Daily briefing

December 3, 2018
Standing Agenda

- Headlines
- Weather
- Operational Updates
- Claims
- Communications
- Alternative Housing
- Discussion Topics
We have now relit 95% of residential meters; the remaining 5% include punch list and ~350 self-mitigators.

We continue working to complete punch list and coordinate with self-mitigators for remaining relights.

Appliances will be substantially complete by mid-week.

Alternative housing drawdown and trailer park demobilization are underway in conjunction with completion of relights.

Temporary heat is being redeployed as houses are relit.
## Weather

### 10-day Forecast

<table>
<thead>
<tr>
<th>DAY</th>
<th>DESCRIPTION</th>
<th>HIGH / LOW</th>
<th>PRECIP</th>
<th>WIND</th>
</tr>
</thead>
<tbody>
<tr>
<td>TODAY DEC 3</td>
<td>Partly Cloudy</td>
<td>53/31°</td>
<td>0%</td>
<td>W 16 mph</td>
</tr>
<tr>
<td>TUE DEC 4</td>
<td>Partly Cloudy</td>
<td>34/21°</td>
<td>0%</td>
<td>NW 14 mph</td>
</tr>
<tr>
<td>WED DEC 5</td>
<td>Mostly Sunny</td>
<td>34/23°</td>
<td>0%</td>
<td>W 4 mph</td>
</tr>
<tr>
<td>THU DEC 6</td>
<td>Partly Cloudy</td>
<td>39/30°</td>
<td>0%</td>
<td>WSW 8 mph</td>
</tr>
<tr>
<td>FRI DEC 7</td>
<td>Mostly Sunny</td>
<td>33/19°</td>
<td>0%</td>
<td>WNW 14 mph</td>
</tr>
<tr>
<td>SAT DEC 8</td>
<td>Sunny</td>
<td>30/24°</td>
<td>0%</td>
<td>WNW 9 mph</td>
</tr>
<tr>
<td>SUN DEC 9</td>
<td>Sunny</td>
<td>35/24°</td>
<td>10%</td>
<td>WNW 9 mph</td>
</tr>
<tr>
<td>MON DEC 10</td>
<td>Partly Cloudy</td>
<td>33/25°</td>
<td>0%</td>
<td>WNW 10 mph</td>
</tr>
<tr>
<td>TUE DEC 11</td>
<td>Partly Cloudy</td>
<td>37/26°</td>
<td>0%</td>
<td>NW 9 mph</td>
</tr>
<tr>
<td>WED DEC 12</td>
<td>Mostly Sunny</td>
<td>39/28°</td>
<td>0%</td>
<td>WNW 8 mph</td>
</tr>
</tbody>
</table>

**Sunrise/Sunset Schedule 12/3/2018**

- **Sunrise**: 6:57 AM
- **Sunset**: 4:11 PM

**Source**: Weather.com as of 10:00 AM on 12/3
## Residential Restoration / Rapid Relight

### Residential House Ready

<table>
<thead>
<tr>
<th></th>
<th>Plan</th>
<th>Actual</th>
<th>Of which: Repaired²</th>
</tr>
</thead>
<tbody>
<tr>
<td>12/2</td>
<td>239</td>
<td>24</td>
<td>2 (20%)</td>
</tr>
<tr>
<td>Cumulative</td>
<td>6,483</td>
<td>6,843 (96% of residential meters)</td>
<td>898 (18%)</td>
</tr>
</tbody>
</table>

### Residential Workforce

<table>
<thead>
<tr>
<th>Contractor</th>
<th>Plumbers on 12/02</th>
<th>Total workforce¹ on 12/02</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Plan</td>
<td>Actual</td>
</tr>
<tr>
<td>GRS</td>
<td>275</td>
<td>309</td>
</tr>
<tr>
<td>WGP</td>
<td>128</td>
<td>130</td>
</tr>
<tr>
<td>SLS</td>
<td>30</td>
<td>12</td>
</tr>
<tr>
<td>CMA</td>
<td>29</td>
<td>13</td>
</tr>
<tr>
<td>Total</td>
<td>462</td>
<td>464</td>
</tr>
</tbody>
</table>

### Residential Relights

<table>
<thead>
<tr>
<th>Municipality</th>
<th>Residential relights, # to date</th>
<th>Residential meters, # in total</th>
<th>Residential relights, % of meters</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lawrence</td>
<td>4,067</td>
<td>4,273</td>
<td>95%</td>
</tr>
<tr>
<td>Andover</td>
<td>1,549</td>
<td>1,648</td>
<td>94%</td>
</tr>
<tr>
<td>North Andover</td>
<td>1,132</td>
<td>1,217</td>
<td>93%</td>
</tr>
<tr>
<td>Total</td>
<td>6,748</td>
<td>7,138</td>
<td>95%</td>
</tr>
</tbody>
</table>

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1. Total workforce = Plumbers + Tradesmen + Support people resources and management
2. Percentage represents fraction of collective repair + replace. Actual House Ready also includes “other”, which are off for non-payment and self-mitigators discovered in the field.

