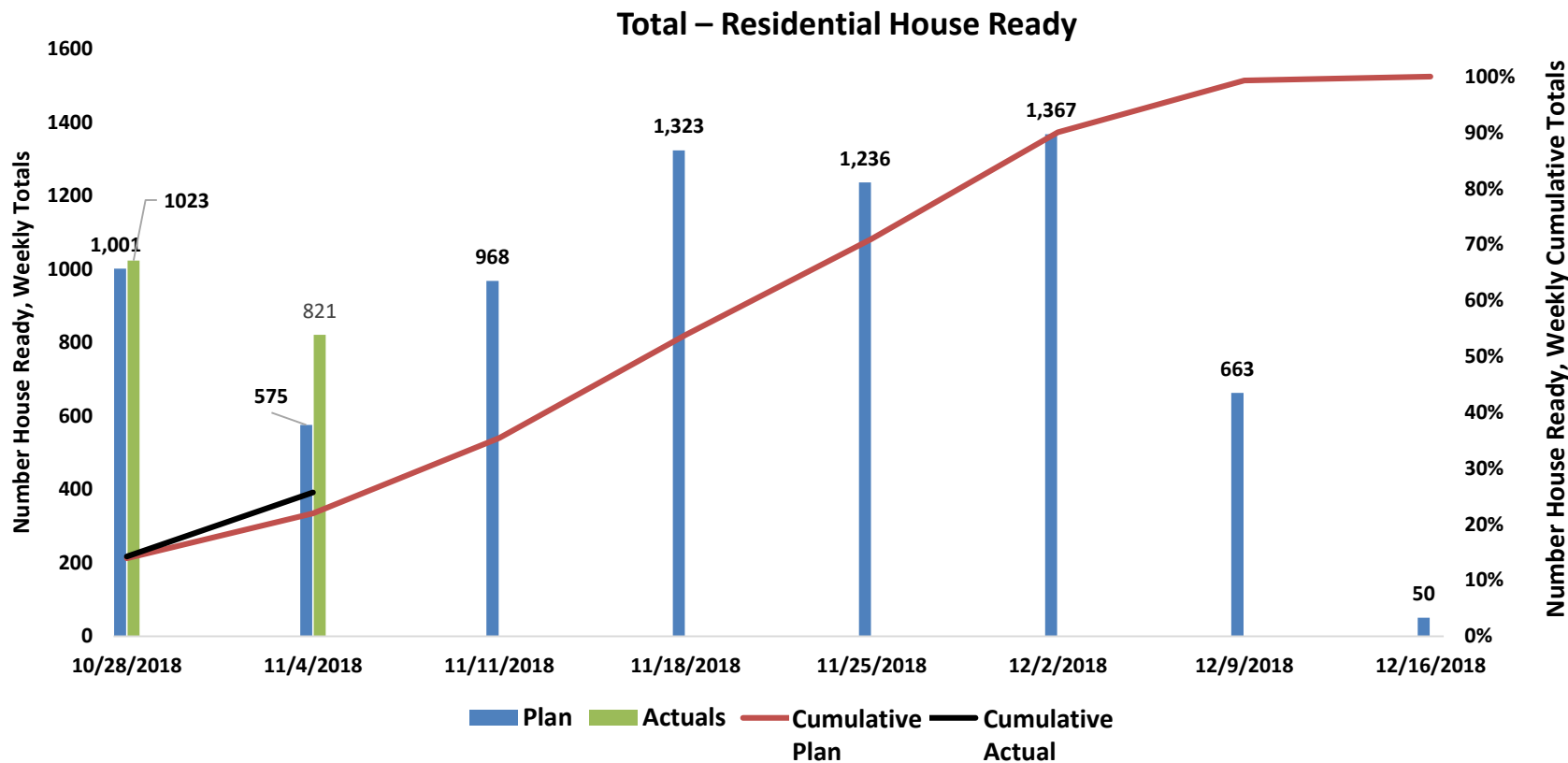
Municipality	Residential relights, ² # to date	Residential relights, % of meters
Lawrence	1,772	41%
Andover	999	59%
North Andover	472	37%
Total	3,243	44%

Today's Focus

- Increase house ready to 250
- Finalize contractors holiday schedules
 - Off Thursday
 - SLS
 - WGP
 - CMA
 - Off Thursday & Friday
 - GRS
- Finalize Inspector holiday schedule to align with contractors

