

Daily briefing

November 26, 2018



Columbia Gas®



Standing Agenda



Headlines

Weather

Operational Updates

Claims

Communications

Temporary Housing

Discussion Topics

Headlines

- We have now relit almost 85% of residential meters
- Focused on being substantially complete by the end of this week











Weather

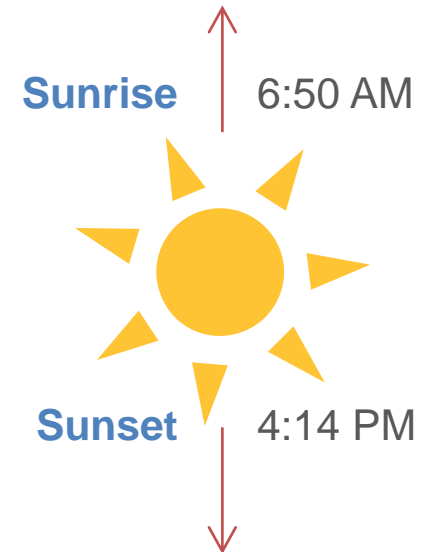


10-day Forecast



Sunrise/Sunset Schedule 11/26/2018

DAY		DESCRIPTION	HIGH / LOW	PRECIP	WIND
TODAY NOV 26		Showers	46°/41°	90%	E 9 mph
TUE NOV 27		Cloudy	45°/33°	20%	SW 14 mph
WED NOV 28		Cloudy	43°/33°	20%	W 9 mph
THU NOV 29		Mostly Sunny	43°/29°	10%	NW 13 mph
FRI NOV 30		Partly Cloudy	42°/32°	10%	NW 5 mph
SAT DEC 1		AM Showers	42°/34°	30%	NNW 5 mph
SUN DEC 2		Showers	45°/43°	60%	ESE 9 mph
MON DEC 3		Mostly Sunny	47°/36°	20%	WNW 10 mph
TUE DEC 4		Partly Cloudy	43°/36°	20%	W 6 mph
WED DEC 5		Showers	41°/33°	50%	W 10 mph



SOURCE: Weather.com as of 9:00 AM on 11/26

Residential Restoration / Rapid Relight

Residential House Ready			
	Plan	Actual	Of which: Repaired ²
11/25	190	174	24 (29%)
Cumulative	5,117	6,263 (85% of residential meters)	848 (18%)

Residential Workforce				
Contractor	Plumbers on 11/25		Total workforce ¹ on 11/25	
	Plan	Actual	Plan	Actual
GRS	425	445	730	757
WGP	357	223	407	265
SLS	170	60	265	133
CMA	58	51	103	95
Total	1,010	779	1,505	1,250

