

Daily briefing

November 19, 2018

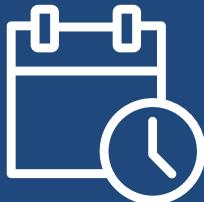
Columbia Gas®



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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

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%



Sunrise/Sunset Schedule 11/19/2018



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%

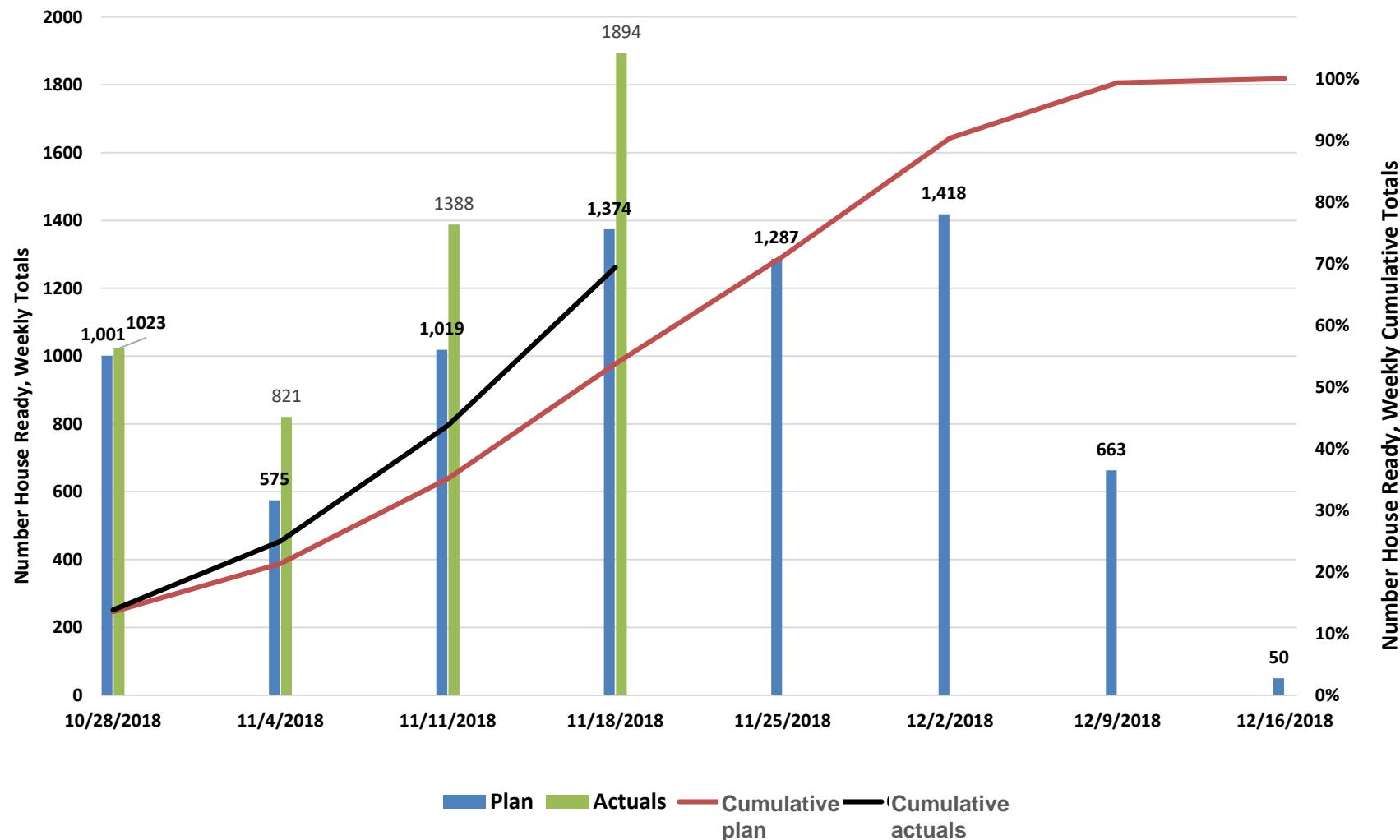
Highlights

- 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

Total - House Ready



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 Customers¹	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 request³	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			
				Cumulative			Cumulative			
	Self-mitigate	Windover	Total	Completed yesterday	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

