

# Daily briefing

December 1, 2018



Columbia Gas®



# Standing Agenda



Headlines

Weather

Operational Updates

Claims

Communications

Temporary Housing

Discussion Topics

# Headlines

- We have now relit 93% of residential meters
- We continue working to complete remaining meters and coordinate with self-mitigators
















# Weather

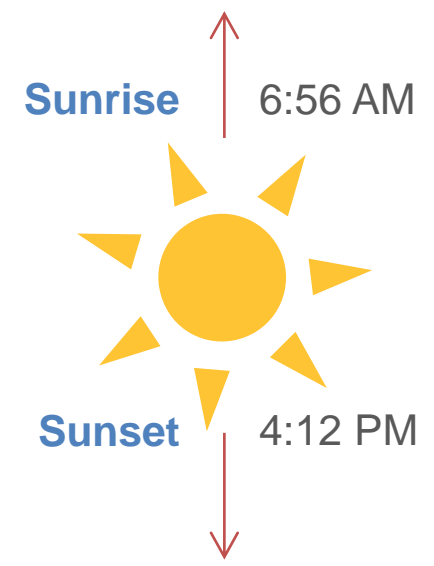


## 10-day Forecast



## Sunrise/Sunset Schedule 12/1/2018

DAY		DESCRIPTION	HIGH / LOW	PRECIP	WIND
TODAY DEC 1		Partly Cloudy	42°/35°	0%	SW 6 mph
SUN DEC 2		Rain/Thunder	49°/43°	100%	SE 9 mph
MON DEC 3		Mostly Sunny	54°/31°	20%	WSW 12 mph
TUE DEC 4		Partly Cloudy	35°/24°	0%	NW 12 mph
WED DEC 5		Partly Cloudy	35°/25°	0%	WNW 4 mph
THU DEC 6		Mostly Sunny	39°/30°	0%	W 6 mph
FRI DEC 7		Mostly Sunny	38°/25°	10%	W 11 mph
SAT DEC 8		Sunny	33°/25°	0%	WNW 10 mph
SUN DEC 9		AM Snow Showers	35°/25°	40%	NW 8 mph
MON DEC 10		Snow Showers	32°/24°	40%	NW 11 mph
TUE DEC 11		Partly Cloudy	34°/24°	0%	WNW 10 mph
WED DEC 12		Mostly Sunny	36°/29°	0%	W 10 mph
THU DEC 13		Partly Cloudy	39°/31°	10%	W 10 mph
FRI DEC 14		Showers	40°/32°	40%	W 8 mph
SAT DEC 15		Showers	39°/33°	40%	W 8 mph



SOURCE: Weather.com as of 1:49 PM on 12/1

# Residential Restoration / Rapid Relight

Residential House Ready			
	Plan	Actual	Of which: Repaired <sup>2</sup>
11/30	210	74	9 (18%)
Cumulative	6,047	6,766 (94% of residential meters)	896 (18%)

Residential Workforce				
Contractor	Plumbers on 11/30		Total workforce <sup>1</sup> on 11/30	
	Plan	Actual	Plan	Actual
GRS	300	291	589	586
WGP	128	128	170	170
SLS	30	30	88	88
CMA	33	29	68	64
<b>Total</b>	<b>491</b>	<b>478</b>	<b>915</b>	<b>908</b>

