

Daily briefing

November 13, 2018



Columbia Gas®



Standing Agenda



● Headlines

● Weather

● Operational Updates

● Claims

● Communications

● Temporary Housing

● Temporary Heat

● Discussion Topics

We have now:

- Restored service to over 65% of business customers
- Relit 49% of residential meters
- Taken reservations for almost 7,000 Thanksgiving dinners across the three municipalities
- Completed assessments for 100% of business customers

Weather

DATA AS OF 11/13/2018

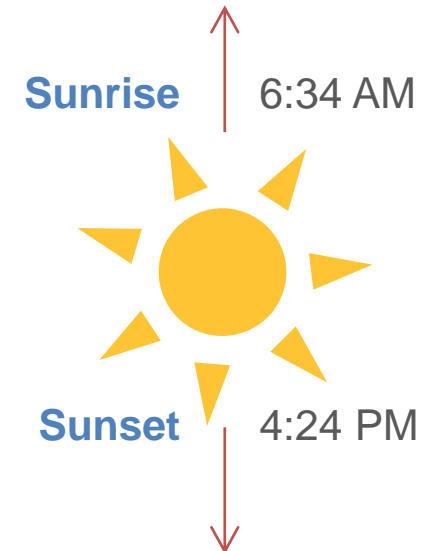


10-day Forecast



Sunrise/Sunset Schedule 11/13/2018

DAY		DESCRIPTION	HIGH / LOW	PRECIP	WIND
TODAY NOV 13		Few Showers	51°/28°	30%	NW 12 mph
WED NOV 14		Sunny	34°/19°	0%	WNW 19 mph
THU NOV 15		Mostly Cloudy	35°/30°	0%	NW 4 mph
FRI NOV 16		Rain/Snow	41°/32°	100%	NNE 14 mph
SAT NOV 17		Mostly Sunny	46°/28°	10%	W 10 mph
SUN NOV 18		Partly Cloudy	40°/28°	10%	W 8 mph
MON NOV 19		PM Showers	41°/26°	40%	WNW 8 mph
TUE NOV 20		Sunny	35°/22°	10%	WNW 10 mph
WED NOV 21		Partly Cloudy	37°/24°	0%	WNW 10 mph
THU NOV 22		Mostly Sunny	39°/29°	10%	WNW 10 mph



SOURCE: Weather.com as of 1:30 PM on 11/13

Residential Restoration / Rapid Relight

Residential House Ready

	Plan	Actual	Of which: Repaired
11/12	185	232	41 (18%)
Cumulative	2,743	3,464 (47% of residential meters)	215 (6%)

Residential Workforce

Contractor	Plumbers on 11/12		Total workforce ¹ on 11/12	
	Plan	Actual	Plan	Actual
GRS	425	598	1,094	1,288
WGP	357	288	555	402
SLS	144	145	213	214
CMA	58	49	153	144
Total	984	1,080	2,015	2,048

