

# Daily briefing

November 12, 2018



Columbia Gas®



# Standing Agenda



● Headlines

● Weather

● Operational Updates

● Claims

● Communications

● Temporary Housing

● Temporary Heat

● Discussion Topics

## **We have now:**

- Restored service to 65% of business customers
- Relit 47% of residential meters
- Taken reservations for over 6,000 Thanksgiving dinners across the three municipalities

## **We are:**

- Finalizing contractor schedules for Thanksgiving and the day after

# Weather

DATA AS OF 11/12/2018



## 10-day Forecast



## Sunrise/Sunset Schedule 11/12/2018

DAY		DESCRIPTION	HIGH / LOW	PRECIP
TODAY NOV 12		Mostly Sunny	48°/38°	0%
TUE NOV 13		Rain	50°/28°	100%
WED NOV 14		Mostly Sunny	36°/21°	0%
THU NOV 15		Mostly Cloudy	35°/30°	20%
FRI NOV 16		Rain	43°/35°	90%
SAT NOV 17		Partly Cloudy	45°/28°	10%
SUN NOV 18		Mostly Sunny	37°/23°	0%
MON NOV 19		Sunny	36°/27°	0%
TUE NOV 20		Partly Cloudy	41°/28°	10%
WED NOV 21		Sunny	40°/27°	10%



SOURCE: Weather.com as of 9:30 AM on 11/12

# Residential Restoration / Rapid Relight

## Residential House Ready

	Plan	Actual	Of which: Repaired
11/11	107	257	27 (11%)
Cumulative	2,558	3,232 (44% of residential meters)	174 (5%)

## Residential Workforce

Contractor	Plumbers on 11/11		Total workforce <sup>1</sup> on 11/11	
	Plan	Actual	Plan	Actual
GRS	425	739	1,077	1,421
WGP	357	269	408	320
SLS	144	89	198	146
CMA	58	49	177	168
Total	984	1,146	1,860	2,055

## Residential Relights

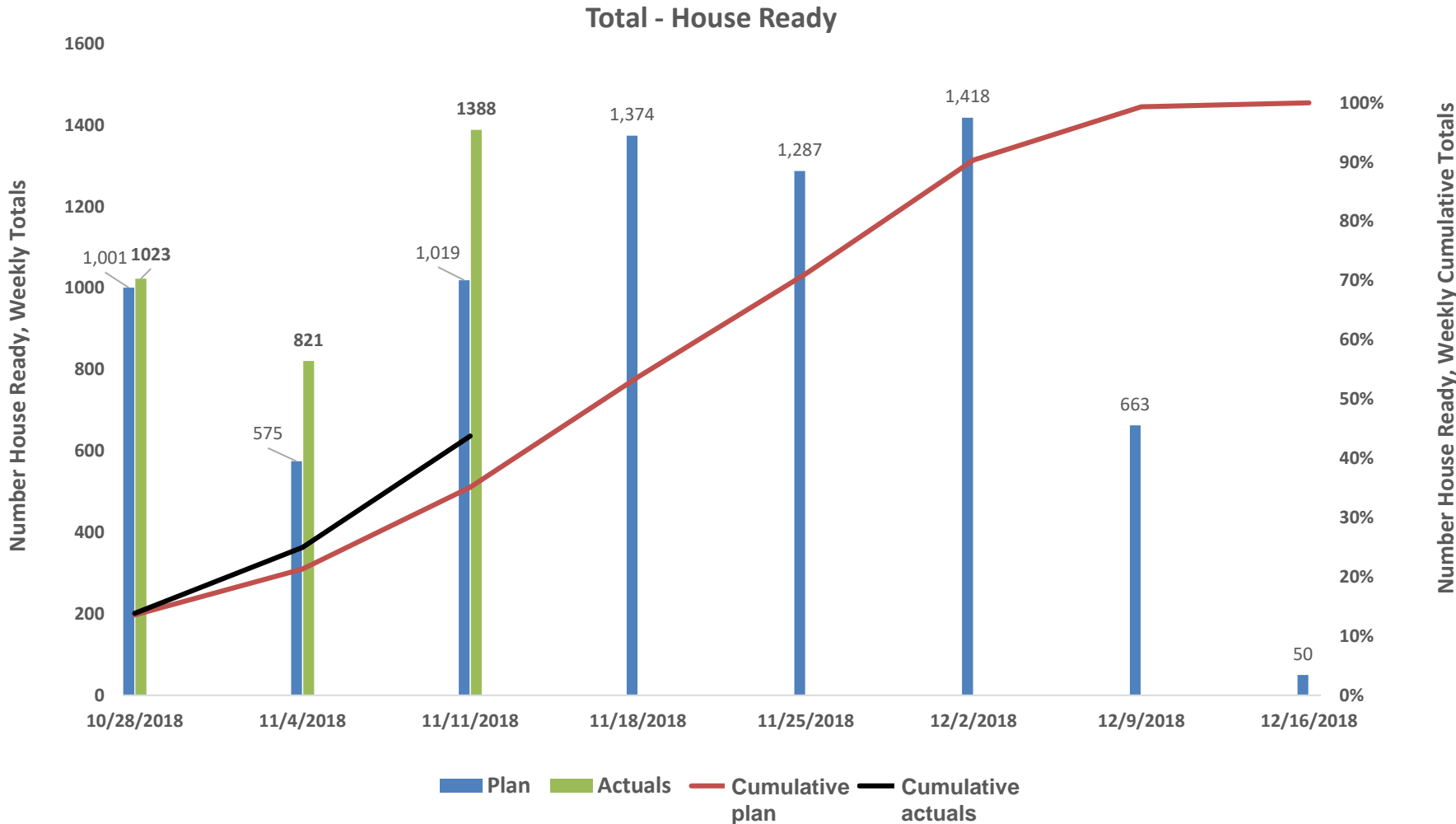
Municipality	Residential relights, <sup>2</sup> # to date	Residential relights, % of meters
Lawrence	1,898	43%
Andover	1,036	61%
North Andover	495	39%
Total	3,429	47%

