

# Daily briefing

October 17, 2018



Columbia Gas®



# Standing Agenda











- Headlines
- Weather
- Operational Updates
- Customer and Community Support
- Claims
- Communications
- Discussion Topics
- Sheltering Options

# Headlines

- We have now:
  - Replaced nearly over 30 miles of pipe to date
  - Replaced 2,618 service lines, of which 2,435 are gas-ready
- We are:
  - Making follow-up outbound calls to vulnerable and at-risk customers

# Weather

## 10-day Forecast

DAY		DESCRIPTION	HIGH / LOW	PRECIP
TODAY OCT 17		Partly Cloudy	62°/35°	▾ 20%
THU OCT 18		Sunny	46°/32°	▾ 0%
FRI OCT 19		Sunny	60°/50°	▾ 0%
SAT OCT 20		Partly Cloudy	60°/40°	▾ 20%
SUN OCT 21		Mostly Sunny	47°/31°	▾ 10%
MON OCT 22		Partly Cloudy	48°/38°	▾ 0%
TUE OCT 23		Partly Cloudy	54°/36°	▾ 10%
WED OCT 24		Partly Cloudy	49°/34°	▾ 20%
THU OCT 25		Mostly Sunny	50°/36°	▾ 0%
FRI OCT 26		Partly Cloudy	53°/39°	▾ 10%

## Sunrise/Sunset Schedule 10/17/2018

Activity	Time
Sunrise	7:00 AM
Sunset	5:59 PM

## Freeze Watch

From: 0300 10/18

To: 0800 10/18

IN EFFECT FROM LATE TONIGHT THROUGH THURSDAY MORNING. \* TEMPERATURES...AS LOW AS 31. \* TIMING...3 AM TO 8 AM THURSDAY MORNING. SOURCE: NATIONAL WEATHER SERVICE

SOURCE: Weather.com as of 11:00 AM on 10/17

# Operation Assess / Install

## Labor resourcing

Resource	On-the-ground 10/16 (yesterday)	Planned for 10/17 (today)	Planned for 10/18 (tomorrow)
Plumbers	228	232	238
Gas fitters	470	470	470
Electricians	240	225	225
GRS Field/Ops	388	388	388
Local inspectors	11	12	12
Linguists	90	87	87

## Other resourcing

Resource	Installed <sup>4</sup> (cumulative)	# in stock	# ordered
Water heaters	621	1087	1476
Boilers	585	910	1582
Combination units	22	1356	81
Tankless water heat	6	325	0
Ranges	25	927	1268
Dryers	18	767	2233

## Progress to date

- Made 720 units "House ready"
- Returned to block approach Monday (10/15) with near-full return Tuesday (10/16), some at-risk / vulnerable customer work remaining

