Daily briefing

October 30, 2018

Standing Agenda

- Headlines
- Weather
- Operational Updates
- Customer and Community Support
- Claims
- Communications
- Discussion Topics
- Sheltering Options

Headlines

DATA AS OF 10/30/2018

- We have now:
  - Completed all main line replacement and requalification
  - Replaced all service lines, and they are Gas Ready
- We are:
  - Re-deploying Construction project management and planning/scheduling team to House Ready work

Weather

DATA AS OF 10/30/2018

10-day Forecast

DAY	DESCRIPTION	HIGH / LOW	PRECIP	WIND
TODAY OCT 30	Mostly Sunny	49°/33°	0%	NW 12 mph
WED OCT 31	Mostly Sunny	56°/51°	10%	SSW 8 mph
THU NOV 1	AM Showers	57°/51°	50%	WNW 5 mph
FRI NOV 2	Rain	63°/55°	100%	SE 8 mph
SAT NOV 3	AM Showers	59°/41°	60%	SW 10 mph
SUN NOV 4	Sunny	53°/39°	0%	WNW 7 mph
MON NOV 5	Partly Cloudy	54°/45°	10%	E 7 mph
TUE NOV 6	PM Showers	56°/52°	40%	E 6 mph
WED NOV 7	Showers	64°/53°	60%	SSE 11 mph
THU NOV 8	Partly Cloudy	58°/42°	20%	WSW 11 mph

Sunrise/Sunset Schedule 10/30/2018

Activity	Time
Sunrise	7:16 AM
Sunset	5:40 PM

SOURCE: Weather.com as of 10:00 AM on 10/30

DATA AS OF 10/29/2018

Residential Restoration / Rapid Relight

House Ready	Results Plan | Actual (10/29)	Plan (10/30)	Cumulative Cumulative | Target
Residential (incl. multi-family)	100 | 81	88	1,242 | 7,342

Metrics	Residential relights, as of 10/29 EOD	Plumbers on 10/29	Total Workforce on 10/29[1]
Actual	1,390[2]	373 199[3]	1,206
Projected		437	1,574

Today's Focus

- 88 residential and multi-family House Ready meters in plan
- Work focused in all zones: 25 House Ready plan in Zone 6
- Productivity improvement to focus scope and efficiency of plumbers
- Onboarding additional contractors to ramp up production

