

Daily briefing

November 25, 2018



Columbia Gas®



Standing Agenda



Headlines

Weather

Operational Updates

Claims

Communications

Temporary Housing

Discussion Topics

Headlines

- We have now relit more than 6,000 (83%) of residential meters
- By close of business today we will have individually scrubbed every remaining Site ID and updated the path to completion by Friday, 11/30

Weather

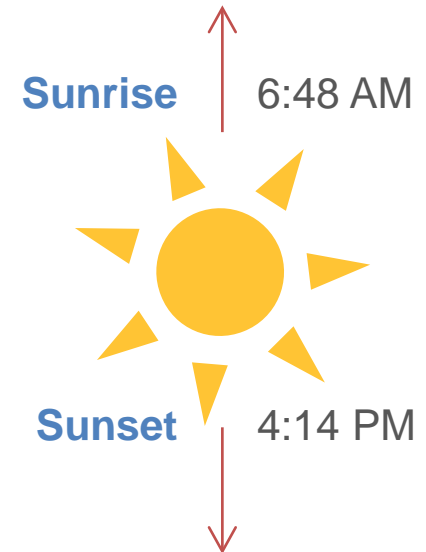


10-day Forecast



Sunrise/Sunset Schedule 11/25/2018

DAY		DESCRIPTION	HIGH / LOW	PRECIP	WIND
TODAY NOV 25		Cloudy	45°/36°	0%	NNW 7 mph
MON NOV 26		Rain	44°/40°	90%	E 10 mph
TUE NOV 27		AM Clouds/PM Sun	45°/32°	20%	WSW 15 mph
WED NOV 28		Mostly Cloudy	41°/34°	20%	W 10 mph
THU NOV 29		Mostly Sunny	43°/29°	0%	NW 13 mph
FRI NOV 30		Mostly Sunny	41°/30°	10%	NW 6 mph
SAT DEC 1		Mostly Sunny	40°/32°	10%	NW 6 mph
SUN DEC 2		Showers	45°/40°	60%	SE 8 mph
MON DEC 3		Partly Cloudy	48°/37°	20%	WSW 9 mph
TUE DEC 4		PM Showers	44°/33°	40%	WSW 10 mph



SOURCE: Weather.com as of 10:30 AM on 11/25

Residential Restoration / Rapid Relight

Residential House Ready			
	Plan	Actual	Of which: Repaired ²
11/24	170	156	13 (22%)
Cumulative	4,927	6,089 (83% of residential meters)	824 (18%)

Residential Workforce				
Contractor	Plumbers on 11/24		Total workforce ¹ on 11/24	
	Plan	Actual	Plan	Actual
GRS	425	374	862	663
WGP	357	220	409	270
SLS	170	125	265	211
CMA	58	56	102	100
Total	1,010	775	1,638	1,244

Residential Relights			
Municipality	Residential relights confirmed, # to date	Residential meters, # in total	Residential relights, % of meters
Lawrence	3,603	4,370	82%
Andover	1,463	1,710	85%
North Andover	1,026	1,262	81%
Total	6,093	7,342	83%