## Customer and community engagement

- Communicating 72-hour look-ahead schedule and interactive map

## Risks

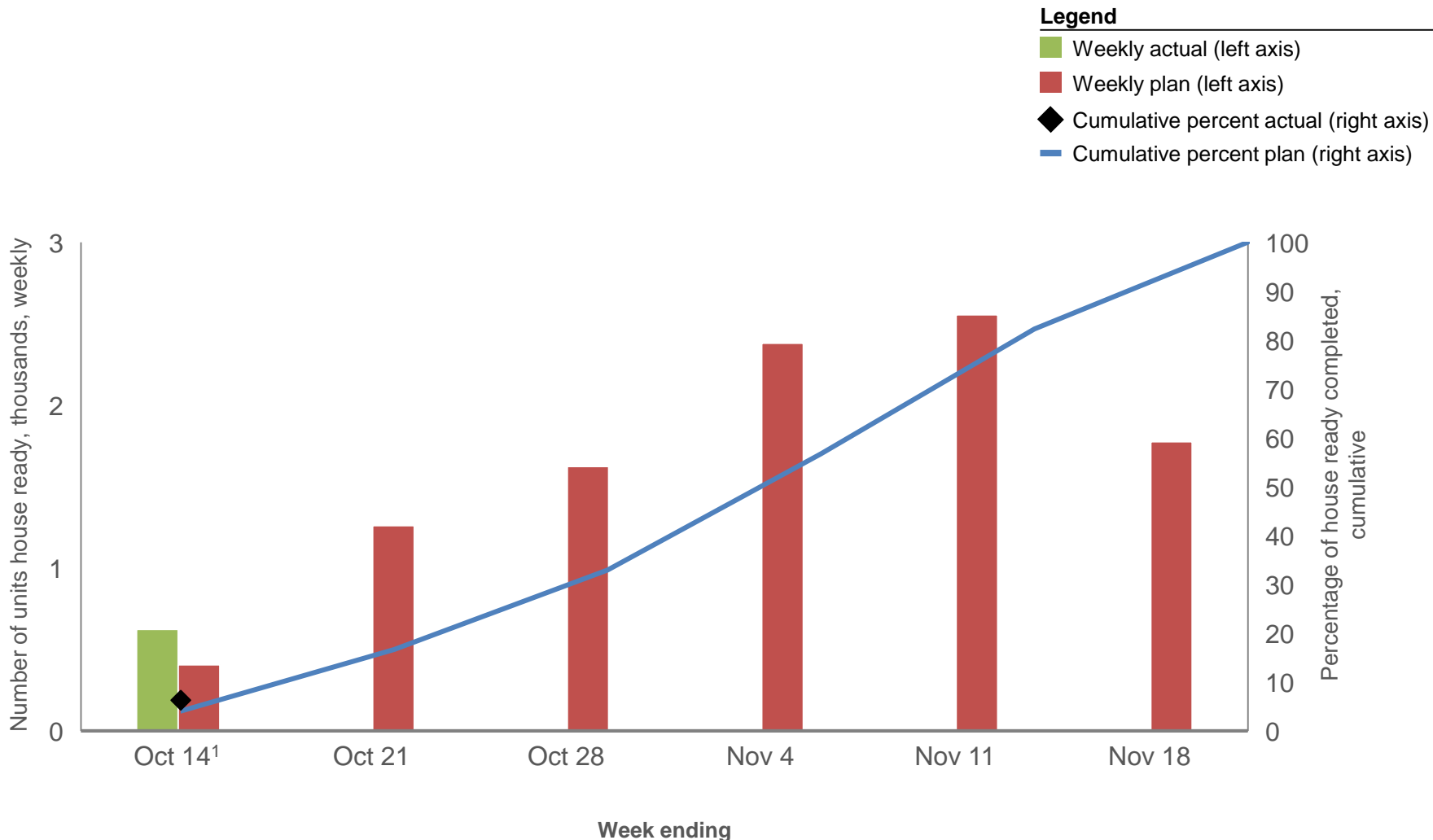
- Locating additional plumber resources
- Moving from walk to run production rate

## KPIs (figures subject to revision)

	10/16	Weekly Actual	Units in-progress <sup>2, 6</sup> (to-date)		
Residential units started <sup>1</sup>	78	144	991		
Commercial units started <sup>1</sup>	25	52	410		
	10/16	Weekly Actual	Plan for week	Total to date <sup>6</sup>	Total goal <sup>5</sup>
Residential units House Ready <sup>3</sup>	35	54	1,070	626	9,607 (est.)
Commercial units House Ready <sup>3</sup>	5	10	190	94	748 (est.)

1 "Units started" refers to appliances being disconnected | 2 In progress refers to any unit for which work has commenced and the work order has not yet been closed, indicating that all in-unit work is complete | 3 GRS House Ready units defined as a dwelling unit that has passed inspection | 4 Total across residential and commercial | 5 Estimate subject to change. Represents estimated number of dwelling units across residential and commercial customers respectively, which includes multiple units behind commercial and residential meters. 6 Day over day cumulative totals declined due to a reporting error on 10/15 which double counted the vulnerable and at-risk customers

# Operation Assess / Install: Progress vs. plan



<sup>1</sup> Week ending in October 14 shows project to-date through EOD 10/14/18.

Note: Number house ready currently represented using dwelling units. In the future, this information will be presented using number of meters. Projections based on plumber count. Subject to change.

