

Daily briefing

November 19, 2018



Columbia Gas®



Standing Agenda



● Headlines

● Weather

● Operational Updates

● Claims

● Communications

● Temporary Housing

● Discussion Topics

Headlines

We have now:

- Restored over 83% of business customers to service and relit 70% of residential meters
- Relit more than 5,700 meters (across both residential and commercial)
- A 5-day trailing average of 291 House Ready per day

Weather

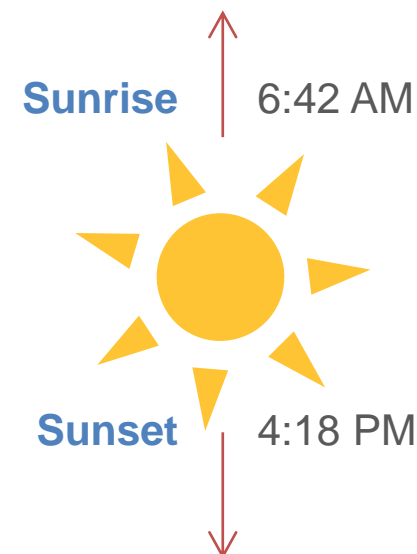


10-day Forecast



Sunrise/Sunset Schedule 11/19/2018

| | | | | |
|-----------------|--|------------------|---------|------|
| TODAY NOV 19 | | Cloudy | 39°/35° | 20% |
| TUE NOV 20 | | Rain/Snow | 37°/28° | 100% |
| WED NOV 21 | | Partly Cloudy | 37°/12° | 10% |
| THU NOV 22 | | Mostly Sunny | 21°/10° | 0% |
| FRI NOV 23 | | Sunny | 30°/21° | 0% |
| SAT NOV 24 | | Partly Cloudy | 41°/33° | 10% |
| SUN NOV 25 | | Showers | 45°/40° | 50% |
| MON NOV 26 | | Showers | 45°/41° | 40% |
| TUE NOV 27 | | Showers | 44°/35° | 50% |
| WED NOV 28 | | AM Clouds/PM Sun | 41°/33° | 20% |



SOURCE: Weather.com as of 1:00 PM on 11/19

Residential Restoration / Rapid Relight

Residential House Ready

| | Plan | Actual | Of which: Repaired ³ |
|------------|-------|-----------------------------------|---------------------------------|
| 11/18 | 155 | 288 | 102 (44%) |
| Cumulative | 3,881 | 5,126 (70% of residential meters) | 669 (16%) |

Residential Workforce

| Contractor | Plumbers on 11/18 | | Total workforce ¹ on 11/18 | |
|------------|-------------------|--------|---------------------------------------|--------|
| | Plan | Actual | Plan | Actual |
| GRS | 425 | 561 | 957 | 1,079 |
| WGP | 357 | 260 | 410 | 312 |
| SLS | 144 | 146 | 233 | 236 |
| CMA | 58 | 56 | 107 | 105 |
| Total | 984 | 1,023 | 1,707 | 1,732 |

