

Daily briefing

December 4, 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 ~335 self-mitigators.
- We continue working to complete punch list and coordinate with self-mitigators for remaining relights.
- Alternative housing drawdown and trailer park demobilization are underway in conjunction with completion of relights.











Weather

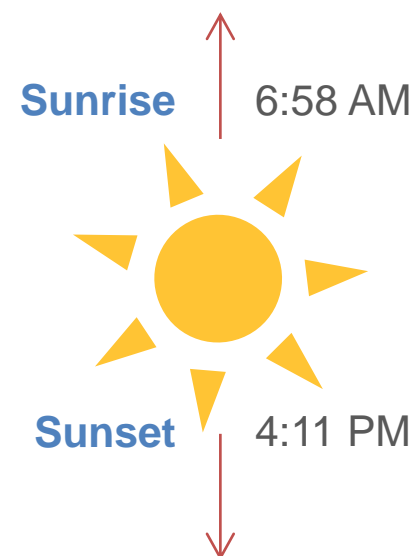


10-day Forecast



Sunrise/Sunset Schedule 12/4/2018

DAY		DESCRIPTION	HIGH / LOW	PRECIP	WIND
TODAY DEC 4		Sunny	35°/21°	0%	NW 15 mph
WED DEC 5		Mostly Sunny	34°/23°	0%	NW 3 mph
THU DEC 6		Partly Cloudy	40°/28°	0%	WSW 10 mph
FRI DEC 7		Sunny	34°/17°	0%	WNW 14 mph
SAT DEC 8		Partly Cloudy	29°/21°	0%	WNW 9 mph
SUN DEC 9		Sunny	34°/26°	0%	NW 8 mph
MON DEC 10		Mostly Sunny	35°/26°	10%	NNW 8 mph
TUE DEC 11		Cloudy	37°/25°	10%	NW 9 mph
WED DEC 12		Sunny	39°/29°	0%	WNW 8 mph
THU DEC 13		Mostly Cloudy	43°/34°	10%	WSW 9 mph



SOURCE: Weather.com as of 10:00 AM on 12/4

Residential Restoration / Rapid Relight

Residential House Ready			
	Plan	Actual	Of which: Repaired ²
12/03	165	31	1 (14%)
Cumulative	6,648	6,874 (96% of residential meters)	899 (18%)

Residential Workforce				
Contractor	Plumbers on 12/03		Total workforce ¹ on 12/03	
	Plan	Actual	Plan	Actual
GRS	250	227	460	440
WGP	119	114	160	155
SLS	12	8	28	41
CMA	21	21	56	56
Total	402	370	704	692

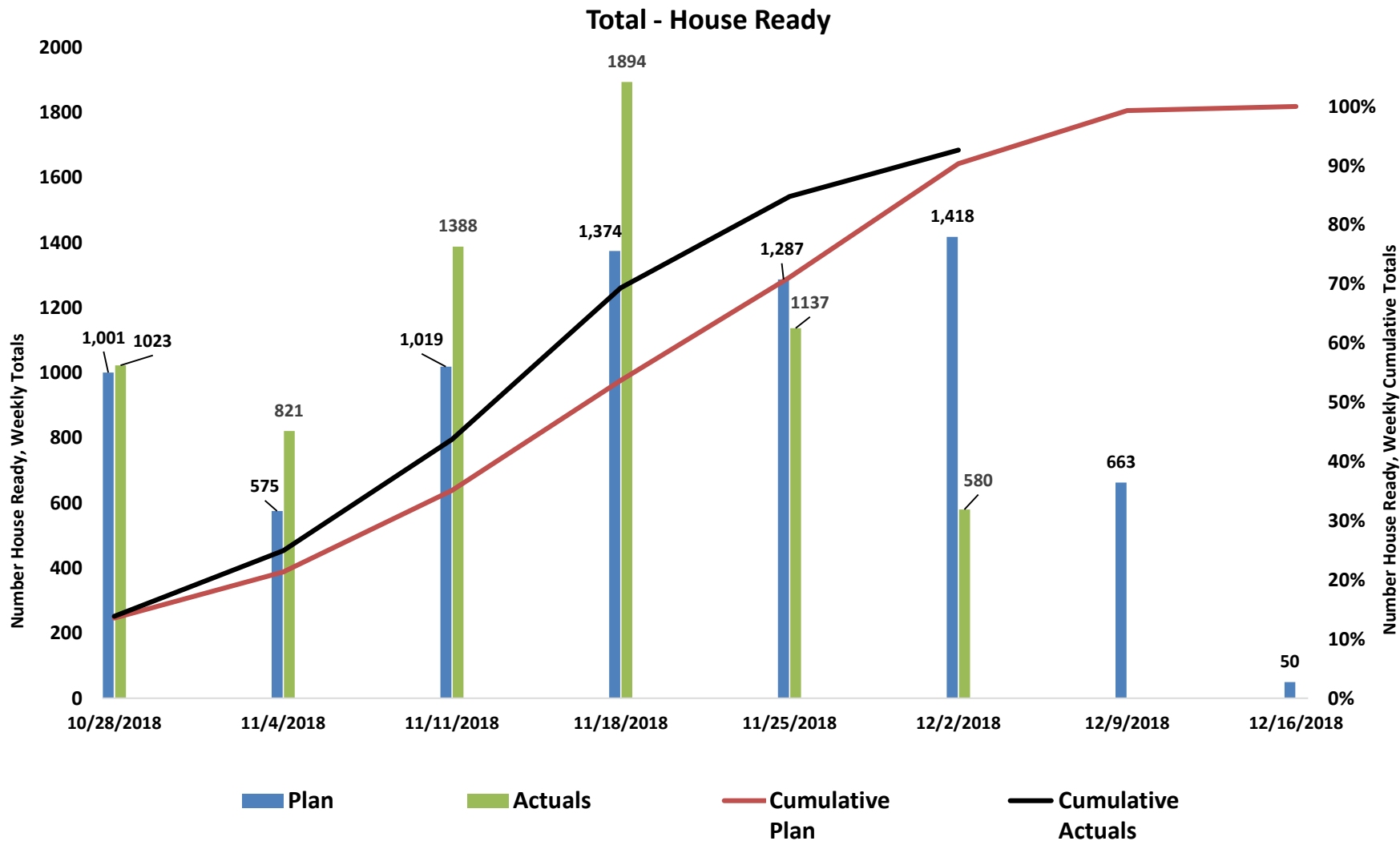
Residential Relights			
Municipality	Residential relights, # to date	Residential meters, # in total	Residential relights, % of meters
Lawrence	4,085	4,273	96%
Andover	1,558	1,648	95%
North Andover	1,148	1,217	94%
Total	6,791	7,138	95%

