

# Daily briefing

November 24, 2018



Columbia Gas®



# Standing Agenda



Headlines

Weather

Operational Updates

Claims

Communications

Temporary Housing

Discussion Topics

# Headlines

- We have now relit more than 80% of residential meters
- We are actively monitoring for frozen pipe situations and prepared to respond if they arise
- Making significant progress on complex gas space heater properties










# Weather

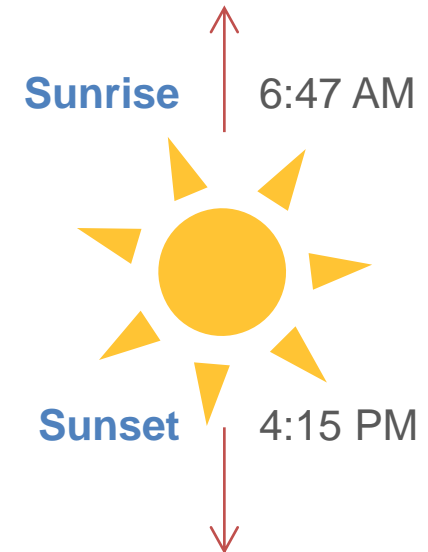


## 10-day Forecast



## Sunrise/Sunset Schedule 11/24/2018

| DAY             |   | DESCRIPTION     | HIGH / LOW | PRECIP | WIND       |
|-----------------|---|-----------------|------------|--------|------------|
| TODAY<br>NOV 24 |    | Partly Cloudy   | 44°/37°    | 10%    | SSW 11 mph |
| SUN<br>NOV 25   |    | Rain            | 45°/36°    | 100%   | N 13 mph   |
| MON<br>NOV 26   |    | Rain            | 45°/39°    | 90%    | ENE 10 mph |
| TUE<br>NOV 27   |    | AM Showers      | 42°/30°    | 40%    | NW 12 mph  |
| WED<br>NOV 28   |    | PM Snow Showers | 40°/30°    | 30%    | WNW 9 mph  |
| THU<br>NOV 29   |    | Partly Cloudy   | 41°/29°    | 10%    | NW 12 mph  |
| FRI<br>NOV 30   |    | Sunny           | 39°/24°    | 10%    | NW 7 mph   |
| SAT<br>DEC 1    |   | Sunny           | 39°/29°    | 10%    | NW 6 mph   |
| SUN<br>DEC 2    |  | PM Showers      | 41°/37°    | 40%    | S 6 mph    |
| MON<br>DEC 3    |  | Showers         | 45°/37°    | 50%    | SW 7 mph   |



SOURCE: Weather.com as of 10:30 AM on 11/24

# Residential Restoration / Rapid Relight

## Residential House Ready

|            | Plan  | Actual                            | Of which: Repaired <sup>2</sup> |
|------------|-------|-----------------------------------|---------------------------------|
| 11/23      | 237   | 127                               | 16 (42%)                        |
| Cumulative | 4,757 | 5,933 (82% of residential meters) | 811 (18%)                       |

## Residential Workforce

| Contractor   | Plumbers on 11/23 |            | Total workforce <sup>1</sup> on 11/23 |            |
|--------------|-------------------|------------|---------------------------------------|------------|
|              | Plan              | Actual     | Plan                                  | Actual     |
| GRS          | 0                 | 0          | 0                                     | 0          |
| WGP          | 250               | 309        | 302                                   | 359        |
| SLS          | 60                | 112        | 139                                   | 192        |
| CMA          | 0                 | 56         | 0                                     | 100        |
| <b>Total</b> | <b>310</b>        | <b>477</b> | <b>441</b>                            | <b>651</b> |

## Residential Relights

| Municipality  | Residential relights, # to date | Residential relights, % of meters |
|---------------|---------------------------------|-----------------------------------|
| Lawrence      | 3,491                           | 80%                               |
| Andover       | 1,432                           | 85%                               |
| North Andover | 994                             | 80%                               |
| <b>Total</b>  | <b>5,917</b>                    | <b>81%</b>                        |

