

# Daily briefing

November 23, 2018

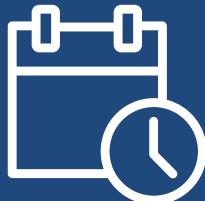
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# Standing Agenda



Headlines

Weather

Operational Updates

Claims

Communications

Temporary Housing

Discussion Topics

# Headlines

## ■ **We have now:**

- Restored 90% of business customers to service (92% excluding self-mitigating customers)
- Relit 80% of residential meters
- Provided 23,000 Thanksgiving meals to customers across all three municipalities

# Weather



## 10-day Forecast

DAY	DESCRIPTION	HIGH / LOW	PRECIP	WIND
TODAY NOV 23	Sunny	31°/21°	0%	WSW 8 mph
SAT NOV 24	Partly Cloudy	44°/38°	10%	SW 7 mph
SUN NOV 25	AM Rain	46°/36°	90%	NNW 9 mph
MON NOV 26	Rain	45°/35°	100%	E 11 mph
TUE NOV 27	AM Snow Showers	41°/31°	50%	WNW 12 mph
WED NOV 28	Cloudy	39°/30°	10%	WNW 9 mph
THU NOV 29	Sunny	40°/29°	10%	NW 10 mph
FRI NOV 30	Sunny	41°/28°	20%	NW 5 mph
SAT DEC 1	Partly Cloudy	39°/29°	20%	NNW 7 mph
SUN DEC 2	Partly Cloudy	41°/35°	20%	WNW 6 mph



## Sunrise/Sunset Schedule 11/23/2018



SOURCE: Weather.com as of 10:00 AM on 11/23

# Residential Restoration / Rapid Relight

## Residential House Ready

	Plan	Actual	Of which: Repaired <sup>3</sup>
11/21 & 11/22	354	320	47 (35%)
Cumulative	4,519	5,806 (80% of residential meters)	792 (18%)

## Residential Workforce

Contractor	Plumbers on 11/22		Total workforce <sup>1</sup> on 11/22	
	Plan	Actual	Plan	Actual
GRS	0	0	0	0
WGP	100	63	130	71
SLS	24	26	60	46
CMA	0	4	0	5
<b>Total</b>	<b>124</b>	<b>93</b>	<b>190</b>	<b>122</b>

## Residential Relights

Municipality	Residential relights, <sup>2</sup> # to date	Residential relights, % of meters
Lawrence	3,456	80%
Andover	1,422	84%
North Andover	980	79%
<b>Total</b>	<b>5,858</b>	<b>80%</b>

