

# Daily briefing

November 21, 2018



Columbia Gas®



# Standing Agenda



Headlines

Weather

Operational Updates

Claims

Communications

Temporary Housing

Discussion Topics

# Headlines

- We have now relit more than 75% of residential meters, and more than 6,000 meters in total (across commercial and residential)
- Today, our main focus has been preparation for the cold weather
- Happy Thanksgiving!

# Weather



## 10-day Forecast



## Sunrise/Sunset Schedule 11/21/2018

DAY		DESCRIPTION	HIGH / LOW	PRECIP	WIND
TODAY NOV 21		Cloudy/Wind	40°/13°	10%	WSW 21 mph
THU NOV 22		Mostly Sunny	20°/12°	0%	NW 18 mph
FRI NOV 23		Sunny	29°/19°	0%	W 6 mph
SAT NOV 24		Partly Cloudy	42°/37°	10%	SW 6 mph
SUN NOV 25		AM Showers	47°/38°	60%	N 6 mph
MON NOV 26		Rain	45°/40°	80%	ENE 9 mph
TUE NOV 27		AM Showers	43°/33°	40%	WNW 10 mph
WED NOV 28		Mostly Cloudy	41°/32°	20%	NW 10 mph
THU NOV 29		Partly Cloudy	40°/30°	20%	NW 10 mph
FRI NOV 30		Sunny	39°/30°	10%	NW 8 mph



SOURCE: Weather.com as of 11:30 AM on 11/21

# Residential Restoration / Rapid Relight

## Residential House Ready

	Plan	Actual	Of which: Repaired <sup>3</sup>
11/20	132	158	29 (32%)
Cumulative	4,165	5,486 (75% of residential meters)	748 (17%)

## Residential Workforce

Contractor	Plumbers on 11/20		Total workforce <sup>1</sup> on 11/20	
	Plan	Actual	Plan	Actual
GRS	425	412	862	776
WGP	357	304	414	356
SLS	144	152	232	248
CMA	58	56	107	105
<b>Total</b>	<b>984</b>	<b>924</b>	<b>1,615</b>	<b>1,458</b>

## Residential Relights

Municipality	Residential relights, <sup>2</sup> # to date	Residential relights, % of meters
Lawrence	3,302	76%
Andover	1,383	81%
North Andover	907	72%
<b>Total</b>	<b>5,592</b>	<b>76%</b>

