

# Daily briefing

November 23, 2018



Columbia Gas®



# Standing Agenda



Headlines

Weather

Operational Updates

Claims

Communications

Temporary Housing

Discussion Topics

# Headlines

- **We have now:**
  - Restored 90% of business customers to service (92% excluding self-mitigating customers)
  - Relit 80% of residential meters
  - Provided 23,000 Thanksgiving meals to customers across all three municipalities

# Weather

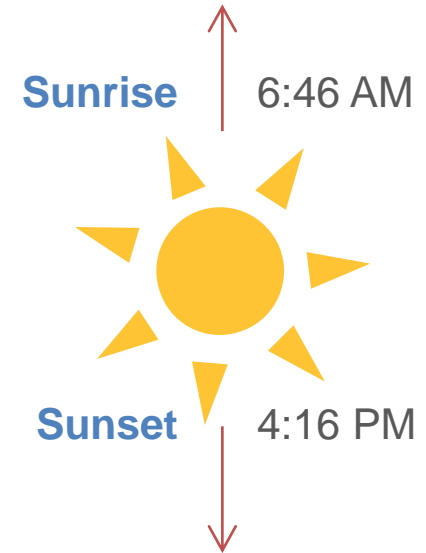


## 10-day Forecast



## Sunrise/Sunset Schedule 11/23/2018

DAY		DESCRIPTION	HIGH / LOW	PRECIP	WIND
TODAY NOV 23		Sunny	31°/21°	0%	WSW 8 mph
SAT NOV 24		Partly Cloudy	44°/38°	10%	SW 7 mph
SUN NOV 25		AM Rain	46°/36°	90%	NNW 9 mph
MON NOV 26		Rain	45°/35°	100%	E 11 mph
TUE NOV 27		AM Snow Showers	41°/31°	50%	WNW 12 mph
WED NOV 28		Cloudy	39°/30°	10%	WNW 9 mph
THU NOV 29		Sunny	40°/29°	10%	NW 10 mph
FRI NOV 30		Sunny	41°/28°	20%	NW 5 mph
SAT DEC 1		Partly Cloudy	39°/29°	20%	NNW 7 mph
SUN DEC 2		Partly Cloudy	41°/35°	20%	WNW 6 mph



SOURCE: Weather.com as of 10:00 AM on 11/23

# Residential Restoration / Rapid Relight

## Residential House Ready

	Plan	Actual	Of which: Repaired <sup>3</sup>
11/21 & 11/22	354	320	47 (35%)
Cumulative	4,519	5,806 (80% of residential meters)	792 (18%)

## Residential Workforce

Contractor	Plumbers on 11/22		Total workforce <sup>1</sup> on 11/22	
	Plan	Actual	Plan	Actual
GRS	0	0	0	0
WGP	100	63	130	71
SLS	24	26	60	46
CMA	0	4	0	5
<b>Total</b>	<b>124</b>	<b>93</b>	<b>190</b>	<b>122</b>

## Residential Relights

Municipality	Residential relights, <sup>2</sup> # to date	Residential relights, % of meters
Lawrence	3,456	80%
Andover	1,422	84%
North Andover	980	79%
<b>Total</b>	<b>5,858</b>	<b>80%</b>