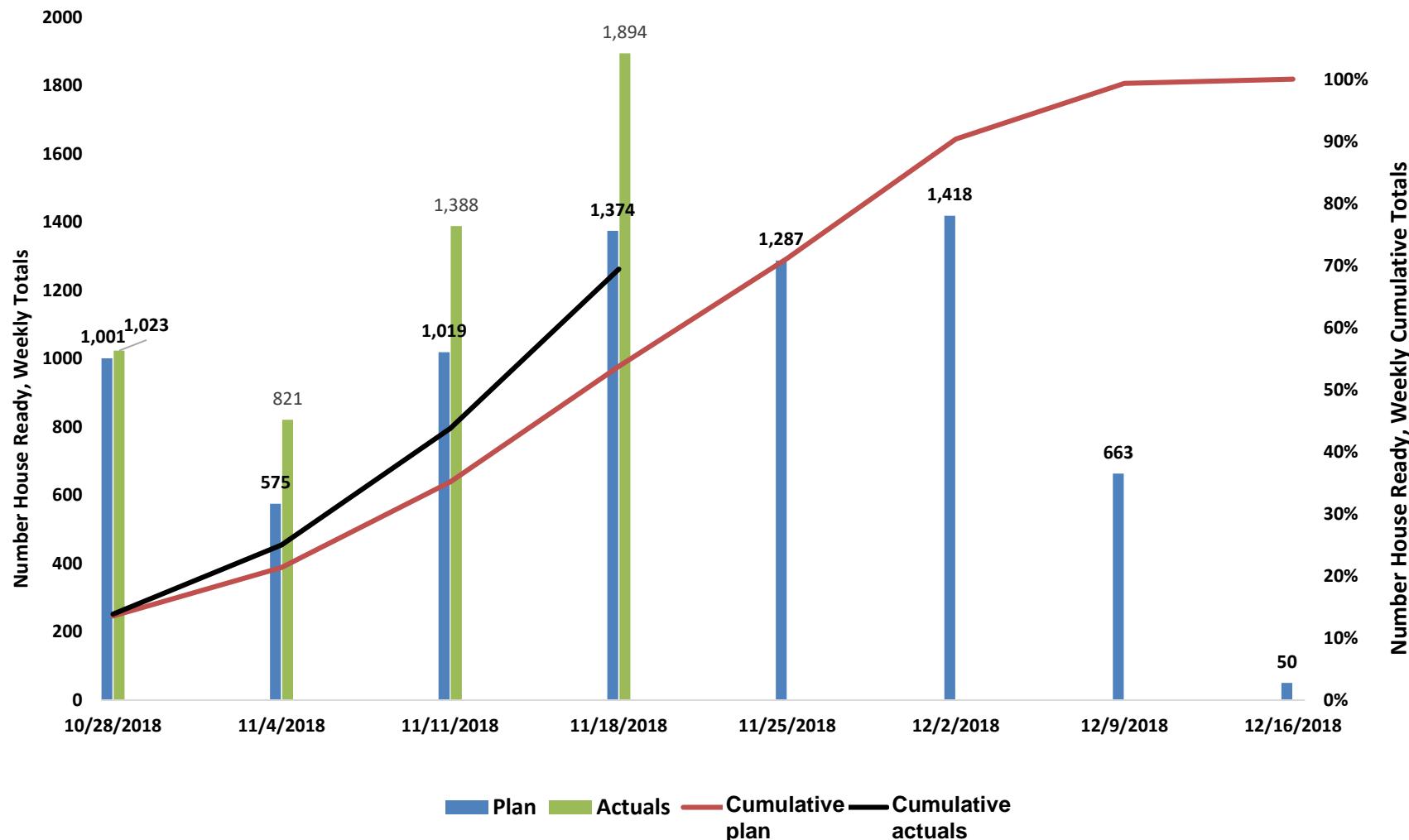
## Highlights

- Total house ready actuals continue to track above plan with cumulative over 5,800
- 100+ House Ready and 31 relights yesterday, 11/22 due to crews staffed on Thanksgiving

<sup>1</sup> Total workforce = Plumbers + Tradesmen + Support people resources and management | <sup>2</sup> 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 | <sup>3</sup> 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  
11/22**

3,668

**Confirmed complete,  
11/21 & 11/22**

104

**Work ready to go to  
inspection prior two  
days, 11/21 and 11/22**

53 on 11/21, 0 on 11/22 / 98 total

**Backlog of relit  
meters without  
confirmed complete  
appliances, total on  
11/22**

2,885

## Progress to date

- Maintained strong efficiency rates with reduced resources
- No recordable injuries even with poor weather conditions and mutual aid resources transitioning off

## Today's Focus

- 48 personnel planned today, 11/23
- Alignment of delivery trucks for weekend
- Preparing for influx of resources

# Residential Temporary Heat and Winterization

Metrics				Progress to date
	Definition	Number of meters	% of Post 11/21 meters requiring temp heat	
Post 11/21 Customers <sup>1</sup>	Residential customers projected House Ready after 11/21 – All Contacted by 2 PM 11/21	1597		
Relit or Alternate Heat Source	Customer either has an alternate heat source <sup>2</sup> , or has been relit (e.g., due to self-mitigation)	488		
Potential for Winterization Measures	Customers projected House Ready after 11/21 not in the above row	1109	100%	
Temp Heat installed	Customers with temporary heating installed	285	26%	
Winterization Complete	Customers who have winterization complete	94	8%	
Temp Heat Outreach	Customers either declined, accepted but then declined, and no response customers <i>*Many of these also declined winterization*</i>	313	28%	
Winterization Outreach	Customers either declined, accepted but then declined, and no response customers	102	9%	
Customer Outreach from Central Svcs	Additional outreach – CGI group, Temp Housing & Customer Care Center Teams – customers either declined or no response	315	29%	
<ul style="list-style-type: none"> <li>Many customers have taken their own measures to winterize or heat their spaces with exposed pipes</li> <li>Temp Heat and Winterization contractors continue reaching out to customers who have previously declined or that we could not contact</li> </ul>				

