

Daily briefing

October 10, 2018



Columbia Gas®



Standing Agenda










- Headlines
- Weather
- Operational Updates
- Customer and Community Support
- Commercial Customers
- Claims
- Communications
- Discussion topics
- Sheltering options

Headlines

- We have now:
 - Completed 50% of main line replacement (more than 22 miles of pipe)
 - Replaced 1,334 service lines, of which 1,062 are gas-ready

Weather

10-day Forecast

DAY		DESCRIPTION	HIGH / LOW	PRECIP
TODAY OCT 10		Mostly Sunny	83°/62°	0%
THU OCT 11		Thunderstorms	69°/60°	90%
FRI OCT 12		Partly Cloudy	64°/44°	10%
SAT OCT 13		PM Showers	55°/40°	40%
SUN OCT 14		Partly Cloudy	58°/49°	10%
MON OCT 15		Showers	60°/43°	60%
TUE OCT 16		Sunny	53°/40°	20%
WED OCT 17		Mostly Cloudy	56°/46°	20%
THU OCT 18		Partly Cloudy	55°/39°	20%
FRI OCT 19		Mostly Sunny	54°/40°	0%

Sunrise/Sunset Schedule 10/10/2018

Activity	Time
Sunrise	6:52 AM
Sunset	6:11 PM

SOURCE: Weather.com as of 1:00 AM on 10/10

Operation Assess / Install

Labor resourcing

Resource	On-the-ground 10/9 (yesterday)	Planned for 10/10 (today)	Planned for 10/11 (tomorrow)
Plumbers	211	215	228
Gas fitters	195	180	190
Electricians	446	252	232
GRS Field/Ops	238	202	182
Local inspectors	9	9	9
Linguists	40	25	25

Other resourcing

Resource	Installed ² (cumulative)	# in stock	# ordered
Water heaters	289	1027	2,024
Boilers	248	412	2,000
Combination units	10	595	1,000
Tankless water heaters	0	330	1,024
Ranges	0	240	1,800
Dryers	0	360	1,640

Progress update

- GRS now fully utilizing app for all assess / installs moving forward
- Mutual aid resources onboarding this week with continued ramp up
- Number of plumbers declined relative to weekend surge capacity, as planned
- We are ramping up inspectors on the weekends. Each resource can inspect up to 25 houses per day
- Assessment appointments previously scheduled to take place on 10/9 were kept; others being informed that Install process will include later assessment

KPIs (figures subject to revision)

Prior day		Current	
143	Residential units in progress	194	
28	Commercial units in progress	46	
Prior day		Cumulative	Total goal ¹
91	Residential units House Ready	176	9,607 (est.)
11	Commercial units House Ready	23	748 (est.)

Customer and community engagement

- Communicating 72-hour look-ahead schedule and interactive map
- Claims adjusters are calling all property owners to verify dwelling units and installation preferences

¹ Estimate subject to change. Represents estimated number of dwelling units across residential and commercial customers respectively, which includes multiple units behind commercial and residential meters. There are 8,447 total meters across commercial and residential; some meters have multiple dwelling units.

² Total across residential and commercial

Construction

Labor resourcing: Crews planned

	10/10	10/11	10/12	10/13
Andover	56	56	67	67
Lawrence	97	99	105	95
North Andover	43	43	43	65
Total	196	198	215	227

Progress Update

	Project to Date	Target
Main line Installed ft	117,860 (22.3 miles)	235,000 (44.5 miles)
Polyethylene pipe re-qualified ft	14,944 (2.8 miles)	68,640 (13 miles)
Service line replaced (#)	1,334	6,100
Gas Ready Services	1,062	6,100

- Service and main line replacements are ahead of schedule

1 Low pressure to medium pressure

Progress

- Main installed project to-date: 117,860 feet (22.3 miles)
- Service lines gas ready project to-date: 1,062
- Service lines replaced on 10/9: 257
- Service lines gas ready on 10/9: 243
- 53 crews re-assigned to work on vulnerable and at-risk customers

Next 24 hours

- Mains and service lines working in all zones projected 196 crews for Wednesday

Customer and community engagement

- Continue to hold daily meetings with DPW of all three communities along with Environmental Partners
- Continue to hold daily project coordination meetings with local fire and police departments in all three municipalities to discuss traffic management
- Continue to hold weekly project coordination meetings with MassDOT to mitigate state road impacts as necessary

Risk

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

Customer and Community Support

Yesterday's call center performance (through 6pm)

Topic	Metric	Actual, seconds	Target
Call center performance	ASA ¹ : CMA, yesterday	17	30 seconds
	ASA ¹ : CR ² , yesterday	6	30 seconds

