

Daily briefing

December 5, 2018



Columbia Gas®



Standing Agenda



Headlines

Weather

Operational Updates

Claims

Communications

Alternative Housing

Discussion Topics

Headlines

- We have now relit 96% of residential meters; the remaining 4% include punch list and ~300 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 12/5/2018

DAY		DESCRIPTION	HIGH / LOW	PRECIP	WIND
TODAY DEC 5		Mostly Sunny	33°/24°	0%	NW 4 mph
THU DEC 6		Mostly Sunny	40°/30°	0%	WSW 10 mph
FRI DEC 7		Sunny	36°/17°	0%	WNW 14 mph
SAT DEC 8		Sunny	28°/22°	0%	NW 10 mph
SUN DEC 9		Mostly Sunny	35°/25°	0%	WNW 8 mph
MON DEC 10		Partly Cloudy	36°/24°	0%	NNW 10 mph
TUE DEC 11		Mostly Sunny	34°/22°	0%	NNW 8 mph
WED DEC 12		Sunny	35°/26°	0%	WNW 8 mph
THU DEC 13		Partly Cloudy	39°/31°	10%	W 7 mph
FRI DEC 14		Showers	45°/40°	40%	SW 9 mph



SOURCE: Weather.com as of 10:00 AM on 12/5

Residential Restoration / Rapid Relight

Residential House Ready			
	Plan	Actual	Of which: Repaired ²
12/03	158	16	1
Cumulative	6,806	6,890 (96% of residential meters)	900