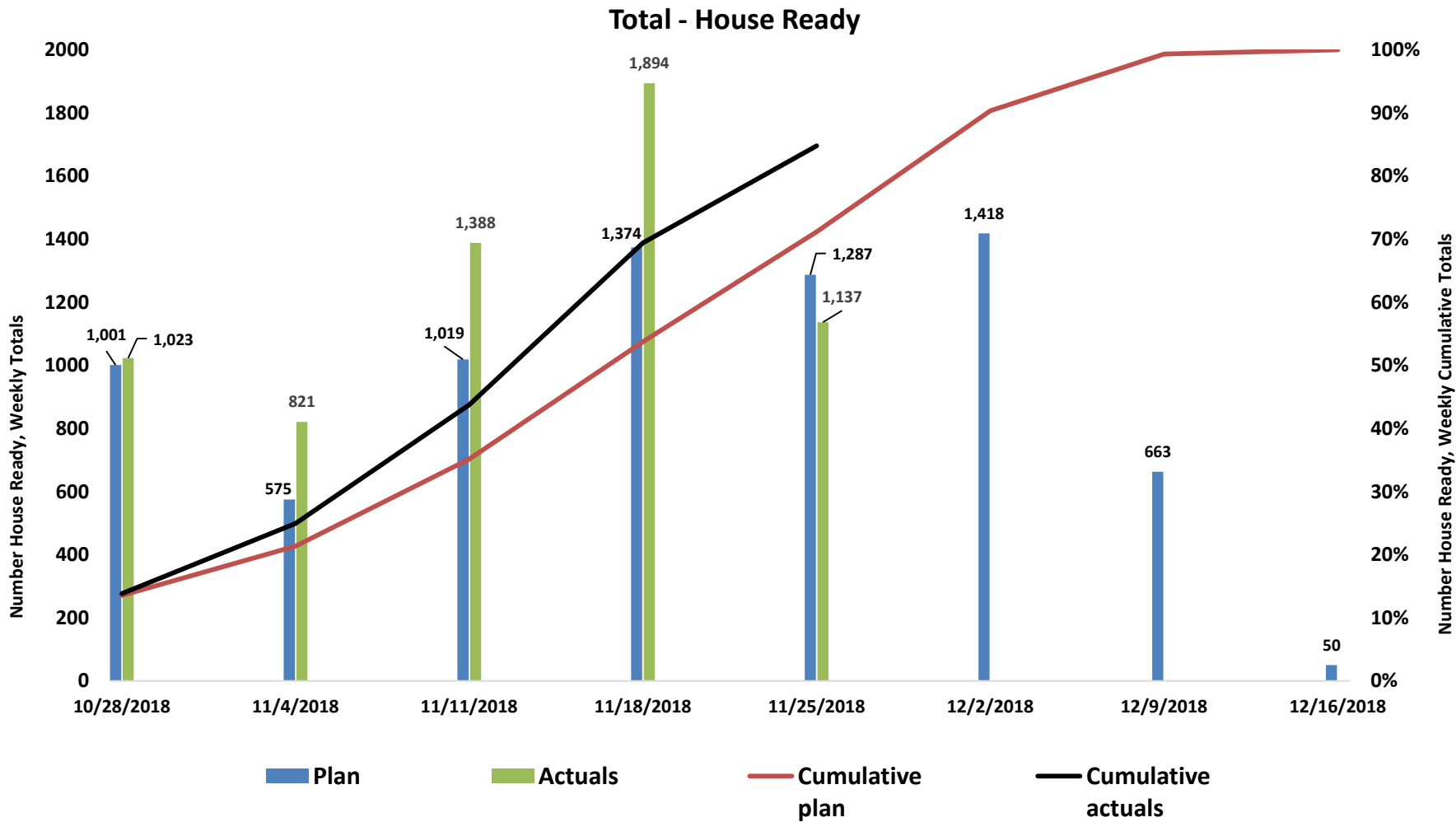
Residential Relights			
Municipality	Residential relights, # to date	Residential meters, # in total	Residential relights, % of meters
Lawrence	3,995	4,291	93%
Andover	1,542	1,662	93%
North Andover	1,124	1,221	92%
<b>Total</b>	<b>6,661</b>	<b>7,174</b>	<b>93%</b>

## Highlights

- House ready actuals continue to track above plan with cumulative over 6,700

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

<p><b>Confirmed complete, cumulative through 11/30</b></p>	<p>6,014</p>
<p><b>Confirmed complete, 11/30</b></p>	<p>360</p>
<p><b>Work ready to go to inspection</b></p>	<p>553 of which: 520 targeted for today 33 staging for inspection</p>
<p><b>Backlog of relit meters without confirmed complete appliances, total on 11/30</b></p>	<p>1,545</p>

## Progress to date

- 114 completed inspections on 11/30
- 84 deliveries on 11/30

## Today's Focus

- 292 resources, of which 28 will be with inspectors
- Inspections of installed appliances
- Continuation of multiple approaches to access CGIs, confirm completions and notification about weekend inspections

# Residential Temporary Heat and Winterization

## Temporary Heat & Winterization

	Temporary heat, # meters	Winterization, # meters
Total to date	919	164
Of which: Relit	708	105
Of which: Not yet relit	211	59

## Progress to date

- Removed 66 temp heat settings from the field on 11/30 as demobilization efforts continue
- Outbound calls to 253 self-mitigators for winterization with mixed responses; most declining due to alternate fuels and in-progress self-mitigation projects

## Today's Focus

- 2<sup>nd</sup> & 3<sup>rd</sup> calls, site visits for those customers who did not answer during first wave of outreach



