

# Daily briefing

November 28, 2018



Columbia Gas®



# Standing Agenda



Headlines

Weather

Operational Updates

Claims

Communications

Temporary Housing

Discussion Topics

# Headlines

- We have now relit almost 90% of residential meters
- We are working to complete remaining meters, coordinating with self-mitigators, and planning close-out documentation and subsequent phases of work











# Weather

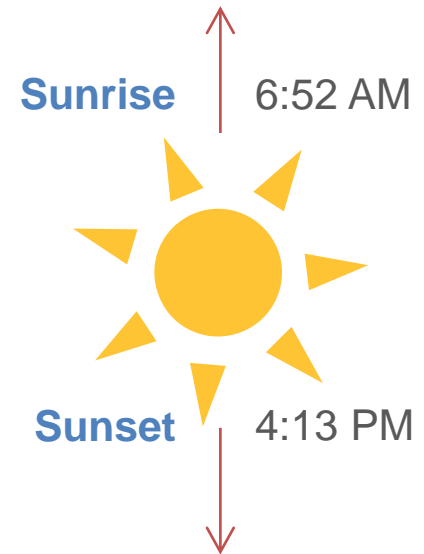


## 10-day Forecast



## Sunrise/Sunset Schedule 11/28/2018

DAY	DESCRIPTION	HIGH / LOW	PRECIP	WIND
TODAY NOV 28	 Mostly Cloudy	43°/34°	10%	WNW 15 mph
THU NOV 29	 Partly Cloudy/Wind	42°/31°	0%	NW 20 mph
FRI NOV 30	 Mostly Sunny	43°/30°	10%	WNW 6 mph
SAT DEC 1	 Partly Cloudy	42°/36°	20%	N 4 mph
SUN DEC 2	 Showers	53°/43°	50%	SSE 7 mph
MON DEC 3	 Mostly Sunny	50°/32°	10%	W 12 mph
TUE DEC 4	 Mostly Sunny	40°/28°	10%	WNW 10 mph
WED DEC 5	 AM Snow Showers	35°/25°	30%	NW 9 mph
THU DEC 6	 Partly Cloudy	32°/24°	0%	WNW 10 mph
FRI DEC 7	 Partly Cloudy	35°/25°	20%	WSW 10 mph



SOURCE: Weather.com as of 10:00 AM on 11/28

# Residential Restoration / Rapid Relight

## Residential House Ready

	Plan	Actual	Of which: Repaired <sup>2</sup>
11/27	186	133	15 (16%)
Cumulative	5,517	6,531 (89% of residential meters)	870 (18%)

## Residential Workforce

Contractor	Plumbers on 11/27		Total workforce <sup>1</sup> on 11/27	
	Plan	Actual	Plan	Actual
GRS	350	363	675	670
WGP	224	224	266	266
SLS	95	80	176	157
CMA	56	49	102	95
<b>Total</b>	<b>725</b>	<b>716</b>	<b>1,219</b>	<b>1,188</b>

