

Daily briefing

November 15, 2018

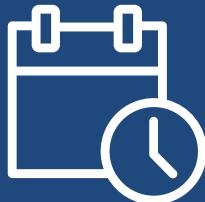
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Standing Agenda



Headlines

Weather

Operational Updates

Claims

Communications

Temporary Housing

Discussion Topics

Headlines

We have now:

- Achieved more than 300 relights yesterday, 11/15
- Restored more than 70% of businesses to service
- Taken reservations for almost 12,000 Thanksgiving dinners across the three municipalities

Weather



10-day Forecast

WINTER STORM WARNING From 4:00pm EST, Thu Nov 15 until 7:00am EST, Fri Nov 16

Lawrence, MA 10 Day Weather

| DAY | DESCRIPTION | HIGH / LOW | PRECIP | WIND |
|-----------------|----------------------|------------|--------|------------|
| TODAY NOV 15 | Cloudy | 32/31° | 1/20% | ENE 3 mph |
| FRI NOV 16 | AM Rain | 42/35° | 1/100% | NNW 16 mph |
| SAT NOV 17 | Mostly Sunny | 47/30° | 1/10% | W 11 mph |
| SUN NOV 18 | Mostly Sunny | 41/31° | 1/10% | NNW 5 mph |
| MON NOV 19 | AM Rain/Snow Showers | 44/21° | 1/50% | W 8 mph |
| TUE NOV 20 | Partly Cloudy | 34/18° | 1/10% | WNW 8 mph |
| WED NOV 21 | Mostly Sunny | 32/22° | 1/0% | WNW 9 mph |
| THU NOV 22 | Mostly Sunny | 38/26° | 1/10% | W 9 mph |
| FRI NOV 23 | Partly Cloudy | 41/31° | 1/10% | W 10 mph |
| SAT NOV 24 | Partly Cloudy | 41/28° | 1/10% | NW 10 mph |



Sunrise/Sunset Schedule 11/15/2018



SOURCE: Weather.com as of 2:00 PM on 11/15

Residential Restoration / Rapid Relight

Residential House Ready

| | Plan | Actual | Of which: Repaired |
|------------|-------|-----------------------------------|--------------------|
| 11/14 | 199 | 289 | 69 (24%) |
| Cumulative | 3,091 | 3,955 (54% of residential meters) | 331 (8%) |

Residential Workforce

| Contractor | Plumbers on 11/14 | | Total workforce ¹ on 11/14 | |
|--------------|-------------------|------------|---------------------------------------|--------------|
| | Plan | Actual | Plan | Actual |
| GRS | 425 | 411 | 1,000 | 990 |
| WGP | 357 | 288 | 408 | 339 |
| SLS | 144 | 155 | 239 | 243 |
| CMA | 58 | 49 | 153 | 144 |
| Total | 984 | 903 | 1,789 | 1,716 |