## Today's Focus

- Over 250 House Ready completed
- Holding daily meetings with Plumbing Inspectors and Contractors to gain alignment on any issues or roadblocks

<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



# Residential Temporary Heat

## Temporary heat progress as of 11/11

Category	Definition	Number of meters	% of December meters requiring temp heat
<b>December customers<sup>1</sup></b>	Residential customers originally projected House Ready after 12/1	2,227	
<b>Temp Heat not needed</b>	Customer has either an alternate fuel source <sup>2</sup> , been placed in temporary housing, or already been relit (e.g., due to self-mitigation)	1,198	
<b>Temp Heat potentially needed</b>	Customers projected House Ready after 12/1 not in the above row	<b>1,029</b>	<b>100%</b>
<b>Temp Heat installed</b>	Customers with temporary heating installed	210	20%
<b>Declined Temp Heat</b>	Customers who have declined temporary heating installations	70	7%
<b>Can't contact</b>	Have called, knocked on door, left fliers, but unable to reach customer	19	2%
<b>Review pending</b>	Remaining customers to conduct temporary heat reviews	730	71%

### Progress to date

- Provided temporary heat to 210 customers

### Customer and community engagement

- Working with local municipalities to ensure safe deployment of temporary heating
- Conducting prompt response to community concerns (e.g. noise complaints, parking)

### Today's Focus

- Conduct reviews for temporary heat for 100 customers using a block by block approach
- Ongoing response for temporary heating requests from vulnerable customers

<sup>1</sup> Customers who are scheduled to be house ready after 12/1 | <sup>2</sup> Includes customers known to be non-heating customers.