# Operation Back to Business

Municipality	Business customers <sup>1</sup>
Andover	217
North Andover	154
Lawrence	304
<b>Total</b>	<b>675<sup>2</sup></b>

### ***Progress to date***

- Identified 565 businesses are open (84%), 80 are closed (12%), 16 were closed prior to Sept 13 (2%), 13 are residential (2%) and 1 was unaffected
- 26 commercial customers have alternative fuel sources (propane, electric, oil) in place
- 44 Project Managers identified; training and assignments given Wed; each PM will cover ~15 businesses

### ***Next 24 hours***

- Prepare Claim Centers for Thursday 10/18 Back to Business “one-stop shop” openings

### ***Customer and community engagement***

- Press Release went out on Wednesday afternoon (10/16)
- Preparing Back to Business website, social media updates
- Opening “one-stop shops” on Thursday in Andover, North Andover, and Lawrence with dedicated teams to guide business customers through the entire restoration process
- Project Managers are contacting assigned business customers; will complete by end of the week

<sup>1</sup> Subject to change based on refinements to categorization and data reconciliation

<sup>2</sup> N. Andover library on vulnerable and at-risk customer list, removed from business list 10/16 to prevent double counting

# Construction

## Labor resourcing: Crews planned

	10/17	10/18	10/19	10/20
Andover	62	66	62	62
Lawrence	96	94	98	98
North Andover	51	58	58	58
<b>Total</b>	<b>209</b>	<b>218</b>	<b>218</b>	<b>218</b>

## Progress Update

	Project to Date	Target
Main line Installed ft	162,787 (30.8 miles)	235,000 (44.5 miles)
Polyethylene pipe re-qualified ft	36,376 (6.8 miles)	68,640 (13 miles)
Service line replaced (#)	2,618	6,100
Gas Ready Services <sup>1</sup>	2,435	6,100

- Service and main line replacements are ahead of schedule

## Progress

- Main installed project to-date: 162,787 feet (30.8 miles)
- Service lines gas ready project to-date: 2,435
- Service lines replaced on 10/16: 237
- Service lines gas ready on 10/16: 269
- Projects 4.2 and 7.1 complete all service lines and gas ready
- 1 mile of plastic pipe re-qualified yesterday, 52% of total to-date

## Next 24 hours

- Mains and service lines working in all zones Wednesday
- Projecting 209 crews for Wednesday

## Customer and community engagement

- Continue to hold daily meetings with DPW of all three communities along with Environmental Partners
- Continue to hold daily project coordination meetings with local fire and police departments in all three municipalities to discuss traffic management
- Continue to hold weekly project coordination meetings with MassDOT to mitigate state road impacts as necessary

