

Daily briefing

November 28, 2018



Columbia Gas®



Standing Agenda



● Headlines

● Weather

● Operational Updates

● Claims

● Communications

● Temporary Housing

● Discussion Topics

Headlines

- We have now relit almost 90% of residential meters
- We are working to complete remaining meters, coordinating with self-mitigators, and planning close-out documentation and subsequent phases of work

Weather



10-day Forecast



Sunrise/Sunset Schedule 11/28/2018

| DAY | | DESCRIPTION | HIGH / LOW | PRECIP | WIND |
|-----------------|--|--------------------|------------|--------|------------|
| TODAY NOV 28 | | Mostly Cloudy | 43°/34° | 10% | WNW 15 mph |
| THU NOV 29 | | Partly Cloudy/Wind | 42°/31° | 0% | NW 20 mph |
| FRI NOV 30 | | Mostly Sunny | 43°/30° | 10% | WNW 6 mph |
| SAT DEC 1 | | Partly Cloudy | 42°/36° | 20% | N 4 mph |
| SUN DEC 2 | | Showers | 53°/43° | 50% | SSE 7 mph |
| MON DEC 3 | | Mostly Sunny | 50°/32° | 10% | W 12 mph |
| TUE DEC 4 | | Mostly Sunny | 40°/28° | 10% | WNW 10 mph |
| WED DEC 5 | | AM Snow Showers | 35°/25° | 30% | NW 9 mph |
| THU DEC 6 | | Partly Cloudy | 32°/24° | 0% | WNW 10 mph |
| FRI DEC 7 | | Partly Cloudy | 35°/25° | 20% | WSW 10 mph |



SOURCE: Weather.com as of 10:00 AM on 11/28

Residential Restoration / Rapid Relight

Residential House Ready

| | Plan | Actual | Of which: Repaired ² |
|------------|-------|-----------------------------------|---------------------------------|
| 11/27 | 186 | 133 | 15 (16%) |
| Cumulative | 5,517 | 6,531 (89% of residential meters) | 870 (18%) |

Residential Workforce

| Contractor | Plumbers on 11/27 | | Total workforce ¹ on 11/27 | |
|------------|-------------------|--------|---------------------------------------|--------|
| | Plan | Actual | Plan | Actual |
| GRS | 350 | 363 | 675 | 670 |
| WGP | 224 | 224 | 266 | 266 |
| SLS | 95 | 80 | 176 | 157 |
| CMA | 56 | 49 | 102 | 95 |
| Total | 725 | 716 | 1,219 | 1,188 |

