

# Daily briefing

November 10, 2018

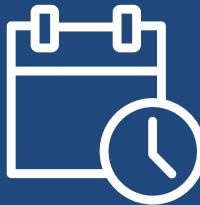
**Columbia Gas®**



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# 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 9<sup>th</sup>

## We are:

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

# Weather



## 10-day Forecast

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%



## Sunrise/Sunset Schedule 11/10/2018



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 <sup>1</sup> 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
<b>Total</b>	<b>877</b>	<b>877</b>	<b>1,792</b>	<b>1,653</b>

## Residential Relights

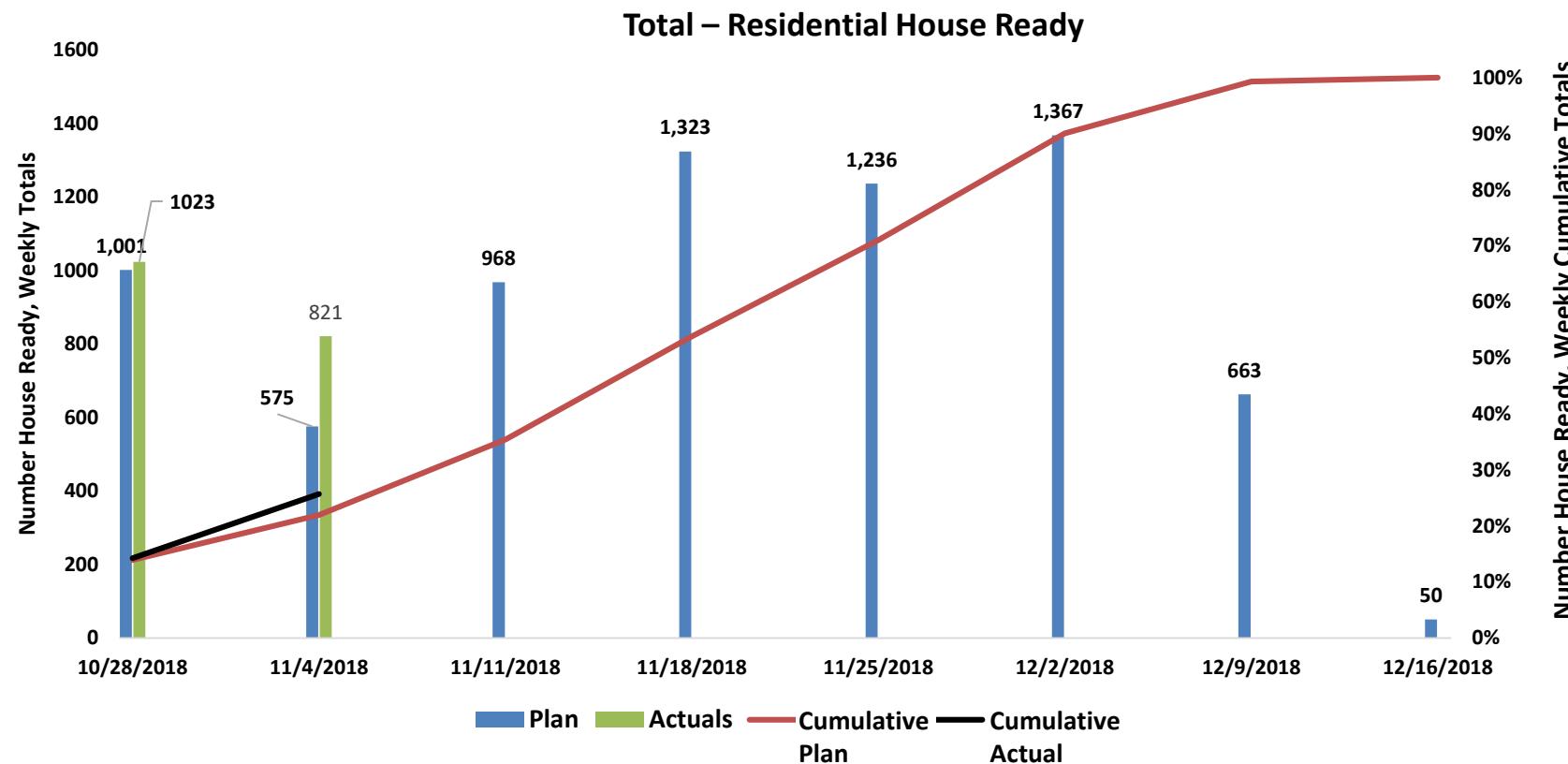
Municipality	Residential relights, <sup>2</sup> # to date	Residential relights, % of meters
Lawrence	1,694	39%
Andover	949	56%
North Andover	444	35%
<b>Total</b>	<b>3,087</b>	<b>42%</b>