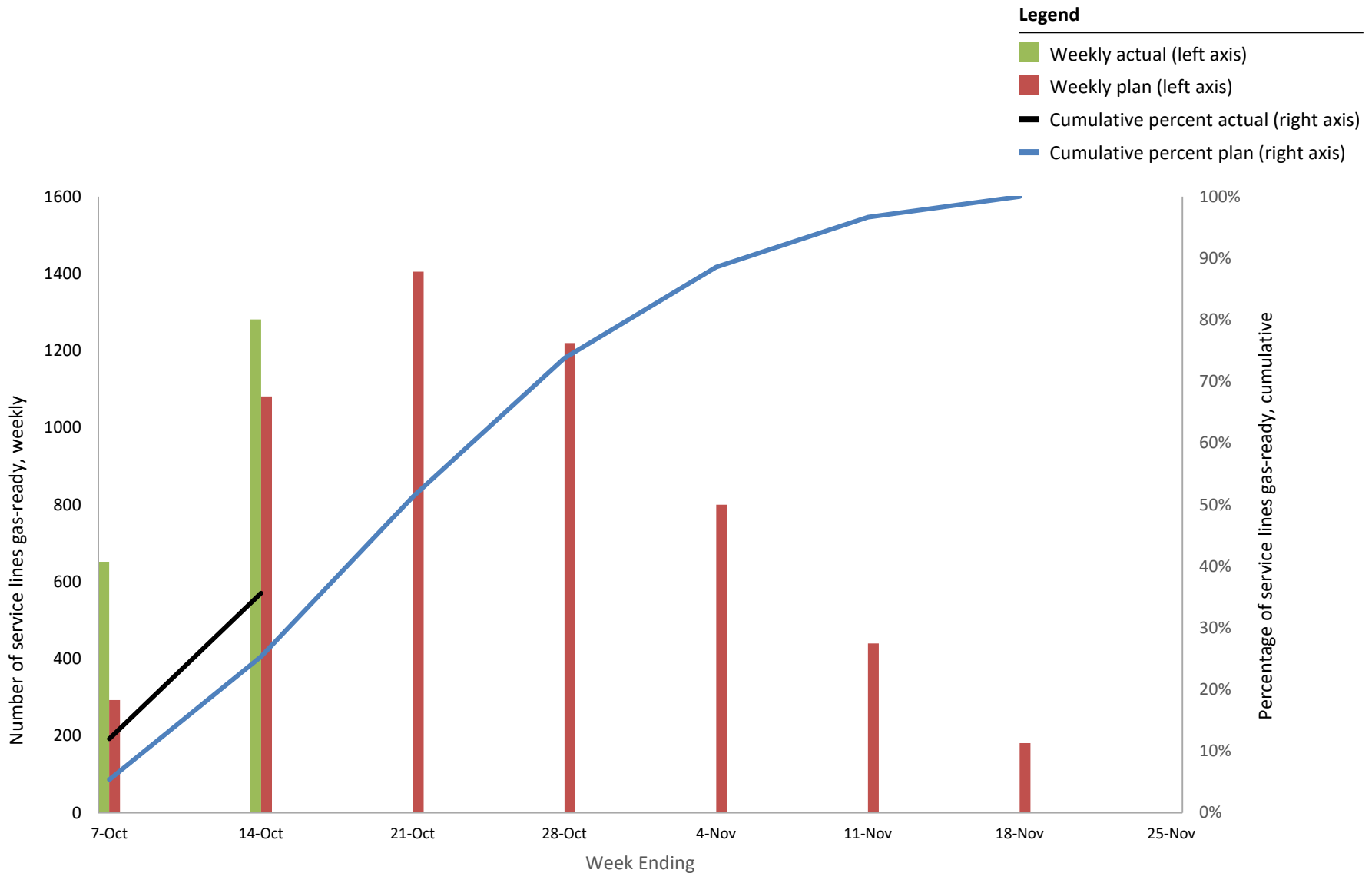
## Risk

- Inclement weather – Low
- Resources - Low
- Materials - Low
- Permitting and Traffic Control - Low

<sup>1</sup> Distinct from Gas Ready meters



# Construction: Service line Gas Ready progress



# Customer and Community Support

## Yesterday's call center performance (through 6pm)

Topic	Metric	Actual, seconds	Target, seconds
Call center performance	ASA <sup>1</sup> : CMA, yesterday	27	30
	ASA <sup>1</sup> : CR <sup>2</sup> , yesterday	2.6	30

## Mobile Customer Care Centers

Metric	Actual
# of customers interacted with (yesterday)	57
# of customers interacted with (to-date)	1,665

Deployment Area	1	2	3	4	5	6	7	8
Zones		✓		✓			✓	

## Progress to date

### Mobile Customer Care Centers successfully launched on 9/26

- Deployed through zones 2, 4, and 7
- Visitors: Andover 12, North Andover 11 ("Block" Pilot), Lawrence 34
- Questions focused on service restoration, assess/install, appliance options, and claims process/status

**"Block" RV Pilot** – Commenced new RV zone 7 site to assist field customer questions during assess/install "house ready" process.

- North Andover Mobile Unit located at 127 Waverly Road
- Pilot concludes 10/17

## Customer and Community Engagement

### Customer Resource Walk-in Locations

- Facility/space planning under final review
- Positive feedback continues to be received from Mobile Customer Care Centers visitors

### Critical Care/Temp Heat Outreach

- Outbound calls to 161 critical care customers will be made to check on their status/determine if they have other needs (alternate housing)until relight.