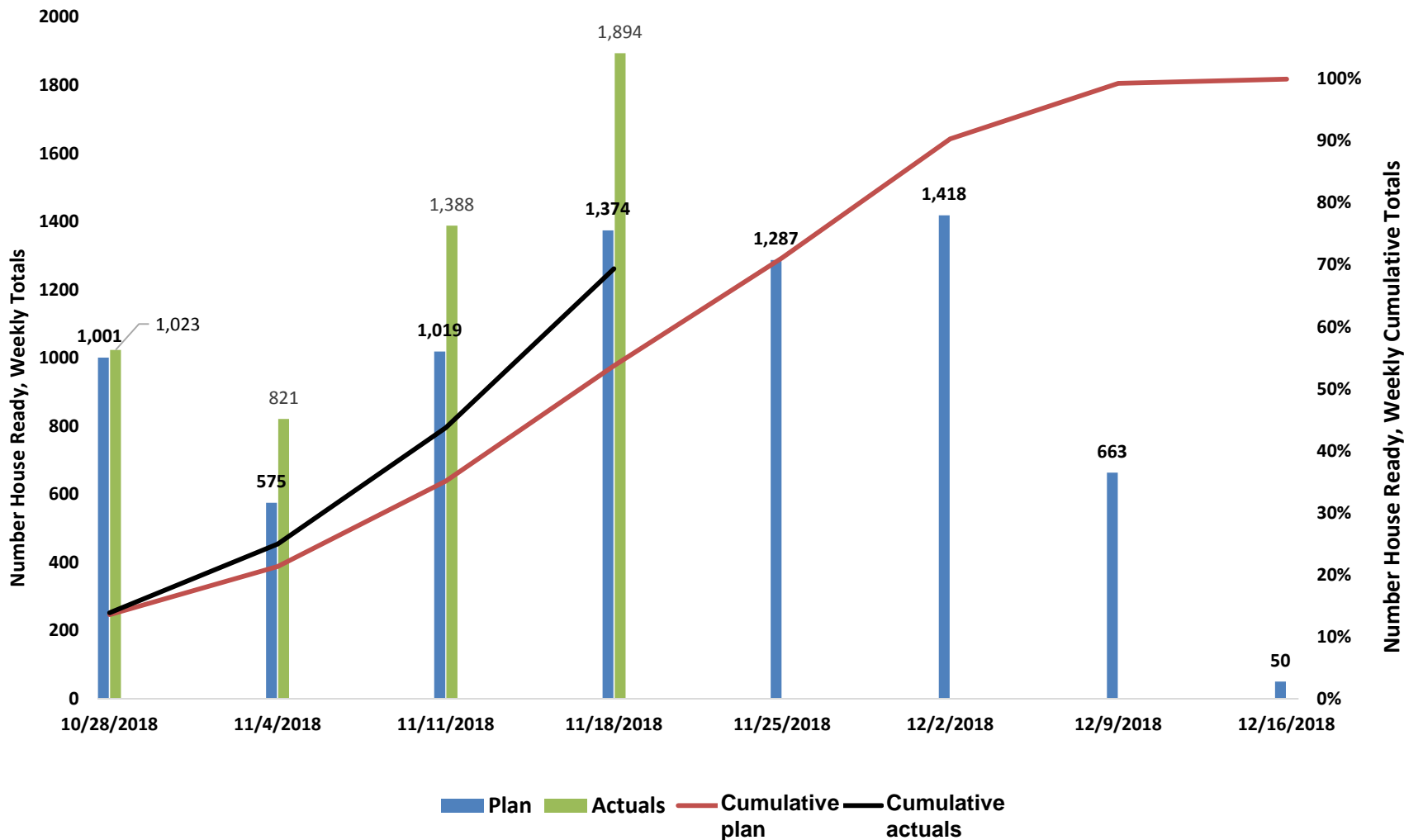
Highlights

- House ready actuals continue to track above plan with cumulative over 6,000

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.

Residential Restoration / Rapid Relight: Progress vs. Plan

Total - House Ready



Residential Appliances

Progress to date

	Number of meters
Confirmed complete, cumulative through 11/24	3,943
Confirmed complete, 11/24	180
Work ready to go to inspection	77 yesterday / 124 total
Backlog of relit meters without confirmed complete appliances, total on 11/24	2,891

Progress to date

- Saw strong efficiency rate with dedicated truck teams
- 155 deliveries on 11/24
- 20 completed inspections on 11/24

Today's Focus

- 202 personnel planned today, including onboarding of 58 new mutual aid resources
- Refine process for three teams with dedicated delivery trucks
- Continued focus on safety as resources increase

Residential Temporary Heat and Winterization

Temporary Heat & Winterization			
	Definition	Number of Remaining Customers	% of Remaining Customers
Remaining Customers ¹	Remaining customers to relight	1304	
Alternate Heat Source	Customer has an alternate heat source ²	314	
Potential for Winterization Measures	Remaining customers not relit or set up with alternate heat sources	990	100%
Temp Heat installed	Customers with temporary heating installed	295	30%
Winterization Complete	Customers where we have completed winterization	100	10%
Temp Heat Outreach	Customers either declined, accepted but then declined, and no response customers <i>*Many of these also declined winterization*</i>	294	30%
Winterization Outreach	Customers either declined, accepted but then declined, and no response customers	100	10%
Customer Outreach from Central Svcs	Additional outreach – CGI group, Temp Housing & Customer Care Center Teams – customers either declined or no response	201	20%