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**Highlights**

- House ready actuals continue to track above plan with cumulative over 6,800
- Number of meters adjusted (e.g., to reflect meter consolidation at multi-family residences)
- At this point, less than 35 full CMA-led residential mitigation meters remain unlit. The remainder are self-mitigators that are working through the claims process. This totals approximately 350 residential meters across all three communities.
Residential Restoration / Rapid Relight: Progress vs. Plan

DATA AS OF 12/2/2018

OPERATIONAL UPDATES

Total - House Ready

Number House Ready, Weekly Totals

Plan
Actuals
Cumulative Plan
Cumulative Actuals

10/28/2018
11/4/2018
11/11/2018
11/18/2018
11/25/2018
12/2/2018
12/9/2018
12/16/2018

Number House Ready, Weekly Cumulative Totals

0%
10%
20%
30%
40%
50%
60%
70%
80%
90%
100%

0
200
400
600
800
1000
1200
1400
1600
1800
2000

1,001 1,023
821 575
1,388 1,019
1,374 1,189
1,287 1,137
1,418 580
663 0%
50
1000
1200
1400
1600
1800
2000

# Residential Appliances

## Progress to date

<table>
<thead>
<tr>
<th>Number of meters</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Confirmed complete, cumulative through 12/2</strong></td>
</tr>
<tr>
<td><strong>Confirmed complete, 12/2</strong></td>
</tr>
<tr>
<td><strong>Work ready to go to inspection</strong></td>
</tr>
<tr>
<td><strong>Meters without confirmed complete appliances (incl. inspection-ready)</strong></td>
</tr>
</tbody>
</table>

## Today's Focus

- 244 completed inspections on 12/2
- 123 deliveries on 12/2

## Data as of 12/2/2018

- 891 Meters without confirmed complete appliances (incl. inspection-ready)
- 453 Meters confirmed complete, 12/2
# Residential Temporary Heat and Winterization

## Temporary Heat & Winterization

<table>
<thead>
<tr>
<th></th>
<th>Temporary heat, # meters</th>
<th>Winterization, # meters</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total to date</td>
<td>919</td>
<td>179</td>
</tr>
<tr>
<td>Of which: Relit</td>
<td>739</td>
<td>111</td>
</tr>
<tr>
<td>Of which: Not yet relit</td>
<td>180</td>
<td>68</td>
</tr>
</tbody>
</table>

### Progress to date

- Removed 49 temp heat settings from the field on 12/2; mostly caught up to settings that can be removed at sites where customers now have permanent heat
- Increased outbound calls to 323 self-mitigators for winterization
- Found 7 additional winterized properties (customers who have self-winterized already)

### Today’s Focus

- Reach out to any remaining customers on our list of self-mitigators who have not been relit to date for winterization purposes
Operation Back-to-Business

**Progress to date**
- 1 newly Service Restored achieved December 2
- 95% of customers restored
- 34 remaining businesses to restore; 28 are self mitigators

**Customer and community engagement**
- Working on close out of all remaining work at B2B sites

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**Business customers by current status, #, daily progress yesterday and cumulative**

<table>
<thead>
<tr>
<th>Total</th>
<th>House Ready¹</th>
<th>Service Restored²</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Completed yesterday</td>
<td>Cumulative</td>
</tr>
<tr>
<td></td>
<td>Self-mitigate</td>
<td>Windover</td>
</tr>
<tr>
<td>Lawrence</td>
<td>59</td>
<td>254</td>
</tr>
<tr>
<td>Andover</td>
<td>144</td>
<td>73</td>
</tr>
<tr>
<td>North Andover</td>
<td>47</td>
<td>108</td>
</tr>
<tr>
<td>Total</td>
<td>250</td>
<td>435</td>
</tr>
</tbody>
</table>