### Operation 100%

- Personalized outbound calls to all impacted customers to determine property ownership and number of dwellings

## Goals for next 24 hours & beyond

- Monitor the "Block" RV Pilot: Mobile Care Unit through 10/17
- Recruitment Activities continue: 47 candidates for the 15 Customer Care Advisor positions and 1 Team Leader position.
  - Interviewed 26 candidates
  - Additional interviews scheduled for 10/18

<sup>1</sup> Average seconds to answer. | <sup>2</sup> CLEARResult

# Claims

## Metrics

Metric	Total to date
Calls received at Claim Reporting toll-free number	26,363
Claims made at walk-in centers	81 – Andover 149 – Lawrence 31 – North Andover
Residential claims, %	94%
Claims with more than 1 payment, %	34%
ASA: Claim Center, yesterday	6 seconds

## Claims by Municipality

Municipality	Claims Received	Active Claims	Value paid out, \$M
Andover	4,388	3,107	\$5.87
North Andover	2,964	2,220	\$3.71
Lawrence	12,575	9,120	\$8.24
Other Areas <sup>1</sup>	828	550	\$0.57
<b>Total</b>	<b>20,705</b>	<b>14,997</b>	<b>\$18.4</b>

## Progress Update

- 788 customer payments made today with the average payment being \$1,433
- Four payments to businesses today over \$20,000

## Goals for next 24 hours & beyond

- The Claim team, which is 42 strong, is fully engaged and trained to execute Operation Back to Business.
- Claim Ombudsperson recommendation made. Awaiting feedback and will move forward accordingly.

## Customer and community engagement

- Claim is participating in the Lawrence Town Hall meeting tonight

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

Activity	Update	Channels/Timing
<b>Claims Centers</b>	For the week of Oct. 15: <ul style="list-style-type: none"> <li>• Andover : M-F 12 p.m. - 8 p.m.; Sat 9 a.m. - 2 p.m. at 20 Main Street</li> <li>• Lawrence: M-F 7 a.m. - 7 p.m.; Sat 9 a.m. - 2 p.m. at 439 South Union Street (1 Heritage Place)</li> <li>• North Andover: M-F 12 p.m. - 8 p.m. at 115 Main Street</li> </ul>	<ul style="list-style-type: none"> <li>• Updated details available on ColumbiaGasMA.com</li> <li>• Shared on social channels</li> <li>• Claims Center Phone Number: 1 (800) 590-5571</li> </ul>
<b>Assessments/ Installations</b>	<ul style="list-style-type: none"> <li>• "House Ready" assessment / installation process</li> <li>• 72-hour work-ahead schedule updated daily in English and Spanish</li> </ul>	<ul style="list-style-type: none"> <li>• Continue finalizing "House Ready" assessment and installation paid media campaign</li> <li>• Daily updates of schedule details on ColumbiaGasMA.com and social media channels</li> </ul>
<b>Construction &amp; Restoration Overview</b>	<ul style="list-style-type: none"> <li>• Mainline/service line pipe installations ongoing</li> </ul>	<ul style="list-style-type: none"> <li>• Significant updates regularly shared on ColumbiaGasMA.com and social media channels</li> </ul>
<b>Mobile Customer Resource Centers</b>	<ul style="list-style-type: none"> <li>• For the week of Oct. 15 mobile units are planned Mon.-Fri. 9 a.m. - 4:30 p.m.; Sat-Sun 10 a.m.- 4 p.m.</li> </ul>	<ul style="list-style-type: none"> <li>• Updating locations on ColumbiaGasMA.com and social media channels, as needed</li> </ul>
<b>Upcoming Items</b>	<ul style="list-style-type: none"> <li>• Paid media plan – House-Ready content</li> <li>• Back to Business effort</li> </ul>	<ul style="list-style-type: none"> <li>• Finalizing advertising plan</li> <li>• Drafting messaging, press release and one-pager</li> </ul>

Columbia Gas Website: [ColumbiaGasMA.com](http://ColumbiaGasMA.com)

Columbia Gas Facebook: <https://www.facebook.com/ColumbiaGasMA>

Columbia Gas Twitter: [@ColumbiaGasMA](https://twitter.com/ColumbiaGasMA)

