

# Daily briefing

December 4, 2018

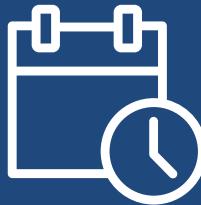
**Columbia Gas®**



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# 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

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



## Sunrise/Sunset Schedule 12/4/2018



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

# Residential Restoration / Rapid Relight

## Residential House Ready

	Plan	Actual	Of which: Repaired <sup>2</sup>
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 <sup>1</sup> 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
<b>Total</b>	<b>402</b>	<b>370</b>	<b>704</b>	<b>692</b>

## Residential Relights

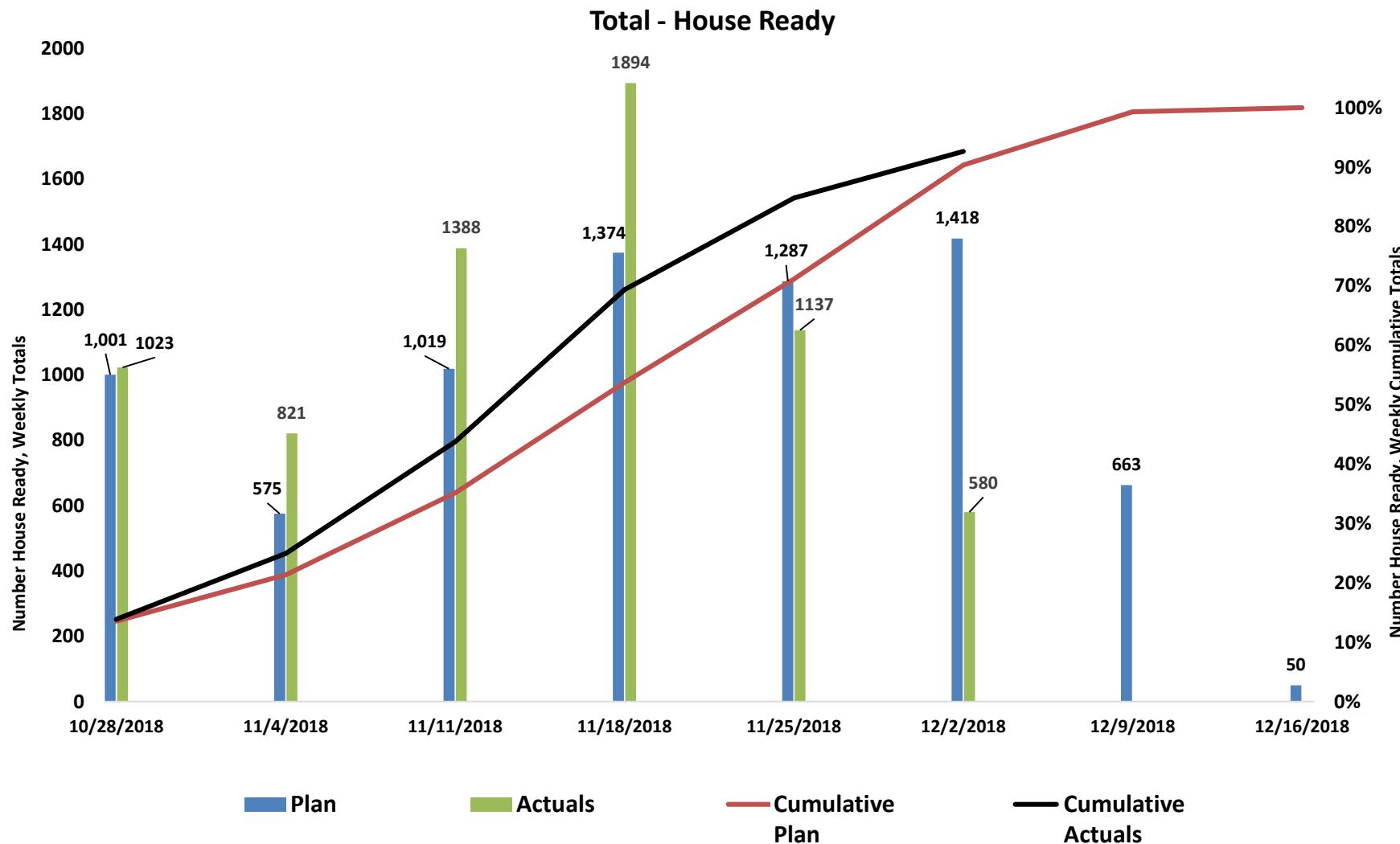
Municipality	Residential relights, # to date	Residential meters, # in total	Residential relights, % of meters
Lawrence	4,085	4,273	96%
Andover	1,558	1,648	95%
North Andover	1,148	1,217	94%
<b>Total</b>	<b>6,791</b>	<b>7,138</b>	<b>95%</b>