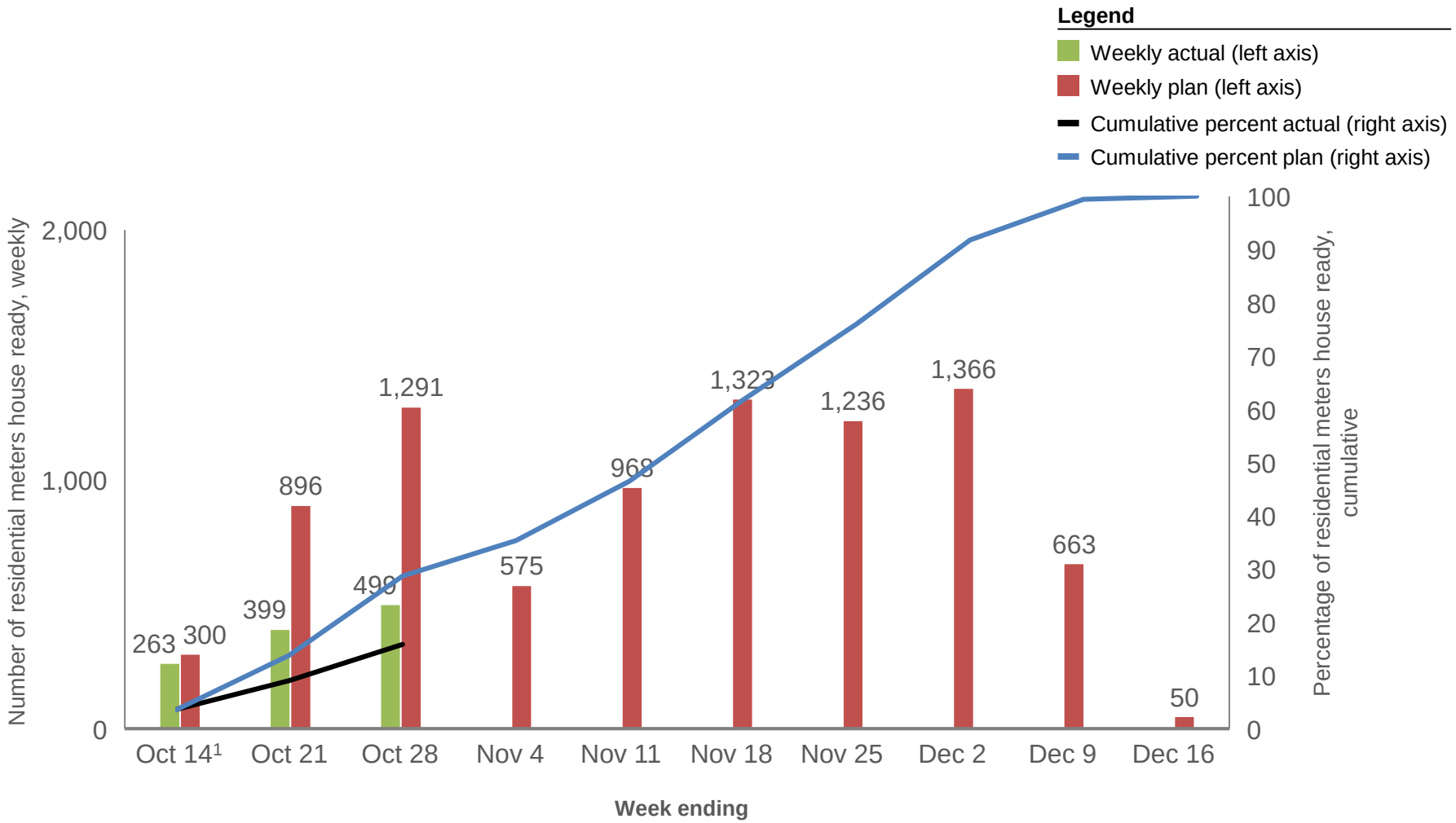
Identified Productivity Improvements (not exhaustive)

Topic	Action
Plumber Scope	Focus scope on plumber required activities; implement with plumbing companies and field leadership
Mutual Aid End to End	Identify process from resource request, logistics, on-boarding and full utilization of craft
Install Process Improve-ment Pilot	Streamlined install process to improve completion rates, quality, customer satisfaction, and safety

1 Total workforce = Plumbers + Tradesmen + Support people resources and management | 2 Number of relights is greater than House Ready due to multiple factors, including customers who have undertaken their own repairs outside the House Ready process 3 WGP is onboarding these plumbers yesterday and today. They will be productive by end of week

DATA AS OF 10/28/2018

Residential Restoration / Rapid Relight: Progress vs. plan



1 Week ending in October 14 shows project to-date through EOD 10/14/18.

Notes: Number house ready now represented using meters. In the past, this information was presented using number of units. Subject to change. Excludes business customers being addressed by Operation Back to Business.

DATA AS OF 10/29/2018

Operation Back-to-Business

Total

Cumulative

Progress to date

- Back to Business Operations started; tiered restoration approach under way

Next 24 hours

- 53 of 56 Tier I and Tier II assessments completed

Customer and community engagement

- Serving business customers at Back to Business centers
- Scheduling individual town status updates
- Developing #MVBacktoBusiness promotions

Business customers by current status, #, daily progress (yesterday) and cumulative

		Assessments[1]		House Ready[2]		Service restored[3]
	Total # site ID	Increase yesterday	Cumulative	Increase yesterday	Cumulative	Cumulative
Lawrence	**313**	16	162	1	53	30
Andover	**217**	30	193	0	46	39
North Andover	**155**	0	154	0	56	54
Total	**685[4]**	**46**	**509**	**1**	**155**	**123**