# Operation Back-to-Business

## Progress to date

- 2 newly Service Restored achieved November 30
- 94% of customers restored
- 37 remaining businesses to restore; 28 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 <sup>1</sup>			Service Restored <sup>2</sup>			
	Self-mitigate	Windover	Total	Completed yesterday	Cumulative			Cumulative		
					Self-mitigate	Windover	Total	Self-mitigate	Windover	Total
<b>Lawrence</b>	59	254	<b>313</b>	2	47	247	<b>294</b>	44 (74%)	245 (96%)	<b>289</b> <b>(92%)</b>
<b>Andover</b>	144	73	<b>217</b>	0	135	73	<b>208</b>	134 (93%)	73 (100%)	<b>207</b> <b>(95%)</b>
<b>North Andover</b>	47	108	<b>155</b>	0	44	108	<b>152</b>	44 (93%)	108 (100%)	<b>152</b> <b>(98%)</b>
<b>Total</b>	<b>250</b>	<b>435</b>	<b>685</b>	<b>2</b>	<b>226</b>	<b>428</b>	<b>654</b>	<b>222</b> <b>(88%)</b>	<b>426</b> <b>(97%)</b>	<b>648</b> <b>(94%)</b>

<sup>1</sup> Customers with completed installation, and House Ready status

<sup>2</sup> All customers with restored gas service

# Claims

## Metrics

Metric	Total to date
Calls received at Claim Reporting toll-free number	42,918
Claims serviced at walk-in centers yesterday	18 – Andover 78 – Lawrence 6 – 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	1,722	\$22.07
North Andover	3,488	1,333	\$14.39
Lawrence	14,475	5,354	\$28.90
Other Areas <sup>1</sup>	1,314	475	\$3.72
<b>Total</b>	<b>24,189</b>	<b>8,884</b>	<b>\$69.08</b>

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

## Progress Update

- 88 payments to Business customers yesterday totaling \$381,610, with total paid to date of \$13.8M
- 444 customer payments made totaling \$813k

## Goals for next 24 hours & beyond

- Post additional properties on website for landlord payments
- Focus continues to be proactively contact landlords to assist with loss of rent claims

## Customer and community engagement

- 102 customers serviced through the Claim Centers yesterday
  - 100 residential customers today, 99 being returning customers
  - 2 business customers, both returning

# Communication

## IMAGE OF THE DAY



Customer's sign thanking workers for a job well done.

## Social Media Customer Care Questions

- Appliance installation and inspection questions
- Service reight questions
- Landlord-tenant reimbursement questions
- Self-mitigation customers asking for help

## Social Media Proactive Content

- Back to Business
- Daily Update of Restoration Status
- Pre-restoration communications
- Landlord-Tenant Workshop