## Residential Relights

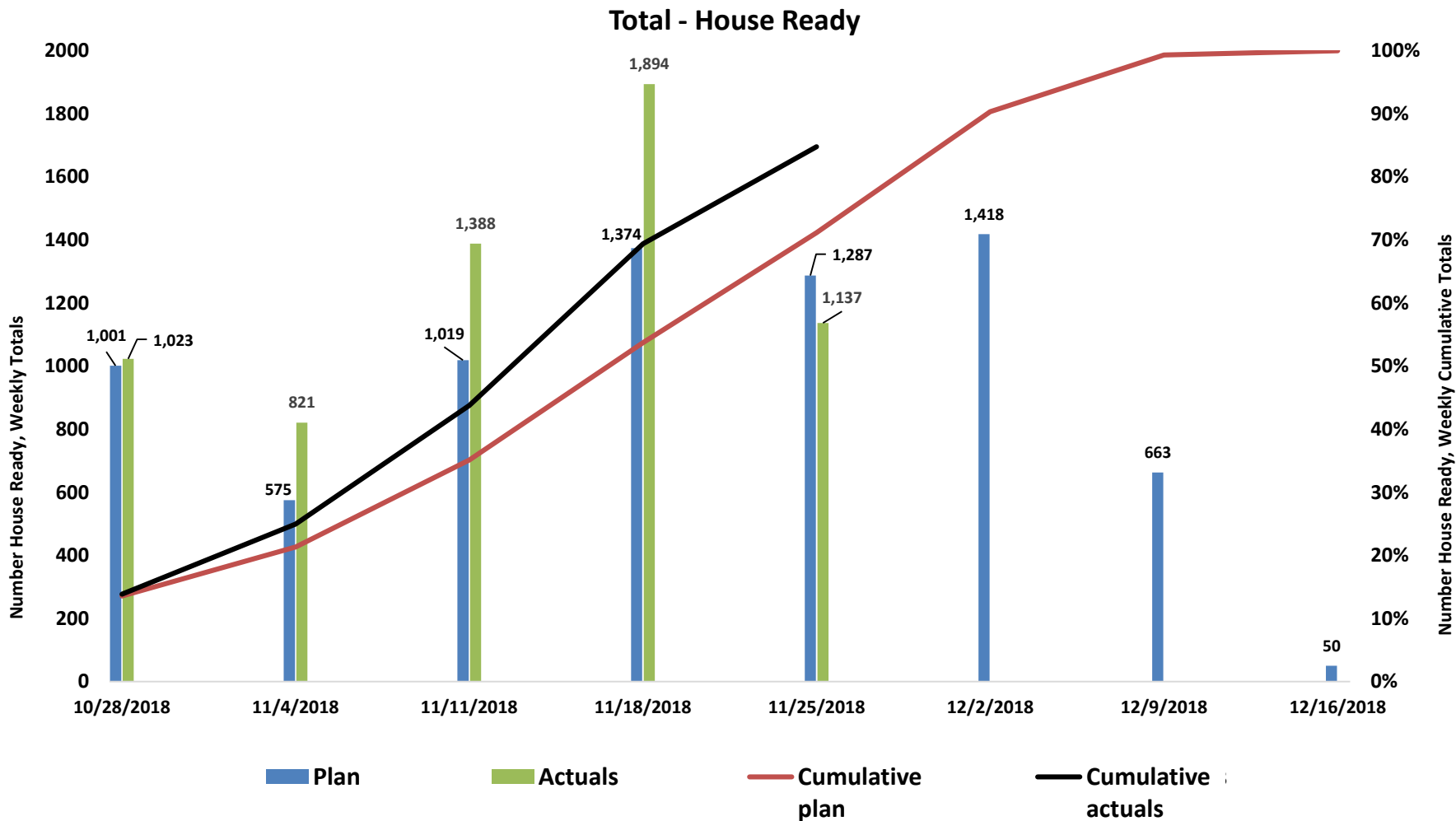
Municipality	Residential relights, # to date	Residential meters, # in total	Residential relights, % of meters
Lawrence	3,843	4,370	88%
Andover	1,514	1,710	89%
North Andover	1,106	1,262	88%
<b>Total</b>	<b>6,463</b>	<b>7,342</b>	<b>88%</b>

## Highlights

- House ready actuals continue to track above plan with cumulative over 6,500
- Upcoming adjustment of final mitigated residential meter count to represent actual number of meters that require mitigation (e.g., due to opt-outs, propane until spring, etc)

<sup>1</sup> Total workforce = Plumbers + Tradesmen + Support people resources and management | <sup>2</sup> 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: House Ready Progress vs. Plan



# Residential Appliances

## Progress to date

### Number of meters

<p><b>Confirmed complete, cumulative through 11/27</b></p>	<p>4,838</p>
<p><b>Confirmed complete, 11/27</b></p>	<p>323</p>
<p><b>Work ready to go to inspection</b></p>	<p>369 of which: 250 targeted for today 11/27 with an additional 119 staging for inspection tomorrow</p>
<p><b>Backlog of relit meters without confirmed complete appliances, total on 11/27</b></p>	<p>2,398</p>

## Progress to date

- Efficiency rate holding with continuous new crews onboarding
- 123 deliveries on 11/27
- 97 completed inspections on 11/27
- Expect to see continued increase in need for re-pipes as we near completion
- Beginning second shift of evening work

## Today's Focus

- Greater resources of 284 planned today
- Pursing multiple approaches to access CGIs

# Residential Temporary Heat and Winterization

## Temporary Heat & Winterization

	<u>Temporary heat, # meters</u>	<u>Winterization, # meters</u>
<b>Total to date</b>	919	164
<b>Of which: Relit</b>	631	72
<b>Of which: Not yet relit</b>	288	92

## Progress to date

- 288 customers not yet relit are set up with temporary heat
- 92 customers not yet relit have winterization completed
- Removed 110 temp heat sets from the field on 11/26-27 as customers were relit