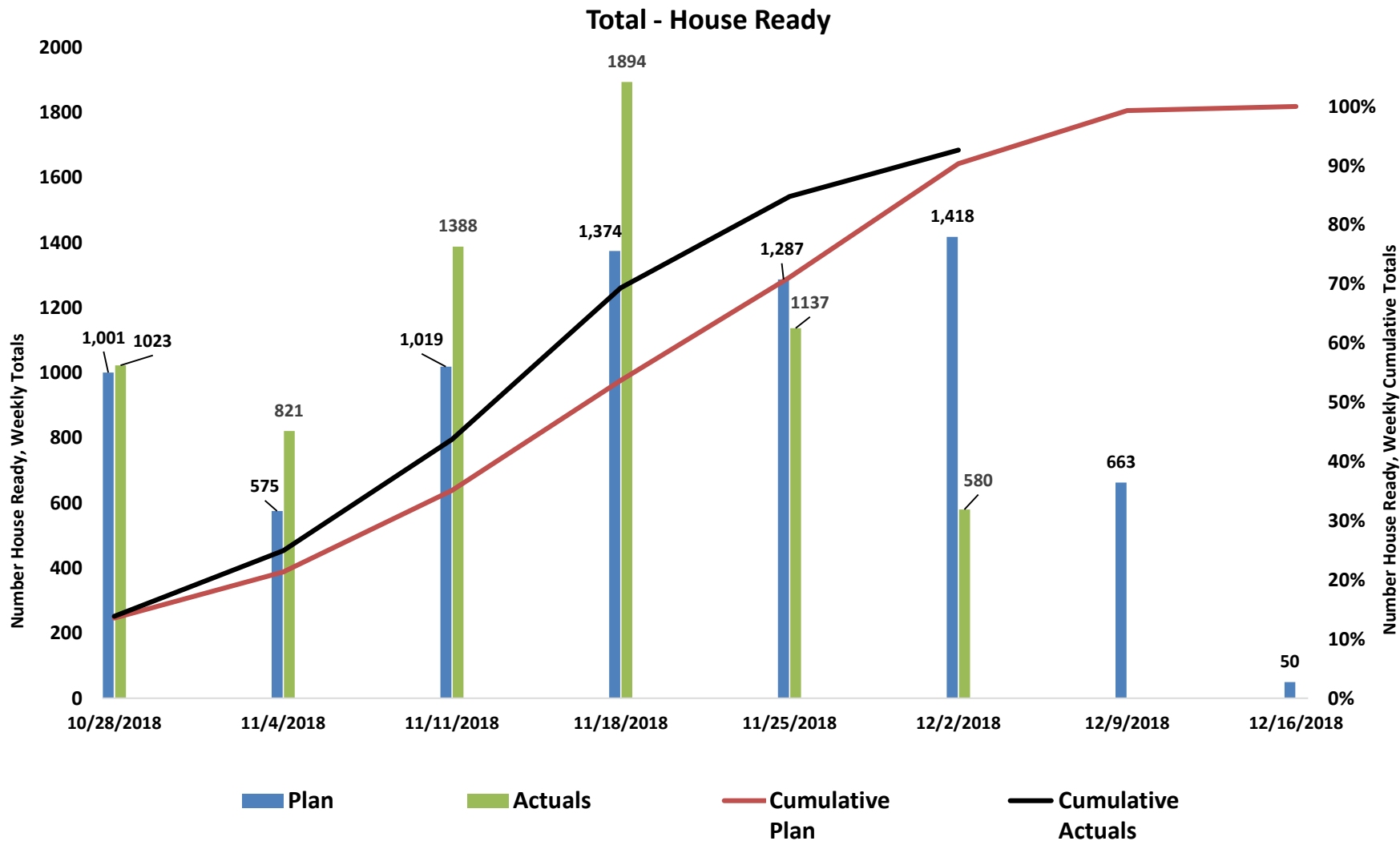
Highlights

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

Residential Relights			
Municipality	Residential relights, # to date	Residential meters, # in total	Residential relights, % of meters
Lawrence	4,110	4,273	96%
Andover	1,566	1,648	95%
North Andover	1,150	1,217	94%
Total	6,826	7,138	96%

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
12/4**

6,560

**Confirmed complete,
12/4**

212

**Work ready to go to
inspection**

348 of which:
120 targeted for today
228 staging for inspection

**Meters without
confirmed complete
appliances (incl.
inspection-ready)**

568

Progress to date

- 144 completed inspections on 12/4
- Evening inspection crews with 4 inspectors
- 47 deliveries on 12/4

Today's Focus

- 352 resources, of which 18 plumbers and 6 leaders will be with 4 inspectors
- Continuation of multiple approaches to access CGIs, 28 appointments made for today and 4 for tomorrow

Residential Temporary Heat and Winterization

Temporary Heat & Winterization

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

Total to date

921

189

Of which: Relit

777

118

**Of which: Not yet
relit**

144

71

Progress to date

- Removed 12 temp heat settings from the field on 12/4
- Winterized one property in Lawrence
- Knocked on doors of all customers who had not responded to phone calls
- Found 7 additional winterized properties (customers who have self-winterized already)

Today's Focus

- Support customers who need winterization or temp heat services as we experience colder temps throughout the week

Operation Back-to-Business

Progress to date

- 4 newly Service Restored achieved December 4
- 95% of customers restored
- 28 remaining businesses to restore; 25 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	2	48	251	299	45 (76%)	251 (98%)	296 (94%)
Andover	144	73	217	1	136	73	209	136 (94%)	73 (100%)	209 (96%)
North Andover	47	108	155	0	44	108	152	44 (93%)	108 (100%)	152 (98%)
Total	250	435	685	3	228	432	660	225 (90%)	432 (99%)	657 (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	43,550
Claims serviced at walk-in centers	12 – Andover 78 – Lawrence 12 – 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	4,928	1,624	\$22.42
North Andover	3,482	1,250	\$14.71
Lawrence	14,542	5,011	\$30.05
Other Areas ¹	1,337	457	\$4.02
Total	24,289	8,342	\$71.20

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

Progress Update

- 82 payments to Business customers totaling \$278,732, with total paid to date of \$14.7M
- 394 customer payments made totaling \$620k
- Contact made with all known landlords from tenant calls and reported claims
- Rent reimbursed to landlords totals \$2.4M

Goals for next 24 hours & beyond

- Continue to work with Operations team to support self-mitigating customers
- Continue efforts to identify additional landlords
- Continue to follow-up and secure information needed to process rent reimbursement as quickly as possible

Customer and community engagement

- 102 customers serviced through the Claim Centers
 - 93 residential customers today, all returning customers
 - 9 business customers today, also all returning