## Highlights

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

<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: Progress vs. Plan



# Residential Appliances

## Progress to date

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

## Progress to date

- 90 completed inspections on 12/3
- 43 deliveries on 12/3

## Today's Focus

- 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

	<u>Temporary heat, # meters</u>	<u>Winterization, # meters</u>
<b>Total to date</b>	921	181
<hr/>		
<b>Of which: Relit</b>	755	112
<hr/>		
<b>Of which: Not yet relit</b>	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 <sup>1</sup>			Service Restored <sup>2</sup>			
				Cumulative			Cumulative			
	Self-mitigate	Windover	Total	Completed yesterday	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 <sup>1</sup>	1,335	471	\$3.99
<b>Total</b>	<b>24,252</b>	<b>8,490</b>	<b>\$70.58</b>

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

## 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

# 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

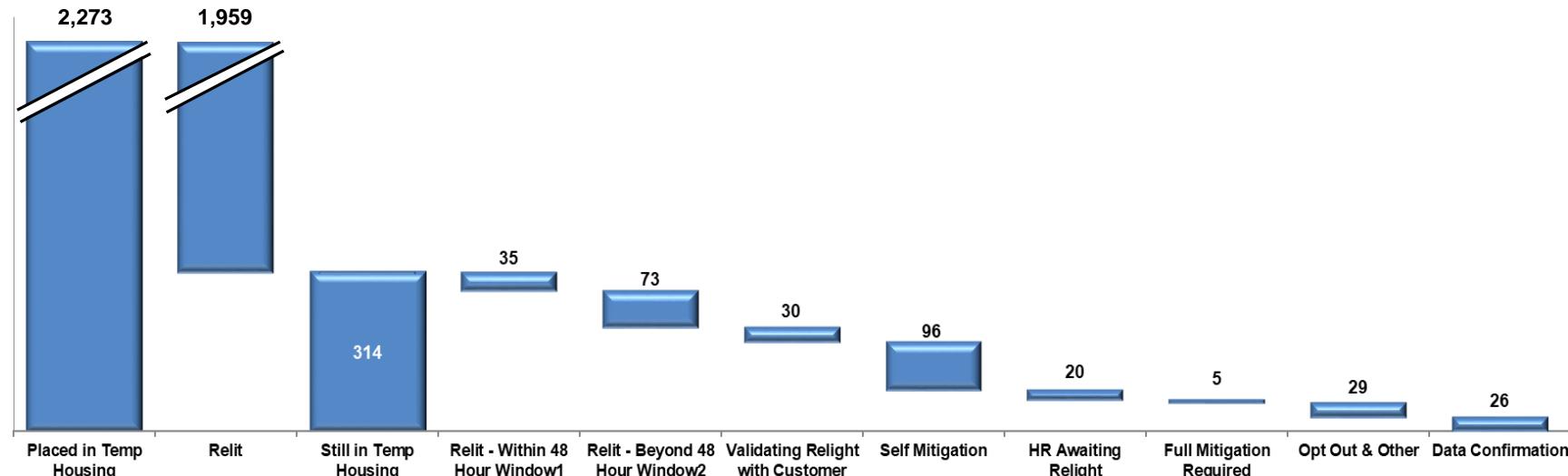
Type of Placement <sup>1</sup>	Families	Individuals	Children
Apartment	9	29	8
ANDOVER	2	5	2
LAWRENCE	6	22	5
NORTH ANDOVER	1	2	1
Hotel	267	872	320
ANDOVER	20	51	14
LAWRENCE	216	740	283
NORTH ANDOVER	31	81	23
RV	38	166	58
ANDOVER	1	5	3
LAWRENCE	33	144	48
NORTH ANDOVER	4	17	7
<b>Grand Total</b>	<b>314</b>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

<sup>1</sup> 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
<b>Andover</b>	23	0	5	0	9
<b>Lawrence</b>	255	34	60	26	76
<b>North Andover</b>	36	1	8	4	11
<b>Total</b>	<b>314</b>	<b>35</b>	<b>73</b>	<b>30</b>	<b>96</b>



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
<b>Subtotal Hotel Rooms</b>	<b>3267</b>	<b>0</b>	<b>734</b>	<b>2331</b>
Apartments	132	0	92	40
Trailers	486	0	24	0
<b>Total units</b>	<b>3885</b>	<b>0</b>	<b>850</b>	<b>2234</b>
<b>Contracted Total</b>		<b>3885</b>	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) **(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](http://www.columbiagasma.com)