# Operation Back-to-Business

## Progress to date

- Back to Business Operations ongoing
- 16 newly Service Restored on November 11

## Customer and community engagement

- Serving business customers at Back to Business centers
- Promotion of restored, open businesses
- Participating in the Back to Business Resource Event November 13<sup>th</sup> & 14<sup>th</sup>

### Business customers by current status, #, daily progress yesterday and cumulative

	Total # site ID	Assessments <sup>1</sup>		House Ready <sup>2</sup>		Service Restored <sup>3</sup>
		Completed yesterday	Cumulative	Completed yesterday	Cumulative	Cumulative (% of total)
Lawrence	313	1	309	8	156	152 (49%)
Andover	217	0 (all complete)	217	2	167	163 (75%)
North Andover	155	0 (all complete)	155	5	130	128 (83%)
<b>Total</b>	<b>685</b>	<b>1</b>	<b>681</b>	<b>15</b>	<b>453</b>	<b>443 (65%)</b>

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

Metric	Total to date
Calls received at Claim Reporting toll-free number	38,088
Claims serviced at walk-in centers	Claim Centers Closed
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	4,864	2,352	\$18.32
North Andover	3,395	1,735	\$11.38
Lawrence	13,958	6,817	\$22.19
Other Areas <sup>1</sup>	978	401	\$1.58
Total	23,196	11,305	\$53.47

## Progress Update

- Last week,
  - Nearly 22,000 documented customer interactions
  - Over 5,500 payments made totaling \$9M, \$2.1M for Business customers
- Yesterday,
  - 41 customers indicating their intent to self-mitigate heat and hot water
  - 22 payments to Business customers totaling \$111,830, with total paid to date of \$8.1M
  - 498 customer payments made totaling \$800k

## Goals for next 24 hours & beyond

- Complete follow-up of claim-related items raised during Open Houses
- Continue finalization of Back-to-Business assessments and estimates

## Customer and community engagement

- Claim Centers closed Sunday

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

# Communication

## IMAGE OF THE DAY



CMA team members help residents of North Andover with their annual holiday wreath decorating.

## SOCIAL MEDIA

### Social Media Customer Care Questions:

- Interactive Map and 72 Hour Schedule
- Restoration Process
- Removal of out-of-use appliances

### Social Media Proactive Content:

- Veteran’s Day
- Back to Business Updates
- Thanksgiving Meals

### Completed

- Daily media briefing
- Weekly Newsletter

### Thanksgiving Meals reserved

Andover	970
North Andover	1,368
Lawrence	3,932
<b>Total</b>	<b>6,270</b>

# Customer Temporary Housing Placement Report

Total placements to date <sup>1</sup>	Change from 11/9 <sup>3</sup>	Families	Individuals	Children
Apartment	1	65	246	94
ANDOVER	1	8	27	9
LAWRENCE	—	50	202	80
NORTH ANDOVER	—	7	17	5
Hotel	15	1,711	5,703	1,830
ANDOVER	2	199	495	136
LAWRENCE	12	1,369	4,806	1,580
NORTH ANDOVER	1	143	402	114
RV	(3)	384	1,743	740
ANDOVER	—	10	46	22
LAWRENCE	(2)	344	1,581	668
NORTH ANDOVER	(1)	30	116	50
Other <sup>2</sup>	—	1	1	—
ANDOVER	—	1	1	—
<b>Grand Total</b>	<b>13</b>	<b>2,161</b>	<b>7,693</b>	<b>2,664</b>