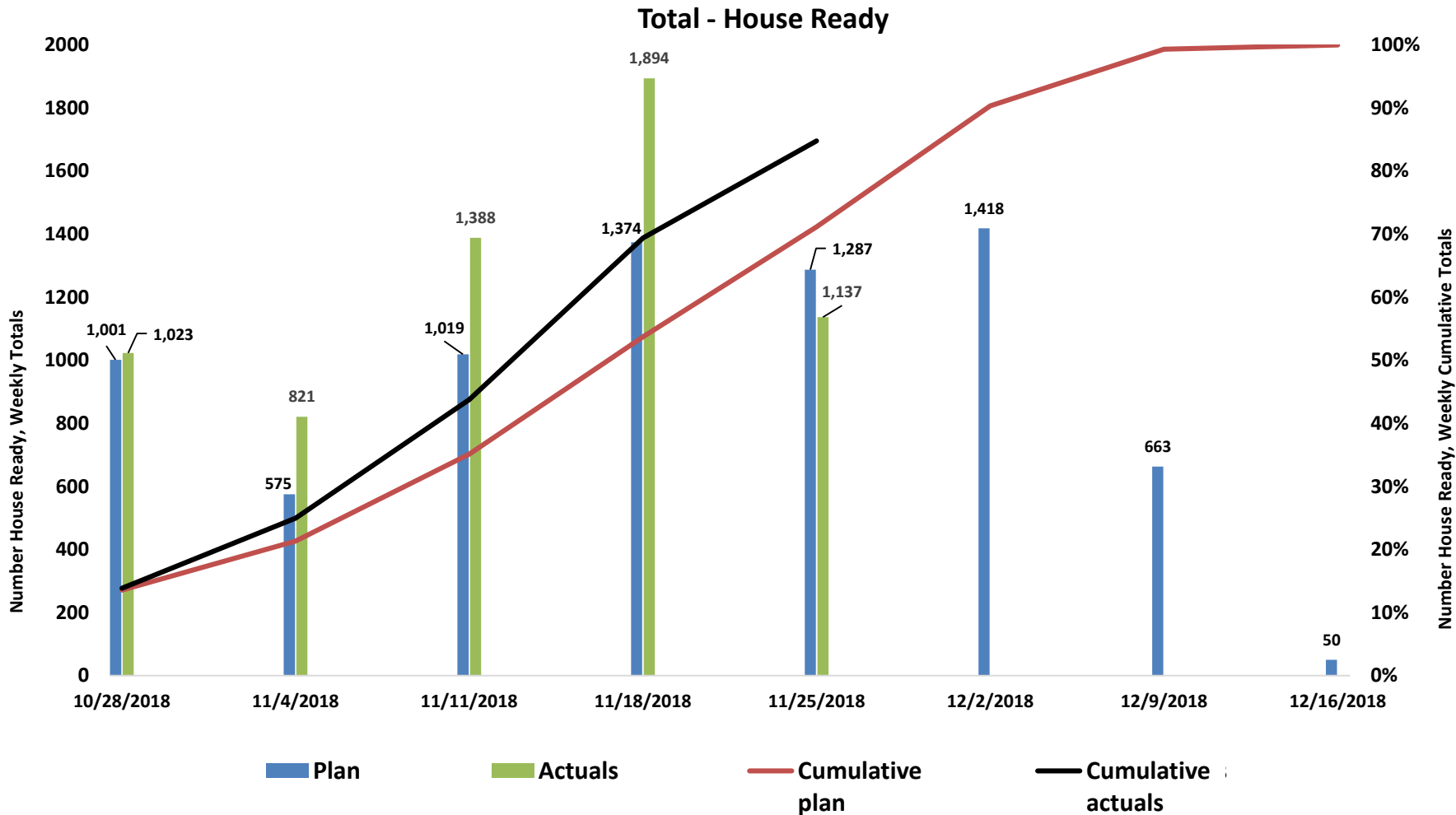
Residential Relights			
Municipality	Residential relights, ³ # to date	Residential meters, # in total	Residential relights, ³ % of meters
Lawrence	3,673	4,370	84%
Andover	1,466	1,710	86%
North Andover	1,047	1,262	83%
Total	6,186	7,342	84%

Highlights

- House ready actuals continue to track above plan with cumulative over 6,200
- Plumber resources returning to planned levels

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. | ³ Includes all residential meters restored to service, and also those residential customers that were on high pressure, significantly damaged, and opted out

Residential Restoration / Rapid Relight: House Ready Progress vs. Plan



Residential Appliances

Progress to date

Number of meters

<p>Confirmed complete, cumulative through 11/25</p>	<p>4,146</p>
<p>Confirmed complete, 11/25</p>	<p>203</p>
<p>Work ready to go to inspection</p>	<p>191 yesterday / 196 total</p>
<p>Backlog of relit meters without confirmed complete appliances, total on 11/25</p>	<p>2,728</p>

Progress to date

- Continued strong efficiency rate with five dedicated truck teams
- 243 deliveries on 11/25, highest to date
- Onboarded 58 resources on 11/25

Today's Focus

- 238 personnel planned today, including onboarding of 43 new mutual aid resources
- Continued focus on safety as resources increase

