

Daily briefing

November 10, 2018



Columbia Gas®



Standing Agenda



● Headlines

● Weather

● Operational Updates

● Claims

● Communications

● Temporary Housing

● Discussion Topics

We have now:

- Restored service to more than 60% of business customers
- Relit 42% of residential meters
- Achieved more than 200 relights yesterday, November 9th

We are:

- Meeting with customers today at three community open houses and providing individualized assistance

Weather

DATA AS OF 11/10/2018



10-day Forecast



Sunrise/Sunset Schedule 11/10/2018

DAY		DESCRIPTION	HIGH / LOW	PRECIP
TODAY NOV 10		AM Showers/Wind	46°/29°	40%
SUN NOV 11		Sunny	42°/29°	0%
MON NOV 12		Mostly Sunny	48°/38°	0%
TUE NOV 13		Rain	50°/34°	100%
WED NOV 14		Partly Cloudy	36°/24°	0%
THU NOV 15		Sunny	41°/30°	0%
FRI NOV 16		Mostly Sunny	46°/31°	0%
SAT NOV 17		Partly Cloudy	39°/26°	0%
SUN NOV 18		Mostly Sunny	38°/27°	0%
MON NOV 19		Mostly Sunny	44°/33°	10%



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

Residential Restoration / Rapid Relight

Residential House Ready

	Plan	Actual	Of which: Repaired
11/9	143	242	33 (14%)
Cumulative	2,317	2,800 (39% of residential meters)	130 (5%)

Residential Workforce

Contractor	Plumbers on 11/9		Total workforce ¹ on 11/9	
	Plan	Actual	Plan	Actual
GRS	425	425	1062	1043
WGP	357	245	408	296
SLS	144	158	211	212
CMA	58	49	111	102
Total	877	877	1,792	1,653

Residential Relights

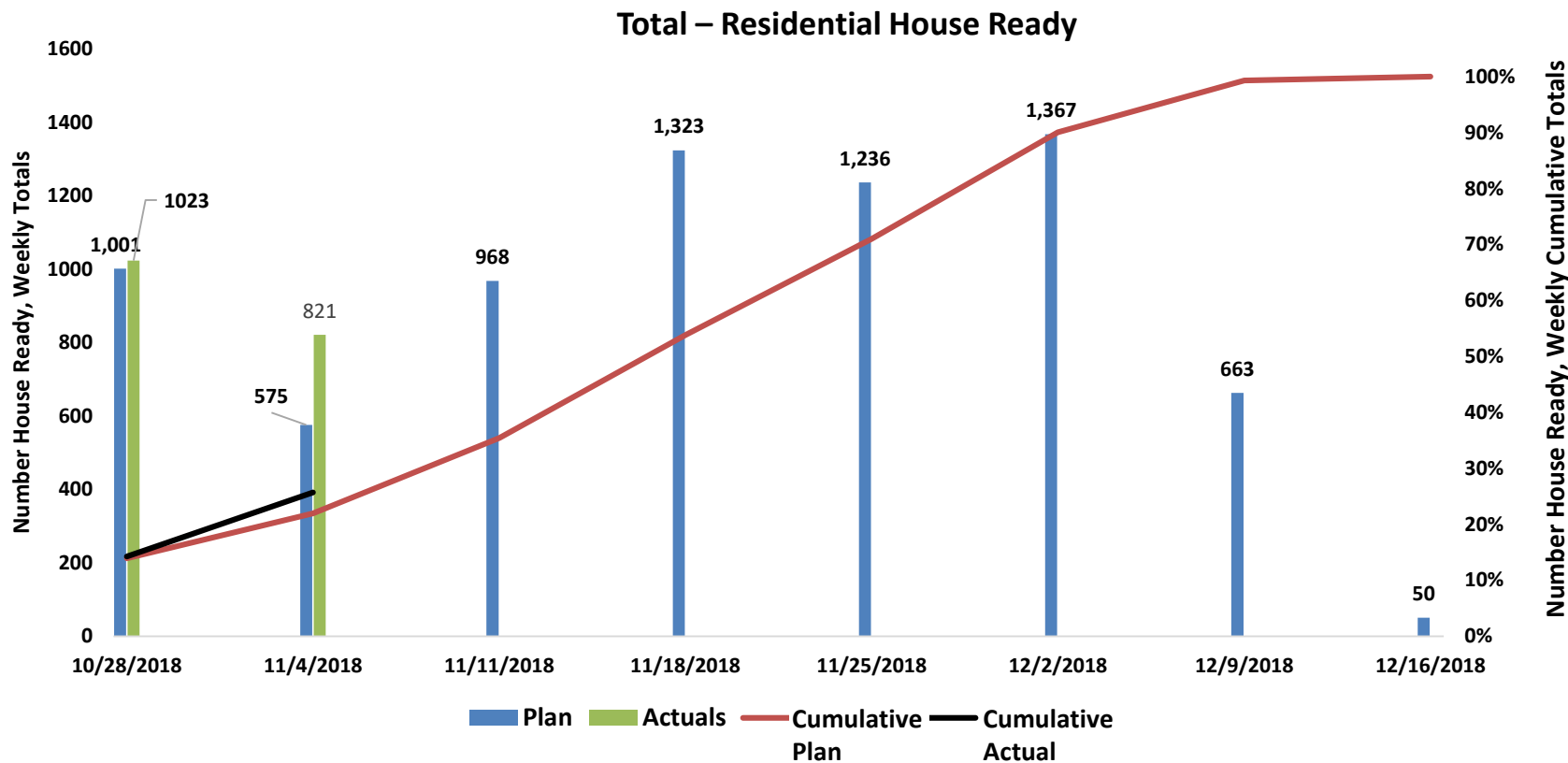
Municipality	Residential relights, ² # to date	Residential relights, % of meters
Lawrence	1,694	39%
Andover	949	56%
North Andover	444	35%
Total	3,087	42%

