

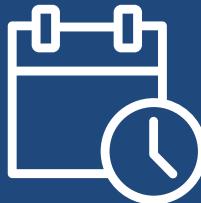
Daily briefing

December 3, 2018

Columbia Gas®



Standing Agenda



Headlines

Weather

Operational Updates

Claims

Communications

Alternative Housing

Discussion Topics

Headlines

- We have now relit 95% of residential meters; the remaining 5% include punch list and ~350 self-mitigators.
- We continue working to complete punch list and coordinate with self-mitigators for remaining relights.
- Appliances will be substantially complete by mid-week.
- Alternative housing drawdown and trailer park demobilization are underway in conjunction with completion of relights.
- Temporary heat is being redeployed as houses are relit.

Weather



10-day Forecast

DAY	DESCRIPTION	HIGH / LOW	PRECIP	WIND
TODAY DEC 3	Partly Cloudy	53°/31°	0%	W 16 mph
TUE DEC 4	Partly Cloudy	34°/21°	0%	NW 14 mph
WED DEC 5	Mostly Sunny	34°/23°	0%	W 4 mph
THU DEC 6	Partly Cloudy	39°/30°	0%	WSW 8 mph
FRI DEC 7	Mostly Sunny	33°/19°	0%	WNW 14 mph
SAT DEC 8	Sunny	30°/24°	0%	WNW 9 mph
SUN DEC 9	Sunny	35°/24°	0%	WNW 9 mph
MON DEC 10	Partly Cloudy	33°/25°	0%	WNW 10 mph
TUE DEC 11	Partly Cloudy	37°/26°	0%	NW 9 mph
WED DEC 12	Mostly Sunny	39°/28°	0%	WNW 8 mph



Sunrise/Sunset Schedule 12/3/2018



SOURCE: Weather.com as of 10:00 AM on 12/3

Residential Restoration / Rapid Relight

Residential House Ready

	Plan	Actual	Of which: Repaired ²
12/2	239	24	2 (20%)
Cumulative	6,483	6,843 (96% of residential meters)	898 (18%)

Residential Workforce

Contractor	Plumbers on 12/02		Total workforce ¹ on 12/02	
	Plan	Actual	Plan	Actual
GRS	275	309	570	517
WGP	128	130	170	171
SLS	30	12	88	28
CMA	29	13	64	42
Total	462	464	892	758

Residential Relights

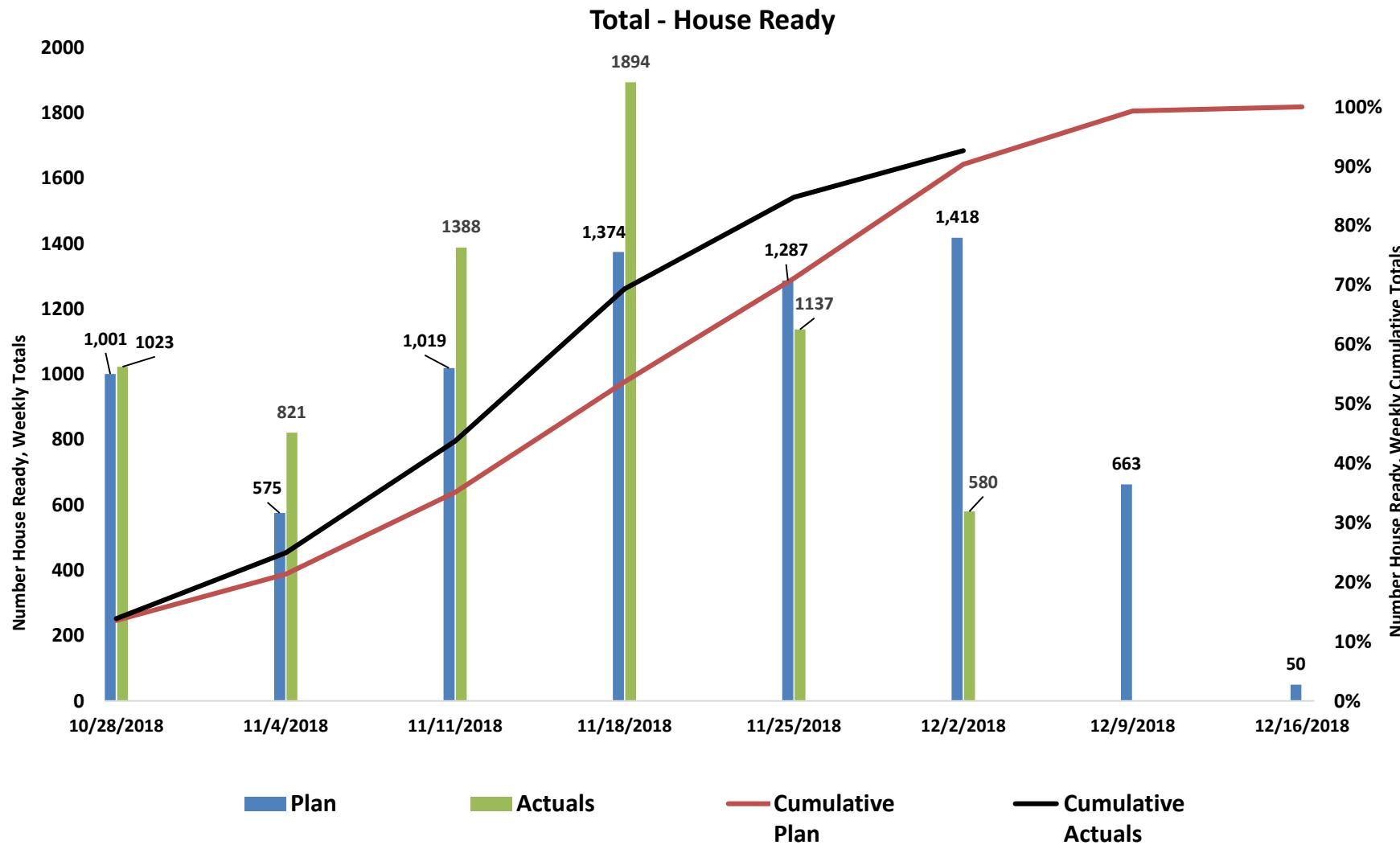
Municipality	Residential relights, # to date	Residential meters, # in total	Residential relights, % of meters
Lawrence	4,067	4,273	95%
Andover	1,549	1,648	94%
North Andover	1,132	1,217	93%
Total	6,748	7,138	95%