## Today's Focus

- Continue focus on self mitigating customers to ensure we understand their schedule of mitigation and temp heat / winterization needs



# Operation Back-to-Business

## Progress to date

- 3 newly Service Restored achieved November 27
- 93% of customers restored
- 44 remaining businesses to restore; 26 are self mitigators

## Customer and community engagement

- Working on close out of all remaining work at B2B sites

### 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	Windoever	Total	Completed yesterday	Cumulative			Cumulative		
					Self-mitigate	Windoever	Total	Self-mitigate	Windoever	Total
<b>Lawrence</b>	55	258	<b>313</b>	1	43	247	<b>290</b>	43 (78%)	241 (93%)	<b>284 (90%)</b>
<b>Andover</b>	143	74	<b>217</b>	0	134	73	<b>207</b>	133 (93%)	73 (98%)	<b>206 (94%)</b>
<b>North Andover</b>	47	108	<b>155</b>	0	43	108	<b>151</b>	43 (91%)	108 (100%)	<b>151 (97%)</b>
<b>Total</b>	<b>245</b>	<b>440</b>	<b>685</b>	<b>1</b>	<b>220</b>	<b>428</b>	<b>648</b>	<b>219 (89%)</b>	<b>422 (95%)</b>	<b>641 (93%)</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	42,163
Claims serviced at walk-in centers yesterday	13 – Andover 90 – Lawrence 10 – North Andover
Residential claims, %	90%
Claims with more than 1 payment, %	51%
ASA: Claim Center, yesterday	4 seconds

## Claims by Municipality

Municipality	Claims Received	Active Claims	Value paid out, \$M
Andover	4,912	1,814	\$21.64
North Andover	3,458	1,406	\$13.94
Lawrence	14,364	5,515	\$27.90
Other Areas <sup>1</sup>	1,247	457	\$3.08
<b>Total</b>	<b>23,981</b>	<b>9,192</b>	<b>\$66.56</b>

## Progress Update

- 47 payments to Business customers yesterday 11/27 totaling \$260,234, with total paid to date of \$12.8M
- 371 customer payments made yesterday totaling \$700k

## Goals for next 24 hours & beyond

- Focus continues to proactively contact landlords to assist with loss of rent claims
- Identified 10 adjusters for each session of Thursday's Landlord-Tenant Workshop

## Customer and community engagement

- Participating in the Deaf, Inc. event in Lawrence
- 113 customers serviced through the Claim Centers yesterday
  - 105 residential customers, 101 being returning customers
  - 8 business customers, 8 returning and 2 new

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

# Communication

## IMAGE OF THE DAY



Casa Blanca in Andover is back in business.

## Social Media Customer Care Questions

- Appliance installation questions
- Service relight questions
- Landlord-tenant reimbursement questions

## Social Media Proactive Content

- Back to Business
- Daily Update of Restoration Status
- Pre-restoration messaging

## Completed

- Daily media briefing
- Pre-restoration messaging

# Customer Temporary Housing Placement Report

Type of Placement <sup>1</sup>	Change from 11/26 <sup>2</sup>	Families	Individuals	Children
Apartment	0	60	230	85
ANDOVER	0	7	22	7
LAWRENCE	0	46	190	72
NORTH ANDOVER	0	7	18	6
Hotel	2	1,862	6,236	2,024
ANDOVER	(1)	197	481	129
LAWRENCE	3	1,508	5,318	1,773
NORTH ANDOVER	0	157	437	122
RV	(3)	350	1,569	663
ANDOVER	0	10	45	22
LAWRENCE	(3)	310	1,407	587
NORTH ANDOVER	0	30	117	54
Other	1	2	2	0
ANDOVER	0	1	1	0
LAWRENCE	1	1	1	0
<b>Grand Total</b>	<b>0</b>	<b>2,274</b>	<b>8,037</b>	<b>2,772</b>

