

Daily briefing

November 29, 2018



Columbia Gas®



Standing Agenda



Headlines

Weather

Operational Updates

Claims

Communications

Temporary Housing

Discussion Topics

Headlines

- We have now relit 90% of residential meters
- We continue working to complete remaining meters, coordinating with self-mitigators, and planning close-out documentation and subsequent phases of work

Weather

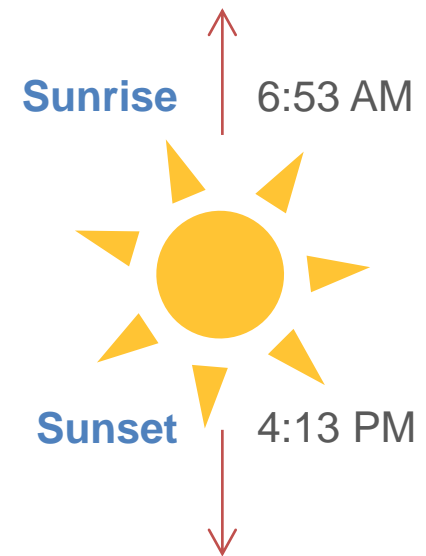


10-day Forecast



Sunrise/Sunset Schedule 11/29/2018

DAY		DESCRIPTION	HIGH / LOW	PRECIP	WIND
TODAY NOV 29		Partly Cloudy	43°/29°	0%	NW 16 mph
FRI NOV 30		Mostly Sunny	42°/30°	10%	WNW 5 mph
SAT DEC 1		Partly Cloudy	41°/36°	10%	NNW 4 mph
SUN DEC 2		Rain	50°/44°	90%	S 7 mph
MON DEC 3		Mostly Sunny	51°/29°	20%	W 12 mph
TUE DEC 4		Sunny	36°/28°	10%	NW 8 mph
WED DEC 5		AM Clouds/PM Sun	35°/24°	10%	NNW 7 mph
THU DEC 6		Partly Cloudy	34°/24°	10%	W 10 mph
FRI DEC 7		Partly Cloudy	34°/23°	0%	W 11 mph
SAT DEC 8		Snow Showers	33°/25°	40%	W 10 mph



SOURCE: Weather.com as of 9:00 AM on 11/29

Residential Restoration / Rapid Relight

Residential House Ready

	Plan	Actual	Of which: Repaired ²
11/28	176	90	14 (26%)
Cumulative	5,693	6,621 (92% of residential meters)	884 (18%)

Residential Workforce

Contractor	Plumbers on 11/28		Total workforce ¹ on 11/28	
	Plan	Actual	Plan	Actual
GRS	350	344	649	662
WGP	224	138	266	180
SLS	85	85	156	154
CMA	56	49	102	95
Total	715	616	1,173	1,091

