

Daily briefing

November 17, 2018

Columbia Gas®



Columbia Gas®



Standing Agenda



Headlines

Weather

Operational Updates

Claims

Communications

Temporary Housing

Discussion Topics

Headlines

We have now:

- Restored almost 80% of business customers to service and relit 64% of residential meters
- A 5-day trailing average of 270 House Ready per day
- Relit more than 5,200 meters (across both residential and commercial)
- Collected a total of 16,195 Thanksgiving dinner reservations

Weather

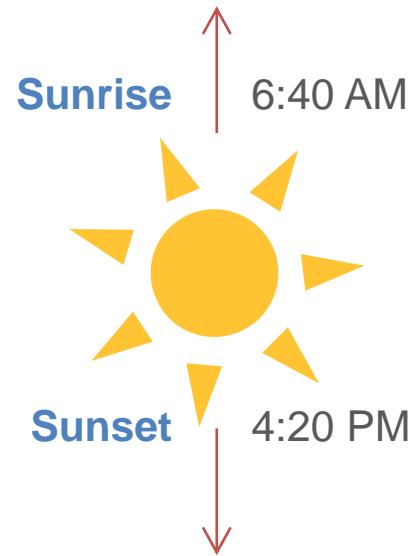


10-day Forecast

DAY	DESCRIPTION	HIGH / LOW	PRECIP	WIND
TODAY NOV 17	Partly Cloudy	46°/28°	10%	W 12 mph
SUN NOV 18	Mostly Cloudy	39°/32°	10%	WNW 5 mph
MON NOV 19	Showers	41°/31°	50%	WNW 4 mph
TUE NOV 20	PM Showers	39°/20°	40%	NNW 5 mph
WED NOV 21	Partly Cloudy	35°/16°	10%	W 10 mph
THU NOV 22	Partly Cloudy	25°/15°	0%	NW 13 mph
FRI NOV 23	Sunny	33°/23°	0%	NW 7 mph
SAT NOV 24	Mostly Sunny	42°/34°	10%	WSW 6 mph
SUN NOV 25	Cloudy	44°/37°	20%	N 6 mph
MON NOV 26	Showers	46°/39°	60%	E 10 mph



Sunrise/Sunset Schedule 11/17/2018



SOURCE: Weather.com as of 9:00 AM on 11/17

Residential Restoration / Rapid Relight

Residential House Ready

	Plan	Actual	Of which: Repaired ³
11/16	217	285	73 (33%)
Cumulative	3,534	4,581 (62% of residential meters)	492 (13%)

Residential Workforce

Contractor	Plumbers on 11/16		Total workforce ¹ on 11/16	
	Plan	Actual	Plan	Actual
GRS	425	423	916	958
WGP	357	288	408	345
SLS	144	155	233	243
CMA	58	49	153	144
Total	984	915	1,710	1,690