1 Customers ready for installs and/or self mitigating
2 Customers with completed installation, and House Ready status
3 All customers with restored gas service
4 Now includes 10 customers that were part of strike team

DATA AS OF 10/30/2018

Construction – Final Update

Labor resourcing: Crews planned

	10/30	10/31	11/01	11/02
Andover	27	0	0	0
Lawrence	54	0	0	0
North Andover	20	0	0	0
Total	101	0	0	0

	Project to Date	Target
Main line Installed ft	228,675 (43.3 miles)	228,675 (43.3 miles)
Polyethylene pipe re-qualified ft	64,935 (12.3 miles)	64,935 (12.3 miles)
Service line replaced (#)	5,086	5,086
Gas Ready Services[1]	5,086	5,086

- Service and main line replacements are ahead of schedule

Progress

- Main installed project to-date: 228,675 feet (43.3 miles)
- Service lines gas ready project to-date: 5,086
- All polyethylene pipe re-qualification completed on 10/24
- All service lines installed completed on 10/29
- All service lines gas ready completed on 10/29
- Completed 63 of 63 project segments
- Plates in road: 10 currently in the road and ahead of schedule; all plates to be removed by 11/05

Progress Update
Next 24 hours

Customer and community engagement

- Transitioning all meetings to local operations.

