

Daily briefing

November 18, 2018



Columbia Gas®



Standing Agenda



Headlines

Weather

Operational Updates

Claims

Communications

Temporary Housing

Discussion Topics

Headlines

We have now:

- Restored over 80% of business customers to service and relit 67% of residential meters
- Relit more than 5,400 meters (across both residential and commercial)
- A 5-day trailing average of 275 House Ready per day

We are now:

- Putting a plan in place to combat frigid temperatures over Thanksgiving holiday











Weather

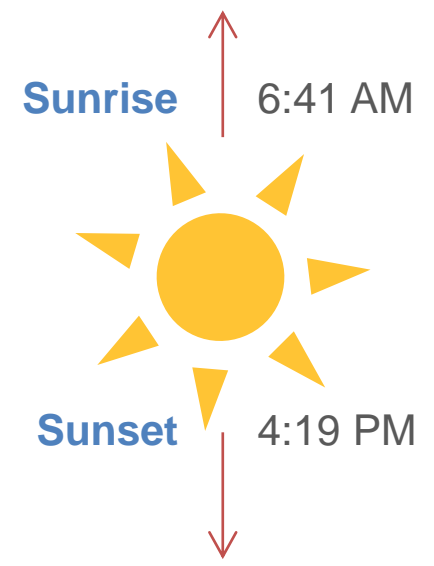


10-day Forecast



Sunrise/Sunset Schedule 11/18/2018

DAY	DESCRIPTION	HIGH / LOW	PRECIP
TODAY NOV 18	 Cloudy	39°/33°	0%
MON NOV 19	 AM Showers	42°/32°	50%
TUE NOV 20	 Rain/Snow	36°/26°	90%
WED NOV 21	 Partly Cloudy	35°/12°	20%
THU NOV 22	 Sunny	24°/13°	0%
FRI NOV 23	 Sunny	30°/20°	0%
SAT NOV 24	 PM Showers	41°/32°	30%
SUN NOV 25	 Showers	43°/39°	40%
MON NOV 26	 Showers	44°/41°	50%
TUE NOV 27	 Showers	44°/35°	50%



SOURCE: Weather.com as of 2:00 PM on 11/18

Residential Restoration / Rapid Relight

Residential House Ready

	Plan	Actual	Of which: Repaired ³
11/17	192	257	75 (41%)
Cumulative	3,726	4,838 (66% of residential meters)	567 (15%)

Residential Workforce

Contractor	Plumbers on 11/17		Total workforce ¹ on 11/17	
	Plan	Actual	Plan	Actual
GRS	425	523	943	1,057
WGP	357	248	414	300
SLS	144	152	233	244
CMA	58	56	107	105
Total	984	979	1,697	1,706