Residential Relights

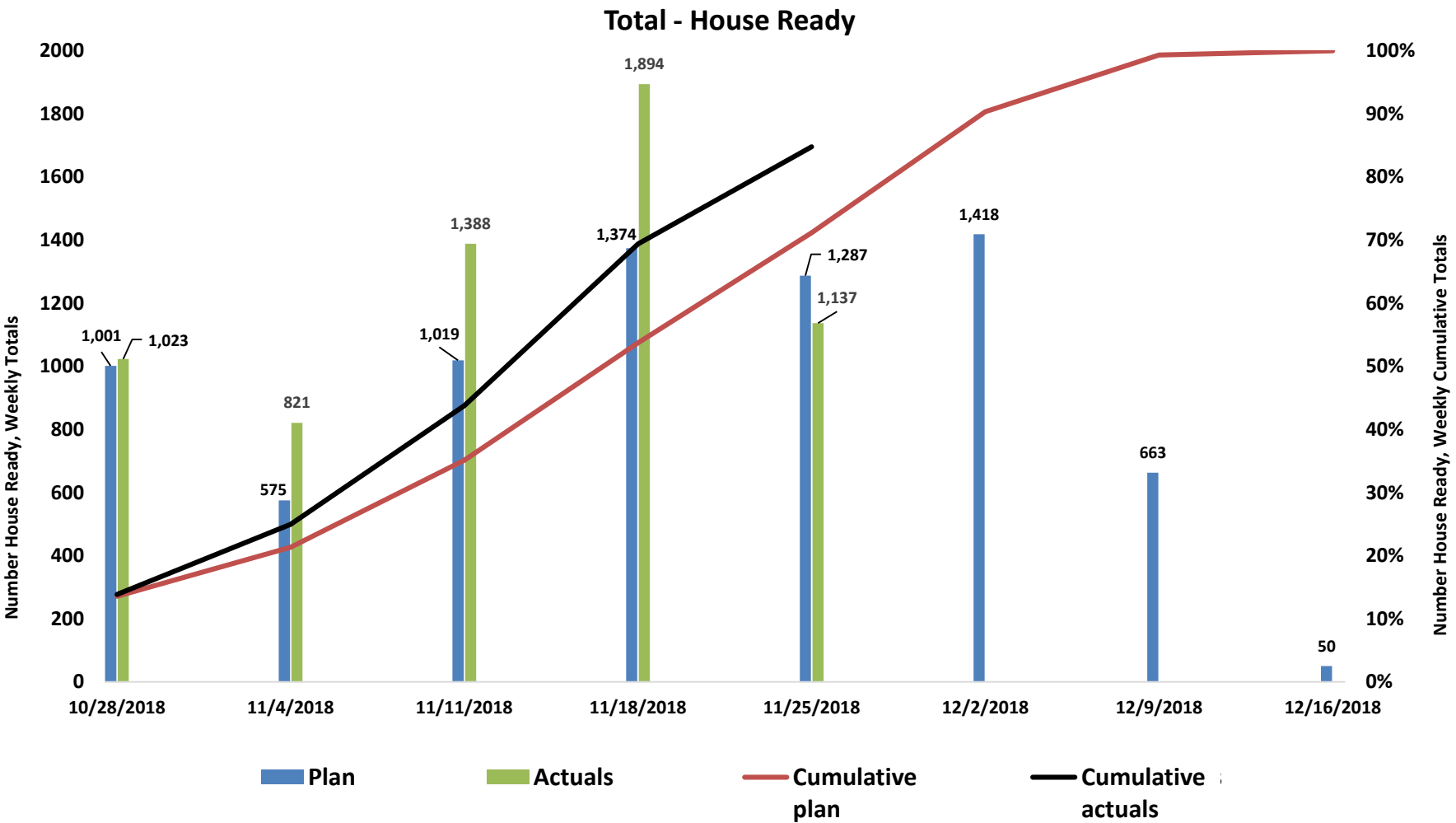
| Municipality | Residential relights, # to date | Residential meters, # in total | Residential relights, % of meters |
|---------------|---------------------------------|--------------------------------|-----------------------------------|
| Lawrence | 3,843 | 4,370 | 88% |
| Andover | 1,514 | 1,710 | 89% |
| North Andover | 1,106 | 1,262 | 88% |
| Total | 6,463 | 7,342 | 88% |

Highlights

- House ready actuals continue to track above plan with cumulative over 6,500
- Upcoming adjustment of final mitigated residential meter count to represent actual number of meters that require mitigation (e.g., due to opt-outs, propane until spring, etc)

¹ Total workforce = Plumbers + Tradesmen + Support people resources and management | ² Percentage represents fraction of collective repair + replace. Actual House Ready also includes "other", which are off for non-payment and self-mitigators discovered in the field.

Residential Restoration / Rapid Relight: House Ready Progress vs. Plan



Residential Appliances

Progress to date

Number of meters

Confirmed complete, cumulative through 11/27

4,838

Confirmed complete, 11/27

323

Work ready to go to inspection

369 of which:
250 targeted for today 11/27 with an additional
119 staging for inspection tomorrow

Backlog of relit meters without confirmed complete appliances, total on 11/27

2,398

Progress to date

- Efficiency rate holding with continuous new crews onboarding
- 123 deliveries on 11/27
- 97 completed inspections on 11/27
- Expect to see continued increase in need for re-pipes as we near completion
- Beginning second shift of evening work

Today's Focus

- Greater resources of 284 planned today
- Pursing multiple approaches to access CGIs

