

# Daily briefing

October 03, 2018



Columbia Gas®



# Standing Agenda











- Headlines
- Weather
- Recovery Effort Staffing
- Operational Updates
- Customer and Community Support
- Communications

- We have now:
  - Replaced nearly 7 miles of pipe
  - Replaced 287 service lines, of which 164 are gas-ready
  - Conducted more than 2,100 assessments
- Commencing Operation Install today (10/3)
- House-Ready and Re-Light briefing to be conducted tomorrow (10/4)

# Weather

ALL DATA AS OF 10/2/2018

## 10-day Forecast

DAY		DESCRIPTION	HIGH / LOW	PRECIP
TODAY OCT 3		Cloudy	69°/56°	10%
THU OCT 4		Cloudy	77°/52°	20%
FRI OCT 5		Mostly Sunny	60°/45°	0%
SAT OCT 6		Sunny	64°/53°	0%
SUN OCT 7		Mostly Sunny	79°/58°	10%
MON OCT 8		Cloudy	68°/58°	10%
TUE OCT 9		Partly Cloudy	76°/63°	10%
WED OCT 10		Partly Cloudy	75°/61°	20%
THU OCT 11		Partly Cloudy	68°/57°	20%
FRI OCT 12		Showers	64°/56°	50%

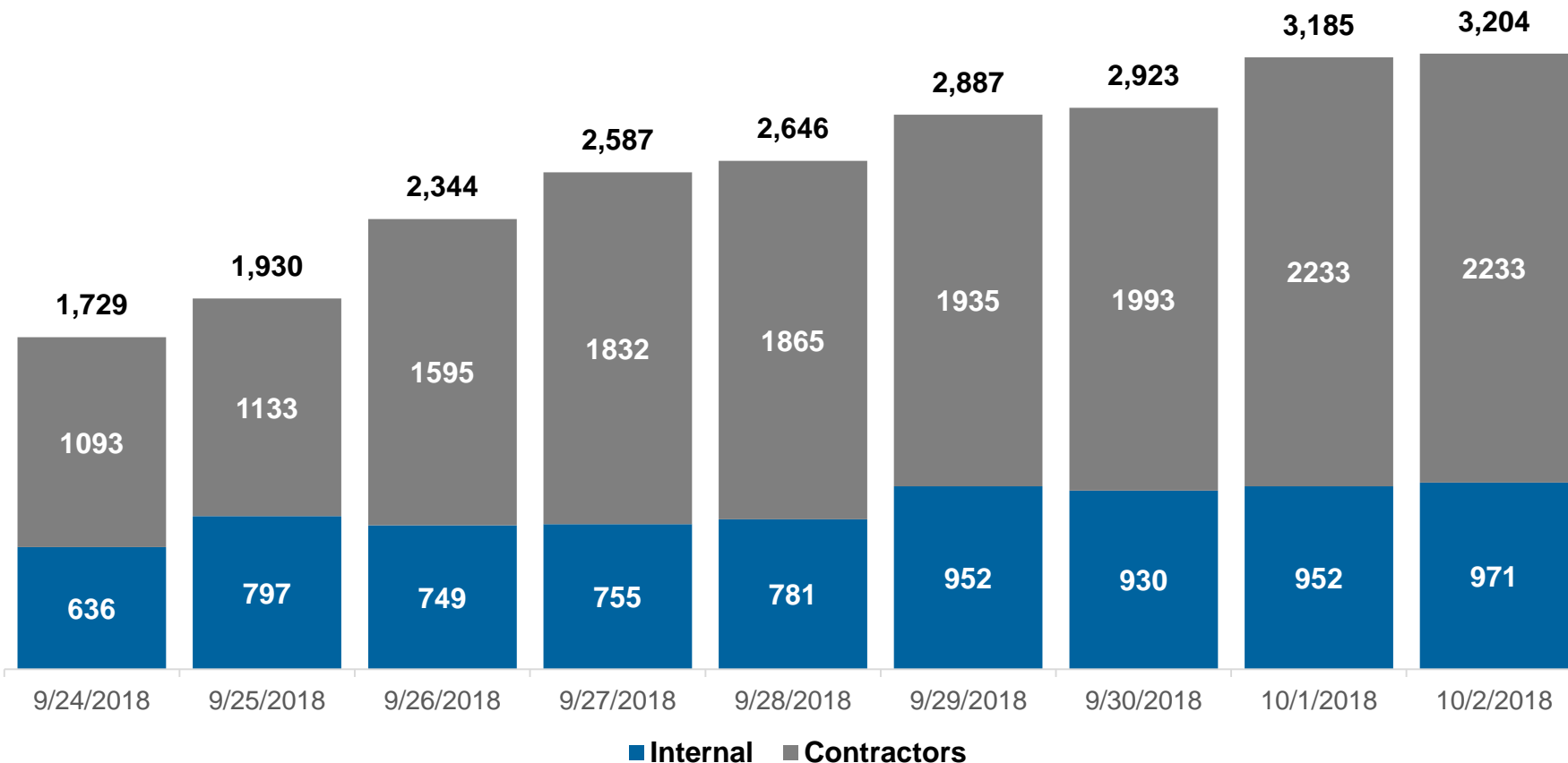
## Sunrise/Sunset Schedule 10/3/2018

Activity	Time
Sunrise	6:44 AM
Sunset	6:23 PM

SOURCE: Weather.com as of 9:00AM on 10/3

# Snapshot of Resource Ramping for CMA Restoration

## CMA Restoration Ramp 9/24 Through 10/2



# Operation Assessment

## Labor resourcing

Resource	On-the-ground 10/2	10/3 forecast	10/4 forecast
Plumbers	156	156	156
Electricians	270	270	270
Linguists	50	50	50
Assessors	76	130	76
Inspectors	24	20	20

- Will be switching most of the plumbers / fitters that are currently Assessing over to Operation Install team
- The bump in assessors will allow for quicker assessments

## KPIs for prior day

Prior Day		Cumulative
211	Assessments completed	2116
48%	House line pipe pass rate	41%

## Progress update

- Dispatched excess crews to customers that are gas-ready to start piping work and moving meters outside given time available in the homes
- Assessment capacity will peak today as appropriate resources will be transferred to Operation Install
- Number of electricians will decline starting 10/5

## Customer and community engagement

- Plan in place to personally call and schedule a visit with every customer who has been missed and correct scheduling errors moving forward

# Construction

## Labor resourcing: Crews planned

	10/3	10/4	10/5	10/6
Andover	47	47	57	57
Lawrence	90	90	90	90
North Andover	38	42	42	42
LP to MP <sup>1</sup> services	11	11	11	11
Purge	4			
<b>Total</b>	<b>190</b>	<b>190</b>	<b>190</b>	<b>190</b>

## Progress Update

	Project to Date	Target
Main line installed	36,345 ft (6.9 miles)	235,000 ft (44 miles)
Polyethylene pipe re-qualified	1,849 ft (0.4 miles)	68,640 ft (13 miles)
Service lines replaced	287	6,100
Gas Ready Services <sup>2</sup>	164	6,100

▪ Service and main line replacements are ahead of schedule

## Progress

- Main installed to-date: 36,345 feet (6.9 miles)
- Gas ready service lines installed to-date: 164
- Service lines replaced on 10/2: 77
- Zone 6 purge complete

## Next 24 hours

- Zone 7 purge activities
- Crews working on mains and service lines in all zones

## Customer and community engagement

- Daily meeting held with DPW of all three communities along with Environmental Partners to discuss excavations & traffic control permitting