Residential Relights

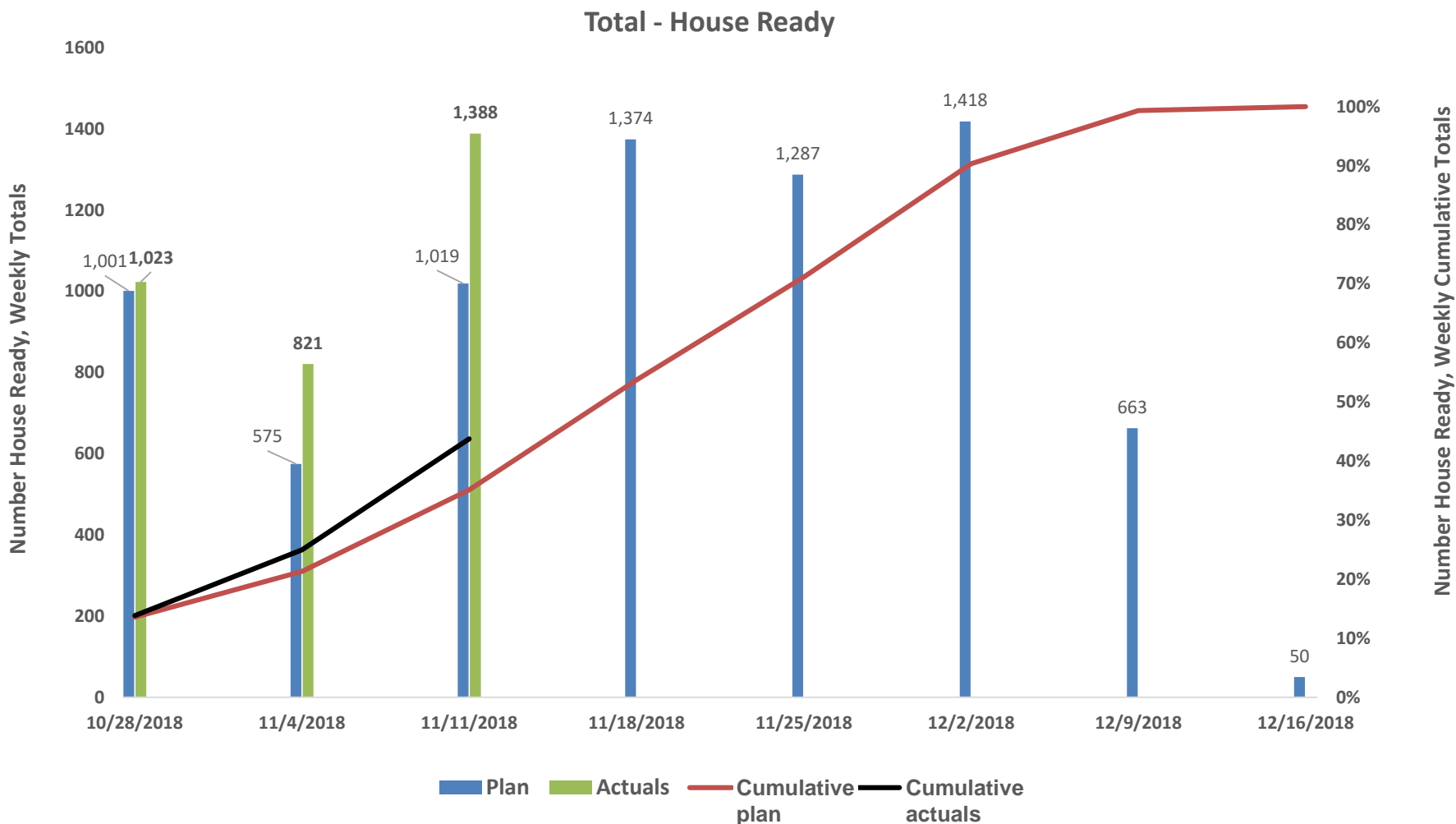
Municipality	Residential relights, ² # to date	Residential relights, % of meters
Lawrence	2,851	65%
Andover	1,324	78%
North Andover	753	59%
Total	4,928	67%

Highlights

- House ready actuals continue to track above plan with over 250 complete on 11/17
- Pivoting 72 hour schedule to address those homes that are most vulnerable to upcoming freezing temperatures
- Continued customer outreach pilot to identify remaining self-mitigation 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 Percentage represents fraction of collective repair + replace. Actual 257 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 11/17	2,978
Confirmed complete, yesterday, 11/17	303
Work ready to go to inspection yesterday, 11/17	101
Backlog of relit meters without confirmed complete appliances, total on 11/17	2,783

Progress to date

- Transitioned plumbing crews under NiSource leaders
- 117 appliances delivered to customers on 11/17 – largest delivery day to date
- Productivity levels remain consistent as new mutual aid teams are onboarded
- Most completions (303) and completed inspections (138) day to date

Today's Focus

- 102 personnel planned today, 11/18
- Continue to refine the appliance delivery process
- Final inspections for installed appliances
- Planning for ramp up of resources starting 11/26

Residential Temporary Heat and Winterization

Temporary Heat

	Definition	Number of meters	% of Post 11/21 meters requiring temp heat
Post 11/21 Customers ¹	Residential customers projected House Ready after 11/21	1,503	
To Be Mitigated / In Temp Housing	Customer has either an alternate fuel source ² , been placed in temporary housing or already been relit (e.g., due to self-mitigation)	951	
Temp Heat potentially needed	Customers projected House Ready after 11/21 not in the above row	552	100%
Temp Heat installed	Customers with temporary heating installed	105	19%
Declined Temp Heat	Customers who have declined temporary heating installations	63	11%
Can't contact	Have called, knocked on door, left fliers, but unable to reach customer	21	4%
Review pending	Remaining customers to conduct temporary heat reviews – some contacted, awaiting response	363	66%