# Discussion topics

- Mission focus
- Weekly outlook
- Zone Commander Brief

## Detail on placement of customers into alternate housing

Municipality	Metric	Total in housing EOD 10/14	Newly housed 10/15	Total in housing EOD 10/15	Of which: Hotels	Of which: Apartments	Of which: Trailers
Andover	Families	207	19	226	220	1	5
	Individuals	537	49	586	564	4	18
	Rooms	214	23	237	237	0	0
North Andover	Families	165	23	188	175	1	12
	Individuals	493	72	565	511	4	50
	Rooms	176	26	202	202	0	0
Lawrence	Families	1,180	151	1,331	1,209	0	122
	Individuals	4,399	525	4,924	4,361	0	563
	Rooms	1,355	200	1,555	1,555	0	0
Other areas <sup>1</sup>	Families	3	0	3	3	0	0
	Individuals	8	0	8	8	0	0
	Rooms	4	0	4	4	0	0
Total	Families	1,555	193	1,748	1,607	2	139
	Individuals	5,437	646	6,083	5,444	8	631
	Rooms	1,749	249	1,998	1,998	0	0

### Updates:

- Families placed in RVs total 139, an increase of 16 from yesterday
- First two apartment placements occurred 10/15. Other placements in process.
- 38 new housing requests received through 800 reporting number

<sup>1</sup> Customers in this category had an unlisted address and/or an alternate outside address | <sup>2</sup> Number reported prior to 10/3 represented rooms rather than number of families in alternate housing

# Sheltering Options Status

DATA AS OF 10/16/2018



Shelter type	Available for Placement (10/15)	Units with Placements	Total (available for placement plus already placed)			
<b>Hotels</b>	1,250 rooms	1,998 rooms	3,248 rooms			
	<b>By Day, Available for Placement, Units</b> <i>*assumes placements increase of 175 units per day</i>					
	<b>10/16</b>	<b>10/17</b>	<b>10/18</b>	<b>10/19</b>	<b>10/20</b>	<b>10/21</b>
	1,075	1,112	1,647	1,738	1,563	1,555
<b>Apartments</b>	164 apartments	2 apartments	166 apartments			
<b>Trailers</b>	233 trailers	139 trailers	372 trailers			
<b>Congregate Shelters</b>	1,000	0	1,000			

## KPIs

Current Units Secured	Target Goal
<b>4,774</b>	Rooms available by 10/12 (hotels & apartments)
<b>95%</b>	Percentage of goal
	<b>5,000</b>
	<b>100%</b>

## Progress update

- Secured 372 travel trailers (all are onsite): 311 are operational as of 10/16
  - South Commons Park (Lawrence): all 180 onsite and operational. 180 families have been placed, 81 have registered and are occupying trailers (as of 5 PM on 10/16)
  - Pemberton Park (Lawrence): all 100 onsite, 39 are operational. Site opened at 5 PM on 10/16/18.
  - Grogan Field (North Andover): all 60 onsite and operational. 2 families have been placed, 1 family has registered and is occupying a trailers (as of 5 PM on 10/16)
  - Recreation Road (Andover): all 32 on site and operational. 26 families have been placed, 7 have registered and are occupying trailers (as of 5 PM on 10/16)
- Congregate shelter at IndusPad, 46 Stafford Street, Lawrence. 1000 beds available. 9 people registered as of 5 PM on 10/16.
- Nevins Farm in Methuen is available to kennel and care for household pets should customers have a need.

## Appendix



# Columbia Gas Contact Information

Affected Customer Hotline (866)-388-3239

Property Claims Number (800)-590-5571

Emergency Line (800)-525-8222

Claims Center Locations (see website for availability):

439 South Union Street, Lawrence:

Mon. – Fri. 7a.m. – 7p.m.; Sat. 9a.m.-2p.m.

20 Main St. Andover:

Mon. – Fri. 12 p.m. – 8p.m.; Sat. 9a.m. – 2p.m.

115 Main St. North Andover:

Tue. – Fri. 12p.m. – 8p.m.; Sat. 9a.m. – 2p.m.

Career Hotline (866) 960-7285

For online information visit [www.columbiagasma.com](http://www.columbiagasma.com)