1 Customers with completed installation, and House Ready status
2 All customers with restored gas service
# Claims

## Metrics

<table>
<thead>
<tr>
<th>Metric</th>
<th>Total to date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Calls received at Claim Reporting toll-free number</td>
<td>43,149</td>
</tr>
<tr>
<td>Claims serviced at walk-in centers yesterday</td>
<td></td>
</tr>
<tr>
<td>Residential claims, %</td>
<td>90%</td>
</tr>
<tr>
<td>Claims with more than 1 payment, %</td>
<td>51%</td>
</tr>
<tr>
<td>ASA: Claim Center, yesterday</td>
<td>3 seconds</td>
</tr>
</tbody>
</table>

## Progress Update

- 22 payments to Business customers yesterday 12/2 totaling $45,576, with total paid to date of $14.1M
- 103 customer payments made yesterday totaling $169k

## Goals for next 24 hours & beyond

- Continue to work with Operations team to support self-mitigating customers
- Work with customers to resolve non-standard appliance needs
- Focus continues to be proactively contacting landlords to assist with loss of rent claims

## Customer and community engagement

- Claim Centers closed on Sunday

## Claims by Municipality

<table>
<thead>
<tr>
<th>Municipality</th>
<th>Claims Received</th>
<th>Active Claims</th>
<th>Value paid out, $M</th>
</tr>
</thead>
<tbody>
<tr>
<td>Andover</td>
<td>4,915</td>
<td>1,680</td>
<td>$22.23</td>
</tr>
<tr>
<td>North Andover</td>
<td>3,483</td>
<td>1,304</td>
<td>$14.49</td>
</tr>
<tr>
<td>Lawrence</td>
<td>14,494</td>
<td>5,211</td>
<td>$29.40</td>
</tr>
<tr>
<td>Other Areas¹</td>
<td>1,333</td>
<td>483</td>
<td>$3.93</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>24,225</strong></td>
<td><strong>8,678</strong></td>
<td><strong>$70.05</strong></td>
</tr>
</tbody>
</table>

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

IMAGE OF THE DAY

North Andover PD shares photo of young fans and Trouble the Dog, donated by Columbia Gas

Social Media Customer Care Questions
- Appliance installation, inspection and removal
- Service relight
- Landlord-tenant reimbursement
- Self-mitigation customers asking for help

Social Media Proactive Content
- Back to Business
- Daily Update of Restoration Status
- Spring restoration communications
- December 8 Open Houses

Completed
- Daily media briefing
- Newsletter 6 draft to external stakeholders
- Winterization text and email to customers who have pipes at risk of freezing
Customers Remaining in Alternative Housing

# of families

<table>
<thead>
<tr>
<th>Type of Placement</th>
<th>Families</th>
<th>Individuals</th>
<th>Children</th>
</tr>
</thead>
<tbody>
<tr>
<td>Apartment</td>
<td>11</td>
<td>35</td>
<td>10</td>
</tr>
<tr>
<td>ANDOVER</td>
<td>2</td>
<td>5</td>
<td>2</td>
</tr>
<tr>
<td>LAWRENCE</td>
<td>7</td>
<td>24</td>
<td>5</td>
</tr>
<tr>
<td>NORTH ANDOVER</td>
<td>2</td>
<td>6</td>
<td>3</td>
</tr>
<tr>
<td>Hotel</td>
<td>321</td>
<td>1,049</td>
<td>375</td>
</tr>
<tr>
<td>ANDOVER</td>
<td>28</td>
<td>72</td>
<td>21</td>
</tr>
<tr>
<td>LAWRENCE</td>
<td>261</td>
<td>891</td>
<td>329</td>
</tr>
<tr>
<td>NORTH ANDOVER</td>
<td>32</td>
<td>86</td>
<td>25</td>
</tr>
<tr>
<td>RV</td>
<td>39</td>
<td>172</td>
<td>63</td>
</tr>
<tr>
<td>ANDOVER</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>LAWRENCE</td>
<td>36</td>
<td>159</td>
<td>56</td>
</tr>
<tr>
<td>NORTH ANDOVER</td>
<td>3</td>
<td>13</td>
<td>7</td>
</tr>
<tr>
<td>Grand Total</td>
<td>371</td>
<td>1,256</td>
<td>448</td>
</tr>
</tbody>
</table>