Residential Relights

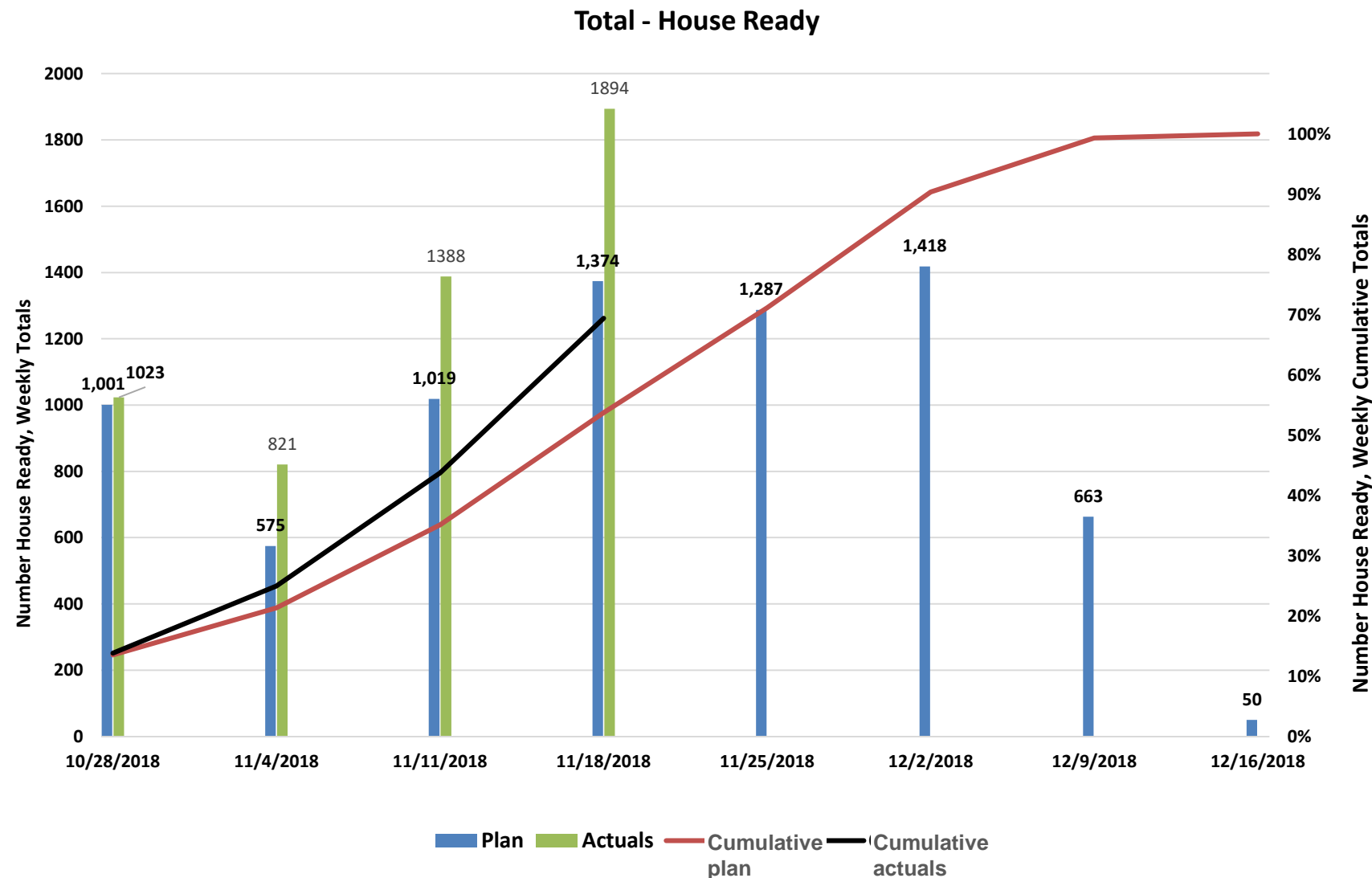
| Municipality | Residential relights, ² # to date | Residential relights, % of meters |
|---------------|--|-----------------------------------|
| Lawrence | 3,019 | 69% |
| Andover | 1,340 | 79% |
| North Andover | 804 | 64% |
| Total | 5,163 | 70% |

Highlights

- House ready actuals continue to track above plan with cumulative over 5,000
- Adjusting 72 hour schedule to address those homes that are most vulnerable to upcoming freezing temperatures
- Continued customer outreach 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 11/18

3,305

Confirmed complete, yesterday, 11/18

327

Work ready to go to inspection

95 yesterday / 173 total

Backlog of relit meters without confirmed complete appliances, total on 11/18

2,798

Progress to date

- Most daily completions to date; highest efficiency to date (man hours per appliance-complete)
- 107 appliances delivered to customers on 11/18 – second straight day with 100+ deliveries
- Good coordination with state inspectors on process (149 completed yesterday)