Residential Relights

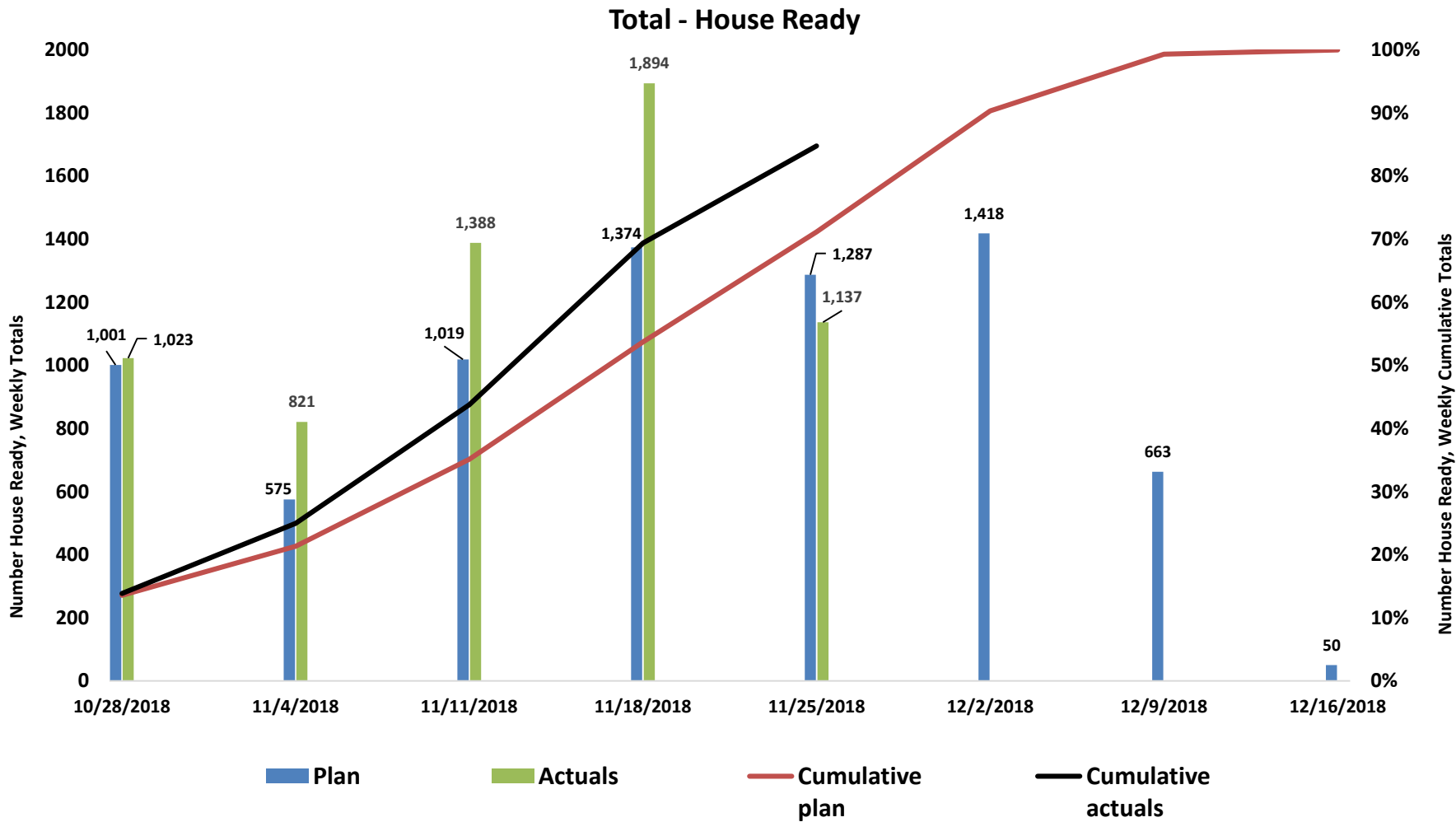
Municipality	Residential relights ³ , # to date	Residential meters ³ , # in total	Residential relights, % of meters
Lawrence	3,857	4,291	90%
Andover	1,504	1,662	90%
North Andover	1,098	1,221	90%
Total	6,459	7,174	90%

Highlights

- House ready actuals continue to track above plan with cumulative over 6,600
- Number of meters updated to reflect true scope of work

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. | ³ Number of meters has been updated to reflect meters requiring current mitigation work, and exclude meters at abandoned properties, opt-out, customers on propane until spring, and others

Residential Restoration / Rapid Relight: House Ready Progress vs. Plan



Residential Appliances

Progress to date

Number of meters

Confirmed complete, cumulative through 11/28	5,150
Confirmed complete, 11/28	312
Work ready to go to inspection	420 of which: 296 targeted for today 124 staging for inspection
Backlog of relit meters without confirmed complete appliances, total on 11/28	2,086

Progress to date

- 201 deliveries on 11/28
- 96 completed inspections on 11/28
- Onboarded 50 new resources on 11/28
- Email push to over 1,000 customers to schedule delivery

Today's Focus

- Greater resources of 314 planned today
- Onboarding of 30 new resources
- Pursuing multiple approaches to access CGIs

Residential Temporary Heat and Winterization

Temporary Heat & Winterization

	Temporary heat, # meters	Winterization, # meters
Total to date	919	164
Of which: Relit	658	88
Of which: Not yet relit	261	76

Progress to date

- 261 customers not yet relit are set up with temporary heat
- 76 customers not yet relit have winterization completed
- Removed 83 temp heat sets from the field on 11/28 as customers were relit

Today's Focus

- Refine remaining project plan for temp heat & winterization based on post-12/1 self mitigation schedule

