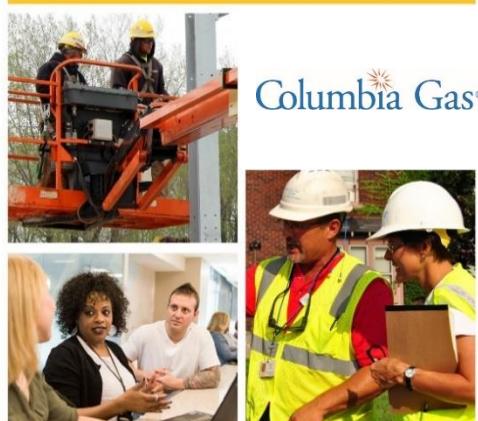


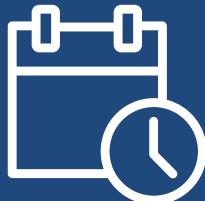
Daily briefing

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

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



Sunrise/Sunset Schedule 12/1/2018



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

Residential Restoration / Rapid Relight

Residential House Ready

	Plan	Actual	Of which: Repaired ²
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 ¹ 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
Total	491	478	915	908

Residential Relights

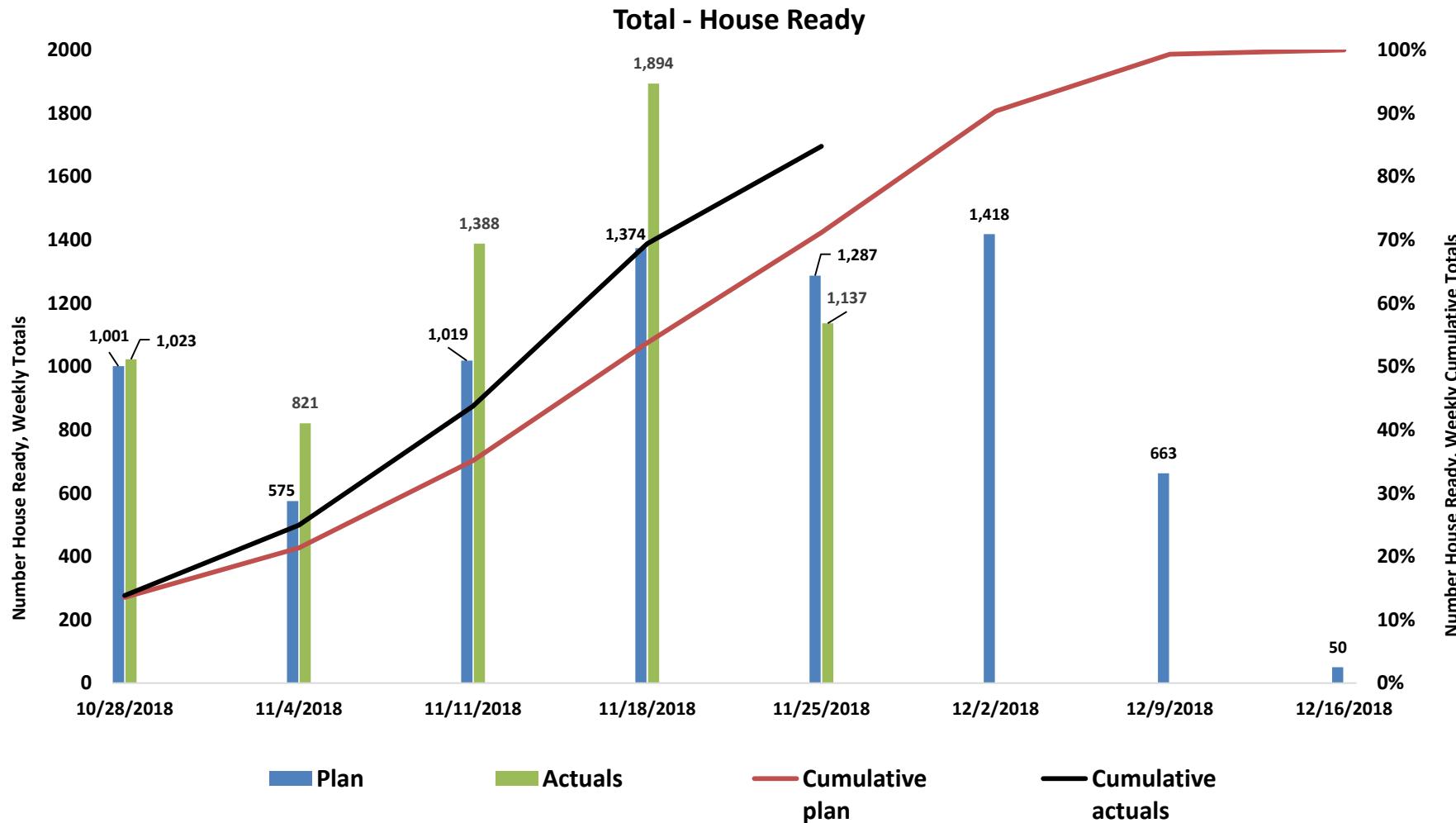
Municipality	Residential relights, # to date	Residential meters, # in total	Residential relights, % of meters
Lawrence	3,995	4,291	93%
Andover	1,542	1,662	93%
North Andover	1,124	1,221	92%
Total	6,661	7,174	93%