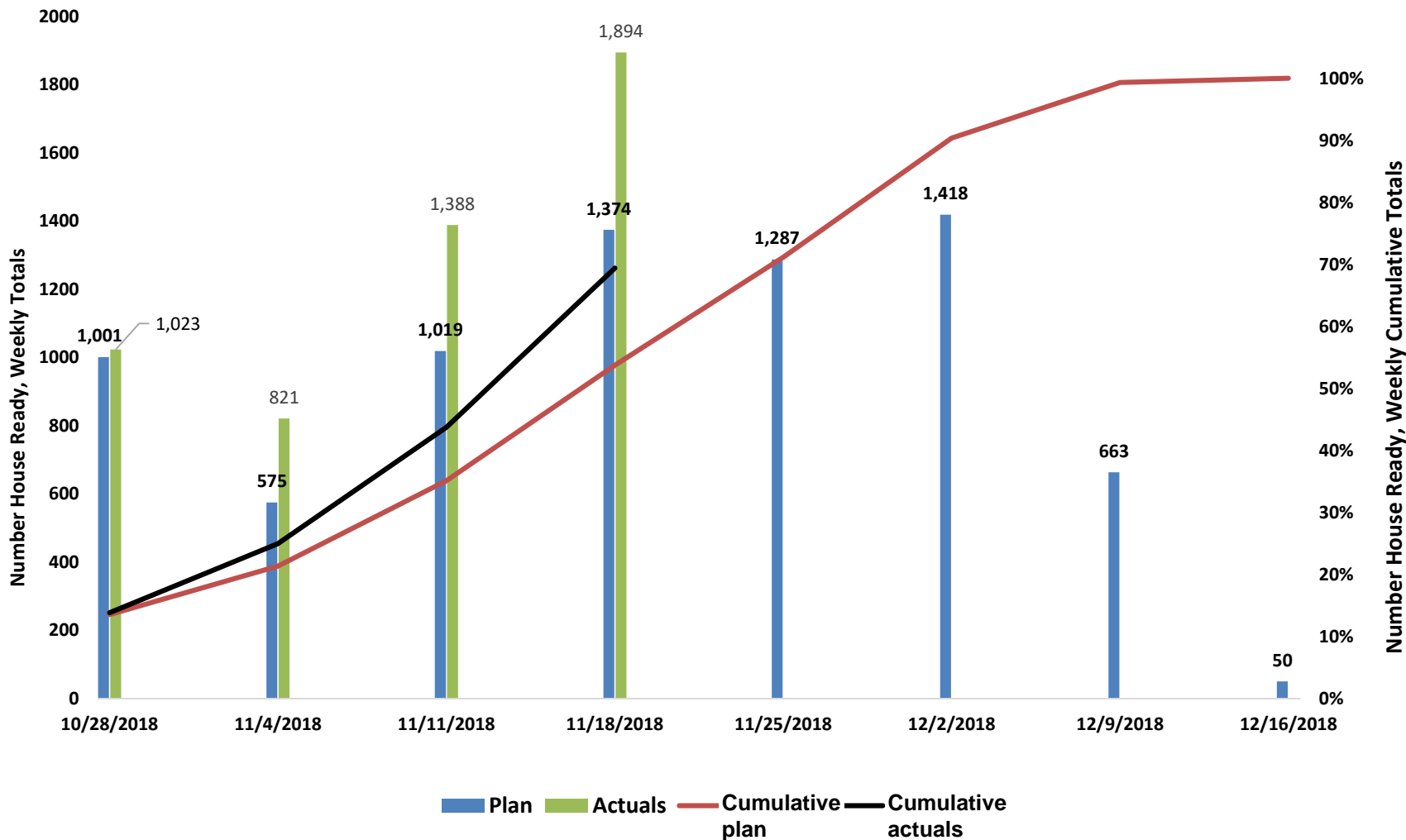
## Highlights

- House ready actuals continue to track above plan with cumulative over 5,900

<sup>1</sup> Total workforce = Plumbers + Tradesmen + Support people resources and management | <sup>2</sup> Percentage represents fraction of collective repair + replace. Actual 158 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