Residential Relights

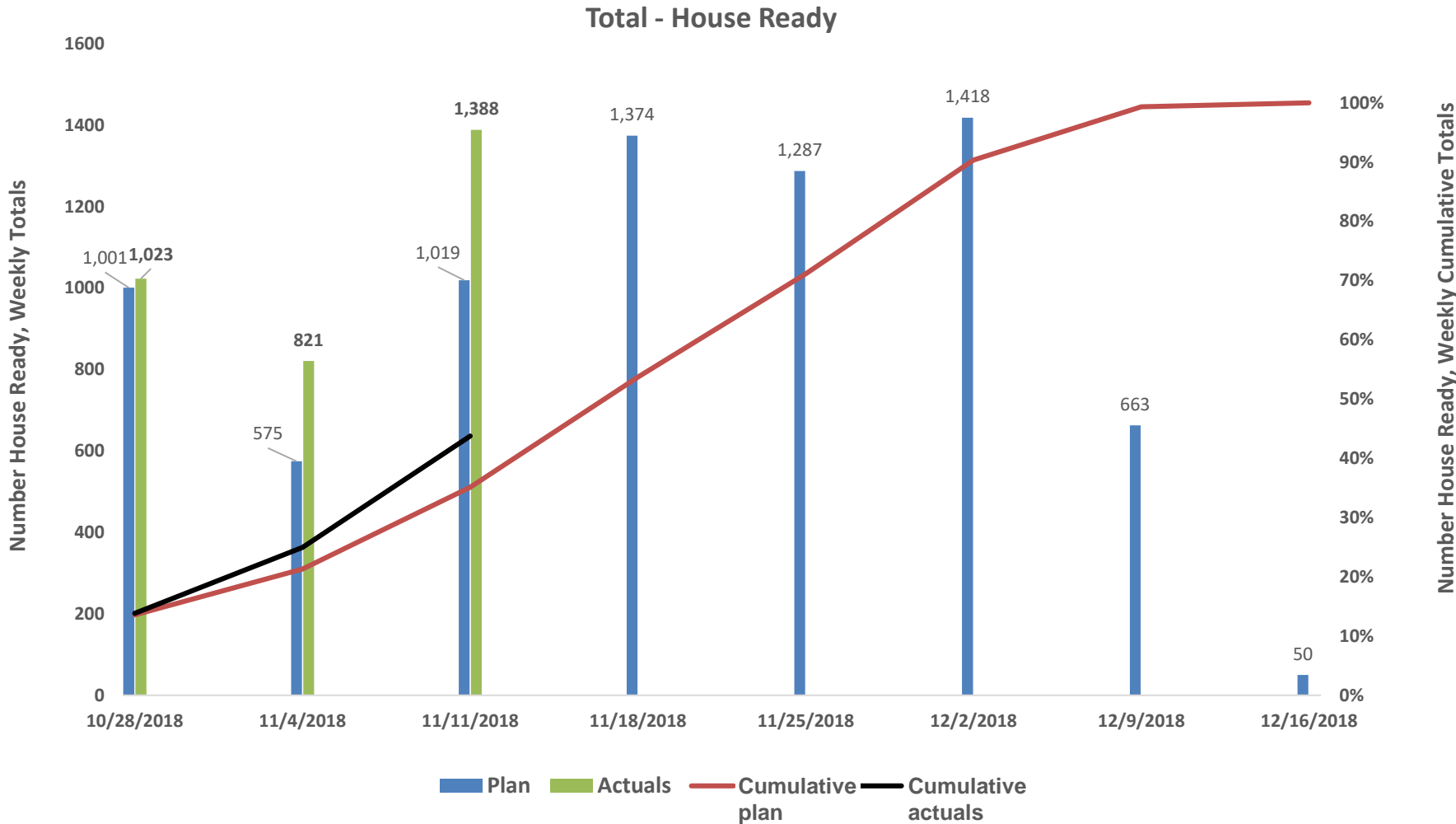
Municipality	Residential relights, ² # to date	Residential relights, % of meters
Lawrence	2,030	46%
Andover	1,076	63%
North Andover	528	42%
Total	3,634	49%

Today's Focus

- Continuing to drive pace
- Increasing repairs (18% on 11/12 compared to 11% on 11/11)

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 and Winterization

Temporary Heat

	Definition	Number of meters	% of December meters requiring temp heat
December customers ¹	Residential customers originally projected House Ready after 12/1	2,227	
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)	1,265	
Temp Heat potentially needed	Customers projected House Ready after 12/1 not in the above row	962	100%
Temp Heat installed	Customers with temporary heating installed	227	24%
Declined Temp Heat	Customers who have declined temporary heating installations	69	7%
Can't contact	Have called, knocked on door, left fliers, but unable to reach customer	27	3%
Review pending	Remaining customers to conduct temporary heat reviews	639	66%

Progress to date

- Provided temporary heat to 227 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

Winterization

	Cumulative, # meters	Cumulative, % meters in winterization queue
Winterization queue	71	100%
Scheduling appointment	68	96%
Appointment scheduled	2	3%
Winterization complete	0	0%
Winterization declined after initial request ³	1	1%

¹ Customers who are scheduled to be house ready after 12/1 | ² Includes customers known to be non-heating customers. | ³ E.g., if a customer changes their mind after requesting.

Operation Back-to-Business

Progress to date

- Back to Business Operations ongoing
- Completed assessments for 100% of businesses
- 15 newly Service Restored achieved November 12

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	House Ready ²		Service Restored ³	
		Completed yesterday	Cumulative	Cumulative (% of total)	
Lawrence	313	8	164	159 (51%)	
Andover	217	5	172	166 (76%)	
North Andover	155	3	133	133 (86%)	
Total	685	16	469	458 (67%)	

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	38,423
Claims serviced at walk-in centers	27 – Andover 58 – 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	4,871	2,313	\$18.58
North Andover	3,405	1,706	\$11.65
Lawrence	14,002	6,697	\$22.65
Other Areas ¹	980	385	\$1.57
Total	23,258	11,101	\$54.45

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

Progress Update Yesterday

- 24 customers indicating their intent to self-mitigate heat and hot water
- 43 payments to Business customers totaling \$242,322, with total paid to date of \$8.4M
- 492 customer payments made totaling \$980k

Goals for next 24 hours & beyond

- Complete analysis for permanent gas space heater solutions
- Sending 21 claim specialists to support Business Open Houses on November 13 and 14

Customer and community engagement

- 85 customers serviced through the Claim Centers Monday
 - 85 residential customers Monday, 82 being returning customers
 - No business customers came in Monday
 - \$1,000 issued in payments via debit cards

Communication

IMAGE OF THE DAY



Lillian Montalto Signature Properties at 34 Park Street in Andover is back open.
#MVBacktoBusiness

