

# Daily briefing

November 16, 2018

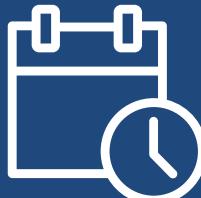
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# Standing Agenda



Headlines

Weather

Operational Updates

Claims

Communications

Temporary Housing

Discussion Topics

# Headlines

## We have now:

- Achieved more than 350 relights yesterday, 11/15
- Sustained an average pace of over 200 House Ready per day for the past 10 days; 264 over the past 5 days
- Relit 60% of residential customers
- Taken reservations for more than 16,000 Thanksgiving dinners across the three municipalities
- Enhanced after-hours customer escalation process and resources in response to customer service issues on 11/15

# Weather



## 10-day Forecast

DAY	DESCRIPTION	HIGH / LOW	PRECIP	WIND
TODAY NOV 16	AM Rain/Snow	36/34°	90%	NW 16 mph
SAT NOV 17	Mostly Sunny	47/30°	10%	W 11 mph
SUN NOV 18	Partly Cloudy	40/32°	20%	WNW 4 mph
MON NOV 19	AM Showers	43/23°	40%	WNW 8 mph
TUE NOV 20	Partly Cloudy	36/17°	10%	WNW 7 mph
WED NOV 21	Sunny	30/20°	0%	NW 10 mph
THU NOV 22	Partly Cloudy	37/27°	0%	W 10 mph
FRI NOV 23	Partly Cloudy	43/32°	10%	W 8 mph
SAT NOV 24	Mostly Cloudy	47/37°	20%	W 8 mph
SUN NOV 25	AM Showers	46/35°	30%	NNE 9 mph



## Sunrise/Sunset Schedule 11/16/2018



SOURCE: Weather.com as of 11:00 AM on 11/16

# Residential Restoration / Rapid Relight

## Residential House Ready

	Plan	Actual	Of which: Repaired
11/15	226	341	88 (35%) <sup>3</sup>
Cumulative	3,317	4,296 (58% of residential meters)	419 (10%)

## Residential Workforce

Contractor	Plumbers on 11/15		Total workforce <sup>1</sup> on 11/15	
	Plan	Actual	Plan	Actual
GRS	425	426	1,008	949
WGP	357	288	408	339
SLS	144	155	233	243
CMA	58	49	153	144
<b>Total</b>	<b>984</b>	<b>918</b>	<b>1,802</b>	<b>1,675</b>

