

Daily briefing

November 14, 2018



Columbia Gas®



Standing Agenda



Headlines

Weather

Operational Updates

Claims

Communications

Temporary Housing

Discussion Topics

Headlines

We have now:

- Relit more than half of residential meters
- Taken reservations for almost 10,000 Thanksgiving dinners across the three municipalities

Weather

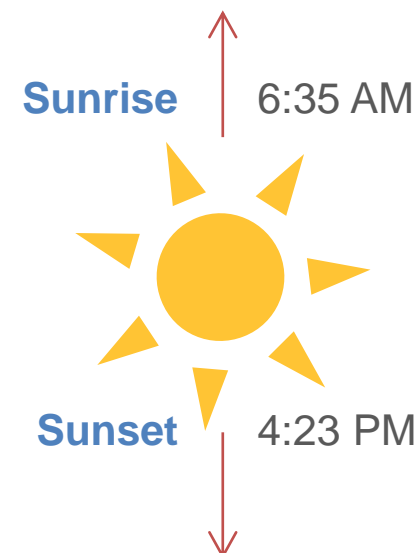


10-day Forecast



Sunrise/Sunset Schedule 11/14/2018

DAY		DESCRIPTION	HIGH / LOW	PRECIP	WIND
TODAY NOV 14		Sunny/Wind	34°/19°	0%	WNW 20 mph
THU NOV 15		Mostly Cloudy	36°/31°	0%	NNE 4 mph
FRI NOV 16		AM Rain	43°/34°	100%	N 16 mph
SAT NOV 17		Mostly Sunny	46°/27°	10%	W 11 mph
SUN NOV 18		Partly Cloudy	39°/28°	10%	WNW 6 mph
MON NOV 19		Rain/Snow Showers	41°/22°	50%	W 10 mph
TUE NOV 20		Mostly Sunny	30°/20°	0%	WNW 9 mph
WED NOV 21		Partly Cloudy	35°/23°	0%	WNW 9 mph
THU NOV 22		Partly Cloudy	37°/24°	20%	WNW 9 mph
FRI NOV 23		Mostly Sunny	39°/29°	10%	NW 8 mph



SOURCE: Weather.com as of 8:00 AM on 11/14

Residential Restoration / Rapid Relight

Residential House Ready

	Plan	Actual	Of which: Repaired
11/13	150	202	47 (23%)
Cumulative	2,892	3,666 (50% of residential meters)	262 (7%)

Residential Workforce

Contractor	Plumbers on 11/13		Total workforce ¹ on 11/13	
	Plan	Actual	Plan	Actual
GRS	425	414	1,094	982
WGP	357	293	555	344
SLS	144	154	213	235
CMA	58	49	153	144
Total	984	910	2,015	1,705

Residential Relights

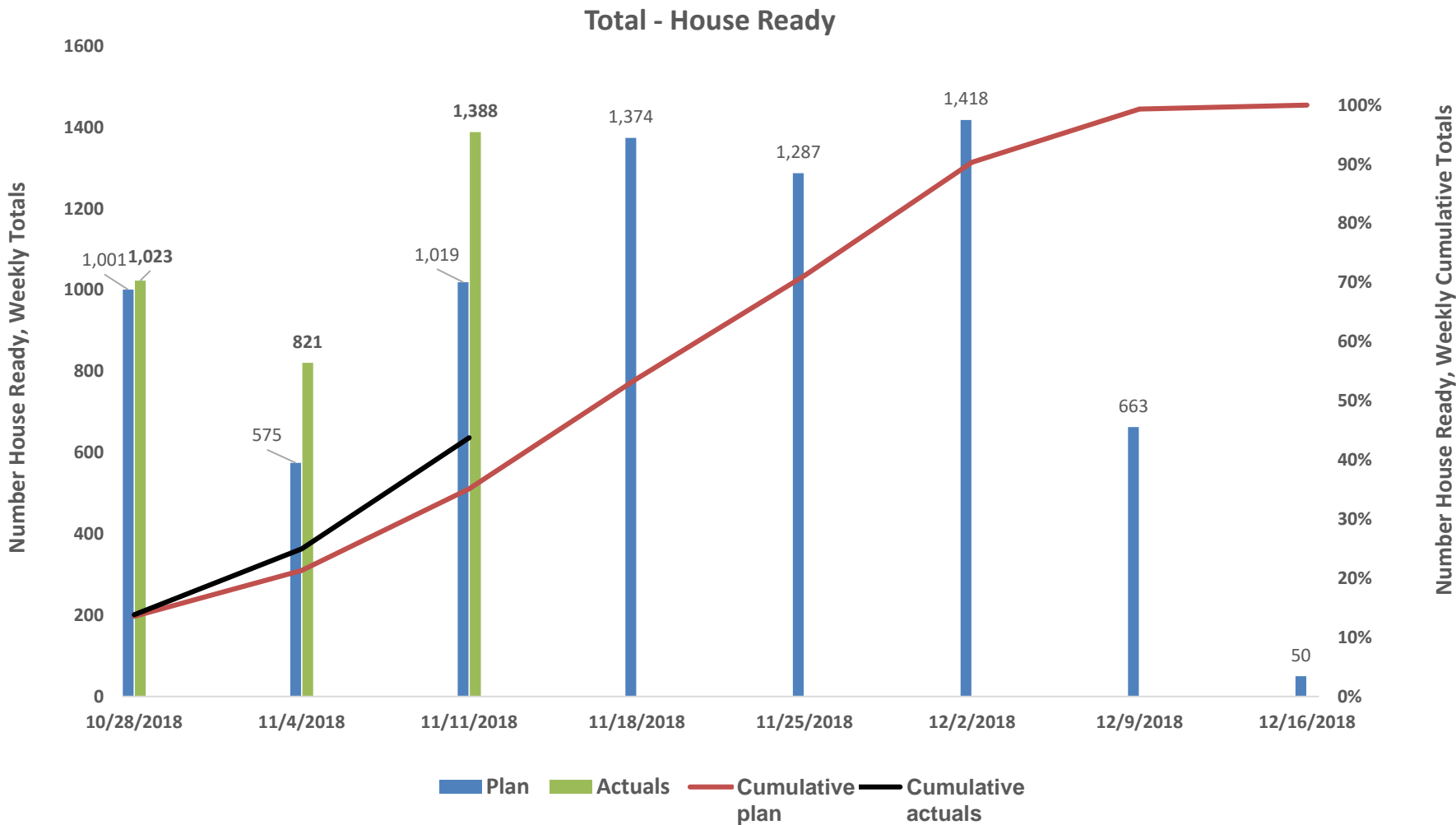
Municipality	Residential relights, ² # to date	Residential relights, % of meters
Lawrence	2,161	49%
Andover	1,122	66%
North Andover	552	44%
Total	3,835	52%