## Risk

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

<sup>1</sup> Low pressure to medium pressure | <sup>2</sup> Distinct from gas-ready meters

# Customer and Community Support

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

Topic	Metric	Actual, seconds	Target
Call center performance	ASA <sup>1</sup> : CMA, yesterday	12	30 seconds
	ASA <sup>1</sup> : CR <sup>2</sup> , yesterday	7	30 seconds

## Cumulative metrics

Topic	Metric	Actual to date
Placements of customers into alternate housing	Number of families	321
	Number of individuals	917
Temporary Heat exceptions (customers unable to receive temporary space heaters due to electrical assessment)	Customers ineligible for space heater based on electrical assessment	2,811
	Calls made to assess those customers' needs (excludes no phone # listed)	2,382
	Of which: Contacted	1,120
	Of which: Voicemail	905
	Of which: Unreachable	357
Temporary Heat appointment cancellations	Number of appointments that need to be cancelled	1,214
	Of which: Contacted	640
	Of which: Voicemail	527
	Of which: Unreachable	47 receiving email or letter, under review

## Latest progress

- Mobile Customer Care Centers successfully launched Wednesday, 9/26:
  - Deployed through zones 2, 4, and 7
  - Interacted with 66 customers on 10/2/18
  - To date served 437 customers
  - Questions focused on path to service restoration, assessments, claims process/status.

## Customer and community engagement

- We are actively reaching out to ensure customers have alternate housing solutions, determining other needs, and providing them where necessary; claims adjusters are ensuring high-touch outreach
- Positive feedback continues to be received from community on Mobile Customer Care Centers

## Goals for next 24 hours & beyond

- Recruitment Completed: 47 candidates for the 15 Customer Care Advisor positions and 1 Team Leader position. Next step, Interview process to begin week of October 8<sup>th</sup>.
- Leases have been finalized for 2 Customer Care/Claim Centers: 439 South Union, Lawrence, MA; 115 Main Street, North Andover, MA.
- Andover Location: 45 Main Street – physical tour completed, next step - lease negotiations

## Risks

- To ensure customers do not have long call wait times, robo-calls are being more evenly scheduled

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



# Claims

Metric	Total to date
Claims received	17,359
Residential claims, %	95%
Value paid out, \$M	\$6.2
Customers receiving more than 1 payment, %	20%
Claims received at Claim Reporting toll-free number, #	16,614

## Process overview

- Where an initial payment was not processed immediately through one of our claim centers, payments are being processed on average within 5 days.
- A claims representative contacts the claimant within 24 hours.
  - Claimants can ask questions by calling their claims representative directly or through our toll-free number.
  - Over 16,000 calls have been received through the Claim Reporting toll-free number.
  - 125 adjusters are on-site assisting customers; 125 adjusters are working outside the area, calling customers and adjusting claims by telephone where possible.