Winterization

	Cumulative, # meters	Cumulative, % meters in winterization queue
Winterization queue	256	100%
Scheduling appointment	103	40%
Appointment scheduled	24	9%
Winterization complete	58	23%
Winterization declined after initial request ³	77	28%

Progress to date

- Provided temporary heat to 296 customers in blocks
- Completed winterization on 58 properties; contacted another 77 properties who have declined

Customer and community engagement

- Positive touch point with a customer on Phillips St in Lawrence, made NBC Boston
- Rapid response to overnight temp heat requests

Today's Focus

- Continue 3rd wave outreach for winterization
- Focus on temp heat and winterization for customers not anticipated house ready by 11/21

¹ Residential customers with planned Install dates after 11/21 | 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
- 19 newly Service Restored achieved November 17
- 81% of 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	Windoever	Total	Completed yesterday	Cumulative			Cumulative		
					Self-mitigate	Windoever	Total	Self-mitigate	Windoever	Total
Lawrence	54	259	313	16	38	192	230	36 (66%)	186 (71%)	222 (70%)
Andover	145	72	217	4	119	70	189	118 (81%)	70 (97%)	188 (86%)
North Andover	45	110	155	1	37	108	145	37 (82%)	108 (98%)	145 (93%)
Total	244	441	685	21	194	370	564	191 (78%)	364 (82%)	555 (81%)

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	39,884
Claims serviced at walk-in centers	22 – Andover 25 – Lawrence 0 – North Andover
Residential claims, %	91%
Claims with more than 1 payment, %	50%
ASA: Claim Center, yesterday	4 seconds

Claims by Municipality

Municipality	Claims Received	Active Claims	Value paid out, \$M
Andover	4,928	2,109	\$20.21
North Andover	3,444	1,579	\$12.92
Lawrence	14,176	6,121	\$24.92
Other Areas ¹	1,018	361	\$1.74
Total	23,566	10,170	\$59.79

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

Progress

- 36 customers indicating their intent to self-mitigate heat and hot water
- 39 payments to Business customers totaling \$355,466, with total paid to date of \$9.7M, 7 over \$10k
- 527 customer payments made totaling \$1.1M, 27 over \$10k

Goals for next 24 hours & beyond

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

Customer and community engagement

- Adjuster met over 4 hours with EParaTodos small business members, assisting with any claim questions they had
- 47 customers served through the Claim Centers.
 - 41 residential customers, 36 being returning customers
 - 6 business customers, 5 returning and 1 new
 - \$4,700 issued in payments via debit card

Communication

IMAGE OF THE DAY



Children's art at the Claims Center

Social Media Customer Care Questions:

- Appliance installation and 72 hour process
- Landlord-Tenant Claims Questions
- Deep freeze plan

Social Media Proactive Content:

- Check on vulnerable residents
- Back to Business Updates
- Stress Management Seminar in Lawrence
- Thanksgiving Meals

Completed

- Daily media briefing
- Newsletter sent to print
- Spanish ads airing
- Thanksgiving numbers are final

Customer Temporary Housing Placement Report

Type of Placement ¹	Change from 11/16 ²	Families	Individuals	Children
Apartment	(1)	61	233	86
ANDOVER	-	7	22	7
LAWRENCE	(1)	47	193	73
NORTH ANDOVER	-	7	18	6
Hotel	21	1,794	6,025	1,956
ANDOVER	(3)	193	476	125
LAWRENCE	20	1,449	5,119	1,708
NORTH ANDOVER	4	152	430	123
RV	(3)	381	1,727	724
ANDOVER	-	10	46	22
LAWRENCE	(4)	339	1,557	647
NORTH ANDOVER	1	32	124	55
Other	1	4	14	4
ANDOVER	-	1	1	-
LAWRENCE	1	3	13	4
Grand Total	18	2,240	7,999	2,770

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)