ALL DATA AS OF 11/18/2018

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

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

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

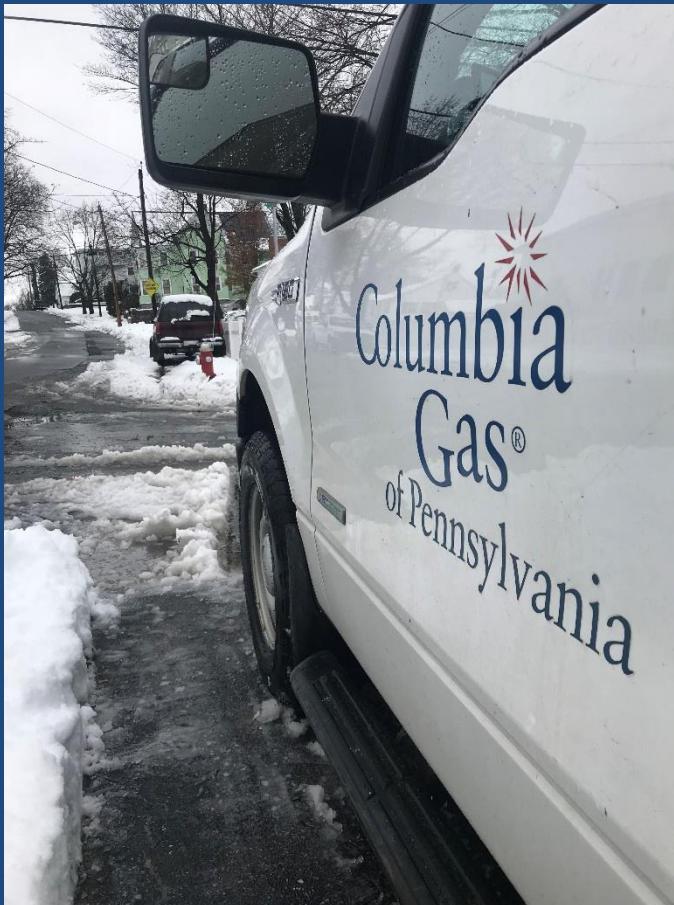
- Focus continues to proactively contact landlords to assist with loss of rent claims

Customer and community engagement

- Claim Centers closed

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

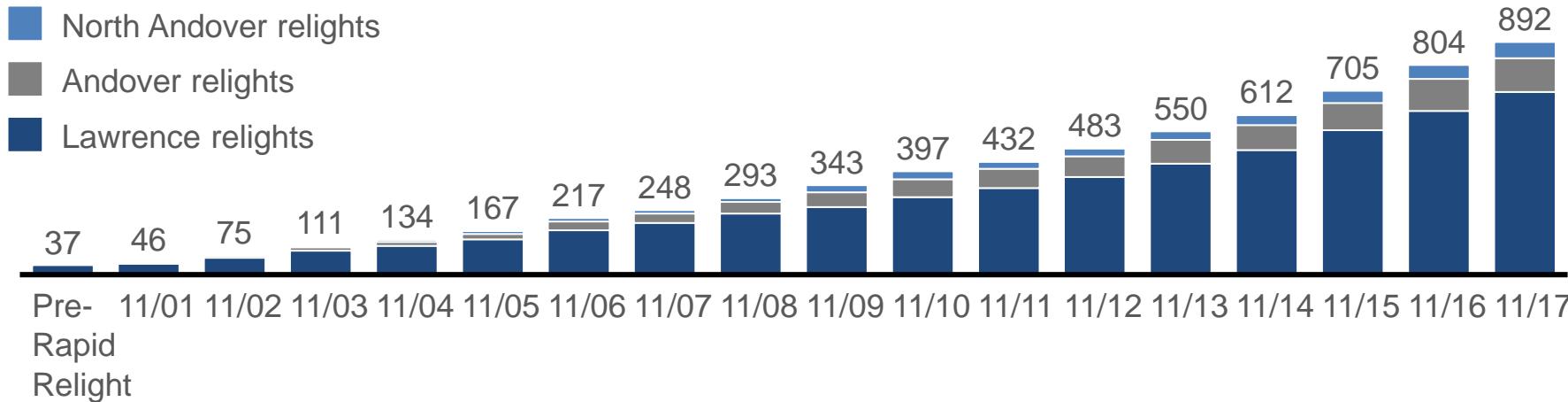
1 Town refers to where the customer is from, not where they were placed

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%		<i>= Returned home total today / Relights 48 hours ago</i>	

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