Today's Focus

- Over 240 relights completed
- Continue to hold daily meetings 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
- 10 newly Service Restored achieved November 9

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

	Total # site ID	Assessments ¹		House Ready ²		Service restored ³
		Completed yesterday	Cumulative	Completed yesterday	Cumulative	Cumulative (% of total)
Lawrence	313	0	296	4	144	136 (43%)
Andover	217	0 (all complete)	217	9	165	156 (72%)
North Andover	155	0 (all complete)	155	0	118	116 (75%)
Total	685	0	668	13	427	408 (60%)

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	37,677
Claims serviced at walk-in centers	22 – Andover 76 – Lawrence 18 – 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	4,846	2,415	\$17.80
North Andover	3,391	1,781	\$11.05
Lawrence	13,914	6,985	\$21.30
Other Areas ¹	978	428	\$1.51
Total	23,129	11,609	\$51.66

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

Progress Update

- An additional 57 customers indicating their intent to self-mitigate heat and hot water
- \$1.3M customer payments made, 43 greater than \$10,000
- 40 payments to Business customers totaling \$290,772, with total paid to date of \$7.7M

Goals for next 24 hours & beyond

- 35 adjusters participated in today's three Open Houses

Customer and community engagement

- 127 customers serviced through the Claim Centers
 - 118 residential customers today, 105 being returning customers
 - 9 business customers, 4 reporting a new claim and 5 returning
 - \$1,600 issued in payments via debit cards

Communication

IMAGE OF THE DAY



Columbia Gas crews mill trenches in Lawrence.

SOCIAL MEDIA

Social Media Customer Care Questions:

- Interactive Map and 72 Hour Schedule
- Restoration Process

Social Media Proactive Content:

- QA/QC Leak Survey
- Thanksgiving Meals
- Open House Events
- Temporary Heat for Vulnerable Residents

Completed

- Daily media briefing
- Thanksgiving Communications – customer email, social media, Web site