Highlights

- House ready actuals continue to track above plan with cumulative over 6,800

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 12/3	6,365
Confirmed complete, 12/3	111
Work ready to go to inspection	361 of which: 120 targeted for today 241 staging for inspection
Meters without confirmed complete appliances (incl. inspection-ready)	780

Progress to date
<ul style="list-style-type: none"> 90 completed inspections on 12/3 43 deliveries on 12/3
Today's Focus
<ul style="list-style-type: none"> 279 resources, of which 18 plumbers and 6 leaders will be with 4 inspectors Inspections of installed appliances Continuation of multiple approaches to access CGIs, confirm completions and notification about weekend inspections

Note: Number of meters confirmed complete has been adjusted to reflect scope of meters requiring mitigation. Previous figures accounted for meters discovered not to require mitigation by marking them "complete" to avoid rework.

Residential Temporary Heat and Winterization

Temporary Heat & Winterization

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

Total to date

921

181

Of which: Relit

755

112

**Of which: Not yet
relit**

166

69

Progress to date

- Removed 30 temp heat settings from the field on 12/3
- Set 1 customer in North Andover prior to the upcoming cold snap
- Called and/or knocked on doors for all self-mitigation customers to offer winterization services
- Found 2 additional winterized properties (customers who have self-winterized already)

Today's Focus

- Support customers who need winterization or temp heat services as colder temps arrive

Operation Back-to-Business

Progress to date

- 2 newly Service Restored achieved December 3
- 95% of customers restored
- 32 remaining businesses to restore; 27 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	59	254	313	1	47	250	297	44 (74%)	249 (98%)	293 (93%)
Andover	144	73	217	0	135	73	208	135 (93%)	73 (100%)	208 (95%)
North Andover	47	108	155	0	44	108	152	44 (93%)	108 (100%)	152 (98%)
Total	250	435	685	1	226	431	657	223 (89%)	430 (98%)	653 (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	43,389
Claims serviced at walk-in centers	19 – Andover 100 – Lawrence 11 – 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	4,919	1,656	\$22.29
North Andover	3,483	1,275	\$14.58
Lawrence	14,515	5,088	\$29.72
Other Areas ¹	1,335	471	\$3.99
Total	24,252	8,490	\$70.58

Progress Update

- 41 payments to Business customers totaling \$270,643, with total paid to date of \$14.4M
- 328 customer payments made totaling \$528k

Goals for next 24 hours & beyond

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

Customer and community engagement

- 130 customers serviced through the Claim Centers
 - 121 residential customers today, 117 being returning customers
 - 9 business customers today, 8 returning and 1 new

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

Communication

IMAGE OF THE DAY



Workers unload a new range for a customer.