Today's Focus

- Over 200 House Ready completed
- Continued increase in repair rate (23% yesterday vs. 18% Monday)
- WGP began night shifts to provide logistics support, enhancing daytime productivity

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 Appliances

Progress to date

	Number of meters
Completed, cumulative through 11/13	1,912
Completed yesterday, 11/13	189
Work inspection ready yesterday, 11/13	51

Progress to date

- Forecasting appliance needs for remaining homes based on historical actuals; placed order to secure all appliances currently estimated to be needed. Refining estimate of how many customers require appliances.
- Established field leadership and field support organization to better support mutual aid gas fitter crews
- Established work plan that follows house relights within 3 days
- Established daily huddles with mutual aid leaders to debrief results, compare efficiency between teams, and identify improvement opportunities from the field

Today's Focus

- 88 personnel planned today, 11/14
- Onboarding two new mutual aid companies and having them shadow the highest-performing crew to emulate best practices

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)	1,312	
Temp Heat potentially needed	Customers projected House Ready after 12/1 not in the above row	915	100%
Temp Heat installed	Customers with temporary heating installed	237	26%
Declined Temp Heat	Customers who have declined temporary heating installations	101	11%
Can't contact	Have called, knocked on door, left fliers, but unable to reach customer	29	3%
Review pending	Remaining customers to conduct temporary heat reviews	548	60%

Winterization

	Cumulative, # meters	Cumulative, % meters in winterization queue
Winterization queue	75	100%
Scheduling appointment	39	52%
Appointment scheduled	31	42%
Winterization complete	1	1%
Winterization declined after initial request ³	4	5%

Progress to date

- Provided temporary heat to 237 customers

Customer and community engagement

- Coordinating plan with Andover to proceed with Temp Heat roll out
- Customer outreach underway to schedule winterization
- 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
- Confirm and schedule additional winterization appointments resulting from second wave of outbound calls

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

- 20 newly Service Restored achieved November 13

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 14th

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

	Total # site ID	House Ready ¹		Service Restored ²	
		Completed yesterday	Cumulative	Cumulative (% of total)	
Lawrence	313	16	180	173 (55%)	
Andover	217	4	176	171 (79%)	
North Andover	155	2	135	134 (86%)	
Total	685	22	491	478 (70%)	

1 Customers with completed installation, and House Ready status

2 All customers with restored gas service

Claims

Metrics

Metric	Total to date
Calls received at Claim Reporting toll-free number	38,766
Claims serviced at walk-in centers	25 – Andover 84 – Lawrence 24 – North Andover
Residential claims, %	92%
Claims with more than 1 payment, %	49%
ASA: Claim Center, yesterday	4 seconds

Claims by Municipality

Municipality	Claims Received	Active Claims	Value paid out, \$M
Andover	4,883	2,284	\$18.87
North Andover	3,418	1,685	\$12.02
Lawrence	14,023	6,543	\$23.13
Other Areas ¹	996	381	\$1.63
Total	23,320	10,893	\$55.65

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

Progress yesterday

- 57 customers indicating their intent to self-mitigate heat and hot water
- 39 payments to Business customers totaling \$265,526, with total paid to date of \$8.7M
- 683 customer payments made totaling \$1.2M

Goals for next 24 hours & beyond

- Sending claim specialists to second day of Business Open Houses today, 11/14

Customer and community engagement

- 133 customers served through the Claim Centers
 - 124 residential customers, 120 being returning customers
 - 9 business customers, 7 returning and 2 new

Communication

IMAGE OF THE DAY



The North Andover Police Department accepts "Trouble the Dog" plush toys from CMA and The Kennek Foundation of Marblehead. The plush toys will be given to children who have been affected by the Merrimack Valley incident.