Progress to date

- 295 of customers not yet relit are set up with temporary heat
- 100 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

¹ Residential customers remaining to be relit ² Includes customers known to be non-heating customers

Operation Back-to-Business

Progress to date

- 10 newly Service Restored achieved November 24
- 92% 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
- Site visits to remaining self-mitigators

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

	Total # site ID			House Ready ¹				Service Restored ²		
	Self-mitigate	Windover	Total	Completed yesterday	Cumulative			Cumulative		
					Self-mitigate	Windover	Total	Self-mitigate	Windover	Total
Lawrence	54	259	313	2	45	238	283	44 (81%)	234 (90%)	278 (88%)
Andover	144	73	217	1	133	71	204	131 (90%)	71 (97%)	202 (93%)
North Andover	46	109	155	0	42	109	151	42 (91%)	109 (100%)	151 (97%)
Total	244	441	685	3	220	418	638	217 (88%)	414 (93%)	631 (92%)

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	41,422
Claims serviced at walk-in centers	24 – Andover 32 – Lawrence Closed – North Andover
Residential claims, %	90%
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	4,943	1,908	\$21.54
North Andover	3,469	1,464	\$13.78
Lawrence	14,349	5,720	\$27.10
Other Areas ¹	1,085	366	\$2.28
Total	23,846	9,458	\$64.70

Progress Update

- 36 payments to Business customers totaling \$245,608, with total paid to date of \$11.9M
- 310 customer payments made totaling \$570k

Goals for next 24 hours & beyond

- Focus continues to proactively contact landlords to assist with loss of rent claims
 - Tenant notification process being finalized

Customer and community engagement

- 56 customers serviced through the Claim Centers.
 - 52 residential customers today, 51 being returning customers
 - 4 business customers, 3 returning and 1 new

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

Communication

IMAGE OF THE DAY



Social Media Customer Care Questions

- Appliance installation questions
- Service relight questions

Social Media Proactive Content

- Safety Information
- Back to Business
- Temporary Housing
- Small Business Saturday extended to Sunday in North Andover

Completed

- Daily media briefing
- Scheduled Open House Events for 12/8

Customer Temporary Housing Placement Report

Type of Placement ¹	Change from 11/23 ²	Families	Individuals	Children
Apartment	(1)	59	228	85
ANDOVER	0	7	22	7
LAWRENCE	(1)	46	190	72
NORTH ANDOVER	0	6	16	6
Hotel	9	1,852	6,219	2,024
ANDOVER	0	199	490	131
LAWRENCE	8	1,496	5,290	1,768
NORTH ANDOVER	1	157	439	125
RV	(4)	356	1,600	672
ANDOVER	0	10	45	22
LAWRENCE	(4)	315	1,435	596
NORTH ANDOVER	0	31	120	54
Other	0	1	1	0
ANDOVER	0	1	1	0
LAWRENCE	0	0	0	0
Grand Total	4	2,268	8,048	2,781