B Relight notifications to families in Temp Housing

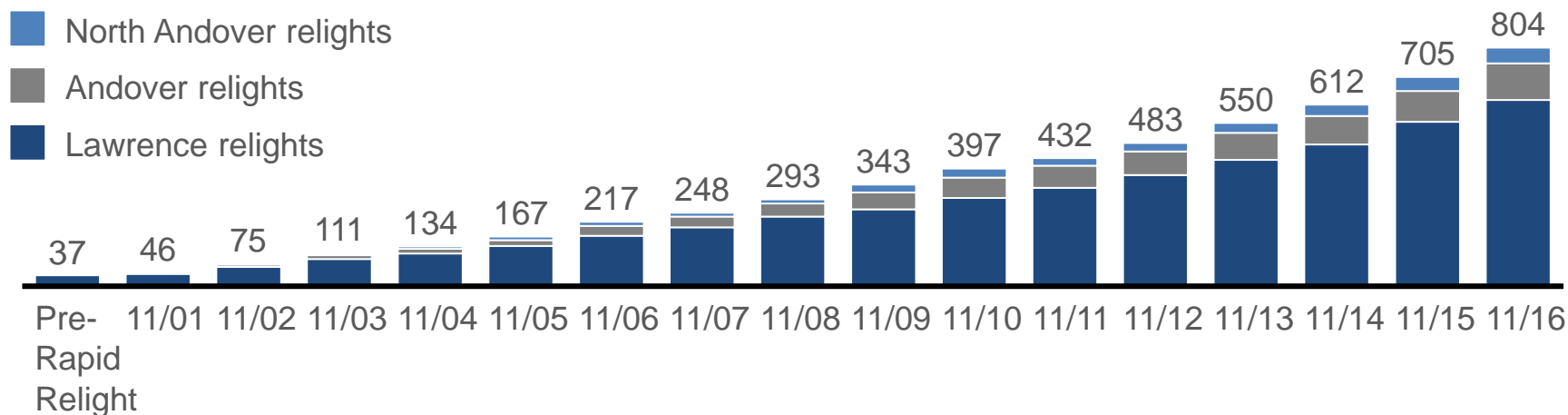
Location	Families in Temp Housing (total placed)	Returned home ²	Families in Temp Housing (remaining)	Relight totals	
				Cumulative ¹	11/16
Lawrence	1840	440	1400	628	74
Andover	211	88	123	123	19
North Andover	191	42	149	53	6
Total	2240	570	1670	804	99

% of Total

93%

= Returned home total today / Relights 48 hours ago

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	1324	60	958	346
Hotel 20 – 25 Miles	1092	10	381	706
Hotel 25 – 30 miles	1254	0	126	1080
Hotel > 30 miles	1776	73	238	30
Subtotal Hotel Rooms	5446	143	1703	2162
Apartments	132	0	91	41
Trailers	514	0	276	29
Total units	6092	143	2070	2232

Contracted Total 6235

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/ Hibernation ¹	Available for Placement
South Common	248	159	138	5	3	24 / 65	13
Pemberton Park	99	68	51	1	1	10 / 21	15
Grogan Field	60	41	32	0	2	7 / 12	0 ²
Recreation Road	32	18	14	0	3	0 / 14	1
Sullivan Park	75	57	30	5	7	18 / 0	0 ²
Total units	514	343	265	11	16	59 / 112	29
	<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	104	2	11	79	6	

¹ Trailers out of service either need to be cleaned or have a mechanical issue. Trailers that are in hibernation have had water drained from their systems, and can be quickly brought back online to be resident ready when needed.

² Given the intent to stand down Grogan Field and Sullivan Park in the upcoming weeks, customers will no longer be newly placed at these sites.

Discussion topics



Pivoting residential rapid relight schedule to address most vulnerable customers affected by upcoming freezing temperatures



56 carpenters and laborers deploying to assist in insulating/heating underside of trailers tomorrow (Monday, 11/19)



Finalizing plan of action to address Thanksgiving temperatures, will brief principals on plan following the Path to Completion brief (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) Available 24/7	(800)-590-5571
Emergency Line	(800)-525-8222
Claims Center and Back-to-Business Locations (see website for availability)	<p>439 South Union Street, Lawrence: Mon. – Fri. 7a.m. – 7p.m.; Sat. 9a.m.-2p.m.</p> <p>45 Main St. Andover: Back-to-Business Mon. – Fri. 12 p.m. – 8p.m.; Sat. 9a.m. – 2p.m.</p> <p>115 Main St. North Andover: Mon. – Fri. 12p.m. – 8p.m.</p>
Career Hotline	(866) 960-7285
For online information visit www.columbiagasma.com	