Residential Relights

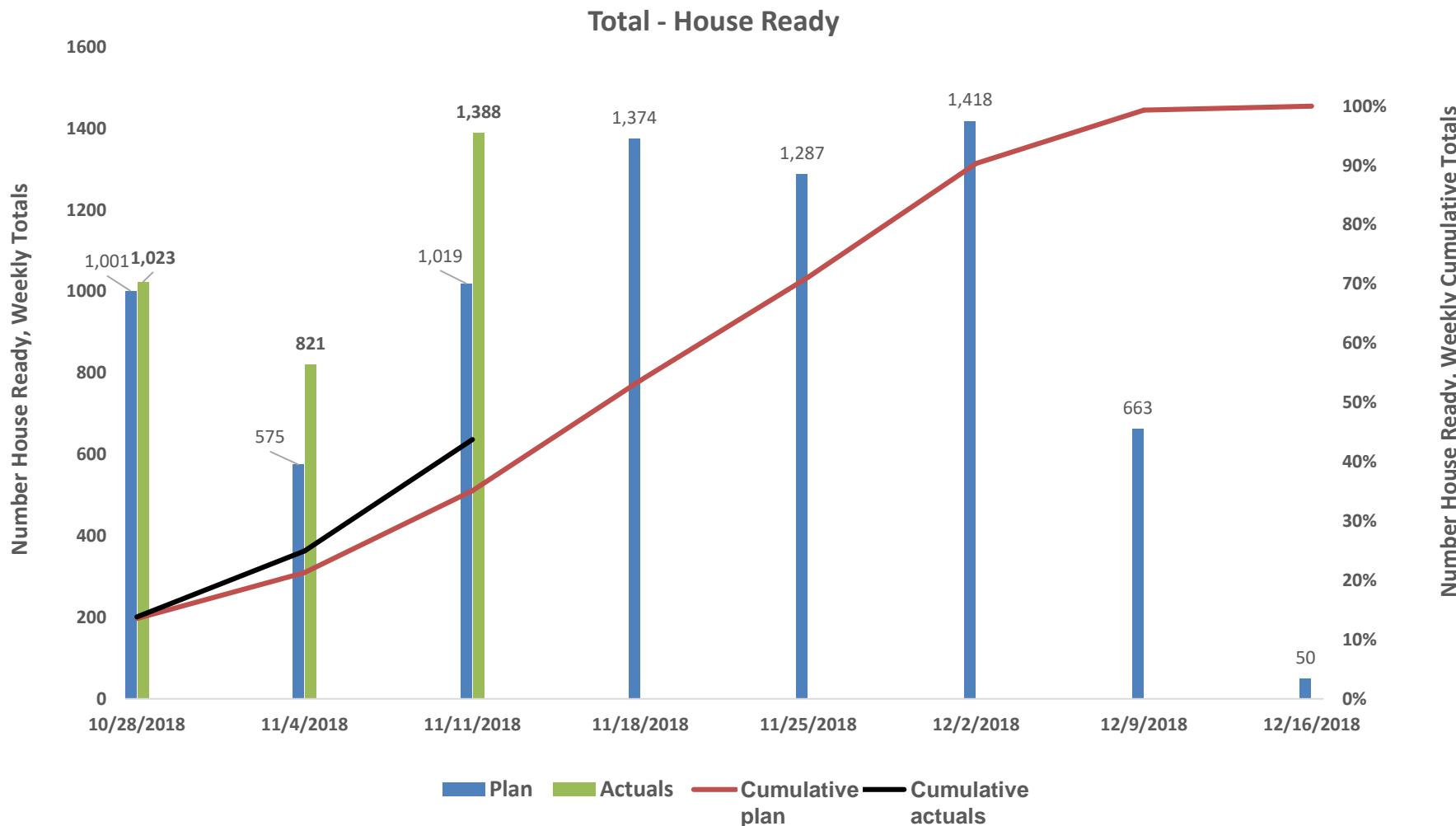
Municipality	Residential relights, ² # to date	Residential relights, % of meters
Lawrence	2,698	62%
Andover	1,291	76%
North Andover	692	55%
Total	4,681	64%

Highlights

- Approximately 200 resources have volunteered to work on Thanksgiving day
- Meeting with partners to refine remaining scope
- Implemented customer outreach pilot to identify remaining self-mitigation scope

¹ Total workforce = Plumbers + Tradesmen + Support people resources and management | ² 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 | ³ Percentage represents fraction of collective repair + replace. Actual 285 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



Residential Appliances

Progress summary

	Number of meters
Confirmed complete, cumulative through 11/16	2,675
Confirmed complete, yesterday, 11/16	227
Work ready to go to inspection yesterday, 11/16	69
Backlog of relit meters without confirmed complete appliances, total on 11/16	2,512

Progress to date

- Transitioned plumbing crews under NiSource leaders
- One new mutual aid company being onboarded (Mid American)
- Productivity levels remain consistent

Today's Focus

- 81 personnel planned today, 11/17
- Ramp up of newly onboarded mutual aid and plumbing resources
- Continue to refine the appliance delivery process
- Final inspections for installed appliances

Residential Temporary Heat and Winterization

Temporary Heat

	Definition	Number of meters	% of December meters requiring temp heat
December customers ¹	Residential customers originally projected House Ready after 12/1	2,227	
Temp Heat not needed	Customer has either an alternate fuel source ² , been placed in temporary housing, or already been relit (e.g., due to self-mitigation)	1,345	
Temp Heat potentially needed	Customers projected House Ready after 12/1 not in the above row	882	100%
Temp Heat installed	Customers with temporary heating installed	276	31%
Declined Temp Heat	Customers who have declined temporary heating installations	117	13%
Can't contact	Have called, knocked on door, left fliers, but unable to reach customer	34	4%
Review pending	Remaining customers to conduct temporary heat reviews	455	52%

