

# Daily briefing

November 15, 2018



Columbia Gas®



# 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



## Sunrise/Sunset Schedule 11/15/2018

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



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 <sup>1</sup> 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

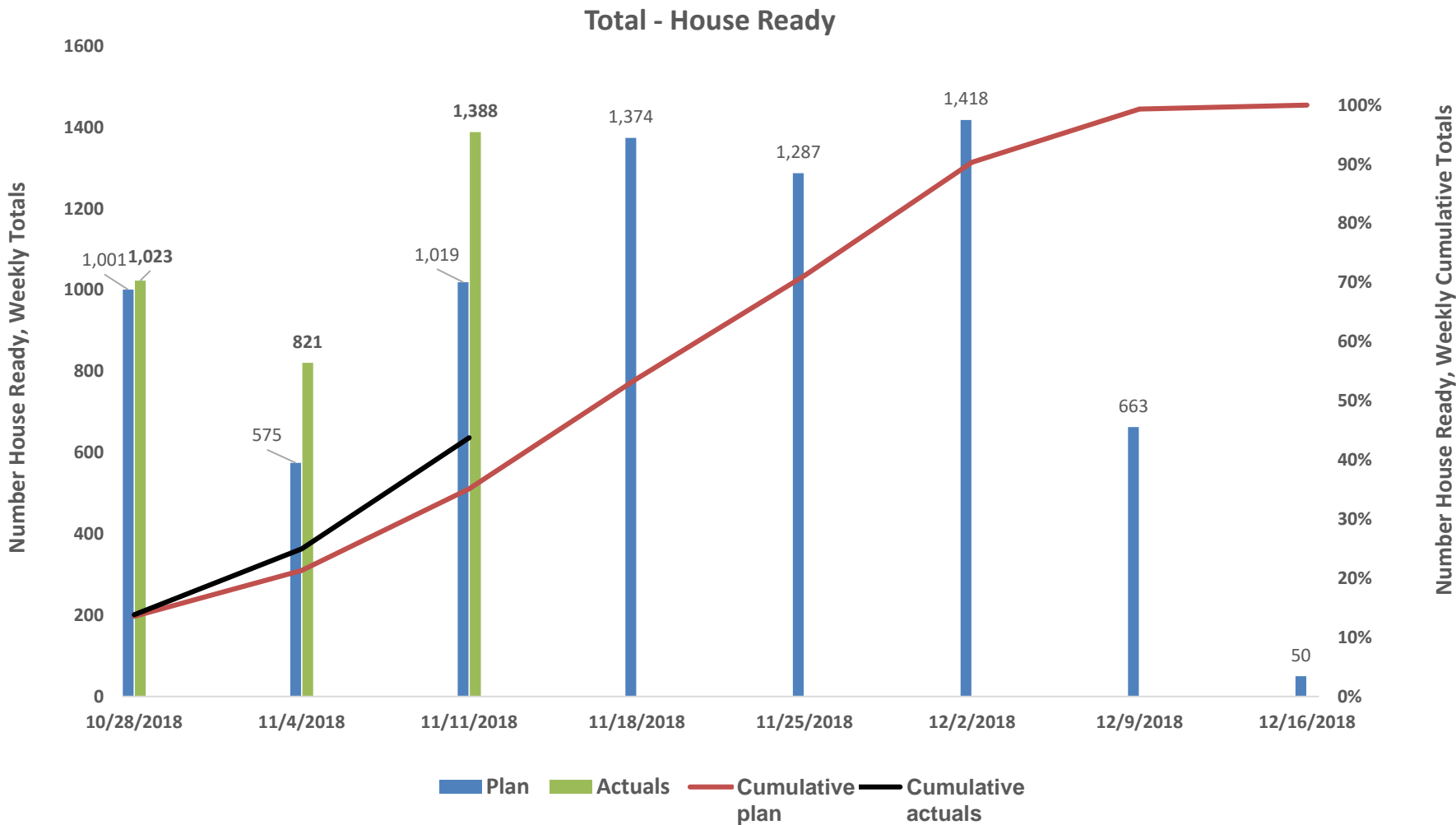
Municipality	Residential relights, <sup>2</sup> # to date	Residential relights, % of meters
Lawrence	2,327	53%
Andover	1,187	70%
North Andover	599	47%
Total	4,113	56%

## 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

<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



# 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 <sup>1</sup>	Residential customers originally projected House Ready after 12/1	2,227	
Temp Heat not needed	Customer has either an alternate fuel source <sup>2</sup> , 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 <sup>3</sup>	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

