

Daily briefing

November 24, 2018

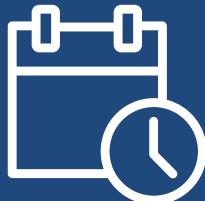
Columbia Gas®



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Standing Agenda



Headlines

Weather

Operational Updates

Claims

Communications

Temporary Housing

Discussion Topics

Headlines

- We have now relit more than 80% of residential meters
- We are actively monitoring for frozen pipe situations and prepared to respond if they arise
- Making significant progress on complex gas space heater properties

Weather



10-day Forecast

DAY	DESCRIPTION	HIGH / LOW	PRECIP	WIND
TODAY NOV 24	Partly Cloudy	44/37°	10%	SSW 11 mph
SUN NOV 25	Rain	45/36°	100%	N 13 mph
MON NOV 26	Rain	45/39°	90%	ENE 10 mph
TUE NOV 27	AM Showers	42/30°	40%	NW 12 mph
WED NOV 28	PM Snow Showers	40/30°	30%	WNW 9 mph
THU NOV 29	Partly Cloudy	41/29°	10%	NW 12 mph
FRI NOV 30	Sunny	39/24°	10%	NW 7 mph
SAT DEC 1	Sunny	39/29°	10%	NW 6 mph
SUN DEC 2	PM Showers	41/37°	40%	S 6 mph
MON DEC 3	Showers	45/37°	50%	SW 7 mph



Sunrise/Sunset Schedule 11/24/2018



SOURCE: Weather.com as of 10:30 AM on 11/24

Residential Restoration / Rapid Relight

Residential House Ready

	Plan	Actual	Of which: Repaired ²
11/23	237	127	16 (42%)
Cumulative	4,757	5,933 (82% of residential meters)	811 (18%)

Residential Workforce

Contractor	Plumbers on 11/23		Total workforce ¹ on 11/23	
	Plan	Actual	Plan	Actual
GRS	0	0	0	0
WGP	250	309	302	359
SLS	60	112	139	192
CMA	0	56	0	100
Total	310	477	441	651

Residential Relights

Municipality	Residential relights, # to date	Residential relights, % of meters
Lawrence	3,491	80%
Andover	1,432	85%
North Andover	994	80%
Total	5,917	81%