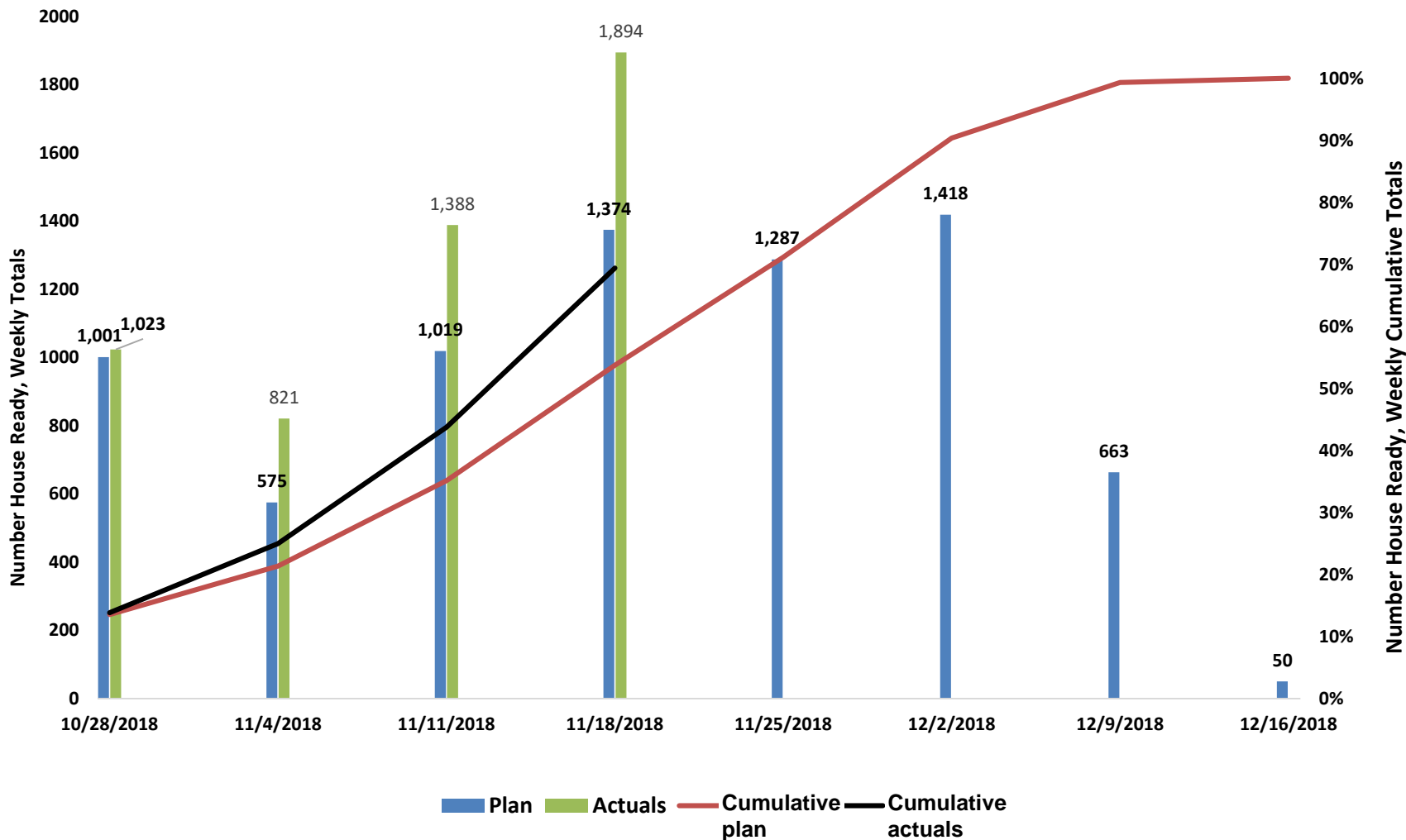
## Highlights

- House ready actuals continue to track above plan with cumulative over 5,400
- Redeployed plumbers for CGI winterization in coordination with municipalities

<sup>1</sup> Total workforce = Plumbers + Tradesmen + Support people resources and management | <sup>2</sup> 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 | <sup>3</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 11/20**

3,564

**Confirmed complete, yesterday, 11/20**

115

**Work ready to go to inspection**

31 yesterday / 190 total

**Backlog of relit meters without confirmed complete appliances, total on 11/20**

2,643

## Progress to date

- No recordable injuries even with the holiday approaching, poor weather conditions, and mutual aid resources transitioning off
- Maintained strong efficiency rates (<3.0 labor hours/appliance-complete)

## Today's Focus

- 54 personnel planned today, 11/21, including 12 plumbers to be onboarded for the day from WGP
- Preparing for influx of resources after the holiday
- Focusing on escalated sites

# Residential Temporary Heat and Winterization

## Temporary Heat

	Definition	Number of meters	% of Post 11/21 meters requiring temp heat
Post 11/21 Customers <sup>1</sup>	Residential customers projected House Ready after 11/21	1,701	
To Be Mitigated / In Temp Housing	Customer has either an alternate fuel source <sup>2</sup> , been placed in temporary housing or already been relit (e.g., due to self-mitigation)	922	
Temp Heat potentially needed	Customers projected House Ready after 11/21 not in the above row	<b>779</b>	<b>100%</b>
Temp Heat installed	Customers with temporary heating installed	130	17%
Declined Temp Heat	Customers who have declined temporary heating installations	122	16%
Can't contact	Have called, knocked on door, left fliers, but unable to reach customer	46	6%
Review pending	Remaining customers to conduct temporary heat reviews – some contacted, awaiting response	481	61%

## Winterization

	Cumulative, # meters	Cumulative, % meters in winterization queue
Winterization queue	458	100%
Scheduling appointment	303	66%
Appointment scheduled	8	2%
Winterization complete	47	10%
Winterization CGI / declined <sup>3</sup>	100	22%

## Progress to date

- 555 total temp heat solutions in place across three communities
- 47 customers winterized toward remaining post-11/21 customers; remaining outreach today

## Customer and community engagement

- Communications strategy encouraging customers to reach out and request winterization services

## Today's Focus

- Push to winterize and install Temp Heat at all properties accepting services

<sup>1</sup> Residential customers with planned Install dates after 11/21 | <sup>2</sup> Includes customers known to be non-heating customers. | <sup>3</sup> E.g., if a customer changes their mind after requesting.



