

# Daily briefing

November 20, 2018



Columbia Gas®



# Standing Agenda



Headlines

Weather

Operational Updates

Claims

Communications

Temporary Housing

Discussion Topics

# Headlines

## **We have now:**

- Relit more than 70% of residential meters
- Relit more than 5,800 meters (across both residential and commercial)
- Redeployed some plumbing resources to temporary mitigation for imminent freezing temperatures

# Weather

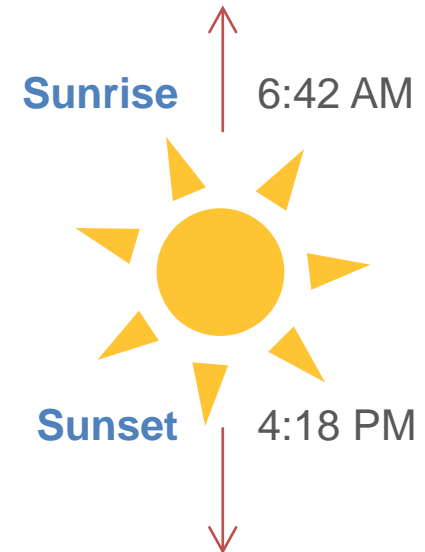


## 10-day Forecast



## Sunrise/Sunset Schedule 11/20/2018

DAY		DESCRIPTION	HIGH / LOW	PRECIP	WIND
TODAY NOV 20		Snow	36°/28°	100%	N 9 mph
WED NOV 21		Partly Cloudy	38°/13°	20%	WSW 16 mph
THU NOV 22		Mostly Sunny	21°/10°	0%	NW 17 mph
FRI NOV 23		Sunny	29°/18°	0%	WNW 7 mph
SAT NOV 24		Partly Cloudy	41°/34°	10%	SW 7 mph
SUN NOV 25		Rain	45°/38°	80%	NNE 9 mph
MON NOV 26		PM Showers	46°/42°	50%	NE 11 mph
TUE NOV 27		Showers	47°/35°	40%	W 11 mph
WED NOV 28		Partly Cloudy	41°/33°	20%	W 10 mph
THU NOV 29		Partly Cloudy	40°/31°	20%	WNW 8 mph



SOURCE: Weather.com as of 10:30 AM on 11/20

# Residential Restoration / Rapid Relight

## Residential House Ready

	Plan	Actual	Of which: Repaired <sup>3</sup>
11/19	153	202	50 (30%)
Cumulative	4,034	5,328 (73% of residential meters)	719 (16%)

## Residential Workforce

Contractor	Plumbers on 11/19		Total workforce <sup>1</sup> on 11/19	
	Plan	Actual	Plan	Actual
GRS	425	403	925	841
WGP	357	274	410	327
SLS	144	152	236	242
CMA	58	56	107	105
<b>Total</b>	<b>984</b>	<b>885</b>	<b>1,678</b>	<b>1,515</b>

## Residential Relights

Municipality	Residential relights, <sup>2</sup> # to date	Residential relights, % of meters
Lawrence	3,161	72%
Andover	1,357	80%
North Andover	856	68%
<b>Total</b>	<b>5,374</b>	<b>73%</b>

