

# Daily briefing

October 31, 2018



Columbia Gas®













# Standing Agenda

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

- We have now:
  - Restored gas to 1,510 residents and 123 businesses to date
  - Continuing to onboard plumbers
- We are:
  - Rolling out focus on boiler and furnace repairs in all zones
  - Removing all road plates from construction
  - Conducting contractor call-aheads to customers on 72 hour schedule

# Weather

## 10-day Forecast

DAY		DESCRIPTION	HIGH / LOW	PRECIP	WIND
TODAY OCT 31		Mostly Sunny	55°/50°	0%	SSW 8 mph
THU NOV 1		Rain	57°/50°	90%	WNW 4 mph
FRI NOV 2		Thunderstorms	59°/56°	90%	SSE 9 mph
SAT NOV 3		Thundershowers	63°/40°	90%	SSW 13 mph
SUN NOV 4		Mostly Sunny	53°/38°	0%	NW 8 mph
MON NOV 5		Cloudy	52°/45°	20%	ESE 7 mph
TUE NOV 6		Showers	55°/51°	60%	ENE 8 mph
WED NOV 7		AM Showers	62°/49°	60%	S 11 mph
THU NOV 8		Mostly Sunny	56°/39°	20%	WSW 11 mph
FRI NOV 9		Partly Cloudy	51°/38°	10%	W 10 mph

## Sunrise/Sunset Schedule 10/31/2018

Activity	Time
Sunrise	7:17 AM
Sunset	5:38 PM

SOURCE: Weather.com as of 9:00 AM on 10/31

# Residential Restoration / Rapid Relight

House Ready	Results Plan   Actual (10/30)	Plan (10/31)	Cumulative Cumulative   Plan
<b>Residential (incl. multi-family)</b>	88   108	63	1,131   7,342

Metrics	Residential relights, as of 10/30 6pm	Plumbers on 10/30	Total Workforce on 10/30 <sup>1</sup>
<b>Actual</b>	1,510	360 158 <sup>3</sup>	1,386
<b>Projected</b>		449	1,253

### Today's Focus

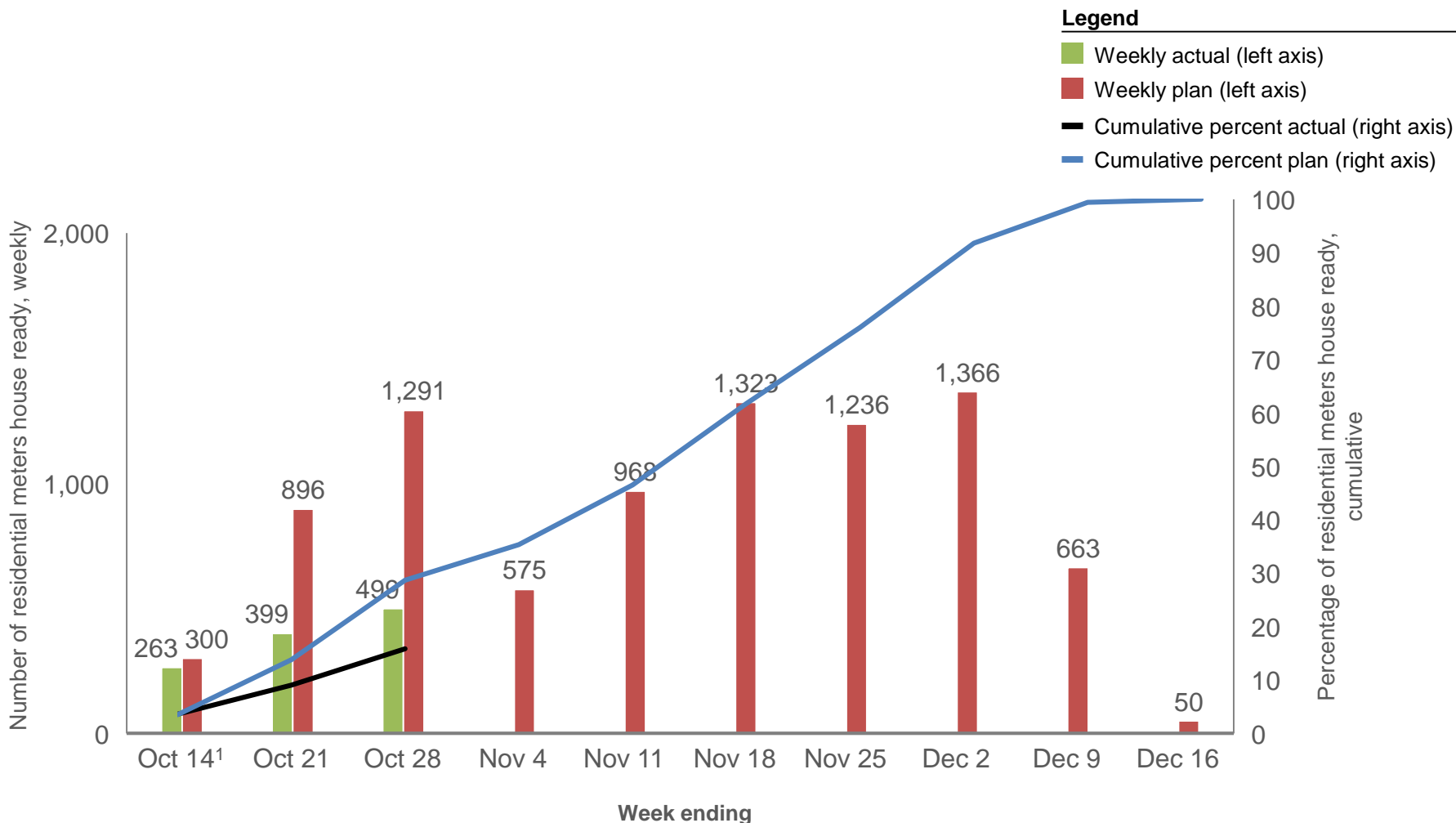
- 63 residential and multi-family House Ready meters to meet 12/16 completion
- Work focused in all zones.
- Productivity improvement to focus scope and efficiency of plumbers
- Onboarding additional contractors to ramp up production