Mobile Customer Care Centers Progress

Metric	Actual
# of customers interacted with (yesterday)	91
# of customers interacted with (to-date)	1,136

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

See claims section for detail on customer placement

Latest progress

Mobile Customer Care Centers successfully launched on 9/26:

- Deployed through zones 2, 4, and 7
- Visitors 10/9: Andover 30, North Andover 40, Lawrence 21
- Questions focused on path to service restoration, assessments, claims process/status & construction process

"Block" RV Pilot

- Selected new RV zone 7 site to assist field customer questions during assess/install "house ready" process
- North Andover Mobile Unit will be relocated near the intersection of Waverly and Union Streets. Go live is 10/10

Customer and community engagement

Customer Resource Walk-in Andover Locations:

- 45 Main Street – **Signed lease**
- Facility/space planning started

Positive feedback continues to be received from community on Mobile Customer Care Centers

Goals for next 24 hours & beyond

- Monitor the "Block" RV Pilot: Mobile Care Unit
- Recruitment Activities continue: 47 candidates for the 15 Customer Care Advisor positions and 1 Team Leader position. Conducted 8 interviews on 10/9 – feedback very positive

¹ Average seconds to answer. | ² CLEARResult

Commercial customer engagement

Municipality	Commercial customers ¹
Andover	267
North Andover	170
Lawrence	368
Total	805

Progress to date

- 40 customers have alternative fuel sources (propane, electric, oil) in place

Goals for next 24 hours

- Continue assessments/installs with 44 teams – currently in week 2 of the effort
- Refine data reporting process

Customer and community engagement

- Kicked off Daily Commercial Stakeholder Working Group. Objective is to tailor unique outreach and mitigation plans to fit the needs of each business segment
- Continued outreach by 30 Commercial Representatives to assigned customers with updates on assessment scheduling and follow-up to questions or concerns

¹ Subject to change based on refinements to categorization and data reconciliation.

Claims

Metrics

Metric	Total to date
Calls received at Claim Reporting toll-free number	21,662
Claims made at walk-in centers	37 new claims 80 returning customers
Residential claims, %	95%
Claims with more than 1 payment, %	23%
ASA: Claim Center, yesterday	6 seconds

Claims by Municipality

Municipality	Claims received	Value paid out, \$M
Andover	4,054	\$3.03
North Andover	2,798	\$2.15
Lawrence	12,018	\$5.46
Other Areas ¹	760	\$0.30
Total	19,630	\$10.94

Goals for next 24 hours & beyond

- Continue to execute adjuster assessment survey strategy to secure customers' appliance needs.
- North Andover Housing Authority has hot water and will have heat shortly.
- Payments were issued to 625 claims yesterday for an average of \$1,169 per claim.
- Will pair an adjuster with each community's liaison to support claims questions
- Working to address other concerns

Customer and community engagement

- Proactively reaching out to customers who are in hotels that will have their gas service resumed after 11/1 to move them to newly secured apartments.

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

Communications Update: October 10th

Activity	Update	Channels/Timing
Claims Centers	<ul style="list-style-type: none"> For the week of Oct. 8: Andover : T-F 12 p.m. - 8 p.m.; Sat. 9 a.m. - 2 p.m. at 20 Main Street Lawrence: M-F 7 a.m. - 7 p.m.; Sat 9 a.m. - 2 p.m. at 439 South Union Street (1 Heritage Place) North Andover: T-F 12 p.m. - 8 p.m.; Sat 9 a.m. - 2 p.m. at 115 Main Street 	<ul style="list-style-type: none"> Updated details available on ColumbiaGasMA.com Shared on social channels Claim Center Phone Number: 1 (800) 590-5571
Assessments / Installations	<ul style="list-style-type: none"> "House Ready" assessment / installation process announced 72-hour work-ahead schedule finalized in English and Spanish 	<ul style="list-style-type: none"> Announced via press release and media advisory midday Held 3 p.m. media conference call Updated details, including fact sheet in English and Spanish, on ColumbiaGasMA.com Talking points shared with workers and call centers
Construction & Restoration Overview	<ul style="list-style-type: none"> Overview of what to expect in the restoration process and overview of the Gas Ready construction plan 	<ul style="list-style-type: none"> Customer information on service restoration posted on ColumbiaGasMA.com Available in hand out in the mobile customer care and contact centers
Mobile Customer Resource Centers	<ul style="list-style-type: none"> For the week of Oct. 8 mobile units are planned T-F 9 a.m. - 4:30 p.m.; Sat-Sun 10 a.m.- 4 p.m. 	<ul style="list-style-type: none"> Locations updated on ColumbiaGasMA.com

Columbia Gas Website: ColumbiaGasMA.com

Columbia Gas Facebook: <https://www.facebook.com/ColumbiaGasMA>

Columbia Gas Twitter: [@ColumbiaGasMA](https://twitter.com/ColumbiaGasMA)