Residential Relights

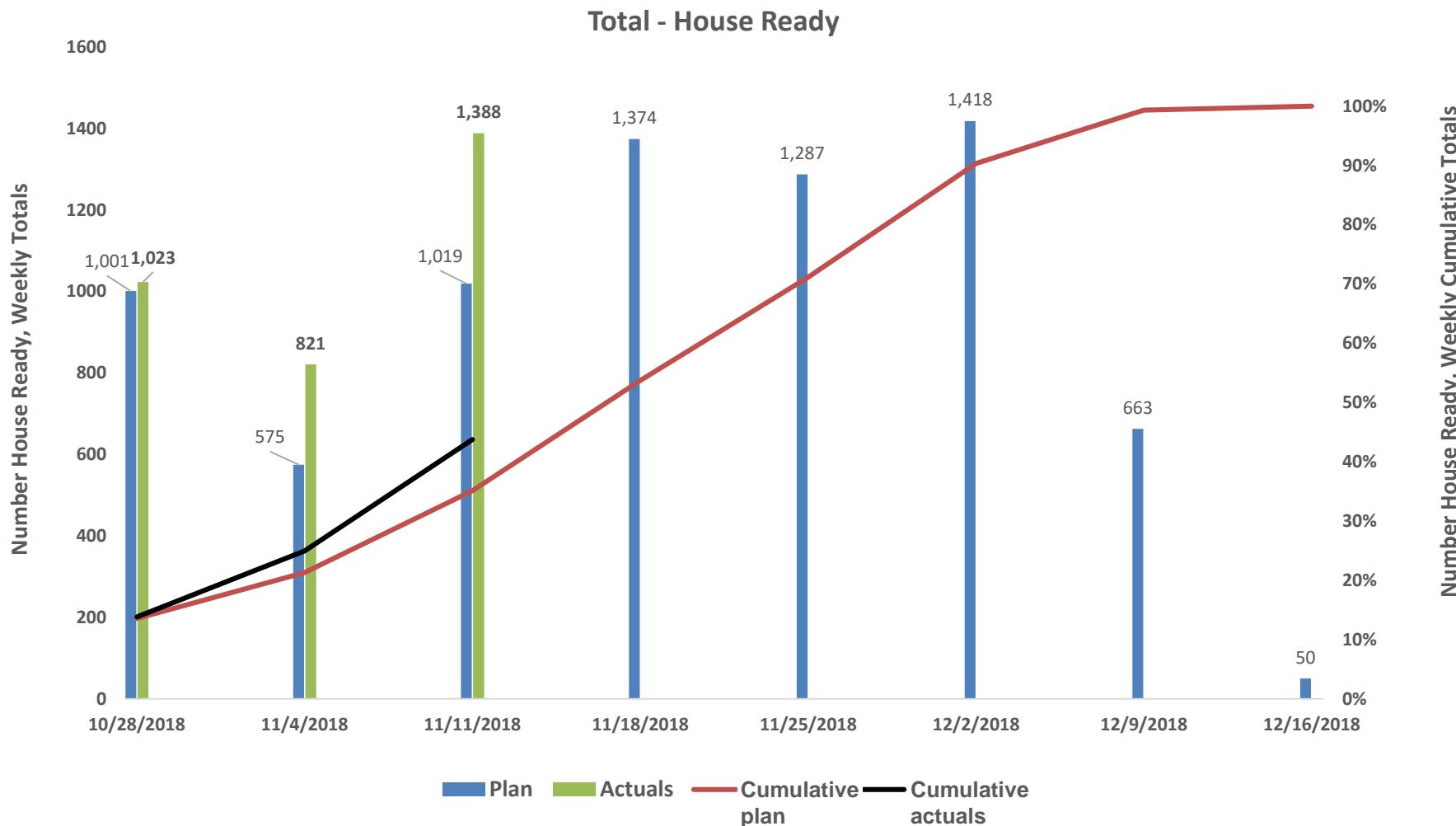
| Municipality | Residential relights, ² # to date | Residential relights, % of meters |
|---------------|--|-----------------------------------|
| Lawrence | 2,327 | 53% |
| Andover | 1,187 | 70% |
| North Andover | 599 | 47% |
| Total | 4,113 | 56% |

Today's Focus

- New daily record of over 280 House Ready completed yesterday 11/14
- Implemented additional reporting to State Plumbing Inspectors on anticipated inspection ready homes to aid in their resource planning
- Continued improvement in repair ratio

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

**Confirmed complete,
cumulative through
11/14**

2,195

**Confirmed complete,
yesterday, 11/14**

283

**Work inspection
ready yesterday,
11/14**

88

Progress to date

- Onboarded two new mutual aid companies; after shadowing most productive existing teams, new teams deployed with high productivity rate
- Secured sufficient supplies to support pace

Today's Focus

- 88 personnel planned today, 11/15
- Finalizing resources to support increase in inspectors over the weekend
- Increasing CMA field leadership to drive further labor efficiency gains

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 | 243 | 27% |
| Declined Temp Heat | Customers who have declined temporary heating installations | 91 | 10% |
| Can't contact | Have called, knocked on door, left fliers, but unable to reach customer | 30 | 3% |
| Review pending | Remaining customers to conduct temporary heat reviews | 551 | 60% |

| Winterization | | | |
|---|----------------------|---|--|
| | Cumulative, # meters | Cumulative, % meters in winterization queue | |
| Winterization queue | 96 | 100% | |
| Scheduling appointment | 33 | 34% | |
| Appointment scheduled | 39 | 41% | |
| Winterization complete | 10 | 10% | |
| Winterization declined after initial request ³ | 14 | 15% | |

Progress to date

- Provided temporary heat to 243 customers
- Completed winterization on 10 properties; visited another 14 properties who have declined

Customer and community engagement

- Developed plan with Andover Fire to contact customers and understand demand for temp heat
- Excellent response from our municipalities shutting off water services to enable winterization!