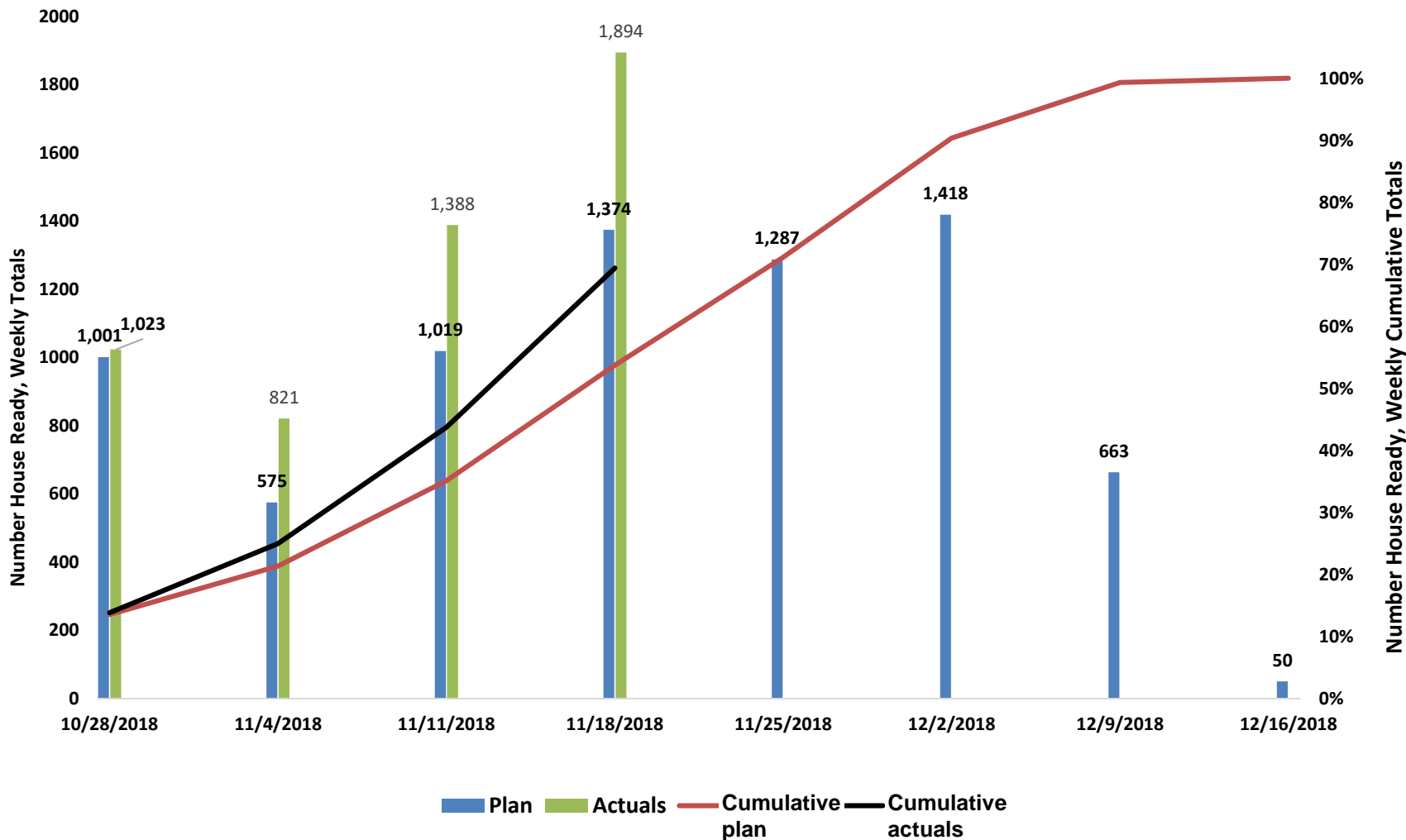
## Highlights

- House ready actuals continue to track above plan with cumulative over 5,300
- Continued customer outreach to identify remaining self-mitigation scope

<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 202 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 11/19 <sup>1</sup>** 3,449

**Confirmed complete, yesterday, 11/19** 218

**Work ready to go to inspection** 99 yesterday / 193 total

**Backlog of relit meters without confirmed complete appliances, total on 11/19** 3,025

## Progress to date

- Maintained efficiency to date (man hours per site appliance-complete) despite a couple mutual aid companies working partial days to transition home
- 76 appliances delivered on 11/19

## Today's Focus

- 46 personnel planned today, 11/20
- Reduced inventory trucks to support a reduced workforce
- Focus on escalated sites

<sup>1</sup> Cumulative complete reduced by 74 to reflect a reduction of 74 sites from the rapid relight scope, sites are either non-residential or non-impacted and previously were counted as complete to ensure appliance scope agreed to rapid relight scope

# 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	1971	
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)	1385	
Temp Heat potentially needed	Customers projected House Ready after 11/21 not in the above row	<b>586</b>	<b>100%</b>
Temp Heat installed	Customers with temporary heating installed	199	34%
Declined Temp Heat	Customers who have declined temporary heating installations	64	11%
Can't contact	Have called, knocked on door, left fliers, but unable to reach customer	14	2%
Review pending	Remaining customers to conduct temporary heat reviews – some contacted, awaiting response	309	53%