Winterization

	Cumulative, # meters	Cumulative, % meters in winterization queue
Winterization queue	119	100%
Scheduling appointment	7	6%
Appointment scheduled	24	20%
Winterization complete	44	37%
Winterization declined after initial request ³	44	37%

Progress to date

- Provided temporary heat to 276 customers
- Completed winterization on 44 properties; contacted another 44 properties who have declined

Customer and community engagement

- Average 2.4 days from first customer touchpoint to Winterization
- 100% appointment adherence for Winterization
- Temp Heat QC process helping customers

Today's Focus

- Increase Temp Heat block coverage after many assessments completed
- Begin 3rd wave of proactive winterization outreach

¹ Customers who are scheduled to be house ready after 12/1 | ² Includes customers known to be non-heating customers. | ³ E.g., if a customer changes their mind after requesting.

Operation Back-to-Business

Progress to date

- Completed assessments for 100% of businesses
- 15 newly Service Restored achieved November 16
- 78% of customers restored

Customer and community engagement

- Serving business customers at Back to Business centers
- Promotion of restored, open businesses
- Self Mitigating customer status to municipalities

Business customers by current status, #, daily progress yesterday and cumulative, numbers in () refer to self-mitigating customers

	Total # site ID			House Ready ¹			Service Restored ²			
				Cumulative			Cumulative			
	Self-mitigate	Windover	Total	Completed yesterday	Self-mitigate	Windover	Total	Self-mitigate	Windover	Total
Lawrence	52	261	313	9	32	182	214	31 (59%)	177 (67%)	208 (66%)
Andover	146	71	217	3	116	69	185	115 (78%)	69 (97%)	184 (84%)
North Andover	45	110	155	1	36	108	144	36 (80%)	108 (98%)	144 (92%)
Total	243	442	685	13	184	359	543	182 (74%)	354 (80%)	536 (78%)

1 Customers with completed installation, and House Ready status

2 All customers with restored gas service

Claims

ALL DATA AS OF 11/16/2018

Metrics

Metric	Total to date
Calls received at Claim Reporting toll-free number	39,685
Claims serviced at walk-in centers	23 – Andover 66 – Lawrence 11 – 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	4,912	2,151	\$19.91
North Andover	3,441	1,618	\$12.64
Lawrence	14,157	6,285	\$24.44
Other Areas ¹	1,020	374	\$1.67
Total	23,530	10,428	\$58.67

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

Progress

- 33 customers indicating their intent to self-mitigate heat and hot water
- 38 payments to Business customers totaling \$263,517, with total paid to date of \$9.3M
- 557 customer payments made totaling \$925k

Goals for next 24 hours & beyond

- Continue to proactively contact landlords to assist with loss of rent claims
- Finalize documents requested by community partners regarding landlord/tenant claim process

Customer and community engagement

Yesterday:

- 100 customers served through the Claim Centers.
 - 90 residential customers, 87 being returning customers
 - 10 business customers, all returning

Communication

IMAGE OF THE DAY



Columbia Gas worker checking CO₂ out-filter

SOCIAL MEDIA

Social Media Customer Care Questions:

- Appliance installation and 72 hour process
- Landlord-Tenant Claims Questions

Social Media Proactive Content:

- Check on vulnerable residents
- Back to Business Updates
- Stress Management Seminar in Lawrence
- Thanksgiving Meals

Completed

- Daily media briefing
- Spanish ads airing
- Thanksgiving numbers are final

Thanksgiving Meals reserved

	Pick-Up	Sit-Down	Total
Andover	2664	20	2684
North	2,908	N/A	2,908
Andover			
Lawrence	10,088	515	10,603
Total	15,660	535	16,195

Customer Temporary Housing Placement Report

Type of Placement ¹	Change from 11/15 ²	Families	Individuals	Children
Apartment	(1)	62	237	88
ANDOVER	0	7	22	7
LAWRENCE	(1)	48	197	75
NORTH ANDOVER	0	7	18	6
Hotel	21	1,778	5,967	1,905
ANDOVER	(3)	193	476	133
LAWRENCE	20	1,434	5,065	1,653
NORTH ANDOVER	4	151	426	119
RV	(3)	384	1,744	744
ANDOVER	0	10	46	22
LAWRENCE	(4)	342	1,574	670
NORTH ANDOVER	1	32	124	52
Other	1	3	9	1
ANDOVER	0	1	1	0
LAWRENCE	1	2	8	1
Grand Total	18	2227	7957	2738