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

DATA AS OF 12/3/2018
# Customers in Alternative Housing by Status

**# of families**

<table>
<thead>
<tr>
<th>Municipality</th>
<th>Still in Alternative Housing</th>
<th>Relight – Within 48 Hour Window</th>
<th>Relight – Beyond 48 Hour Window</th>
<th>Validating Relight with Customer</th>
<th>Self-Mitigation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Andover</td>
<td>30</td>
<td>5</td>
<td>6</td>
<td>0</td>
<td>9</td>
</tr>
<tr>
<td>Lawrence</td>
<td>304</td>
<td>58</td>
<td>72</td>
<td>25</td>
<td>78</td>
</tr>
<tr>
<td>North Andover</td>
<td>37</td>
<td>4</td>
<td>7</td>
<td>2</td>
<td>13</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>371</strong></td>
<td><strong>67</strong></td>
<td><strong>85</strong></td>
<td><strong>27</strong></td>
<td><strong>100</strong></td>
</tr>
</tbody>
</table>

**Still in Alternative Housing**

- **2,272**

**Relight**

- **1,901**

**Still in Alt. Housing**

- **371**

1. Relit – Within 48 Hour Window includes customers that have been notified of a relight and waiting 48 hours to confirm they have returned home.
2. Relit – Beyond 48 Hour Window includes customers who we have agreed to an extend checkout date or are awaiting a return call from the customer.
### Alternative Housing Inventory Report

<table>
<thead>
<tr>
<th>Category</th>
<th>Current Inventory</th>
<th>Future inventory</th>
<th>Reserved and occupied</th>
<th>Available</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hotel &lt; 20 Miles</td>
<td>1407</td>
<td>0</td>
<td>591</td>
<td>776</td>
</tr>
<tr>
<td>Hotel 20 – 25 Miles</td>
<td>1102</td>
<td>0</td>
<td>171</td>
<td>925</td>
</tr>
<tr>
<td>Hotel 25 – 30 miles</td>
<td>576</td>
<td>0</td>
<td>59</td>
<td>492</td>
</tr>
<tr>
<td>Hotel &gt; 30 miles</td>
<td>182</td>
<td>0</td>
<td>48</td>
<td>1</td>
</tr>
<tr>
<td><strong>Subtotal Hotel Rooms</strong></td>
<td><strong>3267</strong></td>
<td><strong>0</strong></td>
<td><strong>869</strong></td>
<td><strong>2194</strong></td>
</tr>
<tr>
<td>Apartments</td>
<td>132</td>
<td>0</td>
<td>92</td>
<td>40</td>
</tr>
<tr>
<td>Trailers</td>
<td>490</td>
<td>0</td>
<td>27</td>
<td>0</td>
</tr>
<tr>
<td><strong>Total units</strong></td>
<td><strong>3889</strong></td>
<td><strong>0</strong></td>
<td><strong>988</strong></td>
<td><strong>2234</strong></td>
</tr>
</tbody>
</table>

**Contracted Total**: 3889

Note: T4 Current are rooms secured for (at the time) checked in customers through 12/19
## Trailer Site Demobilization Status

<table>
<thead>
<tr>
<th></th>
<th>South Common (Main)</th>
<th>South Common (Annex)</th>
<th>Pemberton</th>
<th>Sullivan</th>
<th>Grogan</th>
<th>Recreation Road</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of trailers currently onsite</td>
<td>180</td>
<td>44</td>
<td>99</td>
<td>75</td>
<td>60</td>
<td>32</td>
</tr>
<tr>
<td>Number of trailers currently occupied</td>
<td>17</td>
<td>0</td>
<td>9</td>
<td>0</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>Started prepping trailers for removal?</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Number of trailers removed from site</td>
<td>0</td>
<td>24</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Percent of total trailers removed</td>
<td>0%</td>
<td>35%</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>Started removing infrastructure from site?</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>All infrastructure removed from site?</td>
<td>No</td>
<td>No</td>
<td>No</td>
<td>No</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Demobilization complete?</td>
<td>No</td>
<td>No</td>
<td>No</td>
<td>No</td>
<td>No</td>
<td>No</td>
</tr>
</tbody>
</table>
Discussion topics

- Working with House Ready contractors on punch list and closeout. Expect to have less than 10 residential meters to light after today.
- Working with team of CMA-led project managers to support remaining self-mitigators totaling approximately 350 meters to accelerate relight.
- Reaching out to ensure that all self-mitigators either have heat, have temporary heat or are winterized ahead of the upcoming cold weather.
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) (800)-590-5571
Available 24/7

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.

For online information visit www.columbiagasma.com