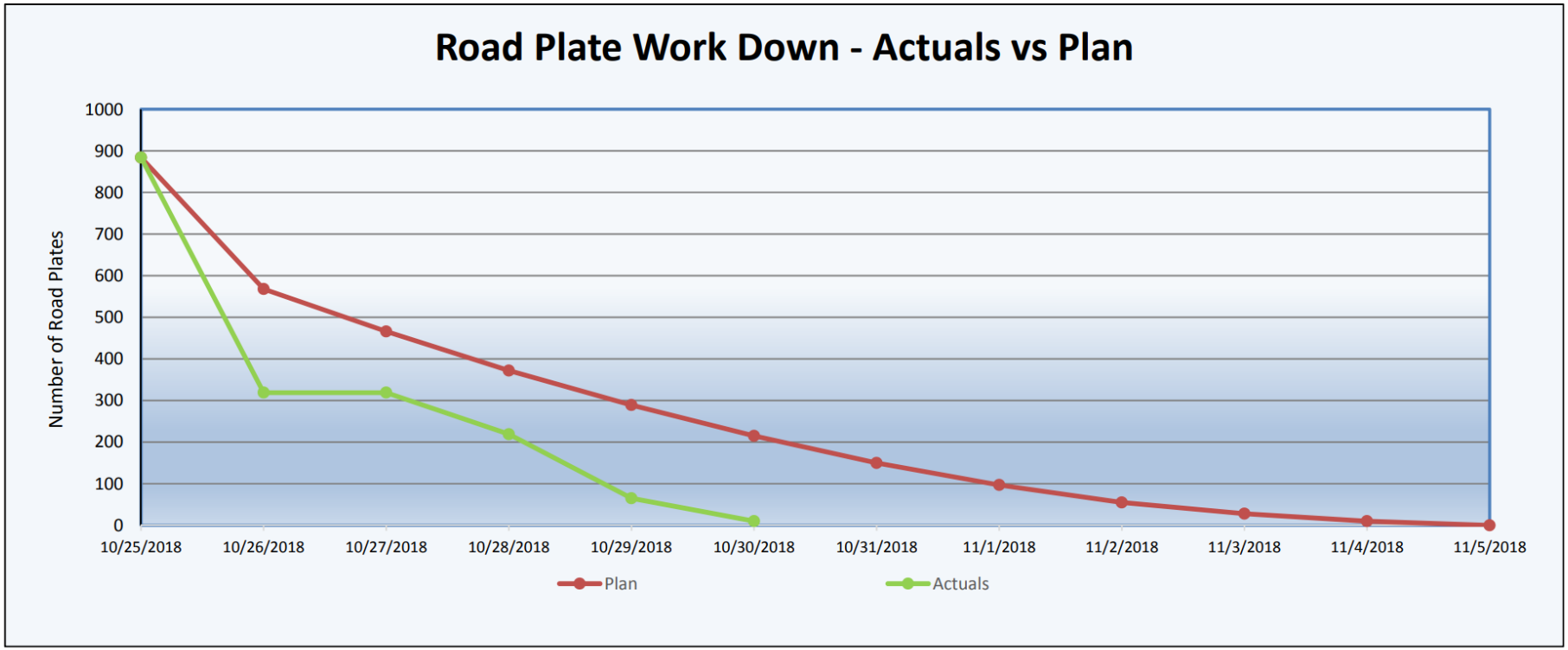
Risk

- Inclement weather – Low
- Permitting and Traffic Control - Low

1 Distinct from Gas Ready meters

Construction: Road Plate Work Down

DATA AS OF 10/30/2018



DATA AS OF 10/29/2018

Customer and Community Support

Yesterday's call center performance (through 6pm)

	Actual seconds	Calls Handled Yesterday	Since Event Actual seconds	Since Event Calls Handled
CMA call center performance	5	2,403	83	99,610

Mobile Customer Care Centers

	Actual
# of customers interacted with (yesterday)	47
# of customers interacted with (to-date)	2,263

Deployment Area	1	2	3	4	5	6	7	8
Zones		✓		✓			✓	

Progress to date

Mobile Customer Care Centers

- Visitors: Andover 7, North Andover 15, Lawrence 25
- Block Pilot N. Andover RV care center @115 Main St (Zone 7)
- Questions focused on service restoration, assess/install, appliance options, claims process/status and map dates

Customer and Community Engagement

Operation Trick or Treat - Wed 10/31

- N. Andover (2 RVs) from 5:30 to 7:30,
- Andover (1 RV) from 5 to 7pm

Goals for next 24 hours & beyond

Recruitment Activities continue: 47 candidates for the 15 Customer Care Advisor positions and 1 Team Leader position**.**

- Interviewed 26 candidates
- Additional interviews scheduled on Mon, 10/30
- New hire training begins Nov 5

Claims

DATA AS OF 10/29/2018

Metrics

Metric	Total to date
Calls received at Claim Reporting toll-free number	33,270
Claims serviced at walk-in centers	51 – Andover 165 – Lawrence 44 – North Andover
Residential claims, %	93%
Claims with more than 1 payment, %	43%
ASA: Claim Center, yesterday	6 seconds

Claims by Municipality

Municipality	Claims Received	Active Claims	Value paid out, $M
Andover	4,637	2,710	$12.44
North Andover	3,198	1,944	$7.64
Lawrence	13,325	7,666	$14.36
Other Areas[1]	892	443	$1.07
Total	22,052	12,769	$35.5

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

Progress Update

- Trainers on-site in claim offices all week for new adjusters being added. Training will be done for all adjusters on new appliance screen in claim system as well.
- Nearly 37,000 customer payments to date, totaling $35.5M, on 17,000 claims, 77% of reported
- Twenty-nine (29) payments to Business customers totaling $246,355

Goals for next 24 hours & beyond

- Leadership traveling to Hammond, LA claim office to meet with adjusters
- Finalizing new space for additional adjuster staff in Massachusetts
- Working with E&Y to develop metrics to support Operation Back-to-Business
- New claim system enhancements went into production this afternoon to track appliance self-mitigation

Customer and community engagement

- 260 customers serviced through the two open Claim Centers
  - 251 residential customers today, 236 being returning customers
  - 9 business customers, 2 reporting a new claim and 7 returning
  - $39,300 issued in payments via debit cards making the funds available right away

Communication

DATA AS OF 10/29/2018

Image of the Day

Night construction on main gas line in North Andover.

Ongoing Customer and Community Engagement

- Press release issued on construction completion.
- Responded to press inquiries on general updates and relight pace.
- Finalized plan and secured all materials for Operation Trick or Treat at Mobile Resource Centers and hotels with displaced residents.
- Continued to develop social media content including dedicated Q&A.