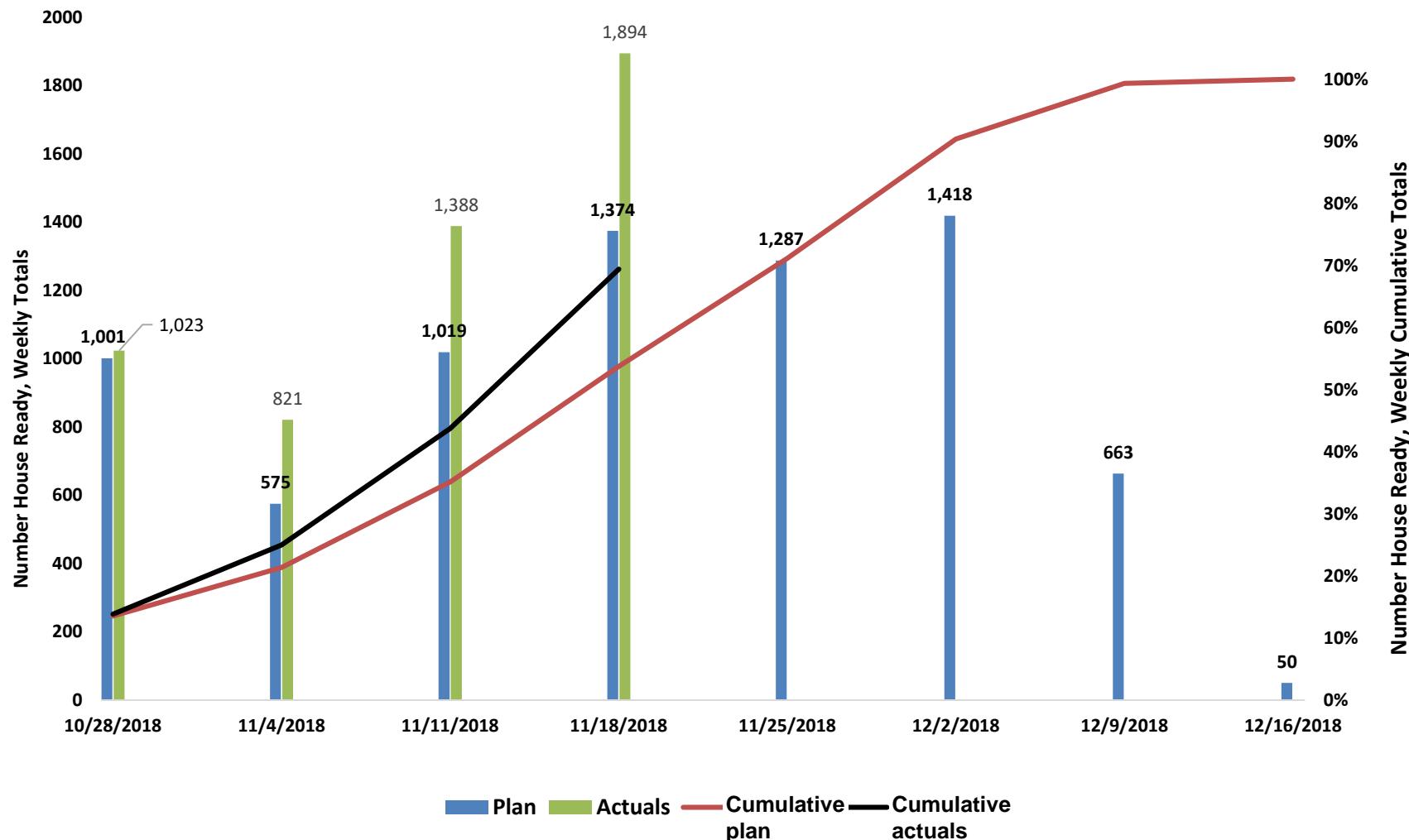
Highlights

- House ready actuals continue to track above plan with cumulative over 5,900

¹ Total workforce = Plumbers + Tradesmen + Support people resources and management | ² Percentage represents fraction of collective repair + replace. Actual 158 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
11/23**

3,763

**Confirmed complete,
11/23**

95

**Work ready to go to
inspection**

34 yesterday / 40 total

**Backlog of relit
meters without
confirmed complete
appliances, total on
11/23**

3,044

Progress to date

- Maintained strong efficiency rates with reduced resources
- 41 deliveries on 11/23
- 67 completed inspections on 11/23

Today's Focus

- 155 personnel planned today, including onboarding of 80 new mutual aid and plumbing resources
- Three teams with dedicated delivery trucks on site
- Preparing for influx of resources

Residential Temporary Heat and Winterization

Temporary Heat & Winterization				Progress to date
	Definition	Number of Remaining Customers	% of Remaining Customers	
Remaining Customers ¹	Remaining customers to relight	1405		<ul style="list-style-type: none"> 297 of customers not yet relit are set up with temporary heat 105 of customers not yet relit have winterization completed
Alternate Heat Source	Customer has an alternate heat source ²	324		
Potential for Winterization Measures	Remaining customers not relit or set up with alternate heat sources	1081	100%	
Temp Heat installed	Customers with temporary heating installed	297	27%	<ul style="list-style-type: none"> Continuing to receive calls for temporary heat and winterization
Winterization Complete	Customers where we have completed winterization	105	10%	
Temp Heat Outreach	Customers either declined, accepted but then declined, and no response customers <i>*Many of these also declined winterization*</i>	298	28%	
Winterization Outreach	Customers either declined, accepted but then declined, and no response customers	93	9%	
Customer Outreach from Central Svcs	Additional outreach – CGI group, Temp Housing & Customer Care Center Teams – customers either declined or no response	288	26%	<h3>Today's Focus</h3> <ul style="list-style-type: none"> Continue servicing customers who were not winterized or set with temporary heat within the past week Redeploying temporary heat as customers are relit

¹ Residential customers remaining to be relit ² Includes customers known to be non-heating customers

Operation Back-to-Business

Progress to date

- 2 newly Service Restored achieved November 23
- 90% of customers restored
- Some customers are switching from self-mitigation to Windover-led mitigation

Customer and community engagement

- Business outreach with updates on remaining work and anticipated restoration dates

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	54	259	313	1	44	237	281	41 (75%)	231 (89%)	272 (86%)
Andover	144	73	217	0	132	71	203	128 (88%)	71 (97%)	199 (91%)
North Andover	46	109	155	0	42	109	151	41 (89%)	109 (100%)	150 (96%)
Total	244	441	685	1	218	417	635	210 (86%)	411 (93%)	621 (90%)

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	41,229
Claims serviced at walk-in centers yesterday 11/23	14 – Andover 38 – Lawrence 13 – 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	4,951	1,954	\$21.50
North Andover	3,466	1,499	\$13.55
Lawrence	14,340	5,845	\$26.87
Other Areas ¹	1,068	366	\$2.21
Total	23,825	9,664	\$64.13

Progress Update

- 29 payments to Business customers yesterday 11/23 totaling \$129,673, with total paid to date of \$11.7M
- 86 customer payments made yesterday totaling \$300K

Goals for next 24 hours & beyond

- Claim adjusters will continue to be embedded with Customer Escalation Center to respond to incidents of freezing water lines until temperatures rise
- Focus continues to proactively contact landlords to assist with loss of rent claims
- Tenant notification process finalized