Today's Focus

- Continue to increase winterization resources

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

- Completed assessments for 100% of businesses
- 22 newly Service Restored achieved November 14
- Progress to date-72% service restored

Customer and community engagement

- Serving business customers at Back to Business centers
- Promotion of restored, open businesses continues
- On going outreach and support for self mitigating customers by project managers

Business customers by current status, #, daily progress yesterday and cumulative, numbers in () refer to self-mitigating customers

| | House Ready ² | | Service Restored ³ | |
|---------------|--------------------------|---------------------|-------------------------------|-------------------------|
| | Total # site ID | Completed yesterday | Cumulative | Cumulative / % of total |
| Lawrence | 313 (50) | 11 | 191 (32) | 185 (30) / 59% |
| Andover | 217 (147) | 2 | 178 (114) | 175 (111) / 80% |
| North Andover | 155 (47) | 6 | 141 (35) | 140 (34) / 90% |
| Total | 685 (244) | 19 | 510 (181) | 500 (175) / 72% |

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 | 39,049 |
| Claims serviced at walk-in centers | 27 – Andover 77 – Lawrence 18 – North Andover |
| Residential claims, % | 91% |
| 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 | 4,894 | 2,236 | \$19.23 |
| North Andover | 3,422 | 1,663 | \$12.29 |
| Lawrence | 14,052 | 6,436 | \$23.60 |
| Other Areas ¹ | 1,000 | 368 | \$1.63 |
| Total | 23,368 | 10,703 | \$56.75 |

Progress

- 163,000 customer interactions documented to date, average of 15.4 per active file
- Yesterday 11/14,
 - 42 payments to Business customers totaling \$182,940, with total paid to date of \$8.8M
 - 671 customer payments made totaling \$1.1M

Goals for next 24 hours & beyond

- Started proactively contacting landlords to assist with loss of rent claims
- Developing new application to track connection between landlord and tenant to assist with rent reimbursement notices

Customer and community engagement

- Since the event, 18,677 customers have been served through the Claim Centers. Yesterday had 122.
- Yesterday,
 - 116 residential customers, 107 being returning customers
 - 6 business customers, 5 returning and 1 new
 - \$6,000 issued in payments via debit card

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

Communication

IMAGE OF THE DAY



Activity on Weare Street (Zone 3)

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
- Construction Closeout Updates--Lawrence

Completed

- Daily media briefing
- Spanish ads airing

Thanksgiving Meals reserved

| | Pick-Up | Sit-Down | Total |
|-----------------|---------------|------------|---------------|
| Andover | 1744 | 15 | 1,759 |
| North | 2,336 | N/A | 2,336 |
| Andover | | | |
| Lawrence | 7,572 | 148 | 7,720 |
| Total | 11,652 | 163 | 11,815 |

Customer Temporary Housing Placement Report

| Type of Placement ¹ | Change from 11/12 ² | Families | Individuals | Children |
|--------------------------------|--------------------------------|--------------|--------------|-------------|
| Apartment | (1) | 64 | 244 | 93 |
| ANDOVER | 0 | 7 | 22 | 7 |
| LAWRENCE | (1) | 50 | 204 | 80 |
| NORTH ANDOVER | 0 | 7 | 18 | 6 |
| Hotel | 6 | 1,740 | 5,814 | 1879 |
| ANDOVER | (4) | 195 | 488 | 132 |
| LAWRENCE | 9 | 1,399 | 4,915 | 1629 |
| NORTH ANDOVER | 1 | 146 | 411 | 118 |
| RV | (2) | 385 | 1,754 | 739 |
| ANDOVER | 0 | 10 | 46 | 22 |
| LAWRENCE | (2) | 345 | 1,592 | 667 |
| NORTH ANDOVER | 0 | 30 | 116 | 50 |
| Other | 1 | 2 | 6 | 1 |
| ANDOVER | 0 | 1 | 1 | 0 |
| LAWRENCE | 1 | 1 | 5 | 1 |
| Grand Total | 4 | 2,191 | 7,818 | 2712 |