## Total - House Ready



# Residential Appliances

## Progress to date

### Number of meters

|   |                         |
|---|-------------------------|
| Confirmed complete, cumulative through 11/23                                  | 3,763                   |
| Confirmed complete, 11/23   | 95                      |
| Work ready to go to inspection  | 34 yesterday / 40 total |
| Backlog of relit meters without confirmed complete appliances, total on 11/23 | 3,044                   |

## Progress to date

- Maintained strong efficiency rates with reduced resources
- 41 deliveries on 11/23
- 67 completed inspections on 11/23

## Today's Focus

- 155 personnel planned today, including onboarding of 80 new mutual aid and plumbing resources
- Three teams with dedicated delivery trucks on site
- Preparing for influx of resources

# Residential Temporary Heat and Winterization

## Temporary Heat & Winterization

|                                      | Definition   | Number of Remaining Customers | % of Remaining Customers |
|--------------------------------------|--|-------------------------------|--------------------------|
| Remaining Customers <sup>1</sup>     | Remaining customers to relight   | 1405                          |                          |
| Alternate Heat Source                | Customer has an alternate heat source <sup>2</sup>   | 324                           |                          |
| Potential for Winterization Measures | Remaining customers not relit or set up with alternate heat sources  | <b>1081</b>                   | <b>100%</b>              |
| Temp Heat installed                  | Customers with temporary heating installed   | 297                           | 27%                      |
| Winterization Complete               | Customers where we have completed winterization  | 105                           | 10%                      |
| Temp Heat Outreach                   | Customers either declined, accepted but then declined, and no response customers<br><i>*Many of these also declined winterization*</i> | 298                           | 28%                      |
| Winterization Outreach               | Customers either declined, accepted but then declined, and no response customers   | 93                            | 9%                       |
| Customer Outreach from Central Svcs  | Additional outreach – CGI group, Temp Housing & Customer Care Center Teams – customers either declined or no response                  | 288                           | 26%                      |

## Progress to date

- 297 of customers not yet relit are set up with temporary heat
- 105 of customers not yet relit have winterization completed

## Customer and community engagement

- Continuing to receive calls for temporary heat and winterization

## Today's Focus

- Continue servicing customers who were not winterized or set with temporary heat within the past week
- Redeploying temporary heat as customers are relit

<sup>1</sup> Residential customers remaining to be relit   <sup>2</sup> Includes customers known to be non-heating customers



# Operation Back-to-Business

## Progress to date

- 2 newly Service Restored achieved November 23
- 90% of customers restored
- Some customers are switching from self-mitigation to Windover-led mitigation

## Customer and community engagement

- Business outreach with updates on remaining work and anticipated restoration dates

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

|                      | Total # site ID |            |            | House Ready <sup>1</sup> |               |            | Service Restored <sup>2</sup> |                      |                      |                      |
|----------------------|-----------------|------------|------------|--------------------------|---------------|------------|-------------------------------|----------------------|----------------------|----------------------|
|                      | Self-mitigate   | Windover   | Total      | Completed yesterday      | Cumulative    |            |                               | Cumulative           |                      |                      |
|                      |                 |            |            |                          | Self-mitigate | Windover   | Total                         | Self-mitigate        | Windover             | Total                |
| <b>Lawrence</b>      | 54              | 259        | <b>313</b> | 1                        | 44            | 237        | <b>281</b>                    | 41<br>(75%)          | 231<br>(89%)         | <b>272<br/>(86%)</b> |
| <b>Andover</b>       | 144             | 73         | <b>217</b> | 0                        | 132           | 71         | <b>203</b>                    | 128<br>(88%)         | 71<br>(97%)          | <b>199<br/>(91%)</b> |
| <b>North Andover</b> | 46              | 109        | <b>155</b> | 0                        | 42            | 109        | <b>151</b>                    | 41<br>(89%)          | 109<br>(100%)        | <b>150<br/>(96%)</b> |
| <b>Total</b>         | <b>244</b>      | <b>441</b> | <b>685</b> | <b>1</b>                 | <b>218</b>    | <b>417</b> | <b>635</b>                    | <b>210<br/>(86%)</b> | <b>411<br/>(93%)</b> | <b>621<br/>(90%)</b> |