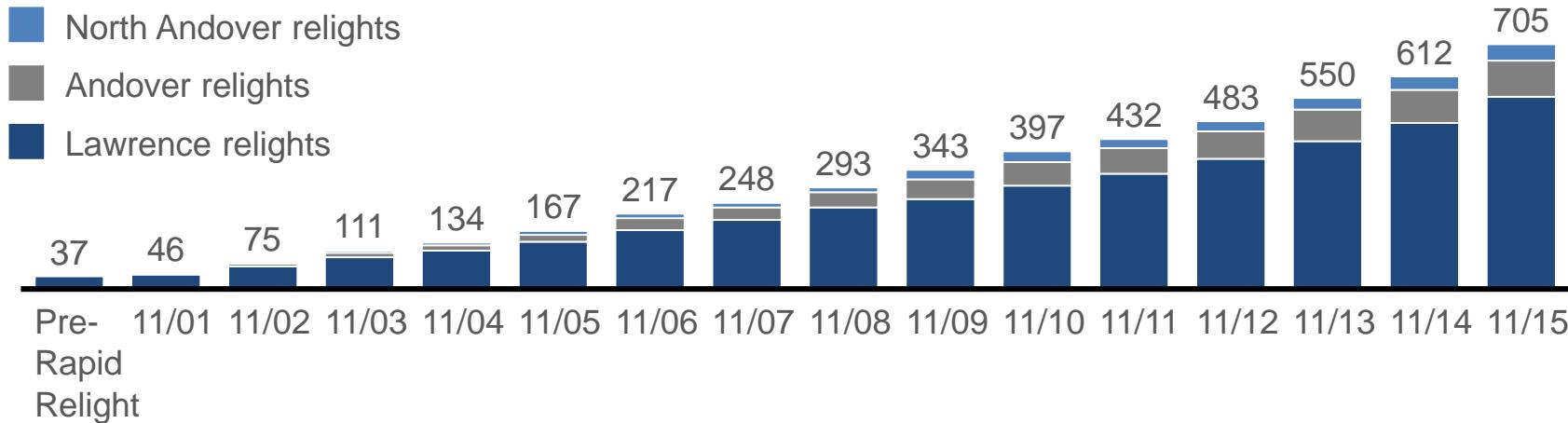
1 Town refers to where the customer is from, not where they were placed

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

B Relight notifications to families in Temp Housing

Location	Families in Temp Housing (total placed)	Returned home ²	Families in Temp Housing (remaining)	Relight totals	
	Cumulative ¹		11/15		
Lawrence	1826	395	1431	554	76
Andover	211	84	127	104	8
North Andover	190	37	153	47	9
Total	2227	516	1711	705	93
% of Total		94%		<i>= Returned home total today / Relights 48 hours ago</i>	

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



1 Includes 37 families 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	1317	65	961	319
Hotel 20 – 25 Miles	1092	10	390	699
Hotel 25 – 30 miles	1254	0	182	1071
Hotel > 30 miles	1794	0	238	39
Subtotal Hotel Rooms	5457	75	1771	2128
Apartments	132	0	91	41
Trailers	514	0	296	46
Total units	6103	75	2158	2215
Contracted Total		6178		
<p>Note: Over 1300 unoccupied Tier 4 rooms not being extended past Nov 21 were removed from inventory</p>				



Temporary housing status summary - Trailers

Site Location	Onsite	Resident Ready	Occupied	Held	Spare	Out of Service/Hibernation ¹	Available for Placement
South Common	248	159	149	6	1	34 / 55	4
Pemberton Park	99	70	57	1	2	22 / 7	10
Grogan Field	60	41	34	0	2	7 / 12	7
Recreation Road	32	18	14	0	1	0 / 14	3
Sullivan Park	75	57	28	7	0	18 / 0	22
Total units	514	345	282	14	24	81 / 88	46
	<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	91	0	11	73	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.

Discussion topics



Pushing pace



Path to Completion update on Monday
11/19



Select volunteer crews will deploy on
Thanksgiving

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