Highlights

- House ready actuals continue to track above plan with cumulative over 6,800
- Number of meters adjusted (e.g., to reflect meter consolidation at multi-family residences)
- At this point, less than 35 full CMA-led residential mitigation meters remain unlit. The remainder are self-mitigators that are working through the claims process. This totals approximately 350 residential meters across all three communities.

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: Progress vs. Plan



Residential Appliances

Progress to date

	Number of meters
Confirmed complete, cumulative through 12/2	6,448
Confirmed complete, 12/2	453
Work ready to go to inspection	271 of which: 250 targeted for today 21 staging for inspection
Meters without confirmed complete appliances (incl. inspection-ready)	891

Progress to date

- 244 completed inspections on 12/2
- 123 deliveries on 12/2

Today's Focus

- 263 resources, of which 20 will be with 4 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	179
<hr/>		
Of which: Relit	739	111
<hr/>		
Of which: Not yet relit	180	68

Progress to date

- Removed 49 temp heat settings from the field on 12/2; mostly caught up to settings that can be removed at sites where customers now have permanent heat
- Increased outbound calls to 323 self-mitigators for winterization
- Found 7 additional winterized properties (customers who have self-winterized already)

Today's Focus

- Reach out to any remaining customers on our list of self-mitigators who have not been relit to date for winterization purposes

Operation Back-to-Business

Progress to date

- 1 newly Service Restored achieved December 2
- 95% of customers restored
- 34 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	0	47	249	296	44 (74%)	248 (97%)	292 (93%)
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	0	226	430	656	222 (88%)	429 (98%)	651 (95%)

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	43,149
Claims serviced at walk-in centers yesterday	Closed – Andover Closed – Lawrence Closed – North Andover
Residential claims, %	90%
Claims with more than 1 payment, %	51%
ASA: Claim Center, yesterday	3 seconds

Claims by Municipality

Municipality	Claims Received	Active Claims	Value paid out, \$M
Andover	4,915	1,680	\$22.23
North Andover	3,483	1,304	\$14.49
Lawrence	14,494	5,211	\$29.40
Other Areas ¹	1,333	483	\$3.93
Total	24,225	8,678	\$70.05

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

Progress Update

- 22 payments to Business customers yesterday 12/2 totaling \$45,576, with total paid to date of \$14.1M
- 103 customer payments made yesterday totaling \$169k

Goals for next 24 hours & beyond

- Continue to work with Operations team to support self-mitigating customers
- Work with customers to resolve non-standard appliance needs
- Focus continues to be proactively contacting landlords to assist with loss of rent claims

Customer and community engagement

- Claim Centers closed on Sunday

Communication

IMAGE OF THE DAY



North Andover PD shares photo of young fans and Trouble the Dog, donated by Columbia Gas

Social Media Customer Care Questions

- Appliance installation, inspection and removal
- Service relight
- Landlord-tenant reimbursement
- Self-mitigation customers asking for help

Social Media Proactive Content

- Back to Business
- Daily Update of Restoration Status
- Spring restoration communications
- December 8 Open Houses

Completed

- Daily media briefing
- Newsletter 6 draft to external stakeholders
- Winterization text and email to customers who have pipes at risk of freezing