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
- 19 newly Service Restored achieved November 10

Customer and community engagement

- Low business turnout at Saturday open houses
- Serving business customers at Back to Business centers
- Promotion of restored, open businesses
- 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	12	308	4	148	143 (46%)
Andover	217	0 (all complete)	217	0	165	160 (74%)
North Andover	155	0 (all complete)	155	7	125	124 (80%)
Total	685	12	680	11	438	427 (62%)

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	37,905
Claims serviced at walk-in centers	11 – Andover 22 – Lawrence Closed – North Andover
Residential claims, %	92%
Claims with more than 1 payment, %	48%
ASA: Claim Center, yesterday	4 seconds

Claims by Municipality

Municipality	Claims Received	Active Claims	Value paid out, \$M
Andover	4,859	2,384	\$18.11
North Andover	3,395	1,754	\$11.22
Lawrence	13,946	6,889	\$21.78
Other Areas ¹	978	417	\$1.56
Total	23,178	11,444	\$52.68

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

Progress Update

- Additional 81 customers indicating their intent to self-mitigate heat and hot water
- \$1.0M customer payments made, 34 greater than \$10,000
- 38 payments to Business customers totaling \$329,672, with total paid to date of \$8M

Goals for next 24 hours & beyond

- Finalize back to business assessments and estimates

Customer and community engagement

- Open Houses held Saturday in Andover, Lawrence and North Andover with adjusters dedicated to address customer's residential, business and housing questions
- 33 customers serviced through the two Claim Centers. Open Houses impacted volume.
 - 33 residential customers today, 27 being returning customers
 - No business customers today

Communication

IMAGE OF THE DAY



Open House at Lawrence High School

SOCIAL MEDIA

Social Media Customer Care Questions:

- Interactive Map and 72 Hour Schedule
- Restoration Process
- Thanksgiving Meal Options

Social Media Proactive Content:

- Open House Announcements
- Back to Business Updates
- Natural Gas Safety
- Veteran's Day
- Thanksgiving Meals

Completed

- Daily media briefing
- Open House Events
- Weekly Newsletter at printer



Customer Temporary Housing Placement Report

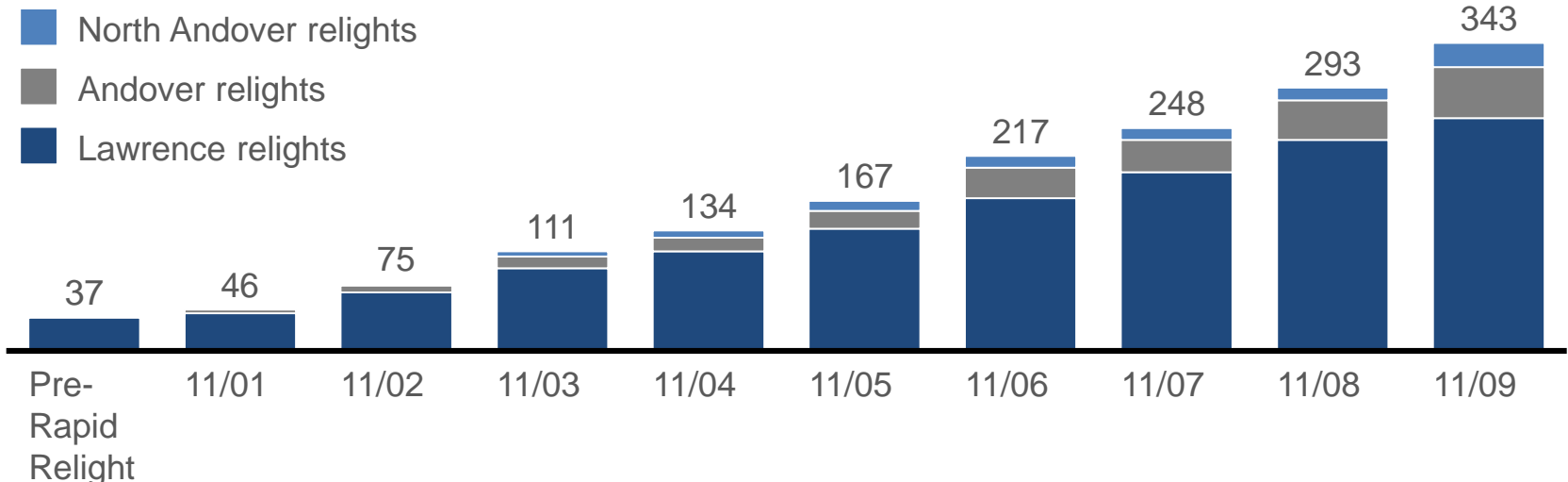
Placement by Type	Families	Individuals	Childrens
Apartment	64	241	94
ANDOVER	7	22	9
LAWRENCE	50	202	80
NORTH ANDOVER	7	17	5
Hotel	1,696	5,662	1,818
ANDOVER	197	499	136
LAWRENCE	1,357	4,760	1,565
NORTH ANDOVER	142	403	117
RV	387	1,758	742
ANDOVER	10	46	22
LAWRENCE	346	1,594	670
NORTH ANDOVER	31	118	50
Other ¹	1	1	—
ANDOVER	1	1	—
Grand Total	2,148	7,662	2,654