## Residential Relights

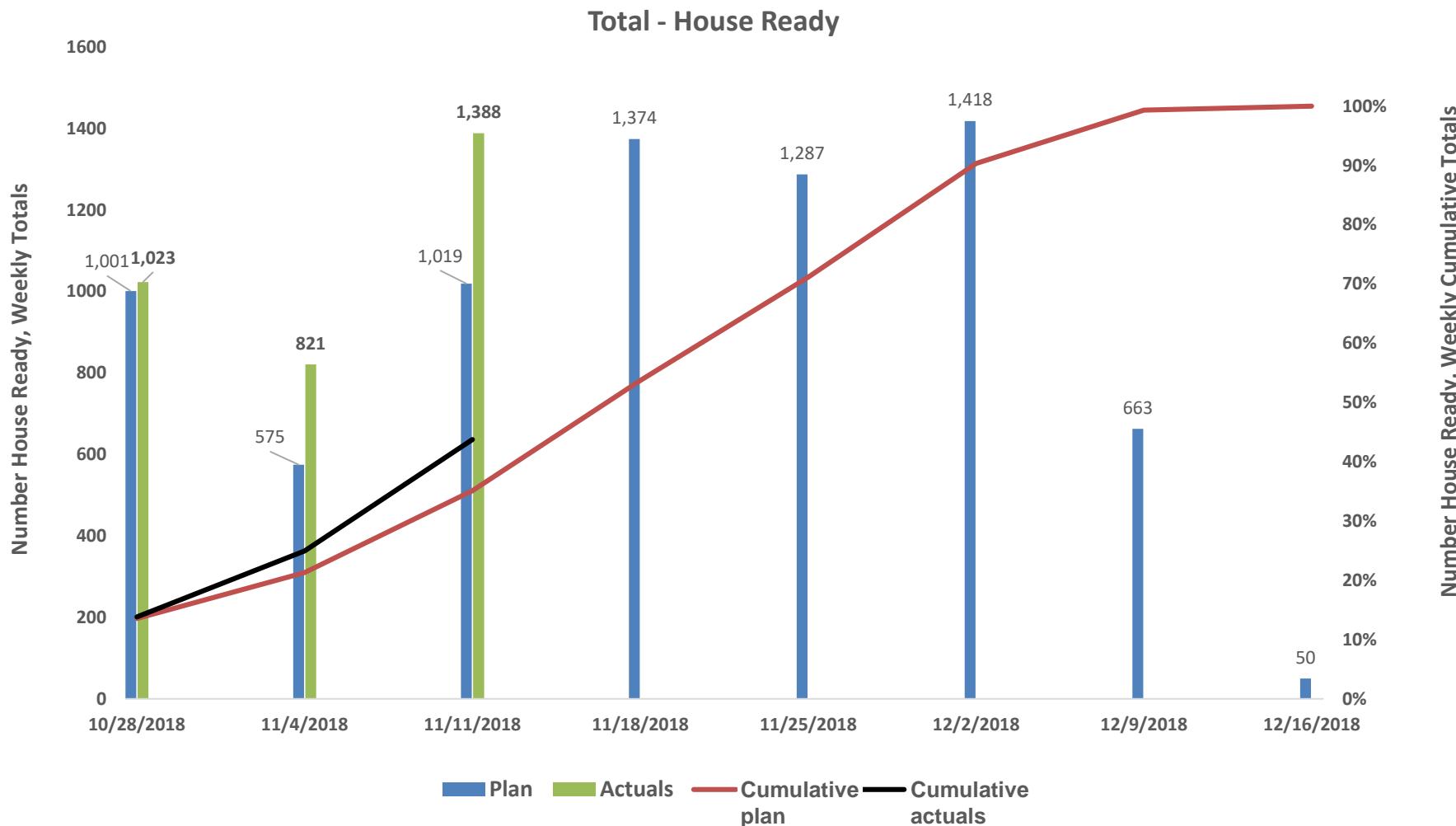
Municipality	Residential relights, <sup>2</sup> # to date	Residential relights, % of meters
Lawrence	2,550	58%
Andover	1,248	73%
North Andover	649	51%
<b>Total</b>	<b>4,447</b>	<b>60%</b>

## Highlights

- New daily record of 341 House Ready completed on 11/15
- Working with contract partners to finalize Thanksgiving day work schedule
- Reconciling self-mitigation customer scope

<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 | <sup>3</sup> 35% of collective repair + replace. Actual 341 House Ready also includes "other", which are off for non-payment and self-mitigators discovered in the field.

# Residential Restoration / Rapid Relight: Progress vs. Plan



# Residential Appliances

## Progress to date

### Number of meters

Confirmed complete,  
cumulative through  
11/15

2,448

Confirmed complete,  
yesterday, 11/15

253

Work ready to go to  
inspection yesterday,  
11/15

58

## Progress to date

- Onboarded three new mutual aid companies, transitioned Southern California Gas off
- Highest day of appliance deliveries to date, continuing to improve the delivery process to sites

## Today's Focus

- 88 personnel planned today, 11/16
- Onboard 12 linguists who will support translation in the field as well as complete data entry into the appliances completion app for field leaders to allow full utilization of trade resources
- Onboard 2 logistics support personnel to enable ongoing process improvements in appliance delivery

# 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)	1,325	
Temp Heat potentially needed	Customers projected House Ready after 12/1 not in the above row	902	100%
Temp Heat installed	Customers with temporary heating installed	260	29%
Declined Temp Heat	Customers who have declined temporary heating installations	105	12%
Can't contact	Have called, knocked on door, left fliers, but unable to reach customer	32	4%
Review pending	Remaining customers to conduct temporary heat reviews	505	56%

## Winterization

	Cumulative, # meters	Cumulative, % meters in winterization queue
Winterization queue	103	100%
Scheduling appointment	14	14%
Appointment scheduled	31	30%
Winterization complete	28	27%
Winterization declined after initial request <sup>3</sup>	30	29%