1 Town refers to where the customer is from, not where they were placed

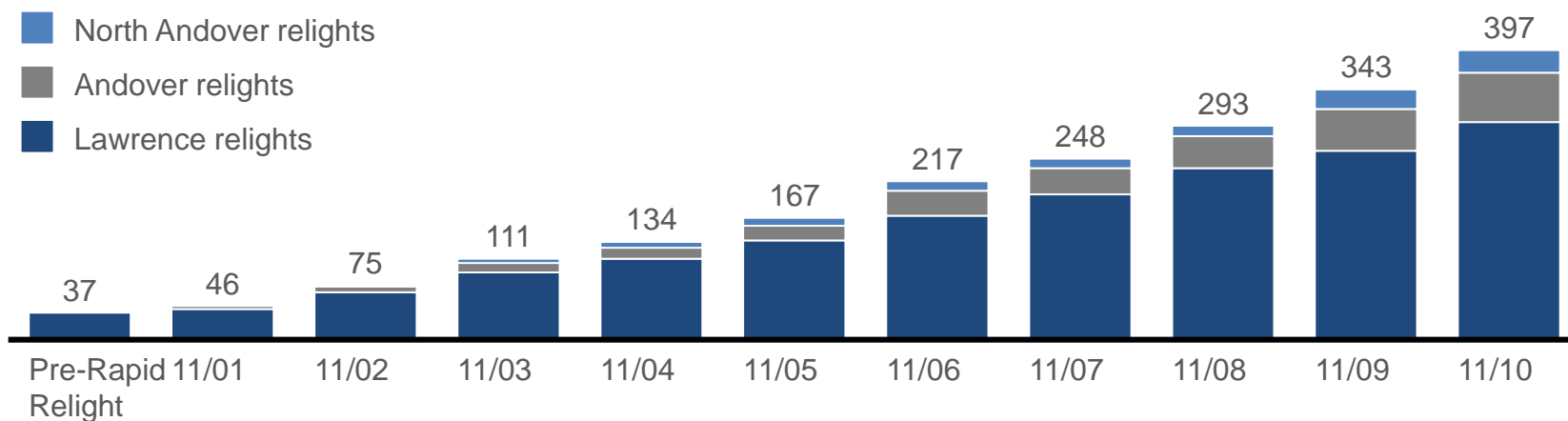
2 Individual placed at the Atria Marland Place Senior Assisted Living Facility

3 Change is net of new placements and customers that never checked in (not net of those who returned home)

# Relight notifications to customers in Temp Housing

Location	Families in Temp Housing (total placed)	Returned home <sup>2</sup>	Families in Temp Housing (remaining)	Relight totals	
				Cumulative <sup>1</sup>	11/10
Lawrence	1763	227	1536	298	39
Andover	218	54	164	68	11
North Andover	180	23	157	31	4
<b>Total</b>	<b>2161</b>	<b>304</b>	<b>1857</b>	<b>397</b>	<b>54</b>
<b>% of re-lit customers<sup>3</sup></b>		<b>77%</b>			

Families in Temp Housing relit each day by municipality, number of families, cumulative



1 Includes 37 customers re-lit before the rapid relight process kicked off on November 1<sup>st</sup> | 2 Data on a 48 hour lag due to check out requirements | 3 Percentage of customers who have been notified of re-light that have returned home. E.g., during the 11/12 brief 397 customers were notified, of which 304 (77%) returned home.

# Temporary Housing Inventory Report

Category	Current Inventory	Future inventory	Reserved and occupied	Available
Hotel < 20 Miles	1243	110	948	228
Hotel 20 – 25 Miles	917	165	484	396
Hotel 25 – 30 miles	1244	10	422	805
Hotel > 30 miles	1794	0	303	15
<b>Subtotal Hotel Rooms</b>	<b>5198</b>	<b>285</b>	<b>2157</b>	<b>1444</b>
Apartments	132	0	91	41
Trailers	514	0	341	114
<b>Total units</b>	<b>5844</b>	<b>285</b>	<b>2589</b>	<b>1599</b>
<b>Contracted Total</b>		<b>6129</b>	<i>Note: Over 1300 unoccupied Tier 4 rooms not being extended past Nov 21 were removed from inventory</i>	



## Temporary housing status summary - Trailers

Site Location	Onsite	Resident Ready	Occupied	Held	Spare	Out of Service	Available for Placement
South Common	248	233	183	4	3	17	41
Pemberton Park	99	89	79	1	2	10	7
Grogan Field	60	58	41	1	1	2	15
Recreation Road	32	28	17	0	1	5	10
Sullivan Park	75	70	21	5	2	6	41
<b>Total units</b>	<b>514</b>	<b>478</b>	<b>341</b>	<b>11</b>	<b>9</b>	<b>39</b>	<b>114</b>
	<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	181	1	12	90	5	

*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

## 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:  
Mon. – Fri. 12p.m. – 8p.m.

Career Hotline (866) 960-7285

For online information visit [www.columbiagasma.com](http://www.columbiagasma.com)