

Daily briefing

November 20, 2018



Columbia Gas®



Standing Agenda



Headlines

Weather

Operational Updates

Claims

Communications

Temporary Housing

Discussion Topics

Headlines

We have now:

- Relit more than 70% of residential meters
- Relit more than 5,800 meters (across both residential and commercial)
- Redeployed some plumbing resources to temporary mitigation for imminent freezing temperatures

Weather

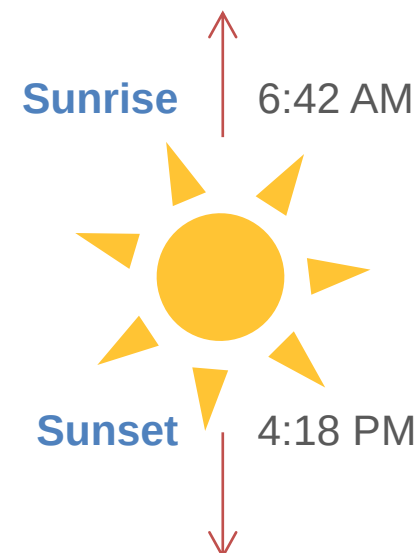


10-day Forecast



Sunrise/Sunset Schedule 11/20/2018

DAY		DESCRIPTION	HIGH / LOW	PRECIP	WIND
TODAY NOV 20		Snow	36°/28°	100%	N 9 mph
WED NOV 21		Partly Cloudy	38°/13°	20%	WSW 16 mph
THU NOV 22		Mostly Sunny	21°/10°	0%	NW 17 mph
FRI NOV 23		Sunny	29°/18°	0%	WNW 7 mph
SAT NOV 24		Partly Cloudy	41°/34°	10%	SW 7 mph
SUN NOV 25		Rain	45°/38°	80%	NNE 9 mph
MON NOV 26		PM Showers	46°/42°	50%	NE 11 mph
TUE NOV 27		Showers	47°/35°	40%	W 11 mph
WED NOV 28		Partly Cloudy	41°/33°	20%	W 10 mph
THU NOV 29		Partly Cloudy	40°/31°	20%	WNW 8 mph



SOURCE: Weather.com as of 10:30 AM on 11/20

Residential Restoration / Rapid Relight

Residential House Ready

	Plan	Actual	Of which: Repaired ³
11/19	153	202	50 (30%)
Cumulative	4,034	5,328 (73% of residential meters)	719 (16%)

Residential Workforce

Contractor	Plumbers on 11/19		Total workforce ¹ on 11/19	
	Plan	Actual	Plan	Actual
GRS	425	403	925	841
WGP	357	274	410	327
SLS	144	152	236	242
CMA	58	56	107	105
Total	984	885	1,678	1,515

Residential Relights

Municipality	Residential relights, ² # to date	Residential relights, % of meters
Lawrence	3,161	72%
Andover	1,357	80%
North Andover	856	68%
Total	5,374	73%