## Progress to date

- Provided temporary heat to 243 customers
- Completed winterization on 28 properties; contacted another 30 properties who have declined

## Customer and community engagement

- Scheduled same day winterization for customer in Lawrence in response to customer request

## Today's Focus

- Conducting second round of outbound winterization calls to customers in temporary housing
- Continue deploying temporary heat & winterization solutions throughout all communities

<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
- 20 newly Service Restored achieved November 15
- 76% customers restored

## Customer and community engagement

- Serving business customers at Back to Business centers
- Promotion of restored, open businesses
- Self Mitigating customer status to municipalities

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

	Total # site ID			House Ready <sup>1</sup>			Service Restored <sup>2</sup>			
				Cumulative			Cumulative			
	Self-mitigate	Windover	Total	Completed yesterday	Self-mitigate	Windover	Total	Self-mitigate	Windover	Total
Lawrence	53	260	313	14	33	172	205	32	167	199
Andover	146	71	217	4	115	67	182	113	66	179
North Andover	47	108	155	2	36	107	143	36	107	143
Total	246	439	685	20	184	346	530	181	340	521

1 Customers with completed installation, and House Ready status

2 All customers with restored gas service

# Claims

ALL DATA AS OF 11/15/2018

## Metrics

Metric	Total to date
Calls received at Claim Reporting toll-free number	39,382
Claims serviced at walk-in centers	26 – Andover 78 – Lawrence 11 – 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	4,901	2,200	\$19.57
North Andover	3,433	1,650	\$12.48
Lawrence	14,116	6,409	\$24.06
Other Areas <sup>1</sup>	1,006	369	\$1.64
<b>Total</b>	<b>23,456</b>	<b>10,628</b>	<b>\$57.75</b>

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

## Progress

- 34 payments to Business customers totaling \$237,618, with total paid to date of \$9.1M
- 618 customer payments made totaling \$1.0M

## Goals for next 24 hours & beyond

- Continue to proactively contact landlords to assist with loss of rent claims

## Customer and community engagement

- Yesterday,
  - 115 customers served through the Claim Centers.
  - 107 residential customers, 103 being returning customers
  - 8 business customers, all returning
  - \$1,500 issued in payments via debit card

# Communication

## IMAGE OF THE DAY



D'Agostino's is open for business!

### 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
- Stress Management Seminar in Lawrence
- Thanksgiving Meals

### Completed

- Daily media briefing
- Spanish ads airing

### Thanksgiving Meals reserved

	Pick-Up	Sit-Down	Total
<b>Andover</b>	<b>4,288</b>	<b>17</b>	<b>4,305</b>
<b>North</b>	<b>2,576</b>	<b>N/A</b>	<b>2,576</b>
<b>Andover</b>			
<b>Lawrence</b>	<b>8,936</b>	<b>259</b>	<b>9,195</b>
<b>Total</b>	<b>15,800</b>	<b>276</b>	<b>16,076</b>

# Customer Temporary Housing Placement Report

Type of Placement <sup>1</sup>	Change from 11/13 <sup>2</sup>	Families	Individuals	Children
Apartment	(1)	63	237	88
ANDOVER	0	7	22	7
LAWRENCE	(1)	49	197	75
NORTH ANDOVER	0	7	18	6
Hotel	17	1,757	5,890	1,905
ANDOVER	1	196	491	133
LAWRENCE	15	1,414	4,985	1,653
NORTH ANDOVER	1	147	414	119
RV	2	387	1,760	744
ANDOVER	0	10	46	22
LAWRENCE	1	346	1,595	670
NORTH ANDOVER	1	31	119	52
Other	0	2	6	1
ANDOVER	0	1	1	0
LAWRENCE	0	1	5	1
<b>Grand Total</b>	<b>18</b>	<b>2,209</b>	<b>7,893</b>	<b>2738</b>