Social Media Customer Care Questions

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

Social Media Proactive Content

- Back to Business Updates
- Thanksgiving Meals
- Temp Housing and Winterization

Completed

- Daily media briefing

Thanksgiving Meals reserved

Andover	1,058
North Andover	1,488
Lawrence	4,388
Total	6,934

Customer Temporary Housing Placement Report

Type of placement ¹	Change from 11/10 ³	Families	Individuals	Children
Apartment	(1)	64	241	92
ANDOVER	(1)	7	22	7
LAWRENCE	—	50	202	80
NORTH ANDOVER	—	7	17	5
Hotel	10	1,721	5,752	1,847
ANDOVER	1	200	505	140
LAWRENCE	7	1,376	4,839	1,590
NORTH ANDOVER	2	145	408	117
RV	2	386	1,754	744
ANDOVER	—	10	46	22
LAWRENCE	2	346	1,592	672
NORTH ANDOVER	—	30	116	50
Other ²	—	1	1	—
ANDOVER	—	1	1	—
Grand Total	11	2,172	7,748	2,683

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

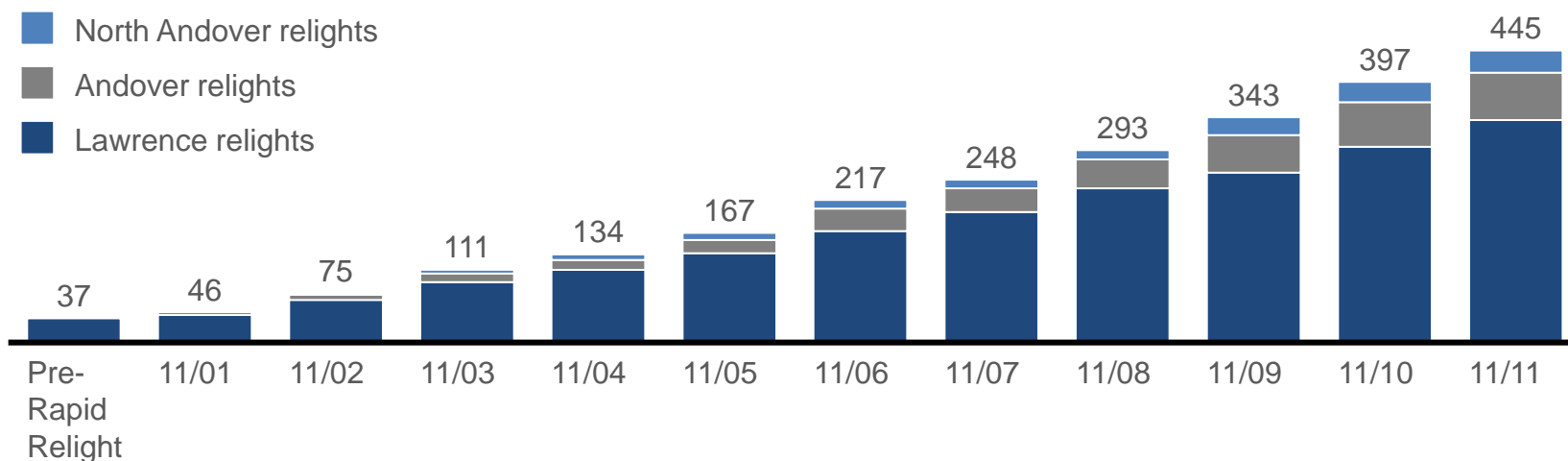
2 Individual placed at the Atria Marland Place Senior Assisted Living Facility

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	11/11
Lawrence	1772	251	1521	339	41
Andover	218	62	156	72	4
North Andover	182	26	156	34	3
Total	2172	339	1833	445	48
% of re-lit customers ³		76%			

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., as of 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	1253	100	939	273
Hotel 20 – 25 Miles	917	165	434	459
Hotel 25 – 30 miles	1244	10	399	812
Hotel > 30 miles	1794	0	302	27
Subtotal Hotel Rooms	5208	275	2074	1571
Apartments	132	0	91	41
Trailers	514	0	329	123
Total units	5854	275	2494	1735

Contracted Total

6129

Note: Over 1300 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	228	123	3	3	20	49
Pemberton Park	99	88	78	1	2	11	7
Grogan Field	60	57	39	0	1	3	17
Recreation Road	32	28	17	0	1	4	10
Sullivan Park	75	68	22	4	2	7	40
Total units	514	469	329	11	9	45	123
	<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)	500	168	0	12	86	2	

The shelter's capacity has been reduced to 500, however all 1000 cots are on site and the capacity can be increased to 1000 if needed. Trailer occupancy has declined for the past several days due to relit customers returning home.

Discussion topics



Driving pace



Plumber resources remain robust



No affected customers will be billed for
9/13 – 12/31/18

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