# Operation Back-to-Business

## Progress to date

- 18 newly Service Restored achieved November 20
- 87% of customers restored

## Customer and community engagement

- Contacting businesses regarding winterization and temporary heat, targeting at-risk businesses

### 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>	16	43	230	<b>273</b>	40 (74%)	222 (85%)	<b>262</b> <b>(83%)</b>
<b>Andover</b>	144	73	<b>217</b>	2	126	70	<b>196</b>	122 (84%)	70 (95%)	<b>192</b> <b>(88%)</b>
<b>North Andover</b>	46	109	<b>155</b>	1	41	109	<b>150</b>	39 (84%)	109 (100%)	<b>148</b> <b>(95%)</b>
<b>Total</b>	<b>244</b>	<b>441</b>	<b>685</b>	<b>19</b>	<b>210</b>	<b>409</b>	<b>619</b>	<b>201</b> <b>(82%)</b>	<b>401</b> <b>(90%)</b>	<b>602</b> <b>(87%)</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
Calls received at Claim Reporting toll-free number	40,690
Claims serviced at walk-in centers yesterday	12 – Andover 52 – Lawrence 7 – 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	4,942	2,006	\$21.07
North Andover	3,464	1,525	\$13.34
Lawrence	14,276	5,910	\$25.92
Other Areas <sup>1</sup>	1,038	360	\$2.11
<b>Total</b>	<b>23,720</b>	<b>9,801</b>	<b>\$62.44</b>

## Progress Update

- 54 payments to Business customers totaling \$386,307, with total paid to date of \$10.9M
- 476 customer payments made totaling \$900k

## Goals for next 24 hours & beyond

- Assembling a claim team ready to respond with other Columbia Gas towers to any property damage incidents associated with freezing water lines
- Focus continues to proactively contact landlords to assist with loss of rent claims

## Customer and community engagement

- 71 customers serviced through the Claim Centers yesterday 11/20
  - 68 residential customers, 67 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



Proactive winterization messaging continues on our channels to advise customers how to protect their pipes from freezing.

## Social Media Customer Care Questions

- Thanksgiving Meal pick-up times
- Claims questions

## Social Media Proactive Content

- Winterization
- Back to Business
- Check on vulnerable residents

## Completed

- Daily media briefing
- CGI text messaging to impacted customers



# Customer Temporary Housing Placement Report

Type of Placement <sup>1</sup>	Change from 11/19 <sup>2</sup>	Families	Individuals	Children
Apartment	0	61	233	86
ANDOVER	0	7	22	7
LAWRENCE	0	47	193	73
NORTH ANDOVER	0	7	18	6
Hotel	11	1,815	6,089	1,977
ANDOVER	1	193	474	125
LAWRENCE	11	1,471	5,190	1,729
NORTH ANDOVER	(1)	151	425	123
RV	(4)	371	1,680	706
ANDOVER	0	10	45	22
LAWRENCE	(4)	329	1,511	629
NORTH ANDOVER	0	32	124	55
Other	(2)	2	5	2
ANDOVER	0	1	1	0
LAWRENCE	(2)	1	4	2
<b>Grand Total</b>	<b>5</b>	<b>2,249</b>	<b>8,007</b>	<b>2,771</b>

<sup>1</sup> Town refers to where the customer is from, not where they were placed