Operation Back-to-Business

Progress to date

- 2 newly Service Restored achieved November 28
- 93% of customers restored
- 42 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			
	Self-mitigate	Windoever	Total	Completed yesterday	Cumulative			Cumulative		
					Self-mitigate	Windoever	Total	Self-mitigate	Windoever	Total
Lawrence	56	257	313	1	44	247	291	42 (75%)	244 (94%)	286 (91%)
Andover	143	74	217	0	134	73	207	133 (93%)	73 (98%)	206 (94%)
North Andover	47	108	155	0	43	108	151	43 (91%)	108 (100%)	151 (97%)
Total	246	439	685	1	221	428	649	218 (88%)	425 (96%)	643 (93%)

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	42,456
Claims serviced at walk-in centers yesterday	16 – Andover 70 – Lawrence 17 – 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	4,922	1,797	\$21.90
North Andover	3,477	1,407	\$14.07
Lawrence	14,410	5,468	\$28.21
Other Areas ¹	1,288	477	\$3.21
Total	24,097	9,149	\$67.39

Progress Update

- 93 payments to Business customers yesterday 11/28 totaling \$371,774, with total paid to date of \$13.1M
- 446 customer payments made totaling \$824k

Goals for next 24 hours & beyond

- Focus continues to proactively contact landlords to assist with loss of rent claims
- 10 adjusters participating in each session of today's Landlord-Tenant Workshop

Customer and community engagement

- 103 customers serviced through the Claim Centers yesterday
 - 96 residential customers today, 92 being returning customers
 - 7 business customers, all returning

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

Communication

IMAGE OF THE DAY



After returning home from the RV park, a young customer receives birthday gifts from Columbia Gas personnel.

Social Media Customer Care Questions

- Appliance installation and inspection questions
- Service relight questions
- Landlord-tenant reimbursement questions

Social Media Proactive Content

- Back to Business
- Daily Update of Restoration Status
- Pre-restoration communications

Completed

- Daily media briefing
- Appliance “we missed you” communications
- Pre-restoration communications