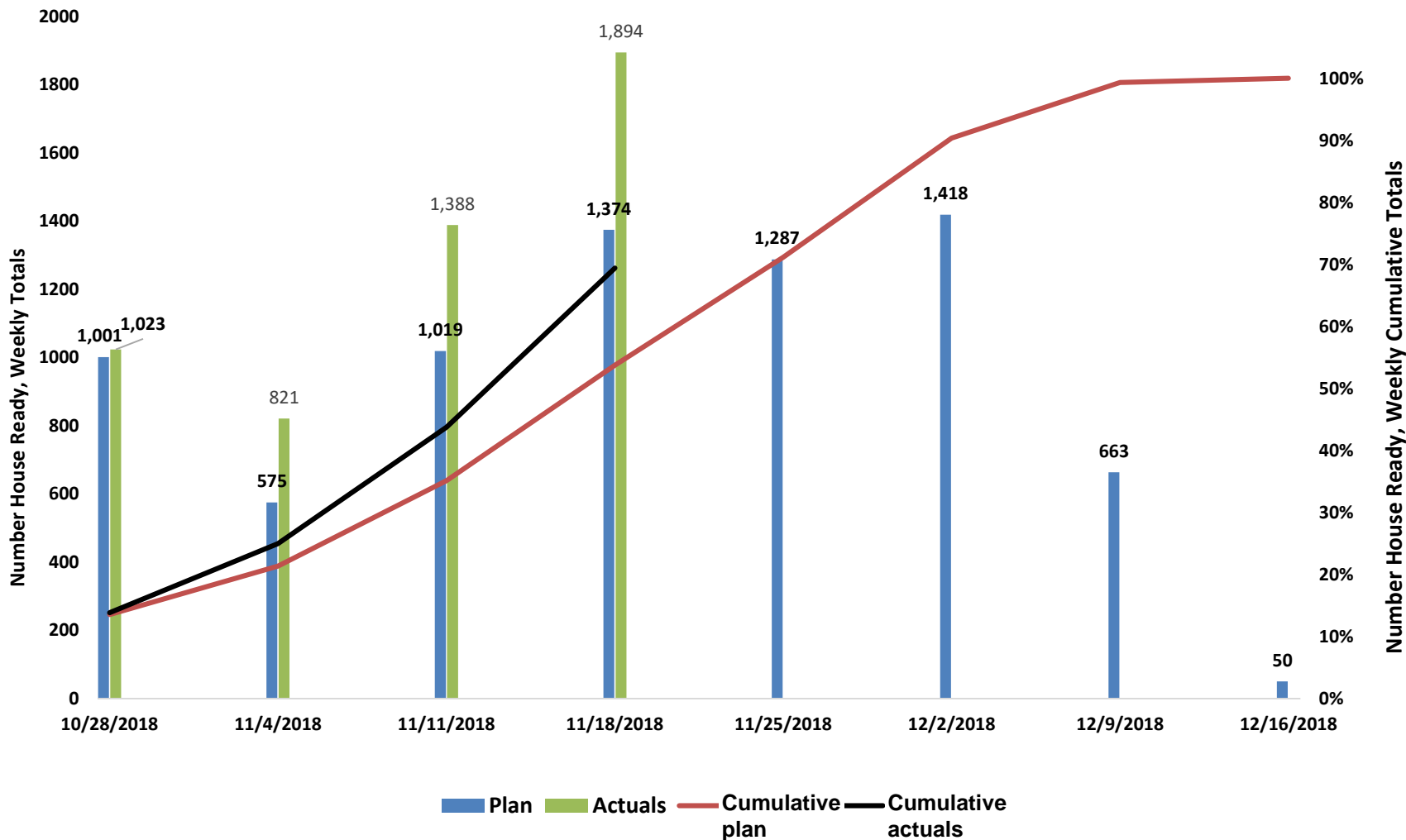
## Highlights

- Total house ready actuals continue to track above plan with cumulative over 5,800
- 100+ House Ready and 31 relights yesterday, 11/22 due to crews staffed on Thanksgiving

<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

<p><b>Confirmed complete, cumulative through 11/22</b></p>	<p>3,668</p>
<p><b>Confirmed complete, 11/21 &amp; 11/22</b></p>	<p>104</p>
<p><b>Work ready to go to inspection prior two days, 11/21 and 11/22</b></p>	<p>53 on 11/21, 0 on 11/22 / 98 total</p>
<p><b>Backlog of relit meters without confirmed complete appliances, total on 11/22</b></p>	<p>2,885</p>

## Progress to date

- Maintained strong efficiency rates with reduced resources
- No recordable injuries even with poor weather conditions and mutual aid resources transitioning off

## Today's Focus

- 48 personnel planned today, 11/23
- Alignment of delivery trucks for weekend
- Preparing for influx of resources

# Residential Temporary Heat and Winterization

Metrics			
	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 – All Contacted by 2 PM 11/21	1597	
Relit or Alternate Heat Source	Customer either has an alternate heat source <sup>2</sup> , or has been relit (e.g., due to self-mitigation)	488	
Potential for Winterization Measures	Customers projected House Ready after 11/21 not in the above row	<b>1109</b>	<b>100%</b>
Temp Heat installed	Customers with temporary heating installed	285	26%
Winterization Complete	Customers who have winterization complete	94	8%
Temp Heat Outreach	Customers either declined, accepted but then declined, and no response customers <i>*Many of these also declined winterization*</i>	313	28%
Winterization Outreach	Customers either declined, accepted but then declined, and no response customers	102	9%
Customer Outreach from Central Svcs	Additional outreach – CGI group, Temp Housing & Customer Care Center Teams – customers either declined or no response	315	29%

- Many customers have taken their own measures to winterize or heat their spaces with exposed pipes
- Temp Heat and Winterization contractors continue reaching out to customers who have previously declined or that we could not contact