Social Media Customer Care Questions

- Appliance installation and 72 hour process
- Landlord-Tenant Claims Questions

Social Media Proactive Content

- Check on vulnerable residents
- Back to Business Updates
- Thanksgiving Meals

Completed

- Daily media briefing
- Spanish ads airing

Thanksgiving Meals reserved

	Pick-Up	Sit-Down	Total
Andover	1,452	14	1,466
North Andover	1,956	N/A	1,956
Lawrence	6,200	138	6,338
Total	9,608	152	9,760

Customer Temporary Housing Placement Report

Type of placement ¹	Change from 11/11 ¹	Families	Individuals	Children
Apartment	1	65	245	93
ANDOVER	–	7	22	7
LAWRENCE	1	51	206	81
NORTH ANDOVER	–	7	17	5
Hotel	13	1,734	5,816	1,876
ANDOVER	(1)	199	505	139
LAWRENCE	14	1,390	4,901	1,619
NORTH ANDOVER	–	145	410	118
RV	1	387	1,762	744
ANDOVER	–	10	46	22
LAWRENCE	1	347	1,600	672
NORTH ANDOVER	–	30	116	50
Other	–	1	1	–
ANDOVER	–	1	1	–
Grand Total	15	2,187	7,824	2,713

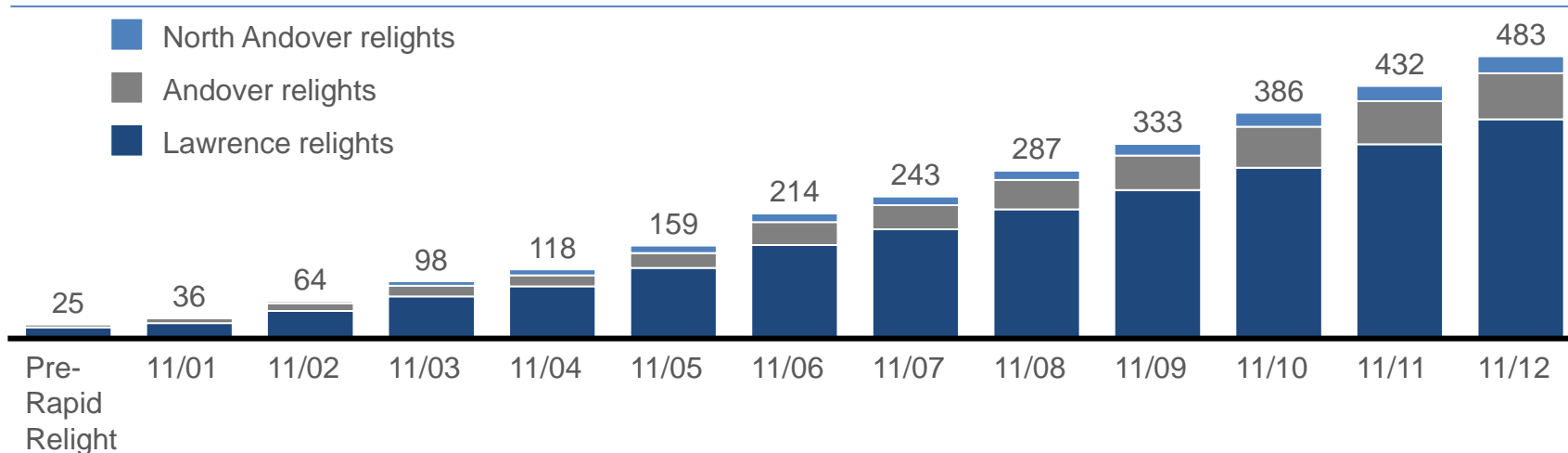
1 Town refers to where the customer is from, not where they were placed

2 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	11/12
Lawrence	1788	282	1506	375	43
Andover	217	70	147	79	5
North Andover	182	30	152	29	3
Total	2187	382	1805	483	51
% of re-lit customers³		79%			

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	1253	100	940	287
Hotel 20 – 25 Miles	917	165	419	486
Hotel 25 – 30 miles	1244	10	196	969
Hotel > 30 miles	1794	0	271	38
Subtotal Hotel Rooms	5208	275	1826	1780
Apartments	132	0	91	41
Trailers	514	0	316	138
Total units	5854	275	2233	1959

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	230	171	4	3	18	52
Pemberton Park	99	92	69	1	2	7	20
Grogan Field	60	53	36	0	1	7	16
Recreation Road	32	27	16	0	1	5	10
Sullivan Park	75	69	24	3	2	6	40
Total units	514	471	316	8	9	43	138
	<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	171	1	11	82	5	

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



Pushing pace



Path to Completion update on Monday
11/19

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