### 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 Improvement Pilot	Streamlined install process to improve completion rates, quality, customer satisfaction, and safety

<sup>1</sup> Total workforce = Plumbers + Tradesmen + Support people resources and management | <sup>2</sup> 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 <sup>3</sup> WGP is onboarding these plumbers yesterday and today. They will be productive by end of week

# Residential Restoration / Rapid Relight: Progress vs. plan



<sup>1</sup> 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.

# Operation Back-to-Business

■ Total  
■ Cumulative

### ***Progress to date***

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

### ***Next 24 hours***

- 54 of 56 Tier I and Tier II assessments completed
- Restoration active or completed in 25 Tier I and II businesses in preparation for Service Restoration

### ***Customer and community engagement***

- Serving business customers at Back to Business centers
- Scheduling individual town status updates

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

	Total # site ID	Assessments <sup>1</sup>		House Ready <sup>2</sup>		Service restored <sup>3</sup>
		Increase yesterday	Cumulative	Increase yesterday	Cumulative	Cumulative
<b>Lawrence</b>	<b>313</b>	4	166	5	58	37
<b>Andover</b>	<b>217</b>	11	204	17	63	49
<b>North Andover</b>	<b>155</b>	0	154	16	72	61
<b>Total</b>	<b>685<sup>4</sup></b>	<b>15</b>	<b>524</b>	<b>38</b>	<b>193</b>	<b>147</b>

<sup>1</sup> Customers ready for installs and/or self mitigating

<sup>3</sup> All customers with restored gas service

<sup>2</sup> Customers with completed installation, and House Ready status

<sup>4</sup> Now includes 10 customers that were part of strike team

# Customer and Community Support

## Yesterday's call center performance (through 6pm)

	Calls Handled		Since Event	
	Actual seconds	Yesterday	Actual seconds	Calls Handled
<b>CMA call center performance</b>	19	2,006	81	102,065

## Mobile Customer Care Centers

	Actual
<b># of customers interacted with (yesterday)</b>	46
<b># of customers interacted with (to-date)</b>	2,309

## Progress to date

### Mobile Customer Care Centers

- Visitors: Andover 8, North Andover 10, Lawrence 28
- Questions focused on service restoration, assess/install, appliance options, claims process/status and map dates

## Customer and Community Engagement

### Operation Trick or Treat

Wed, Oct 31st Halloween Events

- N. Andover (2 RVs) from 5:30 to 7:30,
- Andover (1 RV) from 5 to 7pm
- Providing candy and bags to Weatherbee School in Lawrence

## Deployment Area

	1	2	3	4	5	6	7	8
<b>Zones</b>		✓		✓			✓	

## Goals for next 24 hours & beyond

**Recruitment Activities** 47 candidates for the 15 Customer Care Advisor positions.

- ✓ Posted 1 Manager Position
- ✓ Posted 1 Team Leader Position
- ✓ Interviewed 26 candidates
- ✓ Additional interviews scheduled on Mon, 10/30
  - New hire training begins Nov 5<sup>th</sup> for Customer Care Advisors



# Claims

## Metrics

Metric	Total to date
Calls received at Claim Reporting toll-free number	33,746
Claims serviced at walk-in centers	44 – Andover 147 – Lawrence 21 – 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	4,667	2,687	\$12.94
North Andover	3,231	1,931	\$7.93
Lawrence	13,383	7,550	\$15.01
Other Areas <sup>1</sup>	905	455	\$1.11
<b>Total</b>	<b>22,186</b>	<b>12,623</b>	<b>\$37.0</b>

## Progress Update

- Training continues on-site in claim offices for new adjusters.
- 117,500 customer interactions documented to date, an average of 5.3 per reported claim
- Forty-six (46) payments to Business customers totaling \$274,414, seven (7) being over \$10k

## Goals for next 24 hours & beyond

- Leadership in Hammond, LA claim office meeting with adjusters
- New space secured for additional adjuster staff in Massachusetts
- New claim system enhancements in production to track appliance self-mitigation. Training being completed with data entry to begin tomorrow.