# Operation Back-to-Business

## Progress to date

- 17 newly Service Restored achieved November 21 and 22
- 90% of customers restored

## Customer and community engagement

- Contacted businesses regarding winterization and temporary heat
- Continued outreach to self mitigating businesses to assist if needed

### Business customers by current status, #, progress past two days and cumulative

	Total # site ID			House Ready <sup>1</sup>			Service Restored <sup>2</sup>			
				Completed 11/21-2	Cumulative			Cumulative		
	Self-mitigate	Windover	Total		Self-mitigate	Windover	Total	Self-mitigate	Windover	Total
Lawrence	54	259	313	7	44	236	280	41 (75%)	230 (88%)	271 (86%)
Andover	144	73	217	7	132	71	203	128 (88%)	71 (97%)	199 (91%)
North Andover	46	109	155	1	42	109	151	40 (86%)	109 (100%)	149 (96%)
Total	244	441	685	15	218	416	634	209 (85%)	410 (92%)	619 (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	40,951
Claims serviced at walk-in centers	11 – Andover 28 – Lawrence 16 – 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	4,950	1,978	\$21.41
North Andover	3,468	1,505	\$13.52
Lawrence	14,318	5,853	\$26.70
Other Areas <sup>1</sup>	1,057	367	\$2.18
<b>Total</b>	<b>23,793</b>	<b>9,703</b>	<b>\$63.81</b>

## Progress Update

- 57 payments to Business customers totaling \$623,815, with total paid to date of \$11.6M
- 378 customer payments made totaling \$800k
- 61 claim staff supported customers on Thursday 11/22

## Goals for next 24 hours & beyond

- Claim adjusters embedded with Customer Escalation Center to respond to anticipated incidents of freezing water lines
- Focus continues to proactively contact landlords to assist with loss of rent claims

## Customer and community engagement

- Claim Supervisor delivered Thanksgiving dinner to customer on Thursday who was not able to get out of his home
- 55 customers serviced through the Claim Centers Wed. Closed Thanksgiving.
  - 53 residential customers today, 51 being returning customers
  - 2 business customers, 1 returning and 1 new

<sup>1</sup> Areas impacted by electrical outage may be outside of Lawrence, Andover, and North Andover

# Communication

## IMAGE OF THE DAY



Supported Thanksgiving Meal Pick Up and Sit Down Dinner

## Social Media Customer Care Questions

- Thanksgiving meal details and messages of appreciation

## Social Media Proactive Content

- Happy Thanksgiving
- 24/7 service and temporary housing availability
- Back to Business promotions including Small Business Saturday and Black Friday

## Completed

- Thanksgiving Meal Pick Up + Sit Down Call Center FAQs and media inquiries
- 23,000 Thanksgiving meals

# Customer Temporary Housing Placement Report

Type of Placement <sup>1</sup>	Change from 11/20 <sup>2</sup>	Families	Individuals	Children
Apartment	(1)	60	231	86
ANDOVER	0	7	22	7
LAWRENCE	0	47	193	73
NORTH ANDOVER	(1)	6	16	6
Hotel	28	1,843	6,181	2,006
ANDOVER	6	199	490	131
LAWRENCE	17	1,488	5,255	1,751
NORTH ANDOVER	5	156	436	124
RV	(11)	360	1,622	685
ANDOVER	0	10	45	22
LAWRENCE	(10)	319	1,457	609
NORTH ANDOVER	(1)	31	120	54
Other	(1)	1	1	0
ANDOVER	0	1	1	0
LAWRENCE	(1)	0	0	0
<b>Grand Total</b>	<b>15</b>	<b>2,264</b>	<b>8,035</b>	<b>2,777</b>