Highlights

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

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
11/30

6,014

Confirmed complete,
11/30

360

Work ready to go to
inspection

553 of which:
520 targeted for today
33 staging for inspection

Backlog of relit
meters without
confirmed complete
appliances, total on
11/30

1,545

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

	<u>Temporary heat, # meters</u>	<u>Winterization, # meters</u>
Total to date	919	164
<hr/>		
Of which: Relit	708	105
<hr/>		
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

- 2nd & 3rd 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 ¹			Service Restored ²			
				Cumulative			Cumulative			
	Self-mitigate	Windover	Total	Completed yesterday	Self-mitigate	Windover	Total	Self-mitigate	Windover	Total
Lawrence	59	254	313	2	47	247	294	44 (74%)	245 (96%)	289 (92%)
Andover	144	73	217	0	135	73	208	134 (93%)	73 (100%)	207 (95%)
North Andover	47	108	155	0	44	108	152	44 (93%)	108 (100%)	152 (98%)
Total	250	435	685	2	226	428	654	222 (88%)	426 (97%)	648 (94%)

1 Customers with completed installation, and House Ready status

2 All customers with restored gas service

Claims

ALL DATA AS OF 11/30/2018

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 ¹	1,314	475	\$3.72
Total	24,189	8,884	\$69.08

¹ 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 relight 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

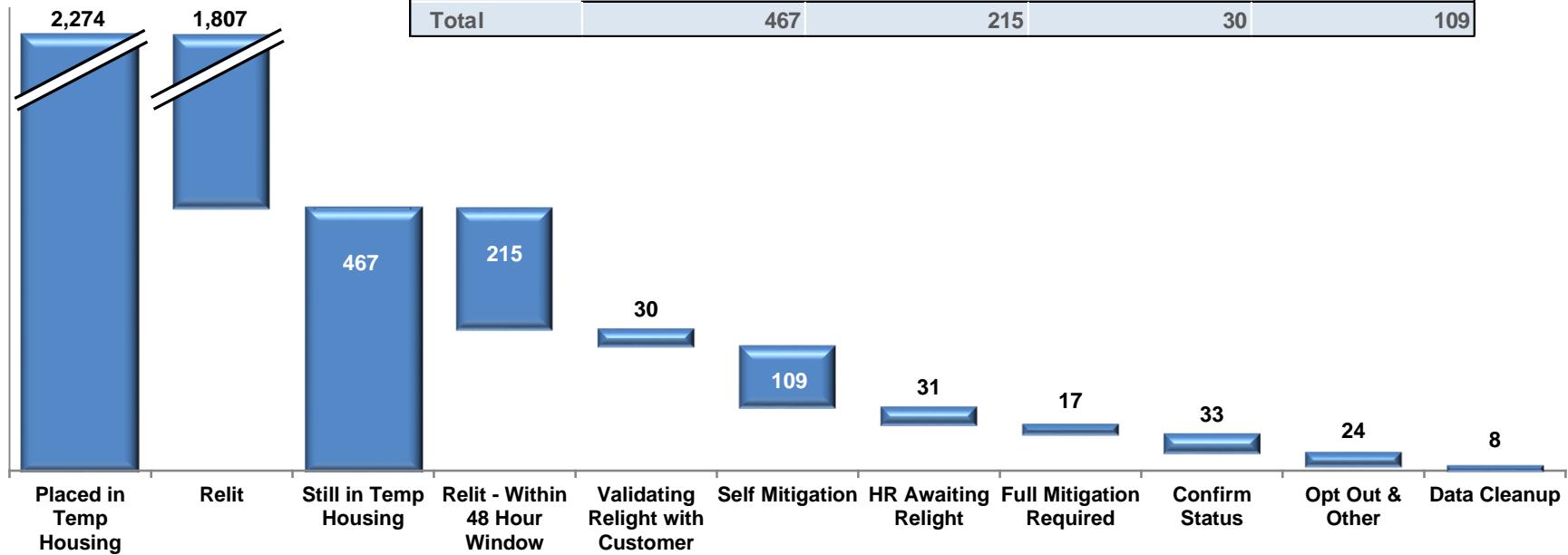
Type of Placement ¹	Families	Individuals	Children
Apartment	13	46	12
ANDOVER	2	5	2
LAWRENCE	10	37	8
NORTH ANDOVER	1	4	2
Hotel	401	1,293	452
ANDOVER	35	89	28
LAWRENCE	333	1,119	402
NORTH ANDOVER	33	85	22
RV	53	238	93
ANDOVER	0	0	0
LAWRENCE	50	225	86
NORTH ANDOVER	3	13	7
Grand Total	467	1,577	557

¹ 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
Total	467	215	30	109



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
Subtotal Hotel Rooms	4000	0	911	2883
Apartments	132	0	92	40
Trailers	514	0	45	0
Total units	4646	0	1048	2923
Contracted Total		4646	<i>Note: T4 Current are rooms secured for (at the time) checked in customers through 12/19</i>	



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 **(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.

For online information visit www.columbiagasma.com