1 Town refers to where the customer is from, not where they were placed

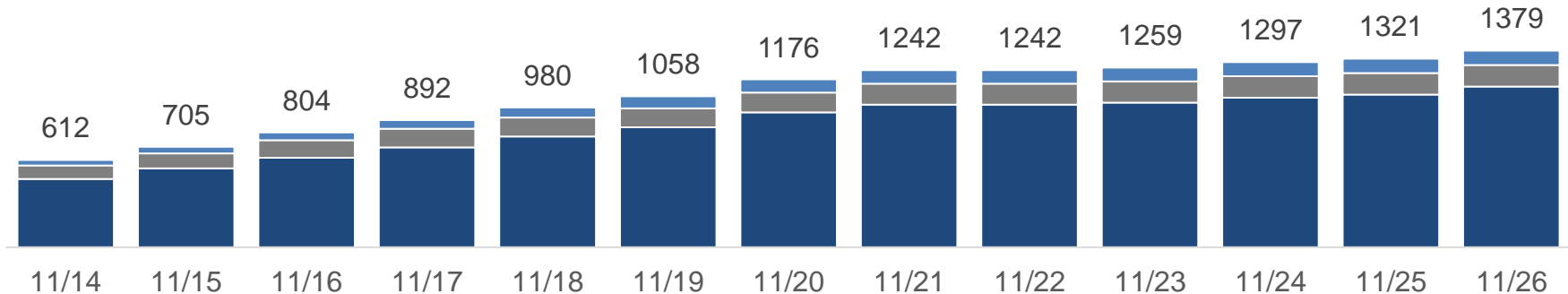
2 Change is net of new placements and customers that never checked in (not net of those who returned home)

# Relight notifications to customers in Temp Housing

Location	Families in Temp Housing (total placed)	Returned home <sup>2</sup>	Families in Temp Housing (remaining)	Relight totals	
				Cumulative <sup>1</sup>	11/26
Lawrence	1865	1020	845	1126	56
Andover	215	139	76	151	0
North Andover	194	102	92	102	2
<b>Total</b>	<b>2274</b>	<b>1261</b>	<b>1013</b>	<b>1379</b>	<b>58</b>
<b>% of Total</b>		<b>99%</b>	= Returned home total today / Relights 48 hours ago		

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

■ Lawrence relights ■ Andover relights ■ North Andover relights



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

<sup>2</sup> 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	1407	0	756	647
Hotel 20 – 25 Miles	1102	0	244	858
Hotel 25 – 30 miles	1264	0	85	1167
Hotel > 30 miles	227	0	76	0
<b>Subtotal Hotel Rooms</b>	<b>4000</b>	<b>0</b>	<b>1161</b>	<b>2672</b>
Apartments	132	0	92	40
Trailers	514	0	119	94
<b>Total units</b>	<b>4646</b>	<b>0</b>	<b>1372</b>	<b>2806</b>

**Contracted Total 4646**

*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 <sup>1</sup>	Available for Placement
South Common	248	163	72	0	3	85/0	88
Pemberton Park	99	27	24	0	1	72 /0	2
Grogan Field	60	15	10	0	1	25/20	0 <sup>2</sup>
Recreation Road	32	12	5	0	3	20/0	4
Sullivan Park	75	8	8	0	0	67/0	0 <sup>2</sup>
<b>Total units</b>	<b>514</b>	<b>225</b>	<b>119</b>	<b>0</b>	<b>8</b>	<b>269 20</b>	<b>94</b>

	Beds Available	Registered	Ineligible	Beds Assigned	Meals Provided	Showers
Congregate Shelter (24 hour report)	500	60	0	3	43	2

<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.

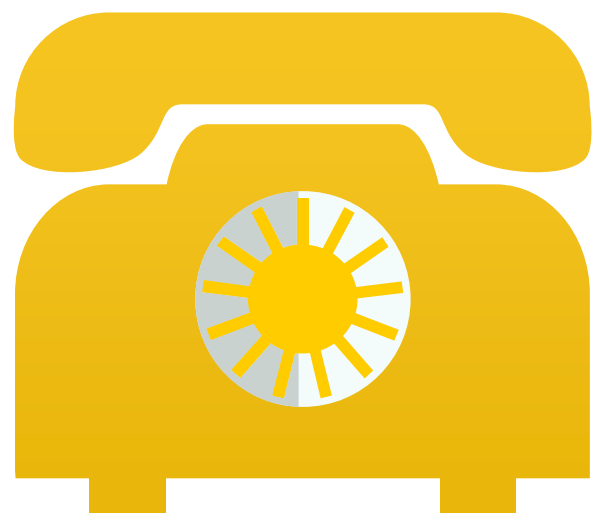
## Discussion topics

- Door-to-door canvassing all self-mitigating customers to assist or accelerate House Ready process (as needed)
- Continue working with municipalities to close out CGIs and abandoned / condemned properties



## Appendix

# Columbia Gas Contact Information



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