## Customer and community engagement

- 212 customers serviced through the Claim Centers
  - 206 residential customers today, 188 being returning customers
  - 6 business customers, 3 reporting a new claim and 3 returning
  - \$22,850 issued in payments via debit cards making the funds available right away

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

# Communication

## Image of the Day



*Columbia Gas trainers on-board plumbers.*

## Social Media and Community

- Social Media Customer Care Questions:
  - Claims Process
  - Interactive Map
  - Self-Mitigation
- Social Media Proactive Content:
  - Gas Ready Completion
  - Back to Business Updates
  - Frequently Asked Questions
- Community
  - Trick or Treat cauldrons delivers for displaced residents

## Completed

- Daily media briefing
- Published press release on construction completion

Columbia Gas Website: [ColumbiaGasMA.com](http://ColumbiaGasMA.com)  
Columbia Gas Facebook: <https://www.facebook.com/ColumbiaGasMA>  
Columbia Gas Twitter: @ColumbiaGasMA

## Discussion topics

- Weekly outlook
- CGI key strategy
- NiSource construction management staff have pivoted and are fully engaged in House Ready oversight
- Continuing to onboard field staff for WGP
- Plumbers Union national outreach has identified additional plumber candidates, working with sub-contractors to determine where to assign resources

## Detail on placement of customers into alternate housing

Municipality	Metric	Total in housing EOD 10/28	Newly housed 10/29	Total in housing EOD 10/29	Of which: Hotels	Of which: Apartments	Of which: RVs
Andover	Families	261	20	281	259	9	13
	Individuals	763	59	822	737	27	58
	Rooms	289	13	302	302	0	0
North Andover	Families	167	7	174	143	3	28
	Individuals	504	20	524	410	10	104
	Rooms	154	7	161	161	0	0
Lawrence	Families	1,413	103	1,516	1,164	41	311
	Individuals	5,399	357	5,756	4,168	171	1,417
	Rooms	1,444	95	1,539	1,539	0	0
Other areas <sup>1</sup>	Families	0	0	0	0	0	0
	Individuals	0	0	0	0	0	0
	Rooms	0	0	0	0	0	0
Total	Families	1,841	130	1,971	1,566	53	352
	Individuals	6,666	436	7,102	5,315	208	1,579
	Rooms	1,887	115	2,002	2,002	0	0

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

# Sheltering Options Status

DATA AS OF 10/29/2018



Shelter type	Available for Placement (10/29)	Units with Placements	Total (available for placement plus already placed)			
<b>Hotels</b>	2,636 rooms	2,002 rooms	4,638 rooms			
	<b>By Day Available for Placement Units</b>					
	<i>*assumes placements increase of 175 units per day</i>					
	<b>10/30</b>	<b>10/31</b>	<b>11/01</b>	<b>11/02</b>	<b>11/03</b>	<b>11/04</b>
	2,461	2,451	2,626	2,801	2,976	3,151
<b>Apartments</b>	113 apartments	53 apartments	166 apartments			
<b>Trailers</b>	57 trailers	352 trailers	409 trailers			
<b>Congregate Shelters</b>	1,000	0	1,000			

## KPIs

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

## Progress update

- 408 trailers are on the 4 trailer sites, 405 (+/- 0) trailers are in service. 345 (+5) trailers are occupied, and an additional 27 (+3) trailers are reserved but unoccupied. Total residents in trailers: 1444 (+34) (As of 5 PM on 10/30).
- South Commons Park (Lawrence): 217 trailers on site; 214 (+0) are operational. 185 (+4) families have registered at the site and are occupying trailers (as of 5 PM on 10/30)
- § Pemberton Park (Lawrence): 99 trailers onsite and operational. 83 (+0) families have registered at the site and are occupying trailers (as of 5 PM on 10/30)
- 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 10/30)
- Recreation Road (Andover): 32 trailers on site and operational. 27 (+1) families have registered at the site and are occupying trailers (as of 5 PM on 10/30)
- Congregate shelter at IndusPad, 46 Stafford Street, Lawrence. 1000 beds available. 80 (+2) people were registered as of 5 PM on 10/30. 7 people slept overnight (10/29-30), and between 7 PM (10/29) and 5 PM (10/30), 47 meals were served and 1 shower was taken.
- 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](http://www.columbiagasma.com)