Discussion topics

- Mission focus
- Inspection resources
- Inventory and reporting

Placement of customers into alternate housing

Municipality	Metric	Total in housing EOD 10/7	Newly housed 10/8	Total in housing EOD 10/8	Of which: Hotels	Of which: Apartments	Of which: Trailers
Andover	Families	140	17	157	157	0	Not yet available
	Individuals	367	50	417	417	0	
	Rooms	154	17	171	171	0	
North Andover	Families	87	16	103	103	0	
	Individuals	269	52	321	321	0	
	Rooms	100	17	117	117	0	
Lawrence	Families	709	74	783	783	0	
	Individuals	2,548	301	2,849	2,849	0	
	Rooms	904	94	998	998	0	
Other areas ¹	Families	9	0	9	9	0	
	Individuals	27	0	27	27	0	
	Rooms	11	0	11	11	0	
Total	Families	945	107	1,052	1,052	0	
	Individuals	3,211	403	3,614	3,614	0	
	Rooms	1,169	128	1,297	1,297	0	

Updates:

- Trailers became available for placement 10/9
- Apartment placements were previously handled on a case-by-case basis with customers who sustained extensive home damage, involving longer-term leases and/or alternative arrangements.
- 26 new housing requests received through 800 reporting number

¹ Customers in this category had an unlisted address and/or an alternate outside address

Sheltering Options Status

ALL DATA AS OF 10/8/2018



Shelter type	Available units (not occupied)	Occupied units	Total (available plus occupied)
Hotels	3,017 rooms	1,297 rooms	4,314 rooms
Apartments	164 apartments	0 apartments	164 apartments
RVs	400 RVs	0 RVs	400 RVs
Congregate Shelters	1,000	0	1,000

KPIs

Current Units Secured		Target Goal
4,478	Rooms available (hotels & apartments)	5,000
90%	Percentage of goal	100%

Progress update

- Trailer sites being established on South Common Park, Lawrence (180 trailers), Pemberton Park, Lawrence (100 trailers), Grogan Field, North Andover (80 trailers), Recreation Road Park, Andover (34 trailers).
- 400 travel trailers under lease and being delivered to 4 trailer sites.
 - South Common Park (Lawrence) - - 145 on site Wed morning, anticipate 180 by midnight tonight. 95 trailers are operational and available for placements.
 - Yesterday received referral to place 24 households
 - As of Wednesday morning, 11 households have registered and are occupying trailers.
 - Recreation Road (Andover) - - 20 units are onsite, and 17 are operational as of Wednesday morning. All 20 will be operational by the end of the day today, and we will be available for placement. There will be a total of 34 units onsite by 10/12.
 - Grogan Field (North Andover) - - deliveries to this location are starting today. A total of 80 are expected onsite by Saturday 10/13.
 - Pemberton Park (Lawrence) -- deliveries start today and 100 units are expected onsite by Friday 10/12.
- Congregate shelter at IndusPad, 46 Stafford Street, Lawrence. Warming Center and Shelter operational as of Monday, 10/8. 250 beds available for overnight stays; capacity to surge to 1000 beds. Shelter includes pet facilities. There were no occupants in the shelter overnight last night.

Customer and community engagement

- Press release issued on 10/5.

Appendix

Columbia Gas Contact Information

Affected Customer Hotline (866)-388-3239

Property Claims Number (800)-590-5571

Emergency Line (800)-525-8222

Claims Center Locations (see website for availability):

439 South Union Street, Lawrence:

Mon. – Fri. 7a.m. – 7p.m.; Sat. 9a.m.-2p.m.

20 Main St. Andover:

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

Definitions

Term	Definition
Customer	Any service with a meter attached.
Business customer	Customer type field defined as “commercial” customer in Customer Information System.
Residential customer	Customer type defined as “residential” customer in Customer Information System.
Master Meter	Pipeline system for distributing gas within, but not limited to, a definable area, such as a mobile home park, housing project, or apartment complex, where the operator purchases metered gas from an outside source through a gas distribution pipeline system. One master meter shows up as one customer in current data.
Manifold	Pipeline system where one service line flows into an apparatus that has multiple meters. With current data methods, customers on a manifold will be equal to the total number of meters on the manifold.
Assessment	Crews have assessed your house or business and its appliances to plan for the repair and replacement of your appliances, and all required inspections are performed.
Gas-ready	All components up to the meter have been installed and tested, and gas is present.
House-ready	All inside work is completed and tested, with at least one appliance in your home or business available for re-light.
Re-light	A Columbia Gas representative has come to the home, installed the meter, tested it, and restored gas service to the home or business.