<sup>2</sup> 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

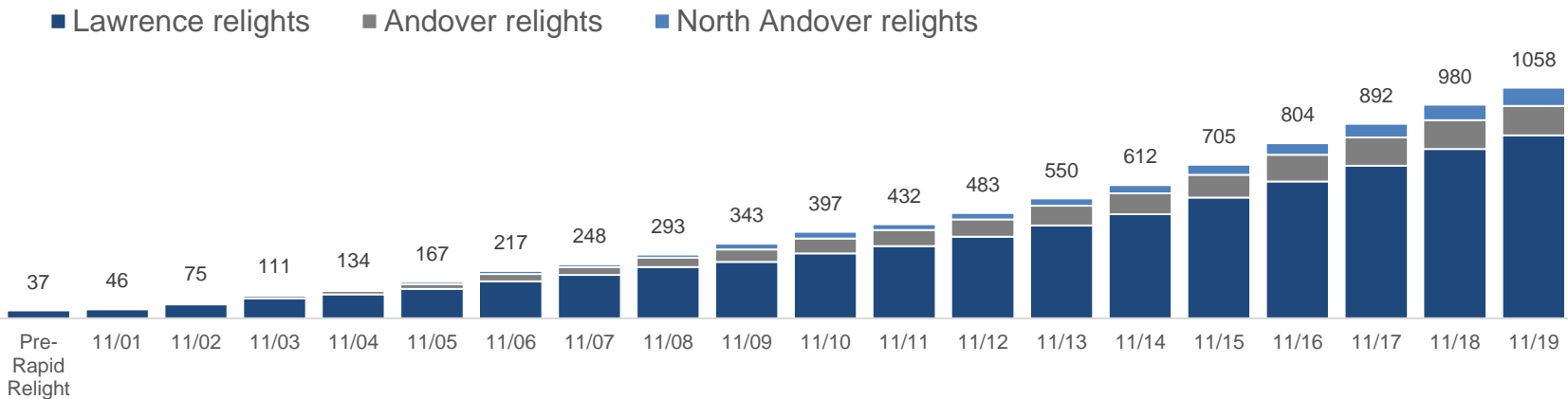
Location	Families in Temp Housing (total placed)	Returned home <sup>2</sup>	Families in Temp Housing (remaining)	Relight totals	
				Cumulative <sup>1</sup>	11/19
Lawrence	1848	587	1261	840	63
Andover	211	111	100	134	2
North Andover	190	55	135	84	13
<b>Total</b>	<b>2249</b>	<b>753</b>	<b>1496</b>	<b>1058</b>	<b>78</b>

% of Total

99%

= 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	904	489
Hotel 20 – 25 Miles	1092	10	296	796
Hotel 25 – 30 miles	1254	0	111	1130
Hotel > 30 miles	1776	110	96	0
<b>Subtotal Hotel Rooms</b>	<b>5531</b>	<b>120</b>	<b>1407</b>	<b>2415</b>
Apartments	132	0	91	41
Trailers	514	0	210	63
<b>Total units</b>	<b>6177</b>	<b>120</b>	<b>1708</b>	<b>2519</b>

**Contracted Total 6297**

*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/ Hibernation <sup>1</sup>	Available for Placement
South Common	248	166	114	0	3	49 / 33	54
Pemberton Park	99	48	40	0	1	13 / 38	7
Grogan Field	60	45	25	0	1	11 / 4	0 <sup>2</sup>
Recreation Road	32	14	8	0	4	1 / 17	2
Sullivan Park	75	26	22	1	6	21 / 28	0 <sup>2</sup>
<b>Total units</b>	<b>514</b>	<b>299</b>	<b>209</b>	<b>1</b>	<b>15</b>	<b>95 / 120</b>	<b>63</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	97	0	5	39	6	

<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



Working with municipalities to resolve CGIs



Full court press to identify vulnerable residents and properties ahead of Thanksgiving frigid temperatures



Substantially complete with trailer site winterization

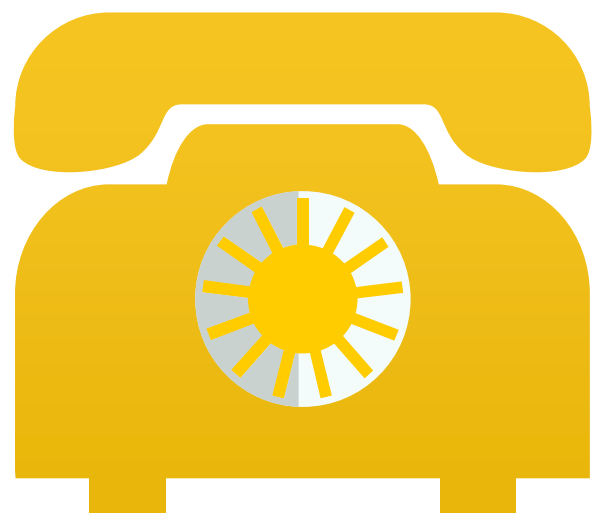


Working with ESIS on hotel rooms for those that prefer to leave trailer sites



## 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>	