¹ Individual placed at the Atria Marland Place Senior Assisted Living Facility

Relight notifications to customers in Temp Housing

Location	Customers in Temp Housing (total placed)	Returned home ¹	Customers in Temp Housing (remaining)	Relight totals	
				Cumulative ²	11/9
Lawrence	1753	204	1549	259	35
Andover	215	44	171	57	11
North Andover	180	19	161	27	4
Total	2148	267	1881	343	50
% of Total		78%			

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



1 Data on a 48 hour lag due to check out requirements

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

Temporary Housing Inventory Report

Category	Current Inventory	Future inventory	Reserved and occupied	Available
Hotel < 20 Miles	1251	105	978	244
Hotel 20 – 25 Miles	906	165	520	357
Hotel 25 - 30 miles	1239	10	431	781
Hotel > 30 miles	1794	0	302	185
Subtotal Hotel Rooms	5190	280	2231	1567
Apartments	132	0	91	41
Trailers	514	0	354	114
Total units	5836	280	2676	1722

Contracted Total 6116

Note: 1307 unoccupied Tier 4 rooms not being extended past Nov 21 were removed from inventory



Temporary housing status summary - Trailers

Site Location	Onsite	Resident Ready	Occupied	Held	Spare	Out of Service	Available for Placement
South Common	248	231	184	4	3	17	40
Pemberton Park	99	89	79	1	2	10	7
Grogan Field	60	58	41	1	1	2	15
Recreation Road	32	29	18	0	1	3	10
Sullivan Park	75	70	20	6	2	5	42
Total units	514	477	342	12	9	37	114
	<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	186	0	12	105	12	

The shelter's facilities (e.g. showers and restrooms) will be reduced to support 500 customers beginning November 12th however all 1000 cots will remain and the facilities can be ramped up to support 1000 guests if needed. Use of the Warming Center for hot meals and showers continues to increase, and there has been a slight increase in use of the shelter.

Discussion topics



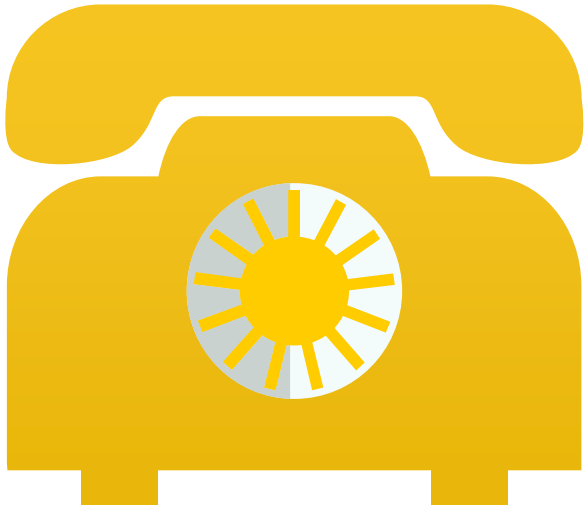
Focus on pace



Follow up on Open House

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)	<p>439 South Union Street, Lawrence: Mon. – Fri. 7a.m. – 7p.m.; Sat. 9a.m.-2p.m.</p> <p>45 Main St. Andover: Back-to-Business Mon. – Fri. 12 p.m. – 8p.m.; Sat. 9a.m. – 2p.m.</p> <p>115 Main St. North Andover: Mon. – Fri. 12p.m. – 8p.m.</p>
Career Hotline	(866) 960-7285

For online information visit www.columbiagasma.com