Today's Focus

- 62 personnel planned today, 11/19
- Continue to refine the appliance delivery process
- Final inspections for installed appliances (173 needed)
- Planning for ramp up of resources once heat and hot water finishes

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) | 978 | |
| Temp Heat potentially needed | Customers projected House Ready after 11/21 not in the above row | 525 | 100% |
| Temp Heat installed | Customers with temporary heating installed | 88 | 17% |
| Declined Temp Heat | Customers who have declined temporary heating installations | 70 | 13% |
| Can't contact | Have called, knocked on door, left fliers, but unable to reach customer | 33 | 6% |
| Review pending | Remaining customers to conduct temporary heat reviews – some contacted, awaiting response | 334 | 64% |

Winterization

| | Cumulative, # meters | Cumulative, % meters in winterization queue |
|---|----------------------|---|
| Winterization queue | 256 | 100% |
| Scheduling appointment | 70 | 27% |
| Appointment scheduled | 20 | 8% |
| Winterization complete | 61 | 24% |
| Winterization declined after initial request ³ | 105 | 41% |

Progress to date

- 578 total temp heat solutions in place across 3 communities
- Completed winterization on 58 properties; contacted another 77 properties who have declined

Customer and community engagement

- Continue Temp Heat quality control processes and engaging customers on routes
- Proactive communication to customers to keep them safe as cold approaches

Today's Focus

- Alignment with Install schedule to define scope
- Continue outreach to all customers with an install date past 11/21, understanding their needs

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

- As of COB 11/19, Windover will be complete in Andover, with 1 meter remaining in North Andover and 18 that are not House Ready in Lawrence
- 19 newly Service Restored achieved November 17
- 83% of customers restored

Customer and community engagement

- Windover continuing to coordinate with remaining self-mitigating customers and communicating status to municipalities

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

| | Total # site ID | | | House Ready ¹ | | | | Service Restored ² | | |
|---------------|-----------------|----------|-------|--------------------------|---------------|----------|-------|-------------------------------|--------------|--------------|
| | | | | Completed yesterday | Cumulative | | | Cumulative | | |
| | Self-mitigate | Windover | Total | | Self-mitigate | Windover | Total | Self-mitigate | Windover | Total |
| Lawrence | 55 | 258 | 313 | 17 | 38 | 209 | 247 | 36 (65%) | 202 (78%) | 238 (76%) |
| Andover | 146 | 71 | 217 | 2 | 120 | 71 | 191 | 119 (81%) | 71 (100%) | 190 (87%) |
| North Andover | 45 | 110 | 155 | 2 | 37 | 110 | 147 | 37 (82%) | 109 (99%) | 146 (94%) |
| Total | 246 | 439 | 685 | 21 | 195 | 390 | 585 | 192 (78%) | 382 (87%) | 574 (83%) |

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 | 39,994 |
| Claims serviced at walk-in centers | Claim Centers Closed |
| 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 | 4,930 | 2,073 | \$20.44 |
| North Andover | 3,447 | 1,547 | \$13.01 |
| Lawrence | 14,200 | 6,016 | \$25.12 |
| Other Areas ¹ | 1,020 | 357 | \$1.76 |
| Total | 23,597 | 9,993 | \$60.33 |

Progress Update

- 17 customers indicating their intent to self-mitigate heat and hot water
- 37 payments to Business customers totaling \$171,838, with total paid to date of \$9.9M
- 407 customer payments made totaling \$539k
- Event has eclipsed \$60M via 52,000 payments
- New claims reported dropped 33% this week, averaging 57 a day, 50% now arising from Businesses

Goals for next 24 hours & beyond

- Focus continues to proactively contact landlords to assist with loss of rent claims