Residential Temporary Heat and Winterization

Temporary Heat & Winterization

	Definition	Number of customers	% of winterization potential customers
Potential for Winterization Measures	Customers not relit or set up with alternate heat sources	927	100%
Temp Heat installed	Customers with temporary heating installed	310	34%
Winterization Complete	Customers where we have completed winterization	93	10%
Temp Heat Outreach	Customers either declined, accepted but then declined, and no response customers <i>*Many of these also declined winterization*</i>	244	26%
Winterization Outreach	Customers either declined, accepted but then declined, and no response customers	92	10%
Customer Outreach from Central Svcs	Additional outreach – CGI group, Temp Housing & Customer Care Center Teams – customers either declined or no response	188	20%

Progress to date

- 310 customers not yet relit are set up with temporary heat
- 93 customers not yet relit have winterization completed

Customer and community engagement

- Assisting a small number of customers who had frozen pipes to address and minimize damage

Today's Focus

- Develop next steps for customers with frozen pipes to make repairs
- Continue removing temporary heat as relights occur

Operation Back-to-Business

Progress to date

- 3 newly Service Restored achieved November 25
- 92% of customers restored
- 51 remaining businesses to restore; 27 are self mitigators

Customer and community engagement

- Site visits to remaining self-mitigators continue
- Working to close out all remaining work at B2B sites
- Meeting with Mayor and Town Managers early this week to provide status update

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	240	285	44 (81%)	236 (91%)	280 (89%)
Andover	144	73	217	1	133	72	205	131 (90%)	72 (98%)	203 (93%)
North Andover	46	109	155	0	42	109	151	42 (91%)	109 (100%)	151 (97%)
Total	244	441	685	3	220	421	641	217 (88%)	417 (94%)	634 (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	41,543
Claims serviced at walk-in centers yesterday 11/25	Closed – Andover Closed – 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	4,945	1,866	\$21.60
North Andover	3,468	1,448	\$13.89
Lawrence	14,363	5,613	\$27.25
Other Areas ¹	1,092	365	\$2.31
Total	23,868	9,292	\$65.05

Progress Update

- 31 payments yesterday 11/25 to Business customers totaling \$91,253, with total paid to date of \$12.0M
- 237 customer payments yesterday made totaling \$350k
- New claims reported decreased 50% from last week, averaging 31 a day, 70% arising from businesses

Goals for next 24 hours & beyond

- Focus continues to proactively contact landlords to assist with loss of rent claims

Customer and community engagement

- Claim Centers closed yesterday

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

Communication

IMAGE OF THE DAY



Completed heating unit and water heater.

Social Media Customer Care Questions

- Appliance installation
- Service relight
- Landlord-tenant reimbursement

Social Media Proactive Content

- Safety information
- Back to Business
- Landlord properties that have filed claims

Completed

- Daily media briefing
- Weekly Newsletter



Customer Temporary Housing Placement Report

Type of Placement ¹	Change from 11/24 ²	Families	Individuals	Children
Apartment	0	59	228	85
ANDOVER	0	7	22	7
LAWRENCE	0	46	190	72
NORTH ANDOVER	0	6	16	6
Hotel	4	1,856	6,222	2,022
ANDOVER	(1)	198	485	131
LAWRENCE	5	1,501	5,300	1,769
NORTH ANDOVER	0	157	437	122
RV	(3)	353	1,586	668
ANDOVER	0	10	45	22
LAWRENCE	(2)	313	1,424	592
NORTH ANDOVER	(1)	30	117	54
Other	0	1	1	0
ANDOVER	0	1	1	0
LAWRENCE	0	0	0	0
Grand Total	1	2,269	8,037	2,775