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

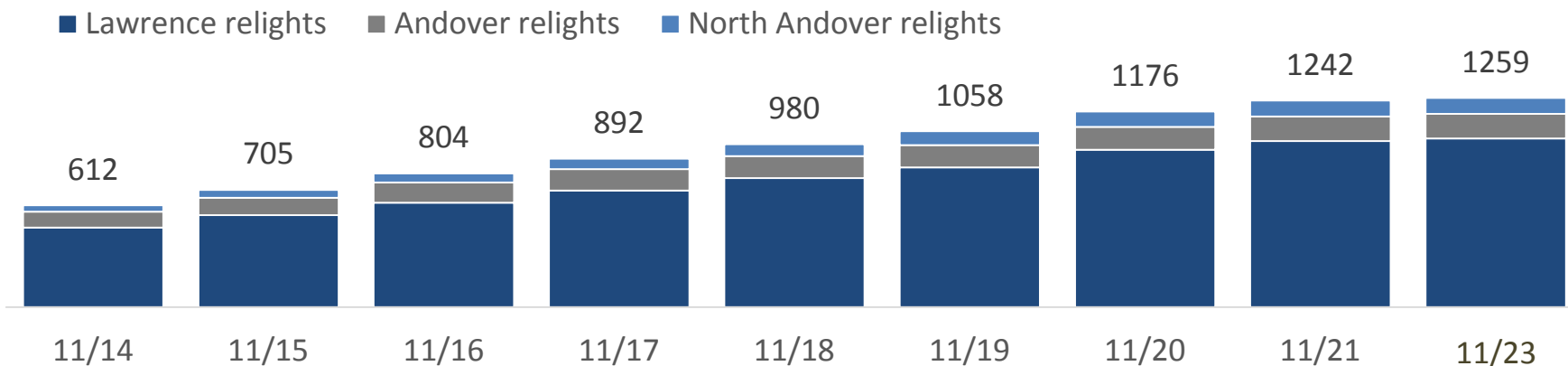
Location	Families in Temp Housing (total placed)	Returned home ²	Customers in Temp Housing (remaining)	Relight totals	
				Cumulative ¹	11/23
Lawrence	1857	875	982	1014	15
Andover	217	127	90	148	1
North Andover	194	88	106	97	1
Total	2268	1090	1178	1259	17

% 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 1st

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	522
Hotel 20 – 25 Miles	1102	0	263	836
Hotel 25 – 30 miles	1264	0	96	1151
Hotel > 30 miles	230	0	78	0
Subtotal Hotel Rooms	4005	0	1308	2509
Apartments	132	0	91	41
Trailers	514	0	162	23
Total units	4651	0	1561	2573

Contracted Total 4651

Note: T4 Current are rooms secured for (at the time) checked in customers through 12/19



Temporary housing status summary - Trailers

Site Location	Onsite	Resident Ready	Occupied	Held	Spare	Out of Service/ Hibernation ¹	Available for Placement
South Common	248	112	86	2	3	56/52	14
Pemberton Park	99	44	37	0	1	18/ 37	6
Grogan Field	60	29	16	0	1	5/26	0 ²
Recreation Road	32	11	5	0	3	4/17	3
Sullivan Park	75	28	18	1	4	18/29	0 ²
Total units	514	224	159	3	12	101/ 164	23
	<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	63	0	4	39	6	

¹ 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.

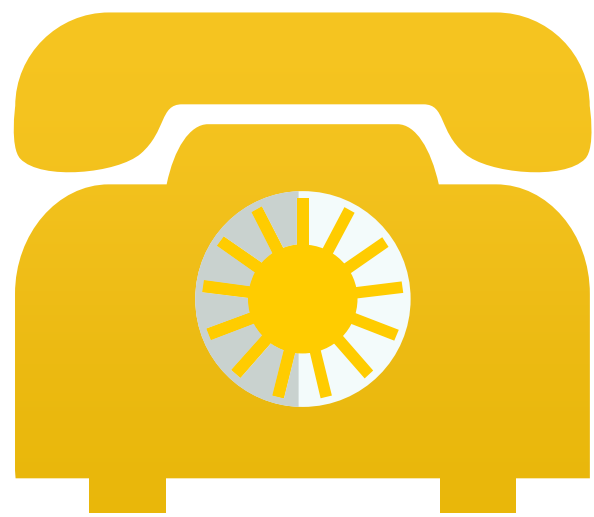
² Given the intent to stand down Grogan Field and Sullivan Park in the upcoming weeks, customers will no longer be newly placed at these sites.

Discussion topics

- Moving forward with Plan for Open House events Saturday, 12/8
- Developing close-out workplan for CGIs and abandoned / condemned properties
- Focused on regaining pace to complete by Friday, 11/30

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)	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: Mon. – Fri. 12p.m. – 8p.m.
Career Hotline	(866) 960-7285

For online information visit www.columbiagasma.com