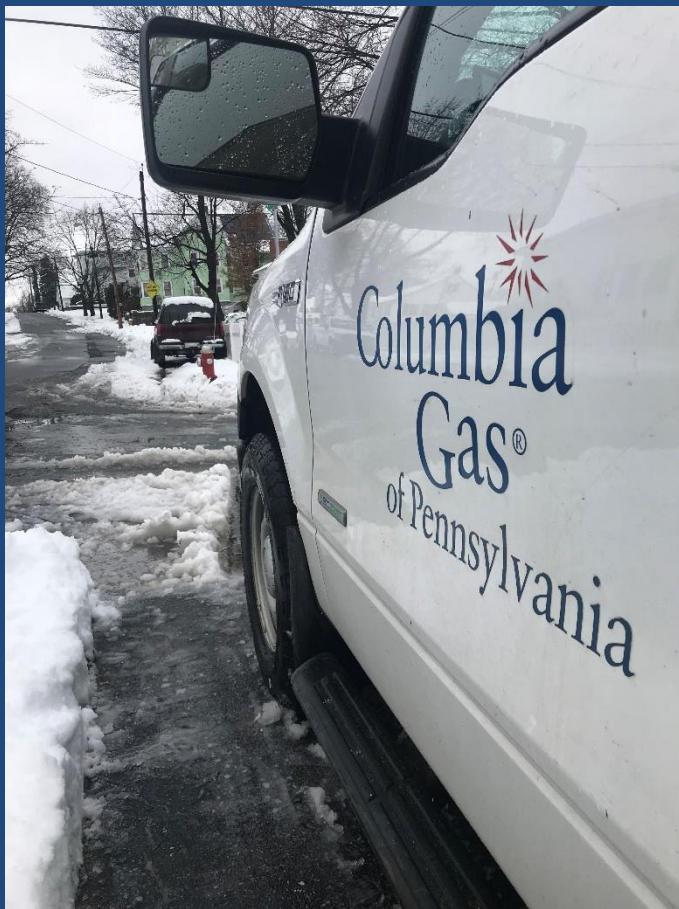
Customer and community engagement

- Claim Centers closed

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

Communications

IMAGE OF THE DAY



Columbia Gas of Pennsylvania workers support the affected customers

Social Media Customer Care Questions:

- Appliance installation and 72-hour process
- Landlord-Tenant Claims Questions

Social Media Proactive Content:

- Cold Weather Communications
- Back to Business Updates
- Stress Management Seminar in Lawrence
- Thanksgiving Meals

Completed

- Cold weather planning
- Daily media briefing
- Newsletter sent to print
- Thanksgiving numbers are final, exceeding 16,000 reservations

Customer Temporary Housing Placement Report

| Type of Placement ¹ | Change from 11/17 ² | Families | Individuals | Children |
|--------------------------------|--------------------------------|--------------|--------------|--------------|
| Apartment | - | 61 | 233 | 86 |
| ANDOVER | - | 7 | 22 | 7 |
| LAWRENCE | - | 47 | 193 | 73 |
| NORTH ANDOVER | - | 7 | 18 | 6 |
| Hotel | 4 | 1,798 | 6,033 | 1,959 |
| ANDOVER | (1) | 192 | 473 | 125 |
| LAWRENCE | 5 | 1,454 | 5,130 | 1,711 |
| NORTH ANDOVER | - | 152 | 430 | 123 |
| RV | (4) | 377 | 1,707 | 718 |
| ANDOVER | - | 10 | 46 | 22 |
| LAWRENCE | (4) | 335 | 1,537 | 641 |
| NORTH ANDOVER | - | 32 | 124 | 55 |
| Other | - | 4 | 14 | 4 |
| ANDOVER | - | 1 | 1 | - |
| LAWRENCE | - | 3 | 13 | 4 |
| Grand Total | - | 2,240 | 7,987 | 2,767 |

