

Daily briefing

November 16, 2018



Columbia Gas®



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

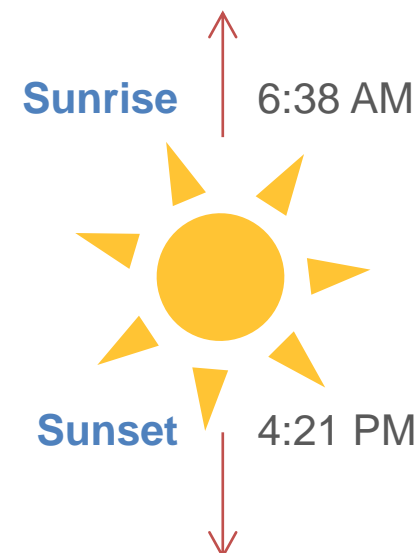


10-day Forecast



Sunrise/Sunset Schedule 11/16/2018

| 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 |



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%) ³ |
| Cumulative | 3,317 | 4,296 (58% of residential meters) | 419 (10%) |

Residential Workforce

| Contractor | Plumbers on 11/15 | | Total workforce ¹ 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 |
| Total | 984 | 918 | 1,802 | 1,675 |

Residential Relights

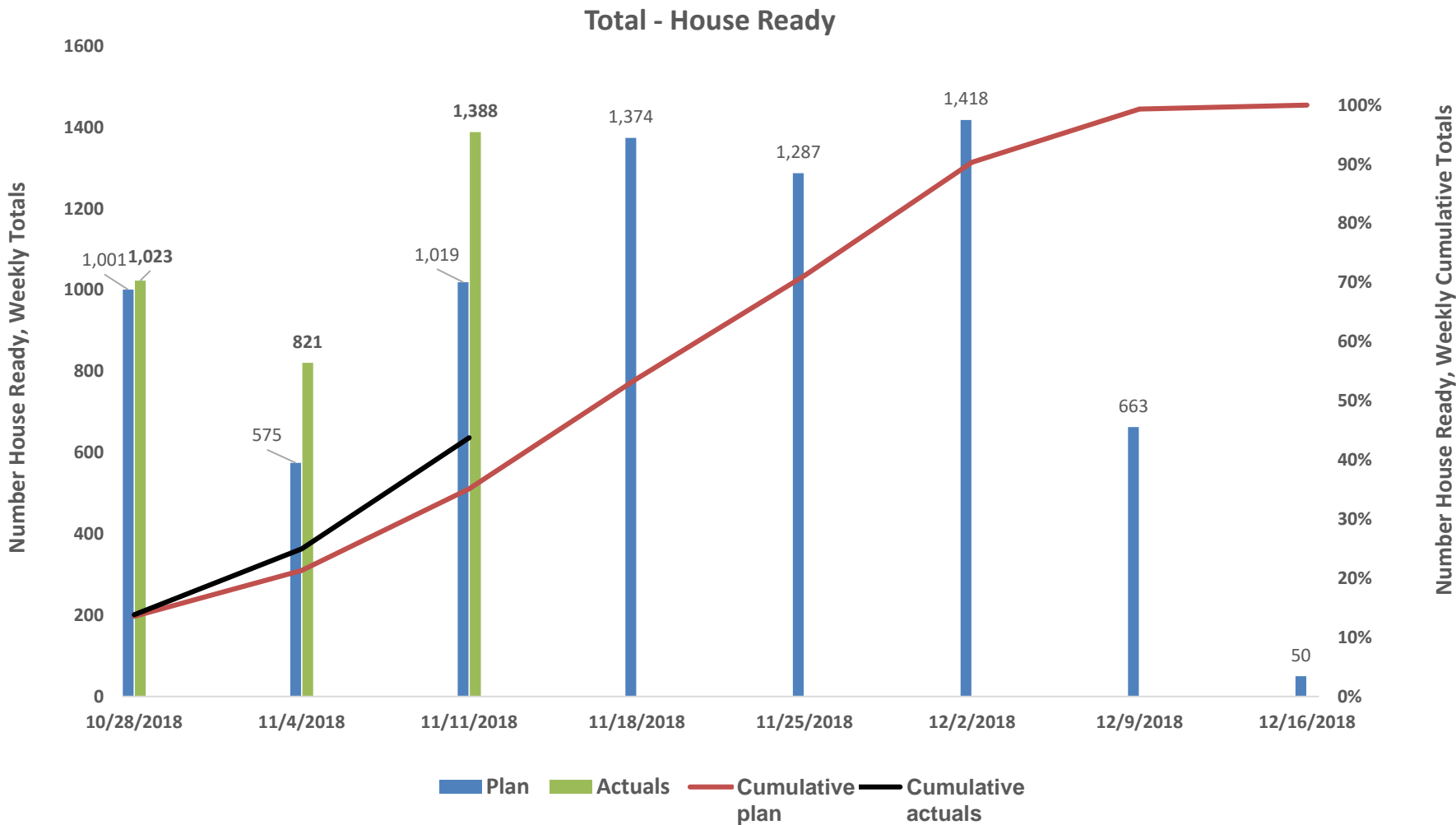
| Municipality | Residential relights, ² # to date | Residential relights, % of meters |
|---------------|--|-----------------------------------|
| Lawrence | 2,550 | 58% |
| Andover | 1,248 | 73% |
| North Andover | 649 | 51% |
| Total | 4,447 | 60% |