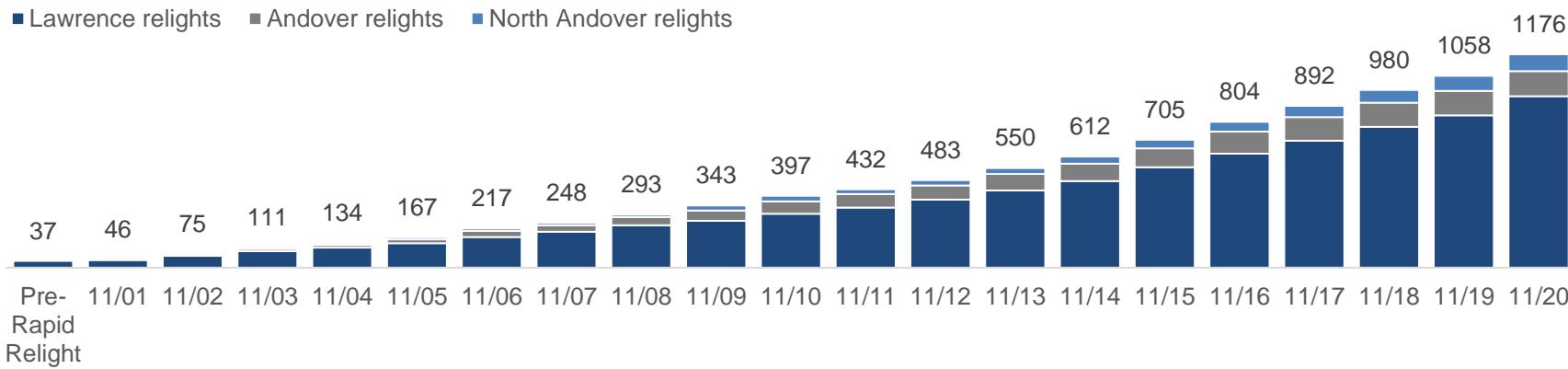
<sup>1</sup> Town refers to where the customer is from, not where they were placed

<sup>2</sup> 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 <sup>2</sup>	Families in Temp Housing (remaining)	Relight totals	
	Cumulative <sup>1</sup>		11/20		
Lawrence	1847	657	1190	946	106
Andover	212	116	96	138	4
North Andover	192	64	128	92	8
<b>Total</b>	<b>2251</b>	<b>837</b>	<b>1414</b>	<b>1176</b>	<b>118</b>
<b>% of Total</b>		<b>99%</b>		= 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 1<sup>st</sup>

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	889	518
Hotel 20 – 25 Miles	1102	0	282	820
Hotel 25 – 30 miles	1254	0	103	1149
Hotel > 30 miles	245	0	89	0
<b>Subtotal Hotel Rooms</b>	<b>4010</b>	<b>0</b>	<b>1363</b>	<b>2487</b>
Apartments	132	0	91	41
Trailers	514	0	181	53
<b>Total units</b>	<b>4656</b>	<b>0</b>	<b>1635</b>	<b>2584</b>
<b>Contracted Total</b>		<b>4656</b>	<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 <sup>1</sup>	Available for Placement
South Common	248	146	96	1	3	69 / 33	46
Pemberton Park	99	49	40	0	1	15 / 35	8
Grogan Field	60	30	17	0	1	5 / 25	0 <sup>2</sup>
Recreation Road	32	14	8	0	4	1 / 17	2
Sullivan Park	75	33	18	1	11	15 / 27	0 <sup>2</sup>
<b>Total units</b>	<b>514</b>	<b>272</b>	<b>179</b>	<b>2</b>	<b>15</b>	<b>105 / 137</b>	<b>56</b>

	Beds Available	Registered	Ineligible	Beds Assigned	Meals Provided	Showers
<b>Congregate Shelter (24 hour report)</b>	<b>500</b>	<b>70</b>	<b>0</b>	<b>3</b>	<b>49</b>	<b>3</b>

<sup>1</sup> 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.

<sup>2</sup> 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



Working with municipalities to resolve CGIs; many have been turned off at curb to protect properties



Outbound calls to identify vulnerable residents successful; all contacted, and all 15 who wanted housing were housed



Working on close-out documentation, tying together loose ends, and planning path to completion

## 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](http://www.columbiagasma.com)