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

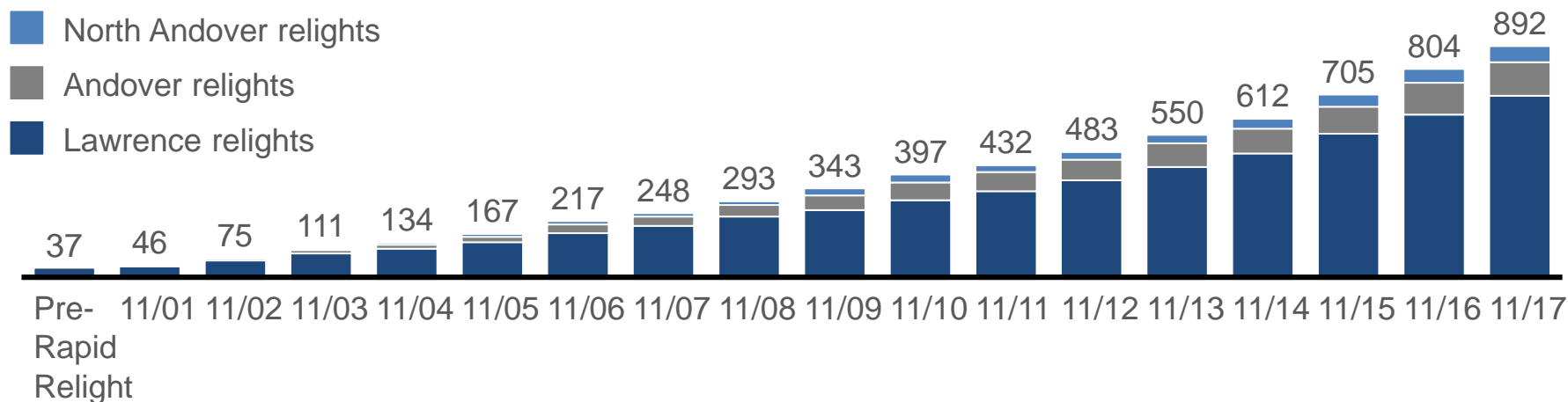
| Location | Families in Temp Housing (total placed) | Returned home ² | Customers in Temp Housing (remaining) | Relight totals | |
|---------------|---|----------------------------|---------------------------------------|-------------------------|-------|
| | | | | Cumulative ¹ | 11/17 |
| Lawrence | 1839 | 511 | 1328 | 701 | 73 |
| Andover | 210 | 95 | 115 | 129 | 6 |
| North Andover | 191 | 51 | 140 | 62 | 9 |
| Total | 2240 | 657 | 1583 | 892 | 88 |

% of Total

98%

= Returned home total today / Relights 48 hours ago

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 | 1409 | 0 | 955 | 429 |
| Hotel 20 – 25 Miles | 1092 | 10 | 311 | 779 |
| Hotel 25 – 30 miles | 1254 | 0 | 115 | 1086 |
| Hotel > 30 miles | 1776 | 73 | 203 | 78 |
| Subtotal Hotel Rooms | 5531 | 83 | 1584 | 2372 |
| Apartments | 132 | 0 | 91 | 41 |
| Trailers | 514 | 0 | 260 | 37 |
| Total units | 6177 | 83 | 1935 | 2450 |

Contracted Total

6260

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 | 155 | 134 | 3 | 4 | 30 / 63 | 20 |
| Pemberton Park | 99 | 65 | 48 | 1 | 1 | 13 / 21 | 15 |
| Grogan Field | 60 | 38 | 30 | 0 | 3 | 10 / 12 | 0 ² |
| Recreation Road | 32 | 16 | 11 | 0 | 1 | 3 / 13 | 2 |
| Sullivan Park | 75 | 56 | 28 | 5 | 7 | 19 / 0 | 0 ² |
| Total units | 514 | 330 | 251 | 9 | 36 | 75 / 109 | 37 |
| | <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 | 97 | 0 | 7 | 66 | 3 | |

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



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



70 carpenters and laborers have deployed to install insulation/heat to the underside of trailers. Will complete Wednesday, 11/21



Staffing to manage operations and potential escalation over the holiday weekend

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