<sup>1</sup> Customers with completed installation, and House Ready status

<sup>2</sup> All customers with restored gas service

# Claims

## Metrics

| Metric   | Total to date                                       |
|--|---|
| Calls received at Claim Reporting toll-free number | 41,229  |
| Claims serviced at walk-in centers yesterday 11/23 | 14 – Andover<br>38 – Lawrence<br>13 – North Andover |
| Residential claims, %                              | 91%   |
| Claims with more than 1 payment, %                 | 50%   |
| ASA: Claim Center, yesterday                       | 4 seconds   |

## Claims by Municipality

| Municipality             | Claims Received | Active Claims | Value paid out, \$M |
|--------------------------|-----------------|---------------|---------------------|
| Andover                  | 4,951           | 1,954         | \$21.50             |
| North Andover            | 3,466           | 1,499         | \$13.55             |
| Lawrence                 | 14,340          | 5,845         | \$26.87             |
| Other Areas <sup>1</sup> | 1,068           | 366           | \$2.21              |
| <b>Total</b>             | <b>23,825</b>   | <b>9,664</b>  | <b>\$64.13</b>      |

## Progress Update

- 29 payments to Business customers yesterday 11/23 totaling \$129,673, with total paid to date of \$11.7M
- 86 customer payments made yesterday totaling \$300K

## Goals for next 24 hours & beyond

- Claim adjusters will continue to be embedded with Customer Escalation Center to respond to incidents of freezing water lines until temperatures rise
- Focus continues to proactively contact landlords to assist with loss of rent claims
- Tenant notification process finalized

## Customer and community engagement

- 65 customers serviced through the Claim Centers yesterday
  - 62 residential customers, 58 being returning customers
  - 3 business customers, all returning

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

# Communication

## IMAGE OF THE DAY



## Social Media Customer Care Questions

- Customer compliments on Thanksgiving meals
- Weekend reight work plans

## Social Media Proactive Content

- Back to Business
- Black Friday, Small Business Saturday, Cyber Monday and Giving Tuesday promotions related to re-opened affected businesses

## Completed

- Daily media briefing

# Customer Temporary Housing Placement Report

| Type of Placement <sup>1</sup> | Change from 11/22 <sup>2</sup> | Families     | Individuals  | Children     |
|--------------------------------|--------------------------------|--------------|--------------|--------------|
| Apartment                      | 0                              | 60           | 231          | 86           |
| ANDOVER                        | 0                              | 7            | 22           | 7            |
| LAWRENCE                       | 0                              | 47           | 193          | 73           |
| NORTH ANDOVER                  | 0                              | 6            | 16           | 6            |
| Hotel                          | 4                              | 1,843        | 6,181        | 2,006        |
| ANDOVER                        | 0                              | 199          | 490          | 131          |
| LAWRENCE                       | 3                              | 1,488        | 5,255        | 1,751        |
| NORTH ANDOVER                  | 1                              | 156          | 436          | 124          |
| RV                             | (2)                            | 360          | 1,622        | 685          |
| ANDOVER                        | 0                              | 10           | 45           | 22           |
| LAWRENCE                       | (1)                            | 319          | 1,457        | 609          |
| NORTH ANDOVER                  | (1)                            | 31           | 120          | 54           |
| Other                          | 0                              | 1            | 1            | 0            |
| ANDOVER                        | 0                              | 1            | 1            | 0            |
| LAWRENCE                       | 0                              | 0            | 0            | 0            |
| <b>Grand Total</b>             | <b>2</b>                       | <b>2,264</b> | <b>8,035</b> | <b>2,777</b> |

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)