## Winterization

	Cumulative, # meters	Cumulative, % meters in winterization queue
Winterization queue	406	100%
Scheduling appointment	173	43%
Appointment scheduled	16	4%
Winterization complete	70	17%
Winterization declined after initial request <sup>3</sup>	147	36%

## Progress to date

- 560 total temp heat solutions in place across three communities
- Completed winterization on 70 properties; contacted another 147 properties who have declined

## Customer and community engagement

- Relit customers calling in to have their temp heat settings removed, thanking employees for their help while awaiting relight

## Today's Focus

- Continue outreach to customers scheduled to be relit after 11/21; offer both Temp Heat & Winterization

<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

- 10 newly Service Restored achieved November 19
- 85% of customers restored

## Customer and community engagement

- Communicating self-mitigating customer status to municipalities
- 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>	10	41	216	<b>257</b>	39 (72%)	208 (80%)	<b>247 (78%)</b>
<b>Andover</b>	144	73	<b>217</b>	3	124	70	<b>194</b>	121 (84%)	70 (95%)	<b>191 (88%)</b>
<b>North Andover</b>	45	110	<b>155</b>	2	39	110	<b>149</b>	37 (82%)	109 (99%)	<b>146 (94%)</b>
<b>Total</b>	<b>243</b>	<b>442</b>	<b>685</b>	<b>15</b>	<b>204</b>	<b>396</b>	<b>600</b>	<b>197 (81%)</b>	<b>387 (87%)</b>	<b>584 (85%)</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	40,347
Claims serviced at walk-in centers	32 – Andover 92 – Lawrence 17 – 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	4,938	2,051	\$20.88
North Andover	3,457	1,541	\$13.21
Lawrence	14,227	5,989	\$25.51
Other Areas <sup>1</sup>	1,027	359	\$1.94
<b>Total</b>	<b>23,649</b>	<b>9,940</b>	<b>\$61.53</b>

## Progress Update

- 50 payments to Business customers totaling \$690,742, with total paid to date of \$10.6M
- Approved over \$5M in property damage estimates for Back to Business
- 259 customer payments made totaling \$1.2M

## Goals for next 24 hours & beyond

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

## Customer and community engagement

- Met with Columbia Gas Customer Service Team to discuss launch of Community Support Centers
- 141 customers serviced through the Claim Centers
  - 131 residential customers, 124 being returning customers
  - 10 business customers, 1 reporting a new claim and 9 returning

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

# Communication

## IMAGE OF THE DAY



Proactive cold weather communications on Web and social channels.

## Social Media Customer Care Questions

- Thanksgiving Meal Pick-Up Times
- Appliance Installation

## Social Media Proactive Content

- Check on vulnerable residents
- Winterization
- Back to Business

## Completed

- Daily media briefing
- Cold Weather Messaging including winterization and check on vulnerable



# Customer Temporary Housing Placement Report

Type of Placement <sup>1</sup>	Change from 11/18 <sup>2</sup>	Families	Individuals	Children
Apartment	-	61	233	86
ANDOVER	-	7	22	7
LAWRENCE	-	47	193	73
NORTH ANDOVER	-	7	18	6
Hotel	6	1,804	6,055	1,962
ANDOVER	-	192	473	125
LAWRENCE	6	1,460	5,152	1,714
NORTH ANDOVER	-	152	430	123
RV	(2)	375	1,697	715
ANDOVER	-	10	45	22
LAWRENCE	(2)	333	1,528	638
NORTH ANDOVER	-	32	124	55
Other	-	4	14	4
ANDOVER	-	1	1	-
LAWRENCE	-	3	13	4
<b>Grand Total</b>	<b>4</b>	<b>2,244</b>	<b>7,999</b>	<b>2,767</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

