

Daily briefing

November 12, 2018

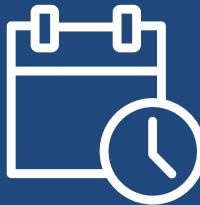
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Standing Agenda



- 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



10-day Forecast

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%



Sunrise/Sunset Schedule 11/12/2018



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 ¹ 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

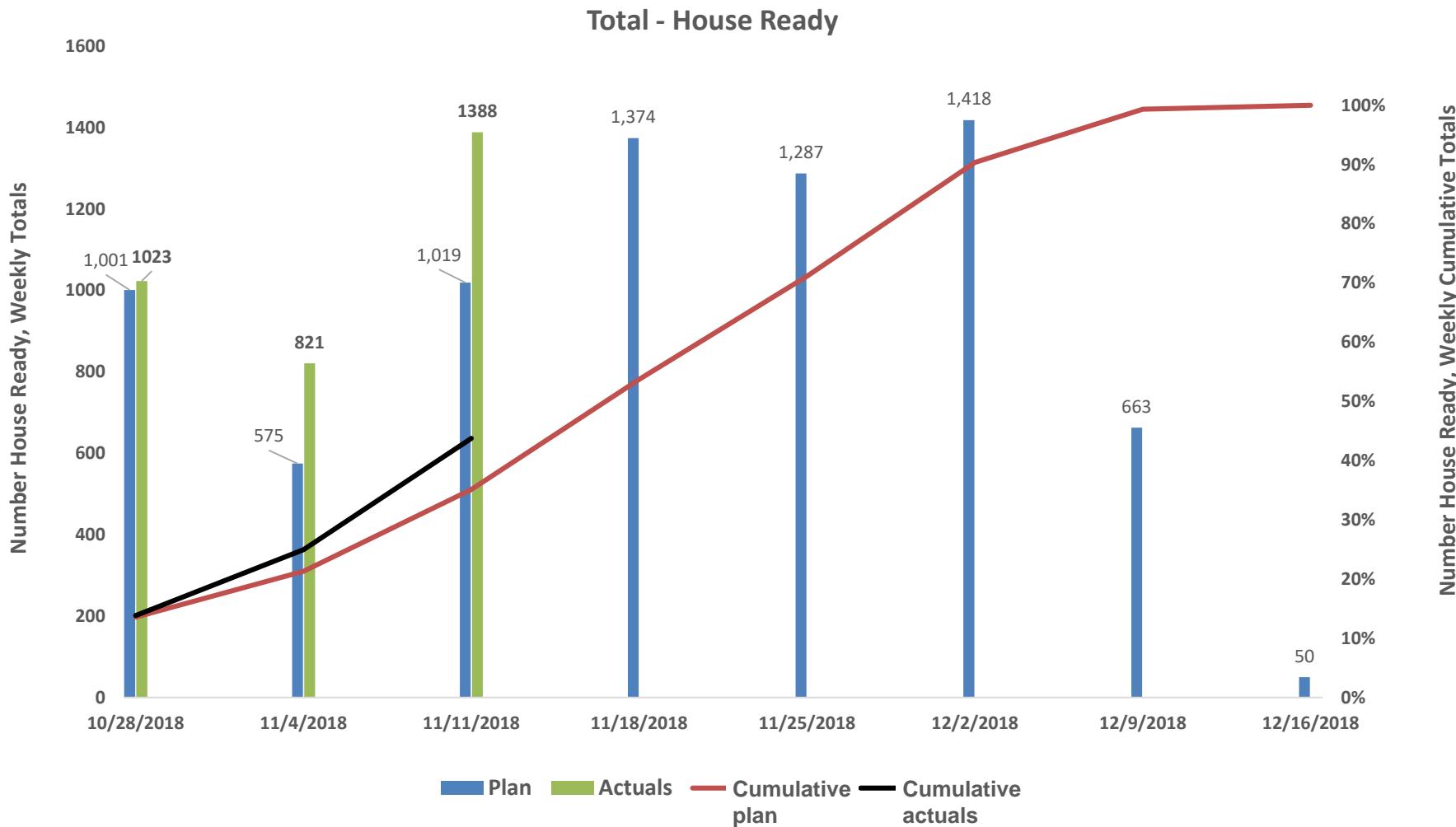
Municipality	Residential relights, ² # to date	Residential relights, % of meters
Lawrence	1,898	43%
Andover	1,036	61%
North Andover	495	39%
Total	3,429	47%