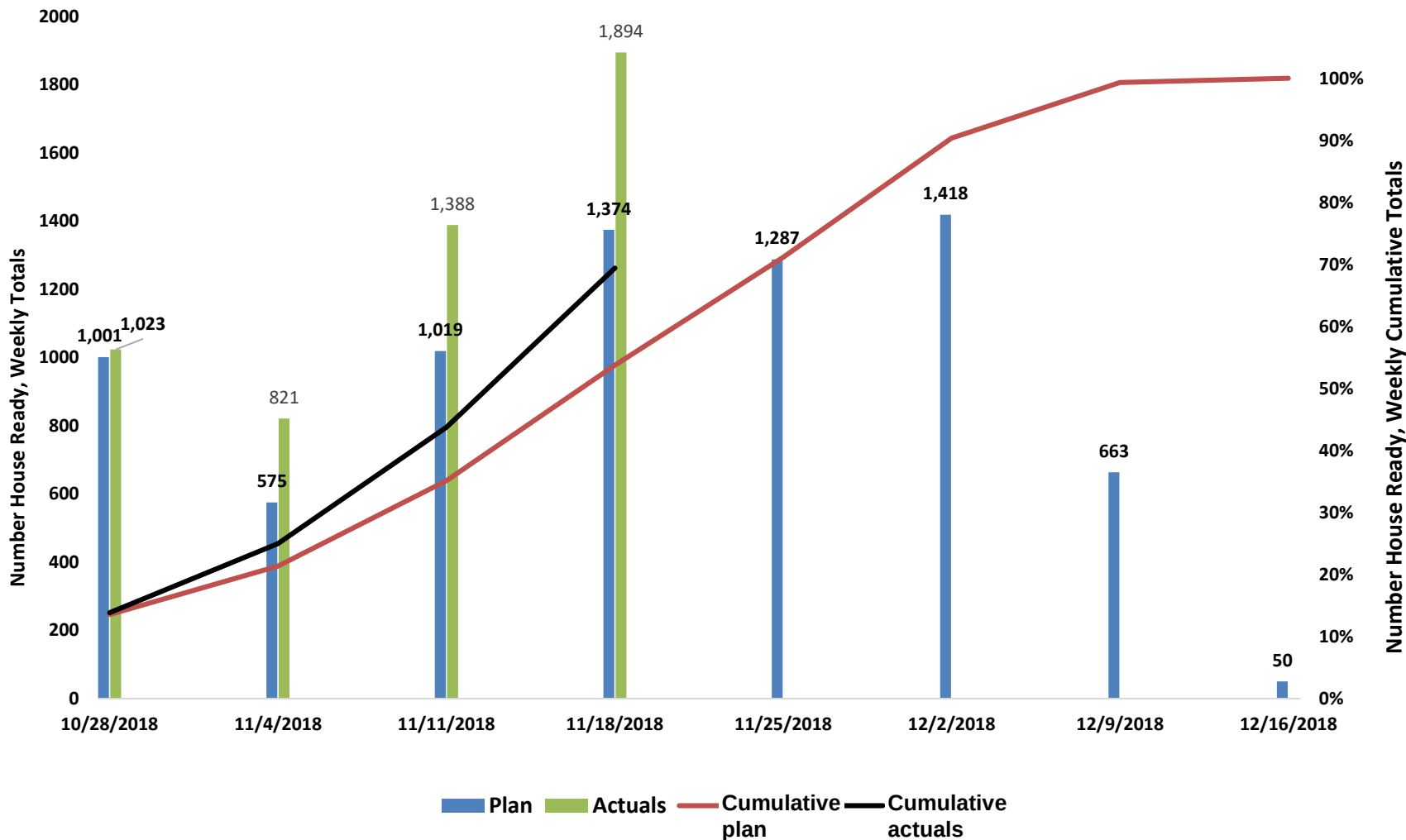
Highlights

- House ready actuals continue to track above plan with cumulative over 5,300
- 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 202 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 11/19 ¹

3,449

Confirmed complete, yesterday, 11/19

218

Work ready to go to inspection

99 yesterday / 193 total

Backlog of relit meters without confirmed complete appliances, total on 11/19

3,025

Progress to date

- Maintained efficiency to date (man hours per site appliance-complete) despite a couple mutual aid companies working partial days to transition home
- 76 appliances delivered on 11/19

Today's Focus

- 46 personnel planned today, 11/20
- Reduced inventory trucks to support a reduced workforce
- Focus on escalated sites

¹ Cumulative complete reduced by 74 to reflect a reduction of 74 sites from the rapid relight scope, sites are either non-residential or non-impacted and previously were counted as complete to ensure appliance scope agreed to rapid relight scope

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	1971	
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)	1385	
Temp Heat potentially needed	Customers projected House Ready after 11/21 not in the above row	586	100%
Temp Heat installed	Customers with temporary heating installed	199	34%
Declined Temp Heat	Customers who have declined temporary heating installations	64	11%
Can't contact	Have called, knocked on door, left fliers, but unable to reach customer	14	2%
Review pending	Remaining customers to conduct temporary heat reviews – some contacted, awaiting response	309	53%

Winterization

	Cumulative, # meters	Cumulative, % meters in winterization queue
Winterization queue	406	100%
Scheduling appointment	173	43%
Appointment scheduled	16	4%
Winterization complete	70	17%
Winterization declined after initial request ³	147	36%

Progress to date

- 560 total temp heat solutions in place across three communities
- Completed winterization on 70 properties; contacted another 147 properties who have declined

Customer and community engagement

- Relit customers calling in to have their temp heat settings removed, thanking employees for their help while awaiting relight

Today's Focus

- Continue outreach to customers scheduled to be relit after 11/21; offer both Temp Heat & Winterization

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

- 10 newly Service Restored achieved November 19
- 85% of customers restored

Customer and community engagement

- Communicating self-mitigating customer status to municipalities
- Contacting businesses regarding winterization and temporary heat, targeting at-risk businesses

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	54	259	313	10	41	216	257	39 (72%)	208 (80%)	247 (78%)
Andover	144	73	217	3	124	70	194	121 (84%)	70 (95%)	191 (88%)
North Andover	45	110	155	2	39	110	149	37 (82%)	109 (99%)	146 (94%)
Total	243	442	685	15	204	396	600	197 (81%)	387 (87%)	584 (85%)

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	40,347
Claims serviced at walk-in centers	32 – Andover 92 – Lawrence 17 – 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	4,938	2,051	\$20.88
North Andover	3,457	1,541	\$13.21
Lawrence	14,227	5,989	\$25.51
Other Areas ¹	1,027	359	\$1.94
Total	23,649	9,940	\$61.53

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

Progress Update

- 50 payments to Business customers totaling \$690,742, with total paid to date of \$10.6M
- Approved over \$5M in property damage estimates for Back to Business
- 259 customer payments made totaling \$1.2M

Goals for next 24 hours & beyond

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

Customer and community engagement

- Met with Columbia Gas Customer Service Team to discuss launch of Community Support Centers
- 141 customers serviced through the Claim Centers
 - 131 residential customers, 124 being returning customers
 - 10 business customers, 1 reporting a new claim and 9 returning

Communication

IMAGE OF THE DAY



Proactive cold weather communications on Web and social channels.