# Relight notifications to customers in Temp Housing

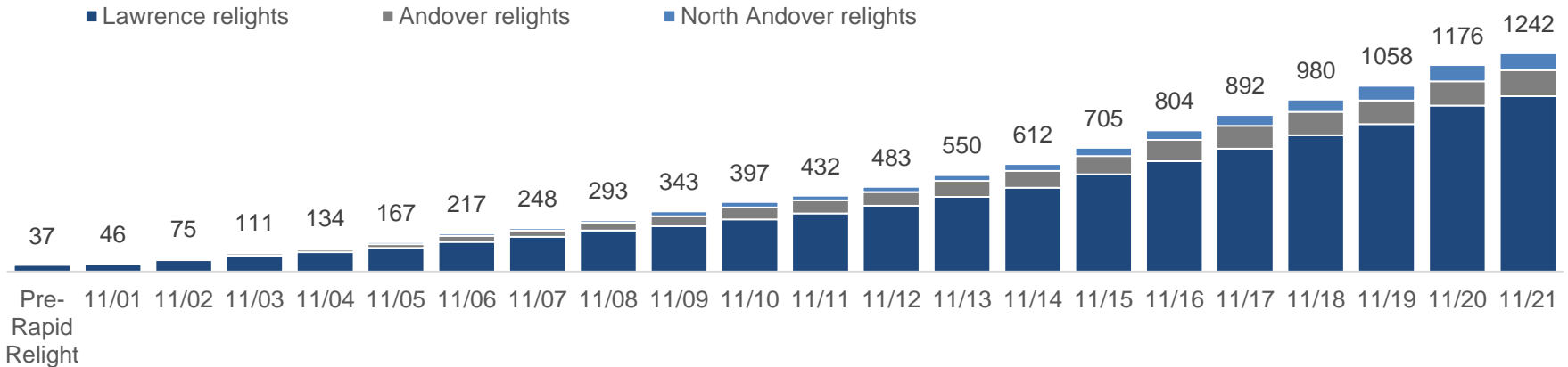
| Location      | Families in Temp Housing (total placed) | Returned home <sup>2</sup> | Customers in Temp Housing (remaining) | Relight totals          |           |
|---------------|---|----------------------------|---------------------------------------|-------------------------|-----------|
|               |   |                            |                                       | Cumulative <sup>1</sup> | 11/21     |
| Lawrence      | 1854                                    | 825                        | 1029                                  | 999                     | 53        |
| Andover       | 217                                     | 120                        | 97                                    | 147                     | 9         |
| North Andover | 193                                     | 84                         | 109                                   | 96                      | 4         |
| <b>Total</b>  | <b>2264</b>                             | <b>1029</b>                | <b>1235</b>                           | <b>1242</b>             | <b>66</b> |

% of Total

98%

= Returned home total today / Relights 48 hours ago

## Customers in Temp Housing relit each day by municipality, number of customers



1 Includes 37 customers re-lit before the rapid relight process kicked off on November 1<sup>st</sup>

2 Data on a 48 hour lag due to check out requirements

# Temporary Housing Inventory Report

| Category                    | Current Inventory | Future inventory | Reserved and occupied | Available   |
|-----------------------------|-------------------|------------------|-----------------------|-------------|
| Hotel < 20 Miles            | 1409              | 0                | 871                   | 527         |
| Hotel 20 – 25 Miles         | 1102              | 0                | 279                   | 822         |
| Hotel 25 – 30 miles         | 1264              | 0                | 96                    | 1149        |
| Hotel > 30 miles            | 245               | 0                | 82                    | 0           |
| <b>Subtotal Hotel Rooms</b> | <b>4020</b>       | <b>0</b>         | <b>1328</b>           | <b>2498</b> |
| Apartments                  | 132               | 0                | 91                    | 41          |
| Trailers                    | 514               | 0                | 176                   | 28          |
| <b>Total units</b>          | <b>4666</b>       | <b>0</b>         | <b>1595</b>           | <b>2567</b> |

**Contracted Total 4666**

*Note: T4 Future Inventory Represents Customers physically checked into T4 that are extended. (11/21-12/19)*