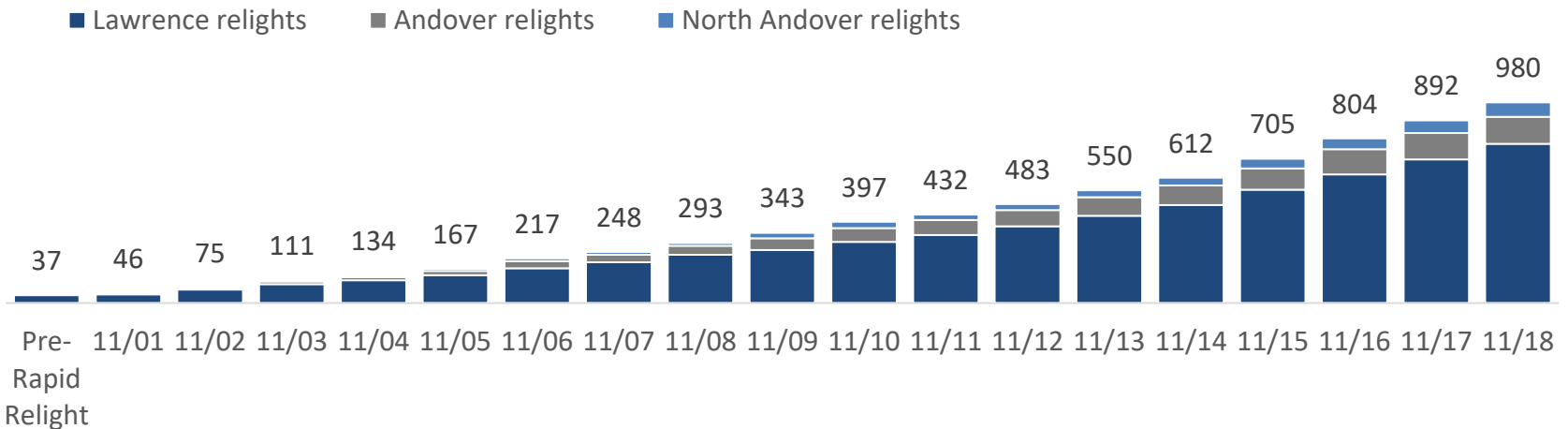
Location	Families in Temp Housing (total placed)	Returned home <sup>2</sup>	Customers in Temp Housing (remaining)	Relight totals	
				Cumulative <sup>1</sup>	11/18
Lawrence	1843	517	1326	777	76
Andover	210	105	105	132	3
North Andover	191	48	143	71	9
<b>Total</b>	<b>2244</b>	<b>670</b>	<b>1574</b>	<b>980</b>	<b>88</b>

% of Total

95%

= 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	943	452
Hotel 20 – 25 Miles	1092	10	305	787
Hotel 25 – 30 miles	1254	0	118	1118
Hotel > 30 miles	1776	126	153	78
<b>Subtotal Hotel Rooms</b>	<b>5531</b>	<b>136</b>	<b>1519</b>	<b>2435</b>
Apartments	132	0	91	41
Trailers	514	0	283	40
<b>Total units</b>	<b>6177</b>	<b>136</b>	<b>1893</b>	<b>2516</b>

**Contracted Total 6313**

*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	173	121	30	3	42 / 33	20
Pemberton Park	99	66	46	1	1	6 / 27	18
Grogan Field	60	48	29	0	1	8 / 4	0 <sup>2</sup>
Recreation Road	32	14	9	0	3	6 / 12	2
Sullivan Park	75	31	24	1	6	16 / 28	0 <sup>2</sup>
<b>Total units</b>	<b>514</b>	<b>332</b>	<b>251</b>	<b>32</b>	<b>14</b>	<b>75 / 109</b>	<b>40</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	100	0	6	65	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



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

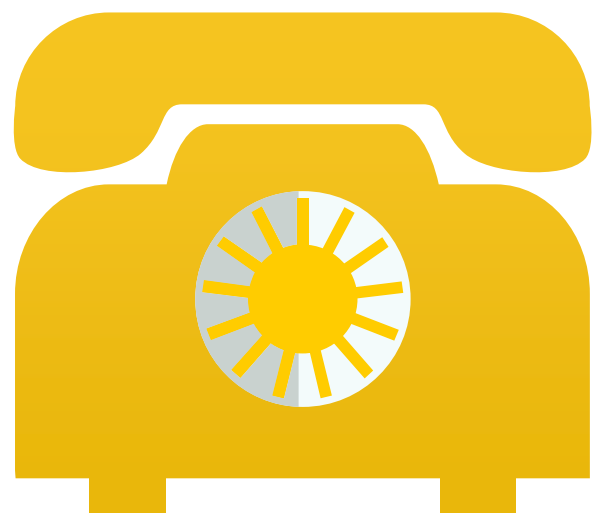


Increasing labor resources for insulation / heat at trailer sites, to complete winterization tomorrow 11/21



## 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>	