## Completed

- Daily media briefing
- Pre-restoration radio/television/print ads



# Customers Remaining in Temp Housing

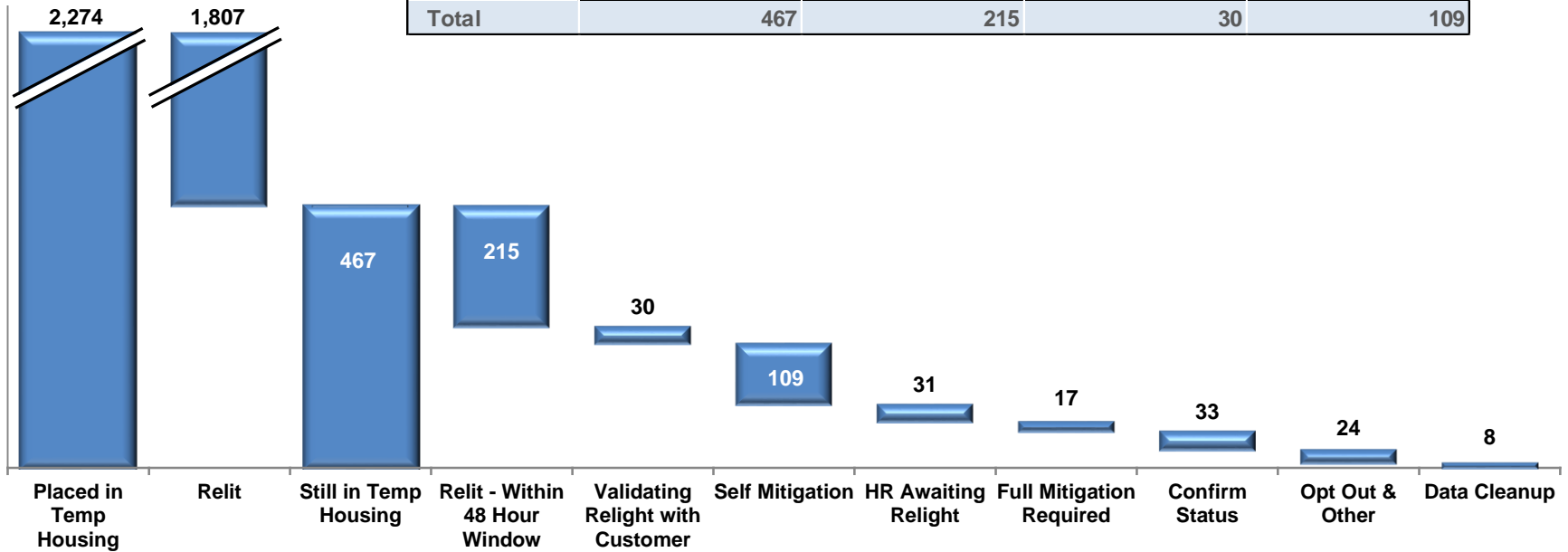
Type of Placement <sup>1</sup>	Families	Individuals	Children
Apartment	13	46	12
ANDOVER	2	5	2
LAWRENCE	10	37	8
NORTH ANDOVER	1	4	2
Hotel	401	1,293	452
ANDOVER	35	89	28
LAWRENCE	333	1,119	402
NORTH ANDOVER	33	85	22
RV	53	238	93
ANDOVER	0	0	0
LAWRENCE	50	225	86
NORTH ANDOVER	3	13	7
<b>Grand Total</b>	<b>467</b>	<b>1,577</b>	<b>557</b>

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

# Customers in Temp Housing by Status

# of families

Location	Still in Temp Housing	Relight - Within 48 Hour Window	Validating Relight with Customer	Self-Mitigation
Andover	37	16	2	8
Lawrence	393	187	26	89
North Andover	37	12	2	12
<b>Total</b>	<b>467</b>	<b>215</b>	<b>30</b>	<b>109</b>



# Temporary Housing Inventory Report

Category	Current Inventory	Future inventory	Reserved and occupied	Available
Hotel < 20 Miles	1407	0	616	776
Hotel 20 – 25 Miles	1102	0	184	914
Hotel 25 – 30 miles	1264	0	61	1193
Hotel > 30 miles	227	0	50	0
<b>Subtotal Hotel Rooms</b>	<b>4000</b>	<b>0</b>	<b>911</b>	<b>2883</b>
Apartments	132	0	92	40
Trailers	514	0	45	0
<b>Total units</b>	<b>4646</b>	<b>0</b>	<b>1048</b>	<b>2923</b>

**Contracted Total** 4646

Note: T4 Current are rooms secured for (at the time) checked in customers through 12/19



## Trailer Site Demobilization Status

	South Common (Main)	South Common (Annex)	Pemberton	Sullivan	Grogan	Recreation Road
Number of trailers currently onsite	180	42	99	75	60	32
Number of trailers currently occupied	30	0	14	0	1	0
Started prepping trailers for removal?	Yes	Yes	Yes	Yes	Yes	Yes
Number of trailers removed from site	0	19	0	0	0	0
Percent of total trailers removed	0%	31%	0%	0%	0%	0%
Started removing infrastructure from site?	No	No	No	No	No	No
All infrastructure removed from site?	No	No	No	No	No	No
Demobilization complete?	No	No	No	No	No	No

Trailers will begin to be removed from Grogan on Monday, December 3.  
 Trailers from a portion of Pemberton will begin to be removed by Monday, December 3.

## Discussion topics

- Continuing to work with self-mitigators (both residential and B2B) to help facilitate relight
- Continuing door-to-door canvassing of remaining customers to conduct, assist, or accelerate House Ready process
- Continuing work with municipalities to close out CGIs



# Appendix

# Columbia Gas Contact Information



Affected Customer Hotline	<b>(866)-388-3239</b>
Property Claims Number	<b>(800)-590-5571</b>
Temporary Housing number (select language and then select option 3) Available 24/7	<b>(800)-590-5571</b>
Emergency Line	<b>(800)-525-8222</b>
<b>Claims Center and Back-to-Business Locations (see website for availability)</b>	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.
For online information visit <a href="http://www.columbiagasma.com">www.columbiagasma.com</a>	