## Serving Residential and Business Customers

A claims representative has been assigned to all claims and will follow up to evaluate losses

## For Residential Claims

- Payments can be processed immediately (depending on value) via debit card or check once validation of loss has occurred and supporting documentation has been received.
- Payments can be made as needed and are prioritized by urgency.

## For Business Claims

- A claims representative will assist in providing guidance for appropriate documentation of business losses and impacts, and to determine if additional advances are needed to assist with ongoing business expenses.
- Payments can be made as needed and are prioritized by urgency.
- Many businesses and some residents are choosing to use their own insurance. In these situations, the insurance company will work directly with the customer for their immediate needs and file separately with Columbia for reimbursement of costs.
- Due to the on-going nature of this event, we do not expect claim closures to increase significantly until after gas service has been restored to our customers.

Additional information on claims processing available at [ColumbiaGasMA.com](http://ColumbiaGasMA.com)

Activity	Update	Channels/Timing
<b>Claims Centers</b>	For the week of Oct. 1: Andover : M-F 12 p.m. - 8 p.m.; Sat. 9 a.m. - 2 p.m. 20 at 20 Main Street Lawrence: M-F 7 a.m. - 7 p.m.; Sat 9 a.m. - 2 p.m. at 439 South Union Street (1 Heritage Place) North Andover: T-F 12 p.m. - 8 p.m.; Sat 9 a.m. - 2 p.m. at 115 Main Street	<ul style="list-style-type: none"> <li>Updated details available on ColumbiaGasMA.com</li> <li>Shared on social channels</li> <li>Claim Center Phone Number: 1 (800) 590-5571</li> </ul>
<b>Assessments</b>	Assessments are continuing on Wed., Oct. 3; streets targeted for assessments updated on ColumbiaGasMA.com Updated FAQs available on ColumbiaGasMA.com and as a leave behind	<ul style="list-style-type: none"> <li>Robo calls on Wed., Oct. 3 to provide customers scheduled for 10/6 with 72-hour notice; 10/5 with 48-hour notice; 10/4 with 24-hour notice</li> </ul>
<b>Construction &amp; Restoration Overview</b>	Overview of what to expect in the restoration process and overview of the Gas Ready construction plan.	<ul style="list-style-type: none"> <li>Customer information on service restoration posted on ColumbiaGasMA.com</li> <li>Available in hand out in the mobile customer care and contact centers</li> </ul>
<b>Operations Update</b>	Current activity is available on ColumbiaGasMA.com	<ul style="list-style-type: none"> <li>Updates on ColumbiaGasMA.com</li> <li>Post in social channels</li> </ul>
<b>Mobile Customer Resource Centers</b>	For the week of Oct. 1 mobile units are planned M-S 9 a.m. - 4:30 p.m.; Sun 10 a.m. - 2 p.m.	<ul style="list-style-type: none"> <li>Locations updated on ColumbiaGasMA.com</li> </ul>

Columbia Gas Website: [ColumbiaGasMA.com](http://ColumbiaGasMA.com)  
 Columbia Gas Facebook: <https://www.facebook.com/ColumbiaGasMa>  
 Columbia Gas Twitter: @ColumbiaGasMA

## Discussion topics

- Mission Focus
- On Thursday 10/4 an additional briefing will be held on the House Ready and Re-Light plan
- Operation Install will ramp up to peak capacity by October 15<sup>th</sup>; 300+ house-ready per day
- Finalizing information on at-risk and vulnerable customers, commercial customers, and dwelling units by town

## 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)

# Definitions

Term	Definition
<b>Customer</b>	Any service with a meter attached.
<b>Business customer</b>	Customer type field defined as “commercial” customer in Customer Information System.
<b>Residential customer</b>	Customer type defined as “residential” customer in Customer Information System.
<b>Master Meter</b>	Pipeline system for distributing gas within, but not limited to, a definable area, such as a mobile home park, housing project, or apartment complex, where the operator purchases metered gas from an outside source through a gas distribution pipeline system. One master meter shows up as one customer in current data.
<b>Manifold</b>	Pipeline system where one service line flows into an apparatus that has multiple meters. With current data methods, customers on a manifold will be equal to the total number of meters on the manifold.
<b>Assessment</b>	Crews have assessed your house or business and its appliances to plan for the repair and replacement of your appliances, and all required inspections are performed.
<b>Gas-ready</b>	All components up to the meter have been installed and tested, and gas is present.
<b>House-ready</b>	All inside work is completed and tested, with at least one appliance in your home or business available for re-light.
<b>Re-light</b>	A Columbia Gas representative has come to the home, installed the meter, tested it, and restored gas service to the home or business.