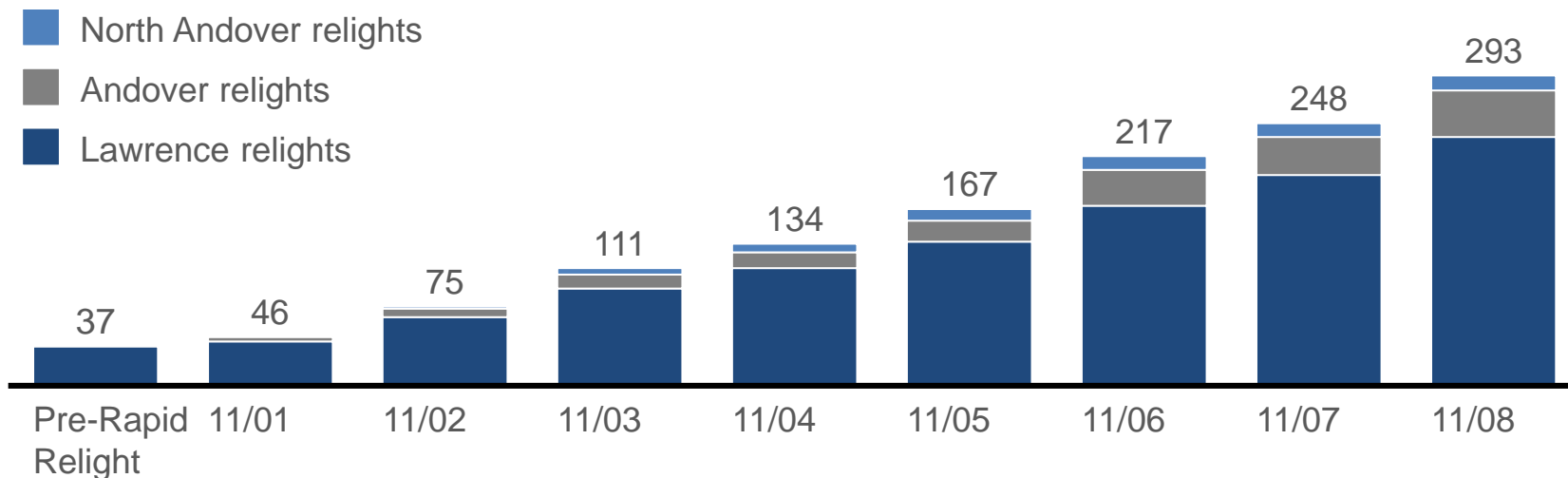
Customer Temporary Housing Placement Report

Placement by Type	Families	Individuals	Children
Apartment	66	249	99
ANDOVER	7	22	9
LAWRENCE	52	210	85
NORTH ANDOVER	7	17	5
Hotel	1,690	5,639	1,803
ANDOVER	199	502	135
LAWRENCE	1,347	4,727	1,549
NORTH ANDOVER	144	410	119
RV	385	1,750	738
ANDOVER	10	46	22
LAWRENCE	344	1,586	666
NORTH ANDOVER	31	118	50
Grand Total	2,141	7,638	2,640

Relight notifications to customers in Temp Housing

Location	Customers in Temp Housing (total)	Relight totals		Calls to customers relit o11/8			Returned home ²
		11/8	Cumulative ¹	Contact	Voicemail	No contact	
Lawrence	1743	36	224	21	15	0	159
Andover	216	8	46	6	2	0	39
North Andover	182	1	23	1	0	0	17
Total	2141	45	293	28	17	0	215
% of Total							73%

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	1248	45	971	245
Hotel 20 – 25 Miles	904	165	559	371
Hotel 25 - 30 miles	1239	10	448	786
Hotel > 30 miles	1794	0	293	770
Subtotal Hotel Rooms	5185	220	2271	2172
Apartments	132	0	91	41
Trailers	514	0	361	109
Total units	5831	220	2723	2322

Contracted Total

6051

Note: 365 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	237	185	5	3	11	44
Pemberton Park	99	91	81	2	2	8	6
Grogan Field	60	54	43	1	1	6	9
Recreation Road	32	28	18	0	1	4	9
Sullivan Park	75	69	19	7	2	6	41
Total units	514	452	346	15	9	33	109
	<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	180	2	8	69	6	

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.

Discussion topics



Focus on pace



Total plumber count on-track

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