## Today's Focus

- Over 240 relights completed
- Continue to hold daily meetings with plumbing inspectors to gain alignment on any issues or constraints

<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



# 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 13<sup>th</sup> & 14<sup>th</sup>

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

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

<sup>1</sup> Customers ready for installs and/or self mitigating

<sup>2</sup> Customers with completed installation, and House Ready status

<sup>3</sup> 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 <sup>1</sup>	978	428	\$1.51
<b>Total</b>	<b>23,129</b>	<b>11,609</b>	<b>\$51.66</b>

## 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

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

# 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

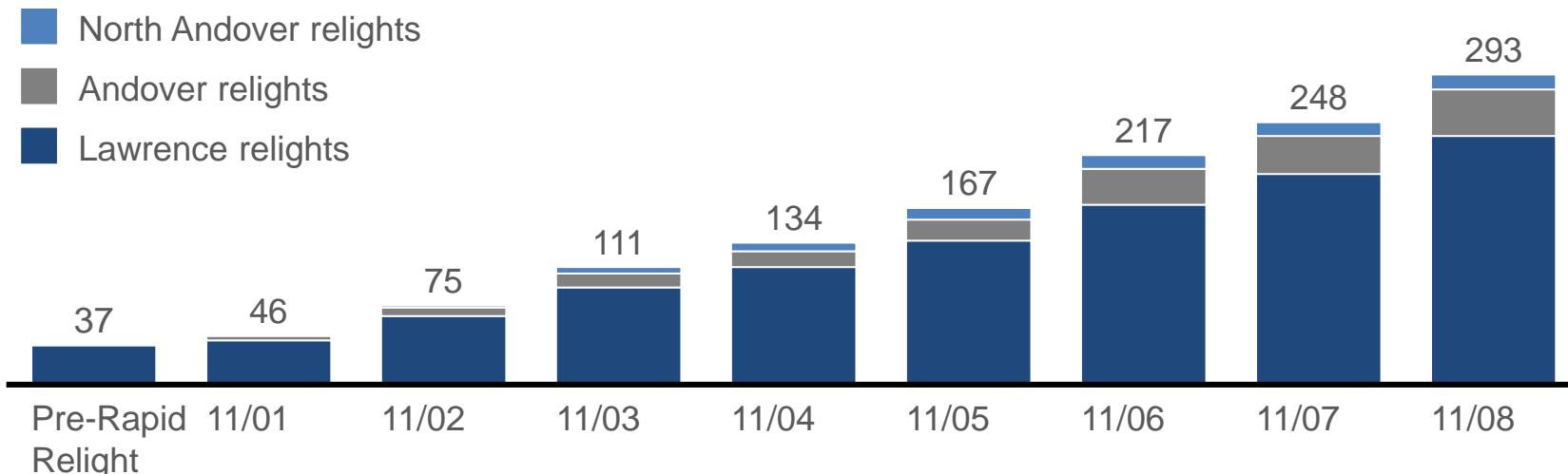
# Customer Temporary Housing Placement Report

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
<b>Grand Total</b>	<b>2,141</b>	<b>7,638</b>	<b>2,640</b>

## Relight notifications to customers in Temp Housing

Location	Customers in Temp Housing (total)	Relight totals		Calls to customers relit on 11/8			Returned home <sup>2</sup>
		11/8	Cumulative <sup>1</sup>	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



<sup>1</sup> Includes 37 customers re-lit before the rapid relight process kicked off on November 1<sup>st</sup>

<sup>2</sup> 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
<b>Subtotal Hotel Rooms</b>	<b>5185</b>	<b>220</b>	<b>2271</b>	<b>2172</b>
Apartments	132	0	91	41
Trailers	514	0	361	109
<b>Total units</b>	<b>5831</b>	<b>220</b>	<b>2723</b>	<b>2322</b>
<b>Contracted Total</b>		<b>6051</b>	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
<b>Total units</b>	<b>514</b>	<b>452</b>	<b>346</b>	<b>15</b>	<b>9</b>	<b>33</b>	<b>109</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	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	<b>(866)-388-3239</b>
Property Claims Number	<b>(800)-590-5571</b>
Temporary Housing number (select language and then select option 3)	<b>(800)-590-5571</b>
Emergency Line	<b>(800)-525-8222</b>
<b>Claims Center and Back-to-Business Locations (see website for availability)</b>	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	<b>(866) 960-7285</b>

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