Customer and community engagement

- 65 customers serviced through the Claim Centers yesterday
 - 62 residential customers, 58 being returning customers
 - 3 business customers, all returning

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

Communication

IMAGE OF THE DAY



Social Media Customer Care Questions

- Customer compliments on Thanksgiving meals
- Weekend relight work plans

Social Media Proactive Content

- Back to Business
- Black Friday, Small Business Saturday, Cyber Monday and Giving Tuesday promotions related to re-opened affected businesses

Completed

- Daily media briefing

Customer Temporary Housing Placement Report

Type of Placement ¹	Change from 11/22 ²	Families	Individuals	Children
Apartment	0	60	231	86
ANDOVER	0	7	22	7
LAWRENCE	0	47	193	73
NORTH ANDOVER	0	6	16	6
Hotel	4	1,843	6,181	2,006
ANDOVER	0	199	490	131
LAWRENCE	3	1,488	5,255	1,751
NORTH ANDOVER	1	156	436	124
RV	(2)	360	1,622	685
ANDOVER	0	10	45	22
LAWRENCE	(1)	319	1,457	609
NORTH ANDOVER	(1)	31	120	54
Other	0	1	1	0
ANDOVER	0	1	1	0
LAWRENCE	0	0	0	0
Grand Total	2	2,264	8,035	2,777

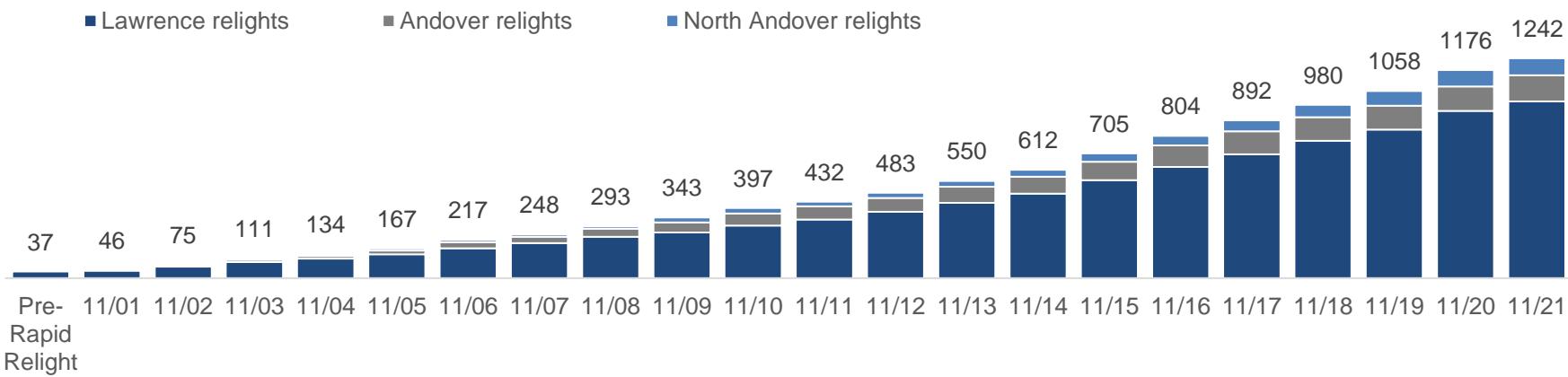
¹ Town refers to where the customer is from, not where they were placed

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	11/21
Lawrence	1854	825	1029	999	53
Andover	217	120	97	147	9
North Andover	193	84	109	96	4
Total	2264	1029	1235	1242	66
% 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	871	527
Hotel 20 – 25 Miles	1102	0	279	822
Hotel 25 – 30 miles	1264	0	96	1149
Hotel > 30 miles	245	0	82	0
Subtotal Hotel Rooms	4020	0	1328	2498
Apartments	132	0	91	41
Trailers	514	0	176	28
Total units	4666	0	1595	2567
Contracted Total		4666	<i>Note: T4 Future Inventory Represents Customers physically checked into T4 that are extended. (11/21-12/19)</i>	



Temporary housing status summary - Trailers

Site Location	Onsite	Resident Ready	Occupied	Held	Spare	Out of Service/ Hibernation ¹	Available for Placement
South Common	248	118	94	2	3	53/77	19
Pemberton Park	99	47	38	0	1	15/ 37	8
Grogan Field	60	29	16	0	1	6/25	0 ²
Recreation Road	32	11	7	0	3	4/17	1
Sullivan Park	75	33	18	1	11	16/ 27	0 ²
Total units	514	238	173	3	19	94/ 183	28
	<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	65	0	3	14	1	

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

- Establish date for next Open Houses
- Working with contractors on self-mitigation customer data in order to plan scope of work to complete for the upcoming week
- Developing close-out workplan for CGIs and abandoned / condemned properties
- A plan is in place to mitigate all space heater issues by the end of the month

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) **(800)-590-5571**
Available 24/7

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