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

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 | ³ 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 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) | 1,325 | |
| 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 ³ | 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

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
- 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 ¹ | | | | Service Restored ² | | |
|---------------|-----------------|----------|-------|--------------------------|---------------|----------|-------|-------------------------------|----------|-------|
| | Self-mitigate | Windover | Total | Completed yesterday | Cumulative | | | Cumulative | | |
| | | | | | 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

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 ¹ | 1,006 | 369 | \$1.64 |
| Total | 23,456 | 10,628 | \$57.75 |

¹ 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 |
|----------------------|---------------|------------|---------------|
| Andover | 4,288 | 17 | 4,305 |
| North Andover | 2,576 | N/A | 2,576 |
| Lawrence | 8,936 | 259 | 9,195 |
| Total | 15,800 | 276 | 16,076 |

Customer Temporary Housing Placement Report

| Type of Placement ¹ | Change from 11/13 ² | 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 |
| Grand Total | 18 | 2,209 | 7,893 | 2738 |

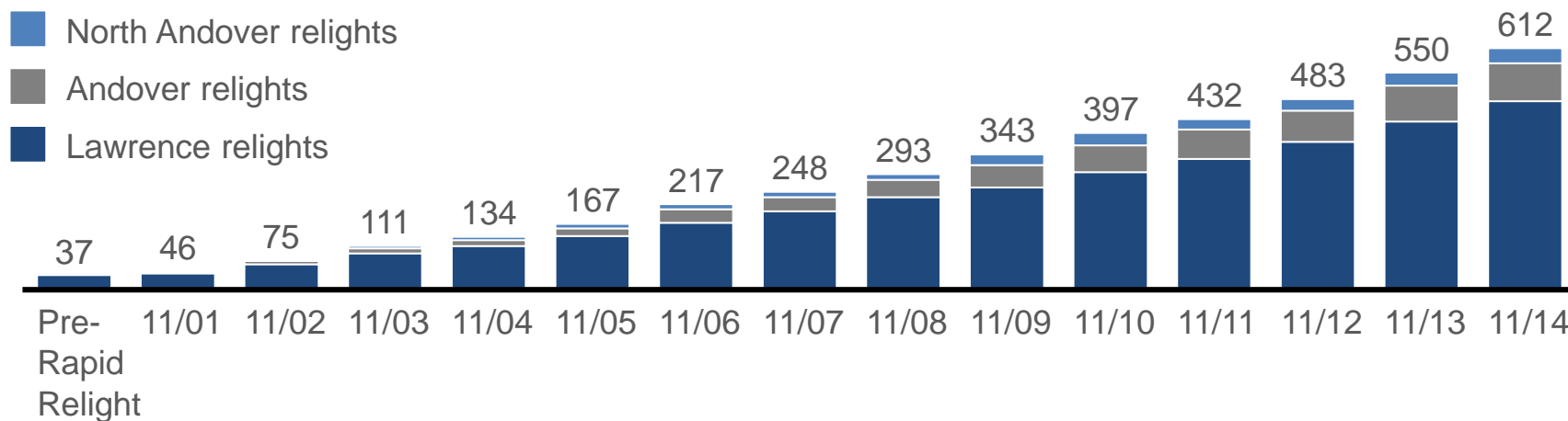
¹ Town refers to where the customer is from, not where they were placed

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 | 11/14 |
| Lawrence | 1810 | 345 | 1465 | 478 | 52 |
| Andover | 214 | 74 | 140 | 96 | 5 |
| North Andover | 185 | 33 | 152 | 38 | 5 |
| Total | 2209 | 452 | 1757 | 612 | 62 |
| % of Total | | 72% | | | |

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



¹ Includes 37 families 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 | 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 |
| Subtotal Hotel Rooms | 5398 | 85 | 1772 | 2057 |
| Apartments | 132 | 0 | 91 | 41 |
| Trailers | 514 | 0 | 300 | 65 |
| Total units | 6044 | 85 | 2163 | 2163 |
| Contracted Total | | 6129 | <i>Note: Over 1300 unoccupied Tier 4 rooms not being extended past Nov 21 were removed from inventory</i> | |



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 |
| Total units | 514 | 372 | 289 | 11 | 7 | 142 | 65 |
| | <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 | 124 | 0 | 10 | 66 | 3 | |

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