## Progress to date

- 642 total temp heat solutions in place across three communities
- 94 of the post-11/21 customers winterized
- Since the last report on Wednesday 11/21, 106 customers with temp heat installed and 38 customers winterized

## Customer and community engagement

- Escalation team and NDT spoke with many customers on Thanksgiving who were relieved to get temp heat and avoid risk of cold temperatures

## Today's Focus

- Continue servicing customers who were not winterized within the past week

<sup>1</sup> Residential customers with planned Install dates after 11/21 | <sup>2</sup> Includes customers known to be non-heating customers



# Operation Back-to-Business

## Progress to date

- 17 newly Service Restored achieved November 21 and 22
- 90% of customers restored

## Customer and community engagement

- Contacted businesses regarding winterization and temporary heat
- Continued outreach to self mitigating businesses to assist if needed

### Business customers by current status, #, progress past two days and cumulative

	Total # site ID			House Ready <sup>1</sup>				Service Restored <sup>2</sup>		
	Self-mitigate	Windover	Total	Completed 11/21-2	Cumulative			Cumulative		
					Self-mitigate	Windover	Total	Self-mitigate	Windover	Total
<b>Lawrence</b>	54	259	<b>313</b>	7	44	236	<b>280</b>	41 (75%)	230 (88%)	<b>271 (86%)</b>
<b>Andover</b>	144	73	<b>217</b>	7	132	71	<b>203</b>	128 (88%)	71 (97%)	<b>199 (91%)</b>
<b>North Andover</b>	46	109	<b>155</b>	1	42	109	<b>151</b>	40 (86%)	109 (100%)	<b>149 (96%)</b>
<b>Total</b>	<b>244</b>	<b>441</b>	<b>685</b>	<b>15</b>	<b>218</b>	<b>416</b>	<b>634</b>	<b>209 (85%)</b>	<b>410 (92%)</b>	<b>619 (90%)</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	40,951
Claims serviced at walk-in centers	11 – Andover 28 – Lawrence 16 – 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	4,950	1,978	\$21.41
North Andover	3,468	1,505	\$13.52
Lawrence	14,318	5,853	\$26.70
Other Areas <sup>1</sup>	1,057	367	\$2.18
<b>Total</b>	<b>23,793</b>	<b>9,703</b>	<b>\$63.81</b>

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

## Progress Update

- 57 payments to Business customers totaling \$623,815, with total paid to date of \$11.6M
- 378 customer payments made totaling \$800k
- 61 claim staff supported customers on Thursday 11/22

## Goals for next 24 hours & beyond

- Claim adjusters embedded with Customer Escalation Center to respond to anticipated incidents of freezing water lines
- Focus continues to proactively contact landlords to assist with loss of rent claims

## Customer and community engagement

- Claim Supervisor delivered Thanksgiving dinner to customer on Thursday who was not able to get out of his home
- 55 customers serviced through the Claim Centers Wed. Closed Thanksgiving.
  - 53 residential customers today, 51 being returning customers
  - 2 business customers, 1 returning and 1 new

# Communication

## IMAGE OF THE DAY



Supported Thanksgiving Meal Pick Up and Sit Down Dinner

## Social Media Customer Care Questions

- Thanksgiving meal details and messages of appreciation

## Social Media Proactive Content

- Happy Thanksgiving
- 24/7 service and temporary housing availability
- Back to Business promotions including Small Business Saturday and Black Friday

## Completed

- Thanksgiving Meal Pick Up + Sit Down Call Center FAQs and media inquiries
- 23,000 Thanksgiving meals

# Customer Temporary Housing Placement Report

Type of Placement <sup>1</sup>	Change from 11/20 <sup>2</sup>	Families	Individuals	Children
Apartment	(1)	60	231	86
ANDOVER	0	7	22	7
LAWRENCE	0	47	193	73
NORTH ANDOVER	(1)	6	16	6
Hotel	28	1,843	6,181	2,006
ANDOVER	6	199	490	131
LAWRENCE	17	1,488	5,255	1,751
NORTH ANDOVER	5	156	436	124
RV	(11)	360	1,622	685
ANDOVER	0	10	45	22
LAWRENCE	(10)	319	1,457	609
NORTH ANDOVER	(1)	31	120	54
Other	(1)	1	1	0
ANDOVER	0	1	1	0
LAWRENCE	(1)	0	0	0
<b>Grand Total</b>	<b>15</b>	<b>2,264</b>	<b>8,035</b>	<b>2,777</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