Social Media Customer Care Questions

- Thanksgiving Meal Pick-Up Times
- Appliance Installation

Social Media Proactive Content

- Check on vulnerable residents
- Winterization
- Back to Business

Completed

- Daily media briefing
- Cold Weather Messaging including winterization and check on vulnerable

Customer Temporary Housing Placement Report

Type of Placement ¹	Change from 11/18 ²	Families	Individuals	Children
Apartment	-	61	233	86
ANDOVER	-	7	22	7
LAWRENCE	-	47	193	73
NORTH ANDOVER	-	7	18	6
Hotel	6	1,804	6,055	1,962
ANDOVER	-	192	473	125
LAWRENCE	6	1,460	5,152	1,714
NORTH ANDOVER	-	152	430	123
RV	(2)	375	1,697	715
ANDOVER	-	10	45	22
LAWRENCE	(2)	333	1,528	638
NORTH ANDOVER	-	32	124	55
Other	-	4	14	4
ANDOVER	-	1	1	-
LAWRENCE	-	3	13	4
Grand Total	4	2,244	7,999	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

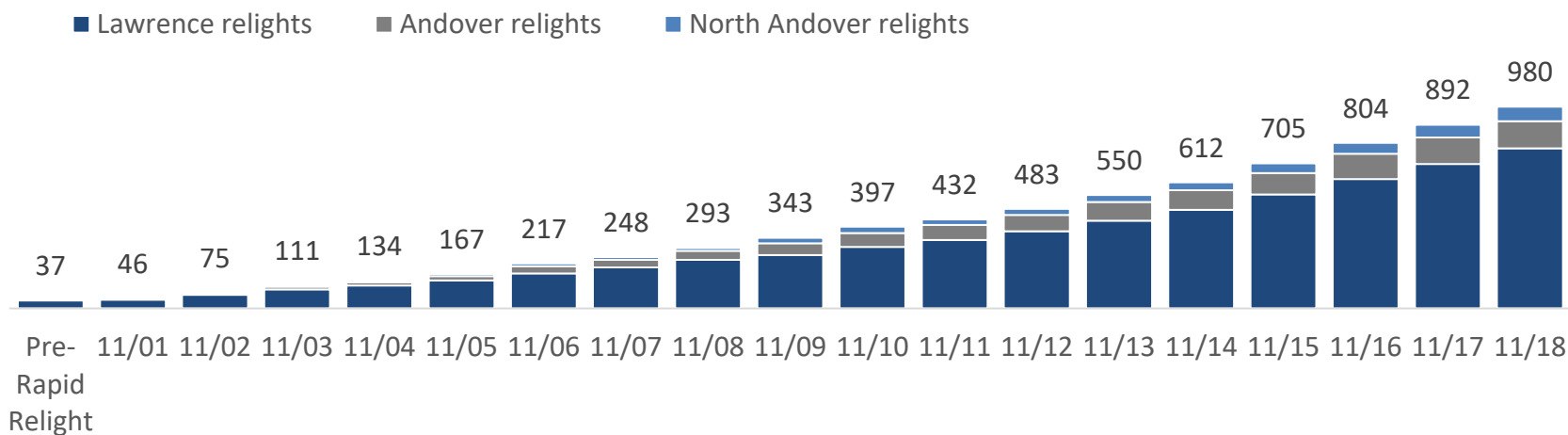
Location	Families in Temp Housing (total placed)	Returned home ²	Customers in Temp Housing (remaining)	Relight totals	
				Cumulative ¹	11/18
Lawrence	1843	517	1326	777	76
Andover	210	105	105	132	3
North Andover	191	48	143	71	9
Total	2244	670	1574	980	88

% of Total

95%

= 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	943	452
Hotel 20 – 25 Miles	1092	10	305	787
Hotel 25 – 30 miles	1254	0	118	1118
Hotel > 30 miles	1776	126	153	78
Subtotal Hotel Rooms	5531	136	1519	2435
Apartments	132	0	91	41
Trailers	514	0	283	40
Total units	6177	136	1893	2516

Contracted Total

6313

Note: T4 Future Inventory Represents Customers physically checked into T4 that are extended. (11/21-12/19)



Temporary housing status summary - Trailers

Site Location	Onsite	Resident Ready	Occupied	Held	Spare	Out of Service/ Hibernation ¹	Available for Placement
South Common	248	173	121	30	3	42 / 33	20
Pemberton Park	99	66	46	1	1	6 / 27	18
Grogan Field	60	48	29	0	1	8 / 4	0 ²
Recreation Road	32	14	9	0	3	6 / 12	2
Sullivan Park	75	31	24	1	6	16 / 28	0 ²
Total units	514	332	251	32	14	75 / 109	40
	<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	100	0	6	65	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



Working with municipalities to resolve CGIs



Full court press to identify vulnerable residents and properties ahead of Thanksgiving frigid temperatures



Increasing labor resources for insulation / heat at trailer sites, to complete winterization tomorrow 11/21

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