Communication

IMAGE OF THE DAY



A relocated meter

Social Media Customer Care Questions

- Service relight questions

Social Media Proactive Content

- Back to Business
- Call Columbia Gas with service restoration needs
- Meters located outside of home for safety

Completed

- Daily media briefing

Customers Remaining in Temp Housing

of families

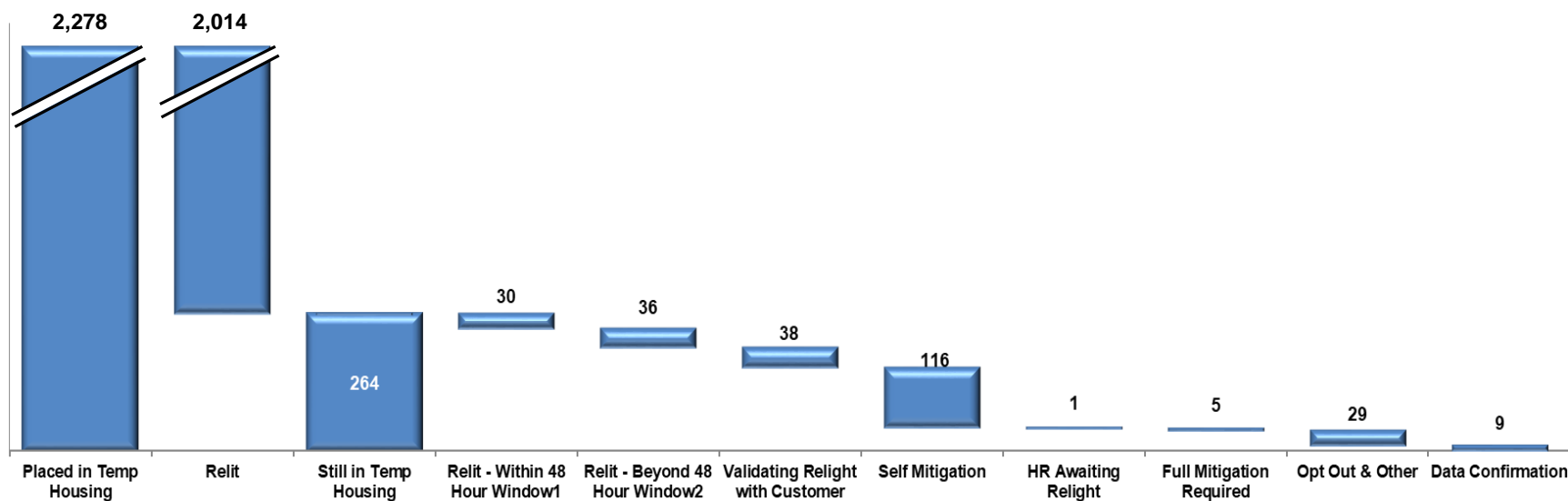
Type of Placement ¹	Families	Individuals	Children
Apartment	9	29	8
ANDOVER	2	5	2
LAWRENCE	6	22	5
NORTH ANDOVER	1	2	1
Hotel	228	740	268
ANDOVER	16	42	12
LAWRENCE	186	630	236
NORTH ANDOVER	26	68	20
RV	27	117	37
ANDOVER	-	-	-
LAWRENCE	24	104	32
NORTH ANDOVER	3	13	5
Grand Total	264	886	313

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	18	0	0	2	14
Lawrence	216	28	33	34	89
North Andover	30	2	3	2	13
Total	264	30	36	38	116



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	408	928
Hotel 20 – 25 Miles	1102	0	109	989
Hotel 25 – 30 miles	576	0	37	478
Hotel > 30 miles	182	0	42	0
Subtotal Hotel Rooms	3267	0	596	2395
Apartments	132	0	9	123
Trailers	461	0	22	0
Total units	3860	0	627	2518

Contracted Total

3860

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	39	79	75	56	32
Number of trailers currently occupied	12	0	9	0	1	0
Started prepping trailers for removal?	Yes	Yes	Yes	Yes	Yes	Yes
Number of trailers removed from site	0	29	20	0	4	0
Percent of total trailers removed	0%	42%	20%	0%	6%	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 300 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