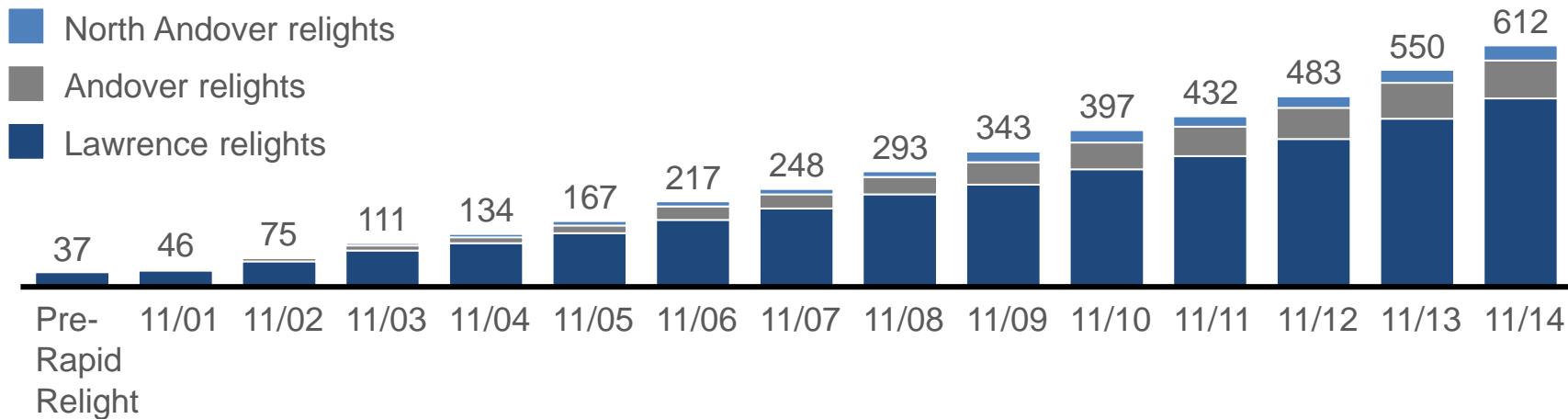
<sup>1</sup> Town refers to where the customer is from, not where they were placed

<sup>2</sup> 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 <sup>2</sup>	Families in Temp Housing (remaining)	Relight totals	
	Cumulative <sup>1</sup>		11/14		
Lawrence	1810	345	1465	478	52
Andover	214	74	140	96	5
North Andover	185	33	152	38	5
<b>Total</b>	<b>2209</b>	<b>452</b>	<b>1757</b>	<b>612</b>	<b>62</b>
<b>% of Total</b>		<b>72%</b>			

### Families in Temp Housing relit each day by municipality, number of customers



<sup>1</sup> Includes 37 families 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	1278	75	960	332
Hotel 20 – 25 Miles	1072	10	397	653
Hotel 25 – 30 miles	1254	0	177	1033
Hotel > 30 miles	1794	0	238	39
<b>Subtotal Hotel Rooms</b>	<b>5398</b>	<b>85</b>	<b>1772</b>	<b>2057</b>
Apartments	132	0	91	41
Trailers	514	0	300	65
<b>Total units</b>	<b>6044</b>	<b>85</b>	<b>2163</b>	<b>2163</b>
<b>Contracted Total</b>		<b>6129</b>		
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	166	156	4	3	82	3
Pemberton Park	99	89	58	1	2	10	28
Grogan Field	60	43	34	1	1	17	7
Recreation Road	32	17	14	0	1	15	2
Sullivan Park	75	57	27	5	0	18	25
<b>Total units</b>	<b>514</b>	<b>372</b>	<b>289</b>	<b>11</b>	<b>7</b>	<b>142</b>	<b>65</b>
	<i>Beds Available</i>	<i>Registered</i>	<i>Ineligible</i>	<i>Beds Assigned</i>	<i>Meals Provided</i>	<i>Showers</i>	
<b>Congregate Shelter (24 hour report)</b>	<b>500</b>	<b>124</b>	<b>0</b>	<b>10</b>	<b>66</b>	<b>3</b>	

*Due to the cold temperatures, a number of empty trailers have been taken out of service temporarily so as to avoid having to continually heat them; they can be put back into service on short notice. We have reduced the number of available trailers to 65.*

# 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	<b>(866)-388-3239</b>
Property Claims Number	<b>(800)-590-5571</b>
Temporary Housing number (select language and then select option 3) Available 24/7	<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)