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

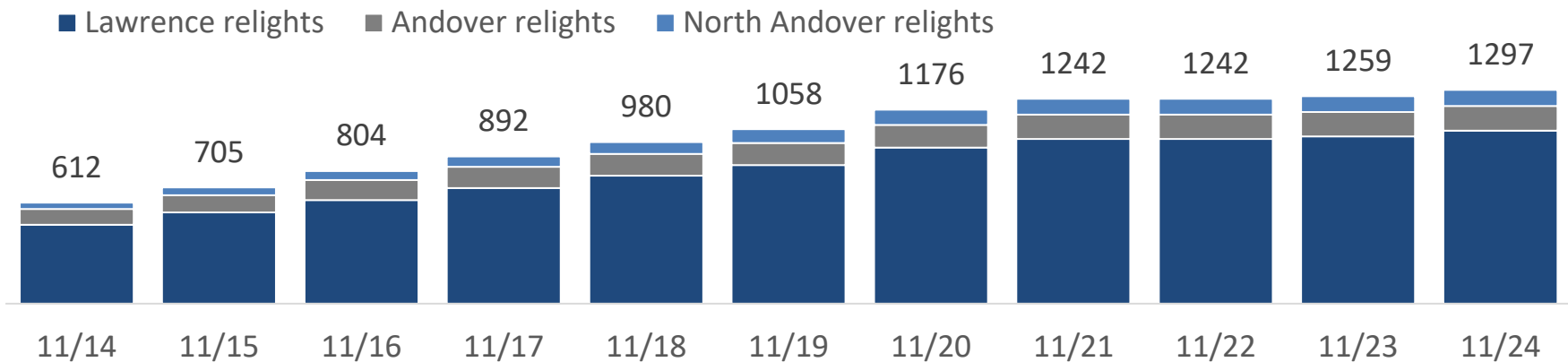
Location	Families in Temp Housing (total placed)	Returned home ²	Families in Temp Housing (remaining)	Relight totals	
				Cumulative ¹	11/24
Lawrence	1860	970	890	1049	35
Andover	216	137	79	150	2
North Andover	193	100	93	98	1
Total	2269	1207	1062	1297	38

% 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	852	533
Hotel 20 – 25 Miles	1102	0	262	837
Hotel 25 – 30 miles	1264	0	96	1151
Hotel > 30 miles	230	0	78	0
Subtotal Hotel Rooms	4005	0	1288	2521
Apartments	132	0	91	41
Trailers	514	0	145	18
Total units	4651	0	1524	2580

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	97	81	0	3	37 / 114	13
Pemberton Park	99	35	32	0	1	24 / 40	2
Grogan Field	60	27	14	0	1	7 / 26	0 ²
Recreation Road	32	11	5	0	3	4 / 17	3
Sullivan Park	75	31	12	1	4	15 / 29	0 ²
Total units	514	201	144	1	12	87 / 226	18
	<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	52	0	4	35	5	

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.

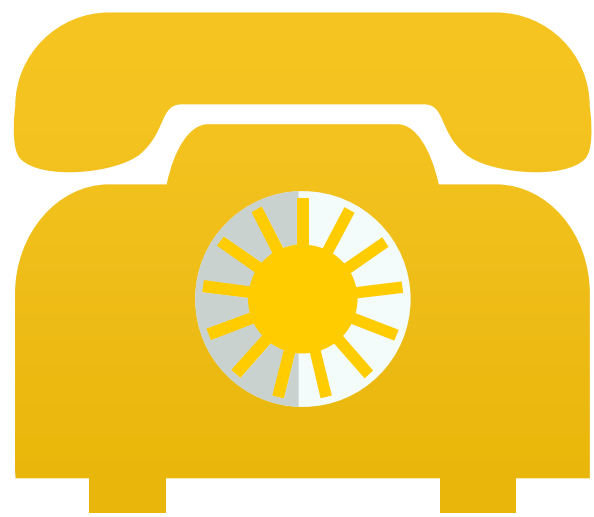
² Given the intent to stand down Grogan Field and Sullivan Park in the upcoming weeks, customers will no longer be newly placed at these sites.

Discussion topics

- Door-to-door canvassing all self-mitigating customers to assist or accelerate House Ready process (as needed)
- Refining close-out plan for CGIs and abandoned / condemned properties, in collaboration with municipalities

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