Today's Focus

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

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



Residential Temporary Heat

Temporary heat progress as of 11/11

Category	Definition	Number of meters	% of December meters requiring temp heat	Progress to date
December customers ¹	Residential customers originally projected House Ready after 12/1	2,227		<ul style="list-style-type: none"> Provided temporary heat to 210 customers
Temp Heat not needed	Customer has either an alternate fuel source ² , been placed in temporary housing, or already been relit (e.g., due to self-mitigation)	1,198		<h3>Customer and community engagement</h3> <ul style="list-style-type: none"> Working with local municipalities to ensure safe deployment of temporary heating
Temp Heat potentially needed	Customers projected House Ready after 12/1 not in the above row	1,029	100%	<ul style="list-style-type: none"> Conducting prompt response to community concerns (e.g. noise complaints, parking)
Temp Heat installed	Customers with temporary heating installed	210	20%	
Declined Temp Heat	Customers who have declined temporary heating installations	70	7%	<h3>Today's Focus</h3> <ul style="list-style-type: none"> Conduct reviews for temporary heat for 100 customers using a block by block approach
Can't contact	Have called, knocked on door, left fliers, but unable to reach customer	19	2%	<ul style="list-style-type: none"> Ongoing response for temporary heating requests from vulnerable customers
Review pending	Remaining customers to conduct temporary heat reviews	730	71%	

¹ Customers who are scheduled to be house ready after 12/1

² 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 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	Cumulative	Cumulative (% of total)
Lawrence	313	1	8	309	156	152 (49%)
Andover	217	0 (all complete)	2	217	167	163 (75%)
North Andover	155	0 (all complete)	5	155	130	128 (83%)
Total	685	1	15	681	453	443 (65%)

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 ¹	978	401	\$1.58
Total	23,196	11,305	\$53.47

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

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

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
Total	6,270

Customer Temporary Housing Placement Report

Total placements to date ¹	Change from 11/9 ³	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 ²	—	1	1	—
ANDOVER	—	1	1	—
Grand Total	13	2,161	7,693	2,664

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

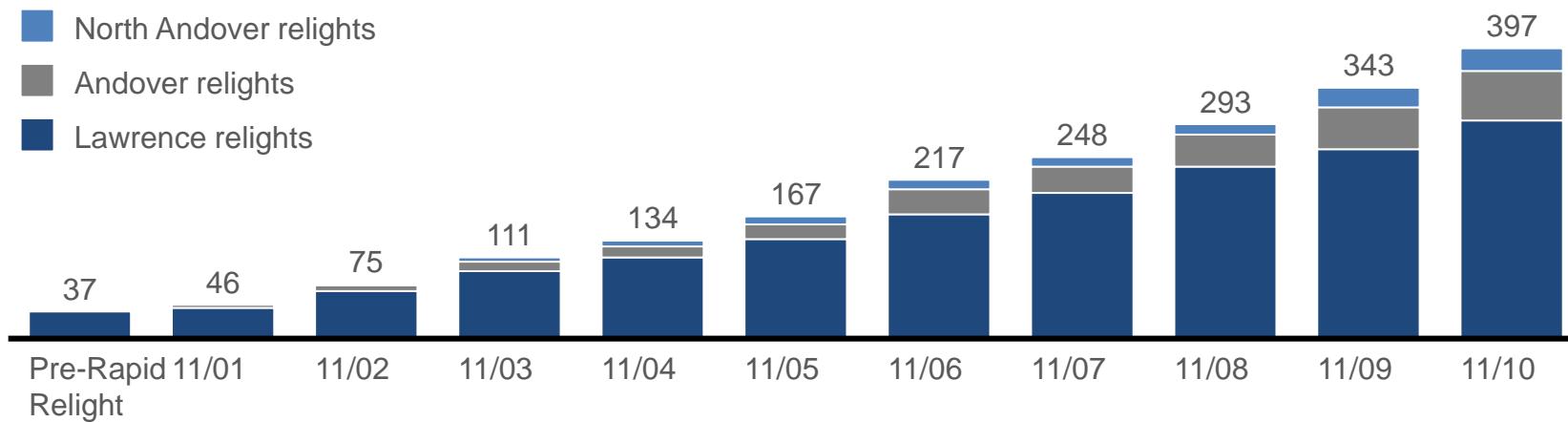
² Individual placed at the Atria Marland Place Senior Assisted Living Facility

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

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 1st | 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
Subtotal Hotel Rooms	5198	285	2157	1444
Apartments	132	0	91	41
Trailers	514	0	341	114
Total units	5844	285	2589	1599
Contracted Total		6129	<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
Total units	514	478	341	11	9	39	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	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