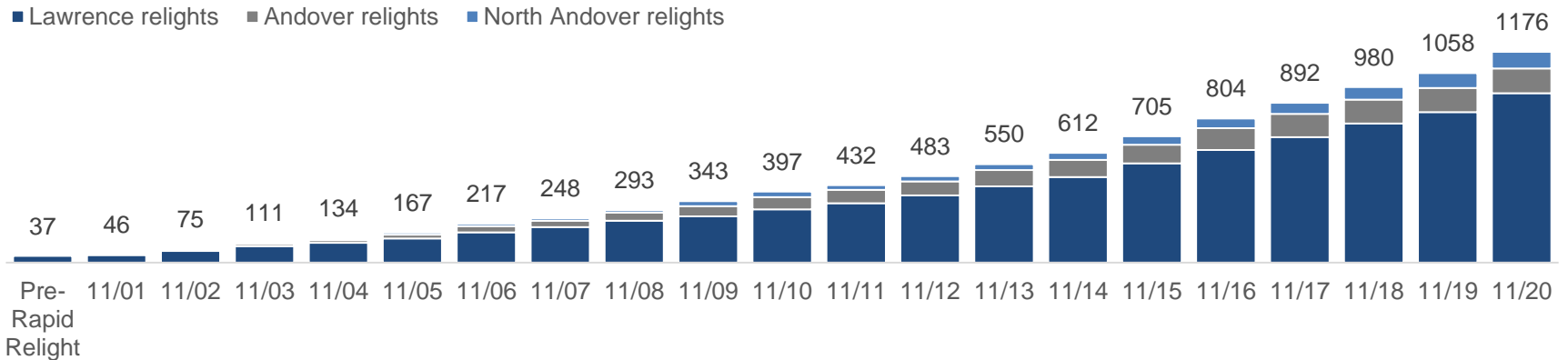
Location	Families in Temp Housing (total placed)	Returned home <sup>2</sup>	Families in Temp Housing (remaining)	Relight totals	
				Cumulative <sup>1</sup>	11/20
Lawrence	1847	657	1190	946	106
Andover	212	116	96	138	4
North Andover	192	64	128	92	8
<b>Total</b>	<b>2251</b>	<b>837</b>	<b>1414</b>	<b>1176</b>	<b>118</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	889	518
Hotel 20 – 25 Miles	1102	0	282	820
Hotel 25 – 30 miles	1254	0	103	1149
Hotel > 30 miles	245	0	89	0
<b>Subtotal Hotel Rooms</b>	<b>4010</b>	<b>0</b>	<b>1363</b>	<b>2487</b>
Apartments	132	0	91	41
Trailers	514	0	181	53
<b>Total units</b>	<b>4656</b>	<b>0</b>	<b>1635</b>	<b>2584</b>

**Contracted Total 4656**

*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	146	96	1	3	69 / 33	46
Pemberton Park	99	49	40	0	1	15 / 35	8
Grogan Field	60	30	17	0	1	5 / 25	0 <sup>2</sup>
Recreation Road	32	14	8	0	4	1 / 17	2
Sullivan Park	75	33	18	1	11	15 / 27	0 <sup>2</sup>
<b>Total units</b>	<b>514</b>	<b>272</b>	<b>179</b>	<b>2</b>	<b>15</b>	<b>105 / 137</b>	<b>56</b>

	Beds Available	Registered	Ineligible	Beds Assigned	Meals Provided	Showers
Congregate Shelter (24 hour report)	500	70	0	3	49	3

<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; many have been turned off at curb to protect properties



Outbound calls to identify vulnerable residents successful; all contacted, and all 15 who wanted housing were housed

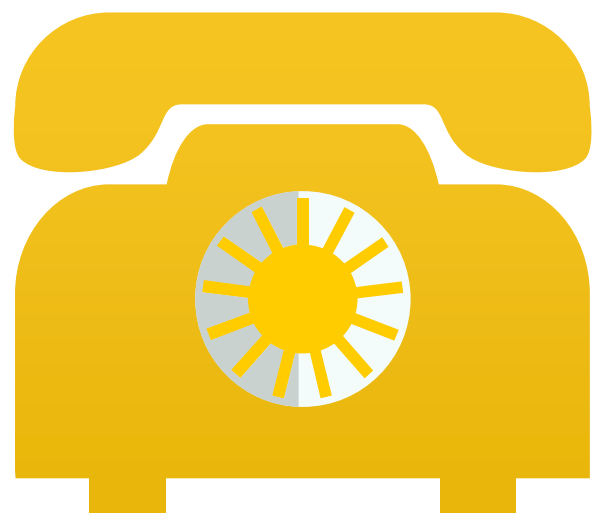


Working on close-out documentation, tying together loose ends, and planning path to completion



## 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>	