Completed

- Daily media briefing
- Sent Media Fact Sheet on customer communications

Columbia Gas Website: ColumbiaGasMA.com
Columbia Gas Facebook: https://www.facebook.com/ColumbiaGasMA
Columbia Gas Twitter: @ColumbiaGasMA

Discussion topics

- Mission focus
- Weekly outlook
- Contractor, labor and staff onboarding will continue
- Continuing to source valves and pilot assemblies for boiler and furnace repair

Detail on placement of customers into alternate housing

DATA AS OF 10/28/2018

Municipality	Metric	Total in housing EOD 10/27	Newly housed 10/28	Total in housing EOD 10/28	Of which: Hotels	Of which: Apartments	Of which: RVs
Andover	Families	278	7	285	270	3	12
	Individuals	813	20	833	771	10	52
	Rooms	310	5	315	315	0	0
North Andover	Families	178	3	181	150	3	28
	Individuals	537	8	545	431	10	104
	Rooms	168	1	169	169	0	0
Lawrence	Families	1,444	49	1,493	1,166	30	297
	Individuals	5,469	196	5,665	4,182	129	1,354
	Rooms	1,525	28	1,553	1,553	0	0
Other areas[1]	Families	0	0	0	0	0	0
	Individuals	0	0	0	0	0	0
	Rooms	0	0	0	0	0	0
Total	Families	1,900	59	1,959	1,586	36	337
	Individuals	6,819	224	7,043	5,384	149	1,510
	Rooms	2,003	34	2,037	2,037	0	0

1 Customers in this category had an unlisted address and/or an alternate outside address | 2 Number reported prior to 10/3 represented rooms rather than number of families in alternate housing

Sheltering Options Status

DATA AS OF 10/28/2018

Shelter type	Available for Placement (10/28)	Units with Placements	Total (available for placement plus already placed)
Hotels	2,601 rooms	2,037 rooms	4,638 rooms
Apartments	130 apartments	36 apartments	166 apartments
Trailers	72 trailers	337 trailers	409 trailers
Congregate Shelters	1,000	0	1,000

By Day Available for Placement Units

****assumes placements increase of 175 units per day***

10/29	10/30	10/31	11/01	11/02	11/03
2,426	2,251	2,241	2,416	2,591	2,766

KPIs

Current Units Secured		Target Goal
4,804	Rooms available (hotels & apartments)	5,000
96%	Percentage of goal	100%

Progress update

- 408 trailers are on the 4 trailer sites, 405 (+/- 0) trailers are in service. 340 (+9) trailers are occupied, and an additional 24 (+2) trailers are reserved but unoccupied. Total residents in trailers: 1410 (+39) (As of 5 PM on 10/29).
  - South Commons Park (Lawrence): 217 trailers on site; 214 (+1) are operational. 181 (+11) families have registered at the site and are occupying trailers (as of 5 PM on 10/29)
  - Pemberton Park (Lawrence): 100 trailers onsite and operational. 83 (-2) families have registered at the site and are occupying trailers (as of 5 PM on 10/29)
  - Grogan Field (North Andover): 60 trailers onsite and operational. 50 (+/- 0) families have registered at the site and are occupying trailers (as of 5 PM on 10/29)
  - Recreation Road (Andover): 32 trailers on site and operational. 26 (+/-0) families have registered at the site and are occupying trailers (as of 5 PM on 10/29)
- Congregate shelter at IndusPad, 46 Stafford Street, Lawrence. 1000 beds available. 78 (+1) people were registered as of 5 PM on 10/29. Between 7AM and 5 PM, 47 meals were served, 2 showers were taken, and 8 beds were assigned.
- Nevins Farm in Methuen is available to kennel and care for household pets should customers have a need.

Appendix

Columbia Gas Contact Information

Affected Customer Hotline (866)-388-3239

Property Claims Number (800)-590-5571

- Temporary Housing number (800)-590-5571 select language and then select option 3

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:
Tue. – Fri. 12p.m. – 8p.m.; Sat. 9a.m. – 2p.m.

Career Hotline (866) 960-7285

For online information visit www.columbiagasma.com