Customer Temporary Housing Placement Report

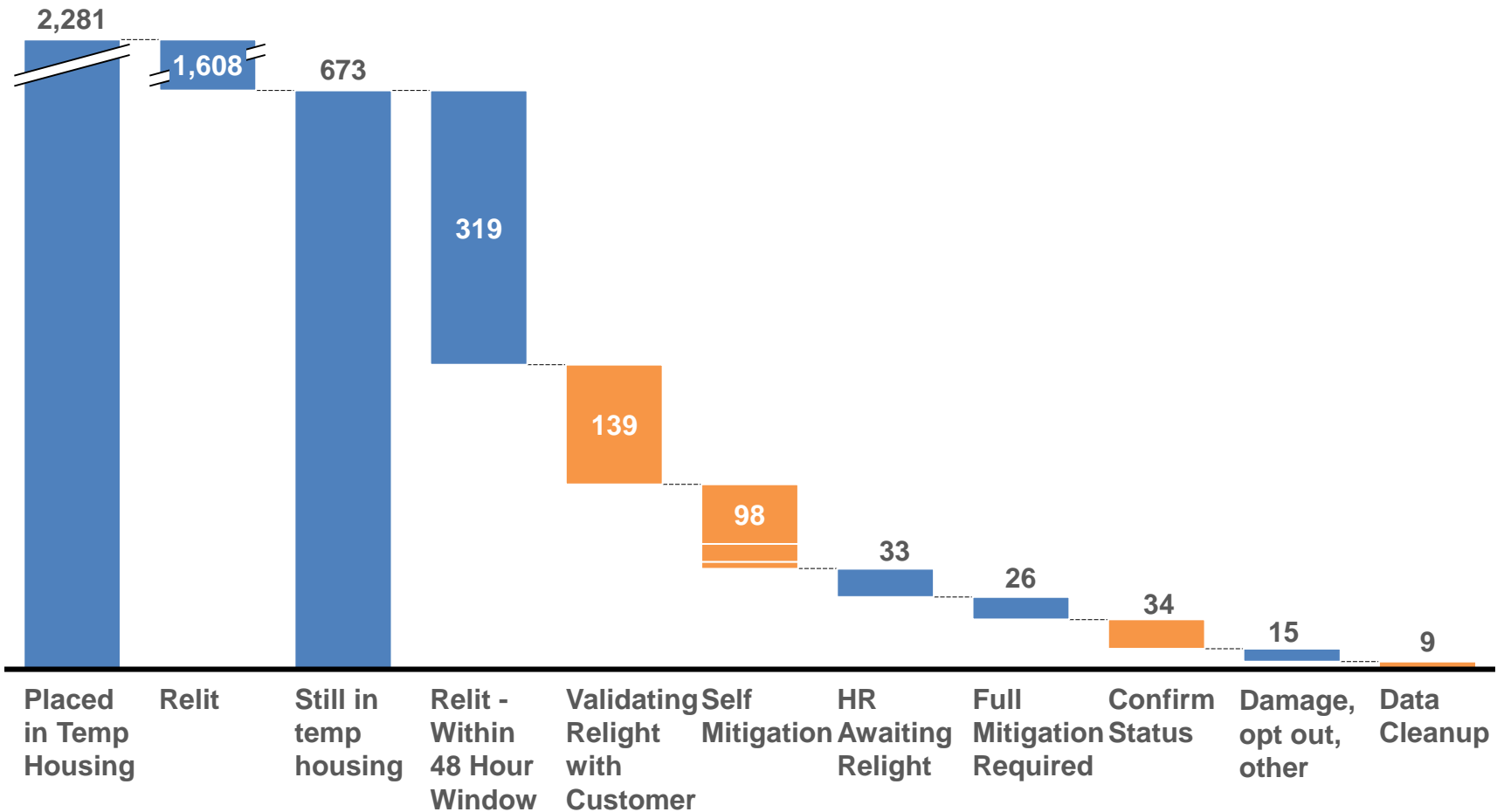
Type of Placement ¹	Change from 11/27 ²	Families	Individuals	Children
Apartment	0	60	230	85
ANDOVER	0	7	22	7
LAWRENCE	0	46	190	72
NORTH ANDOVER	0	7	18	6
Hotel	(6)	1,856	6,216	2,020
ANDOVER	(1)	196	478	129
LAWRENCE	(6)	1,502	5,299	1,769
NORTH ANDOVER	1	158	439	122
RV	(1)	349	1,564	661
ANDOVER	0	10	45	22
LAWRENCE	(1)	309	1,402	585
NORTH ANDOVER	0	30	117	54
Other	0	2	2	0
ANDOVER	0	1	1	0
LAWRENCE	0	1	1	0
Grand Total	(7)	2,267	8,012	2,766

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

2 Change is net of new placements and customers that never checked in (not net of those who returned home)

Customers in Temp Housing by Status

of families



Temporary Housing Inventory Report

Category	Current Inventory	Future inventory	Reserved and occupied	Available
Hotel < 20 Miles	1407	0	726	677
Hotel 20 – 25 Miles	1102	0	219	870
Hotel 25 – 30 miles	1264	0	70	1182
Hotel > 30 miles	227	0	60	3
Subtotal Hotel Rooms	4000	0	1075	2732
Apartments	132	0	92	40
Trailers	514	0	106	44
Total units	4646	0	1273	2816

Contracted Total 4646

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	179	69	99	75	60	32
Number of trailers currently occupied	64	0	22	6	9	5
Started prepping trailers for removal?	Yes	Yes	Yes	Yes	Yes	Yes
Number of trailers removed from site	0	0	0	0	0	0
Percent of total trailers removed	0%	0%	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

Vacant trailers located on the west site of South Common will begin being removed on Thursday, November 29.

Discussion topics

- 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) Available 24/7	(800)-590-5571
Emergency Line	(800)-525-8222
Claims Center and Back-to-Business Locations (see website for availability)	<p>439 South Union Street, Lawrence: Mon. – Fri. 7a.m. – 7p.m.; Sat. 9a.m.-2p.m.</p> <p>45 Main St. Andover: Back-to-Business Mon. – Fri. 12 p.m. – 8p.m.; Sat. 9a.m. – 2p.m.</p> <p>115 Main St. North Andover: Mon. – Fri. 12p.m. – 8p.m.</p>
Career Hotline	(866) 960-7285
For online information visit www.columbiagasma.com	