Residential Temporary Heat and Winterization

Temporary Heat & Winterization

Temporary heat, #
meters **Winterization, #** meters

Total to date

919

164

Of which: Relit

631

72

**Of which: Not yet
relit**

288

92

Progress to date

- 288 customers not yet relit are set up with temporary heat
- 92 customers not yet relit have winterization completed
- Removed 110 temp heat sets from the field on 11/26-27 as customers were relit

Today's Focus

- Continue focus on self mitigating customers to ensure we understand their schedule of mitigation and temp heat / winterization needs

Operation Back-to-Business

Progress to date

- 3 newly Service Restored achieved November 27
- 93% of customers restored
- 44 remaining businesses to restore; 26 are self mitigators

Customer and community engagement

- Working on close out of all remaining work at B2B sites

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 | 1 | 43 | 247 | 290 | 43 (78%) | 241 (93%) | 284 (90%) |
| Andover | 143 | 74 | 217 | 0 | 134 | 73 | 207 | 133 (93%) | 73 (98%) | 206 (94%) |
| North Andover | 47 | 108 | 155 | 0 | 43 | 108 | 151 | 43 (91%) | 108 (100%) | 151 (97%) |
| Total | 245 | 440 | 685 | 1 | 220 | 428 | 648 | 219 (89%) | 422 (95%) | 641 (93%) |

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 | 42,163 |
| Claims serviced at walk-in centers yesterday | 13 – Andover 90 – Lawrence 10 – North Andover |
| Residential claims, % | 90% |
| Claims with more than 1 payment, % | 51% |
| ASA: Claim Center, yesterday | 4 seconds |

Claims by Municipality

| Municipality | Claims Received | Active Claims | Value paid out, \$M |
|--------------------------|-----------------|---------------|---------------------|
| Andover | 4,912 | 1,814 | \$21.64 |
| North Andover | 3,458 | 1,406 | \$13.94 |
| Lawrence | 14,364 | 5,515 | \$27.90 |
| Other Areas ¹ | 1,247 | 457 | \$3.08 |
| Total | 23,981 | 9,192 | \$66.56 |

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

Progress Update

- 47 payments to Business customers yesterday 11/27 totaling \$260,234, with total paid to date of \$12.8M
- 371 customer payments made yesterday totaling \$700k

Goals for next 24 hours & beyond

- Focus continues to proactively contact landlords to assist with loss of rent claims
- Identified 10 adjusters for each session of Thursday's Landlord-Tenant Workshop

Customer and community engagement

- Participating in the Deaf, Inc. event in Lawrence
- 113 customers serviced through the Claim Centers yesterday
 - 105 residential customers, 101 being returning customers
 - 8 business customers, 8 returning and 2 new

Communication

IMAGE OF THE DAY



Casa Blanca in Andover is back in business.

Social Media Customer Care Questions

- Appliance installation questions
- Service relight questions
- Landlord-tenant reimbursement questions

Social Media Proactive Content

- Back to Business
- Daily Update of Restoration Status
- Pre-restoration messaging

Completed

- Daily media briefing
- Pre-restoration messaging

Customer Temporary Housing Placement Report

| Type of Placement ¹ | Change from 11/26 ² | Families | Individuals | Children |
|--------------------------------|--------------------------------|--------------|--------------|--------------|
| Apartment | 0 | 60 | 230 | 85 |
| ANDOVER | 0 | 7 | 22 | 7 |
| LAWRENCE | 0 | 46 | 190 | 72 |
| NORTH ANDOVER | 0 | 7 | 18 | 6 |
| Hotel | 2 | 1,862 | 6,236 | 2,024 |
| ANDOVER | (1) | 197 | 481 | 129 |
| LAWRENCE | 3 | 1,508 | 5,318 | 1,773 |
| NORTH ANDOVER | 0 | 157 | 437 | 122 |
| RV | (3) | 350 | 1,569 | 663 |
| ANDOVER | 0 | 10 | 45 | 22 |
| LAWRENCE | (3) | 310 | 1,407 | 587 |
| NORTH ANDOVER | 0 | 30 | 117 | 54 |
| Other | 1 | 2 | 2 | 0 |
| ANDOVER | 0 | 1 | 1 | 0 |
| LAWRENCE | 1 | 1 | 1 | 0 |
| Grand Total | 0 | 2,274 | 8,037 | 2,772 |