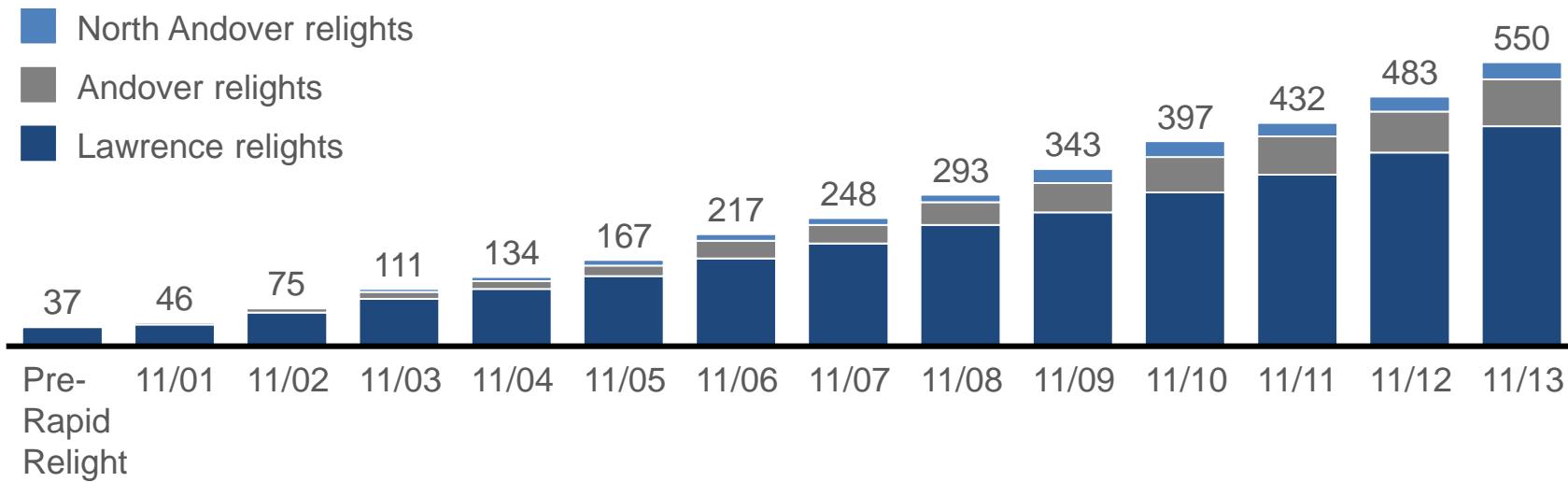
1 Town refers to where the customer is from, not where they were placed

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 | Customers in Temp Housing (total placed) | Returned home ² | Customers in Temp Housing (remaining) | Relight totals | |
|-------------------|--|----------------------------|---------------------------------------|----------------|-----------|
| | Cumulative ¹ | | 11/13 | | |
| Lawrence | 1795 | 298 | 1497 | 426 | 51 |
| Andover | 213 | 68 | 145 | 91 | 12 |
| North Andover | 183 | 30 | 153 | 33 | 4 |
| Total | 2191 | 396 | 1795 | 550 | 67 |
| % of Total | | 77% | | | |

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 | 1253 | 100 | 947 | 287 |
| Hotel 20 – 25 Miles | 917 | 165 | 405 | 511 |
| Hotel 25 – 30 miles | 1244 | 10 | 199 | 1020 |
| Hotel > 30 miles | 1794 | 0 | 249 | 38 |
| Subtotal Hotel Rooms | 5208 | 275 | 1800 | 1856 |
| Apartments | 132 | 0 | 91 | 41 |
| Trailers | 514 | 0 | 307 | 149 |
| Total units | 5854 | 275 | 2198 | 2046 |
| 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 | 166 | 4 | 3 | 20 | 55 |
| Pemberton Park | 99 | 96 | 64 | 1 | 2 | 3 | 29 |
| Grogan Field | 60 | 51 | 36 | 0 | 1 | 9 | 14 |
| Recreation Road | 32 | 32 | 15 | 0 | 1 | 0 | 16 |
| Sullivan Park | 75 | 68 | 26 | 5 | 2 | 7 | 35 |
| Total units | 514 | 475 | 307 | 10 | 9 | 39 | 149 |
| | <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 | 159 | 1 | 11 | 96 | 3 | |

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



Select volunteer crews will deploy on
Thanksgiving

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