# Temporary housing status summary - Trailers

| Site Location                       | Onsite                | Resident Ready    | Occupied          | Held                 | Spare                 | Out of Service/<br>Hibernation <sup>1</sup> | Available for Placement |
|-------------------------------------|-----------------------|-------------------|-------------------|----------------------|-----------------------|---|-------------------------|
| South Common                        | 248                   | 118               | 94                | 2                    | 3                     | 53/77                                       | 19                      |
| Pemberton Park                      | 99                    | 47                | 38                | 0                    | 1                     | 15/ 37                                      | 8                       |
| Grogan Field                        | 60                    | 29                | 16                | 0                    | 1                     | 6/25  | 0 <sup>2</sup>          |
| Recreation Road                     | 32                    | 11                | 7                 | 0                    | 3                     | 4/17  | 1                       |
| Sullivan Park                       | 75                    | 33                | 18                | 1                    | 11                    | 16/ 27                                      | 0 <sup>2</sup>          |
| <b>Total units</b>                  | <b>514</b>            | <b>238</b>        | <b>173</b>        | <b>3</b>             | <b>19</b>             | <b>94/ 183</b>                              | <b>28</b>               |
|                                     | <i>Beds Available</i> | <i>Registered</i> | <i>Ineligible</i> | <i>Beds Assigned</i> | <i>Meals Provided</i> | <i>Showers</i>                              |                         |
| Congregate Shelter (24 hour report) | 500                   | 65                | 0                 | 3                    | 14                    | 1   |                         |

<sup>1</sup> Trailers out of service either need to be cleaned or have a mechanical issue. Trailers that are in hibernation have had water drained from their systems, and can be quickly brought back online to be resident ready when needed.

<sup>2</sup> Given the intent to stand down Grogan Field and Sullivan Park in the upcoming weeks, customers will no longer be newly placed at these sites.

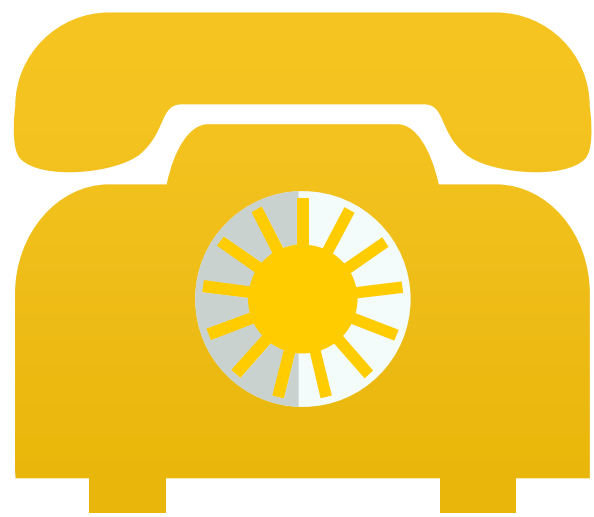
## Discussion topics

- Establish date for next Open Houses
- Working with contractors on self-mitigation customer data in order to plan scope of work to complete for the upcoming week
- Developing close-out workplan for CGIs and abandoned / condemned properties
- A plan is in place to mitigate all space heater issues by the end of the month



## Appendix

# Columbia Gas Contact Information



|  |   |
|--|---|
| Affected Customer Hotline  | (866)-388-3239  |
| Property Claims Number   | (800)-590-5571  |
| Temporary Housing number<br>(select language and then select option 3)<br>Available 24/7           | (800)-590-5571  |
| Emergency Line   | (800)-525-8222  |
| <b>Claims Center and<br/>Back-to-Business<br/>Locations<br/>(see website for<br/>availability)</b> | 439 South Union Street, Lawrence:<br>Mon. – Fri. 7a.m. – 7p.m.; Sat. 9a.m.-2p.m.<br><br>45 Main St. Andover: Back-to-Business<br>Mon. – Fri. 12 p.m. – 8p.m.; Sat. 9a.m. – 2p.m.<br><br>115 Main St. North Andover:<br>Mon. – Fri. 12p.m. – 8p.m. |
| Career Hotline   | (866) 960-7285  |

For online information visit [www.columbiagasma.com](http://www.columbiagasma.com)