<sup>1</sup> Customers who are scheduled to be house ready after 12/1 | <sup>2</sup> Includes customers known to be non-heating customers. | <sup>3</sup> 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

	Total # site ID	House Ready <sup>2</sup>		Service Restored <sup>3</sup>	
		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%	
<b>Total</b>	<b>685 (244)</b>	<b>19</b>	<b>510 (181)</b>	<b>500 (175) / 72%</b>	

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 <sup>1</sup>	1,000	368	\$1.63
Total	23,368	10,703	\$56.75

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

## 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

# 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 Andover	2,336	N/A	2,336
Lawrence	7,572	148	7,720
<b>Total</b>	<b>11,652</b>	<b>163</b>	<b>11,815</b>

# Customer Temporary Housing Placement Report

Type of Placement <sup>1</sup>	Change from 11/12 <sup>2</sup>	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
<b>Grand Total</b>	<b>4</b>	<b>2,191</b>	<b>7,818</b>	<b>2712</b>

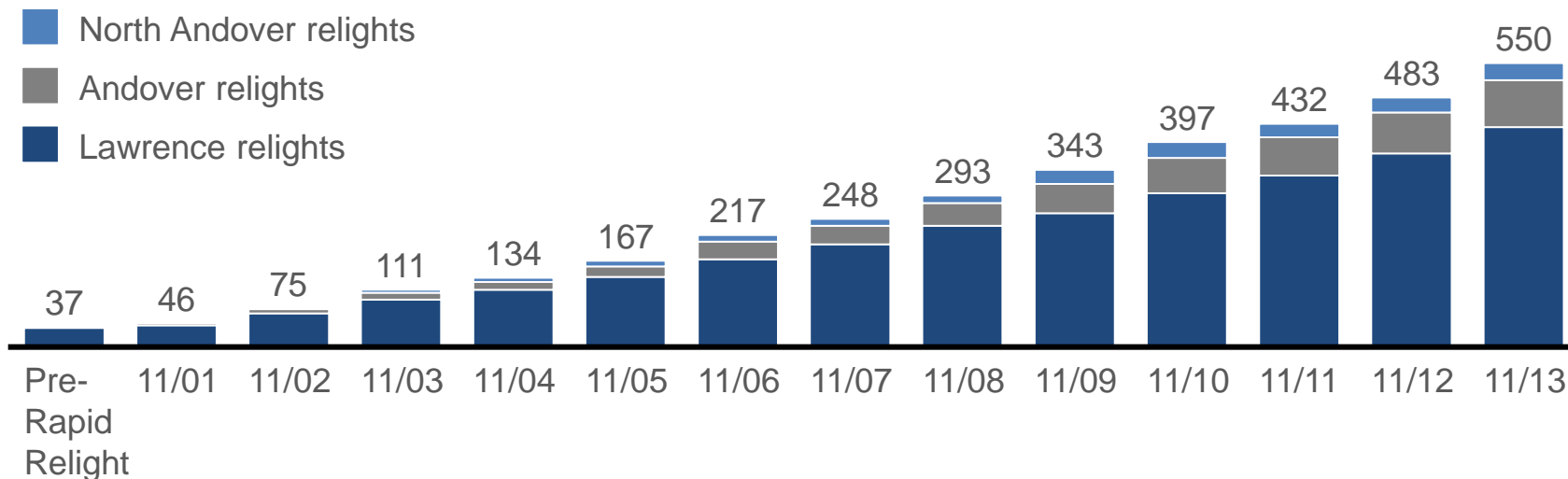
1 Town refers to where the customer is from, not where they were placed

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

### 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	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
<b>Subtotal Hotel Rooms</b>	<b>5208</b>	<b>275</b>	<b>1800</b>	<b>1856</b>
<b>Apartments</b>	<b>132</b>	<b>0</b>	<b>91</b>	<b>41</b>
<b>Trailers</b>	<b>514</b>	<b>0</b>	<b>307</b>	<b>149</b>
<b>Total units</b>	<b>5854</b>	<b>275</b>	<b>2198</b>	<b>2046</b>

**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
<b>Total units</b>	<b>514</b>	<b>475</b>	<b>307</b>	<b>10</b>	<b>9</b>	<b>39</b>	<b>149</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)	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
<b>Claims Center and Back-to-Business Locations</b> (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](http://www.columbiagasma.com)