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

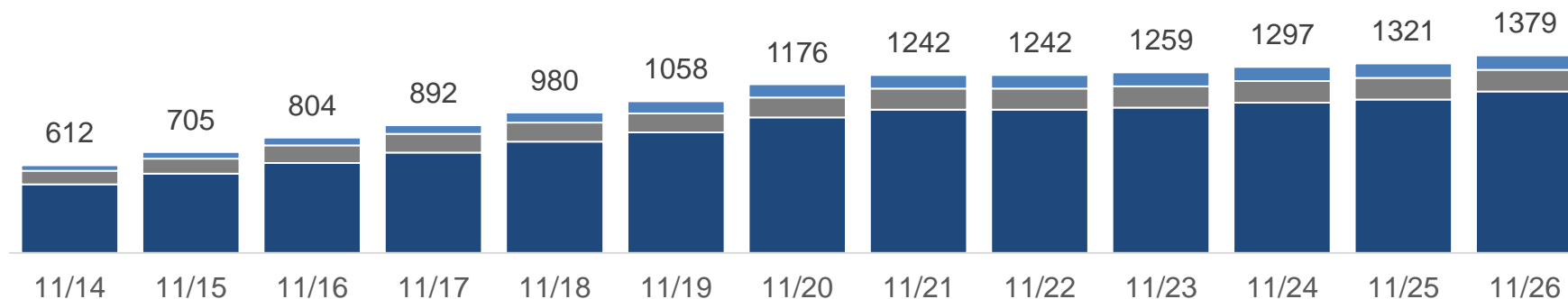
² Change is net of new placements and customers that never checked in (not net of those who returned home)

Relight notifications to customers in Temp Housing

| Location | Families in Temp Housing (total placed) | Returned home ² | Families in Temp Housing (remaining) | Relight totals | |
|---------------|---|----------------------------|---|-------------------------|-------|
| | | | | Cumulative ¹ | 11/26 |
| Lawrence | 1865 | 1020 | 845 | 1126 | 56 |
| Andover | 215 | 139 | 76 | 151 | 0 |
| North Andover | 194 | 102 | 92 | 102 | 2 |
| Total | 2274 | 1261 | 1013 | 1379 | 58 |
| % of Total | | 99% | = Returned home total today / Relights 48 hours ago | | |

Customers in Temp Housing relit each day by municipality, number of customers

■ Lawrence relights ■ Andover relights ■ North Andover relights



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 | 1407 | 0 | 756 | 647 |
| Hotel 20 – 25 Miles | 1102 | 0 | 244 | 858 |
| Hotel 25 – 30 miles | 1264 | 0 | 85 | 1167 |
| Hotel > 30 miles | 227 | 0 | 76 | 0 |
| Subtotal Hotel Rooms | 4000 | 0 | 1161 | 2672 |
| Apartments | 132 | 0 | 92 | 40 |
| Trailers | 514 | 0 | 119 | 94 |
| Total units | 4646 | 0 | 1372 | 2806 |

Contracted Total

4646

Note: T4 Current are rooms secured for (at the time) checked in customers through 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 | 163 | 72 | 0 | 3 | 85/0 | 88 |
| Pemberton Park | 99 | 27 | 24 | 0 | 1 | 72 /0 | 2 |
| Grogan Field | 60 | 15 | 10 | 0 | 1 | 25/20 | 0 ² |
| Recreation Road | 32 | 12 | 5 | 0 | 3 | 20/0 | 4 |
| Sullivan Park | 75 | 8 | 8 | 0 | 0 | 67/0 | 0 ² |
| Total units | 514 | 225 | 119 | 0 | 8 | 269 20 | 94 |

| | Beds Available | Registered | Ineligible | Beds Assigned | Meals Provided | Showers |
|-------------------------------------|----------------|------------|------------|---------------|----------------|---------|
| Congregate Shelter (24 hour report) | 500 | 60 | 0 | 3 | 43 | 2 |

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

- Door-to-door canvassing all self-mitigating customers to assist or accelerate House Ready process (as needed)
- Continue working with municipalities to close out CGIs and abandoned / condemned properties

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