Customers Remaining in Alternative Housing

of families

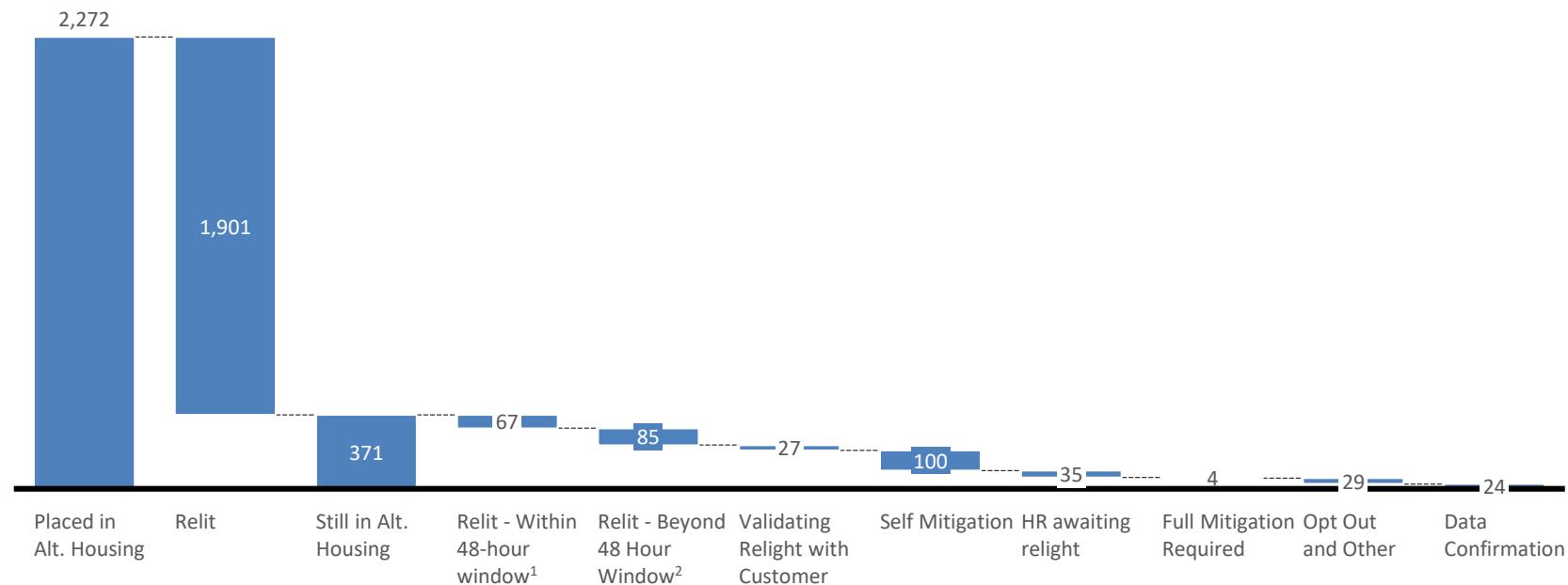
Type of Placement ¹	Families	Individuals	Children
Apartment	11	35	10
ANDOVER	2	5	2
LAWRENCE	7	24	5
NORTH ANDOVER	2	6	3
Hotel	321	1,049	375
ANDOVER	28	72	21
LAWRENCE	261	891	329
NORTH ANDOVER	32	86	25
RV	39	172	63
ANDOVER	-	-	-
LAWRENCE	36	159	56
NORTH ANDOVER	3	13	7
Grand Total	371	1,256	448

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

Customers in Alternative Housing by Status

of families

Municipality	Still in Alternative Housing	Relight – Within 48 Hour Window	Relight – Beyond 48 Hour Window	Validating Relight with Customer	Self-Mitigation
Andover	30	5	6	0	9
Lawrence	304	58	72	25	78
North Andover	37	4	7	2	13
Total	371	67	85	27	100



¹ Relit – Within 48 Hour Window includes customers that have been notified of a relight and waiting 48 hours to confirm they have returned home

² Relit – Beyond 48 Hour Window includes customers who we have agreed to an extend checkout date or are awaiting a return call from the customer

Alternative Housing Inventory Report

Category	Current Inventory	Future inventory	Reserved and occupied	Available
Hotel < 20 Miles	1407	0	591	776
Hotel 20 – 25 Miles	1102	0	171	925
Hotel 25 – 30 miles	576	0	59	492
Hotel > 30 miles	182	0	48	1
Subtotal Hotel Rooms	3267	0	869	2194
Apartments	132	0	92	40
Trailers	490	0	27	0
Total units	3889	0	988	2234
Contracted Total		3889	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	44	99	75	60	32
Number of trailers currently occupied	17	0	9	0	1	0
Started prepping trailers for removal?	Yes	Yes	Yes	Yes	Yes	Yes
Number of trailers removed from site	0	24	0	0	0	0
Percent of total trailers removed	0%	35%	0%	0%	0%	0%
Started removing infrastructure from site?	Yes	Yes	Yes	Yes	Yes	Yes
All infrastructure removed from site?	No	No	No	No	No	No
Demobilization complete?	No	No	No	No	No	No

Discussion topics

- Working with House Ready contractors on punch list and closeout. Expect to have less than 10 residential meters to light after today.
- Working with team of CMA-led project managers to support remaining self-mitigators totaling approximately 350 meters to accelerate relight.
- Reaching out to ensure that all self-mitigators either have heat, have temporary heat or are winterized ahead of the upcoming cold weather.

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