Social Media Customer Care Questions

- Appliance installation, inspection and removal 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
- Spring restoration communications
- December 8 Open Houses

Completed

- Newsletter 6 sent to print
- Targeted winterization texts

Customers Remaining in Temp Housing

of families

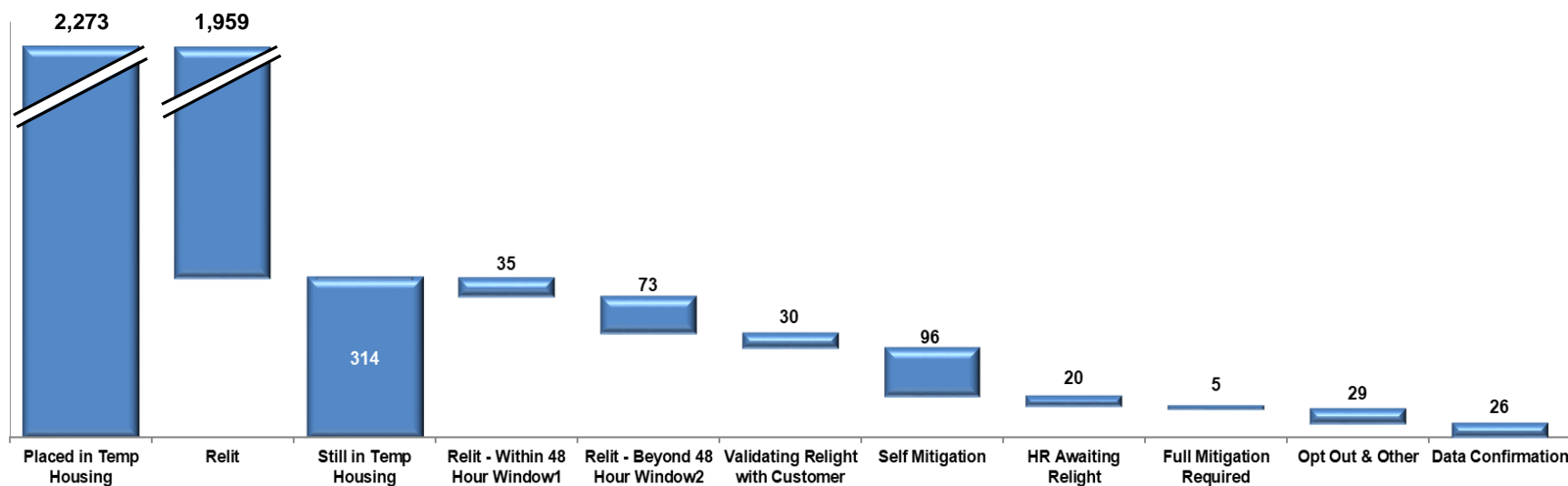
Type of Placement ¹	Families	Individuals	Children
Apartment	9	29	8
ANDOVER	2	5	2
LAWRENCE	6	22	5
NORTH ANDOVER	1	2	1
Hotel	267	872	320
ANDOVER	20	51	14
LAWRENCE	216	740	283
NORTH ANDOVER	31	81	23
RV	38	166	58
ANDOVER	1	5	3
LAWRENCE	33	144	48
NORTH ANDOVER	4	17	7
Grand Total	314	1,067	386

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

Customers in Temporary Housing by Status

of families

Municipality	Still in Temp Housing	Relight – Within 48 Hour Window	Relight – Beyond 48 Hour Window	Validating Relight with Customer	Self-Mitigation
Andover	23	0	5	0	9
Lawrence	255	34	60	26	76
North Andover	36	1	8	4	11
Total	314	35	73	30	96



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

Temporary Housing Inventory Report

Category	Current Inventory	Future inventory	Reserved and occupied	Available
Hotel < 20 Miles	1407	0	507	880
Hotel 20 – 25 Miles	1102	0	132	974
Hotel 25 – 30 miles	576	0	51	477
Hotel > 30 miles	182	0	44	0
Subtotal Hotel Rooms	3267	0	734	2331
Apartments	132	0	92	40
Trailers	486	0	24	0
Total units	3885	0	850	2234

Contracted Total

3885

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	40	99	75	60	32
Number of trailers currently occupied	14	0	9	0	1	0
Started prepping trailers for removal?	Yes	Yes	Yes	Yes	Yes	Yes
Number of trailers removed from site	0	28	0	0	0	0
Percent of total trailers removed	0%	41%	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.
- Working with team of CMA-led project managers to support remaining self-mitigators totaling approximately 335 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) 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.
For online information visit www.columbiagasma.com	