Damage Prevention:

A Shared Responsibility

“A Local Distribution Company View”

Underground Pipelines are Everywhere
Know what’s below. Contact 811 before you dig.

Pipeline Safety Trust Conference
NOLA November 2, 2017
Talking Points

• Local Distribution Company (LDC) Overview
• Case Study: Fueling Damage Reductions
• An Industry Comparison
• What is a model One Call Law?
• What can we do to improve Safety?
Pennsylvania based UGI Utilities, Inc.

Number of Customers: 638,000 Gas & 62,000 Electric

Miles of Gas Main = 12,154

Number of Gas Services = 616,700

Number of Employees = 1,678

At UGI Utilities

• We provide safe, reliable utility service to the end user.
• To improve safety:
  • We invest heavily in stakeholder outreach and education
  • We bill aggressively for damages to our facilities
  • We apply numerous tools & technologies to reduce damages
• When comparing damage rates among AGA peers we perform at a 1st Quartile level, with no enforcement.
• We’ve achieved a 12% reduction in total damages based on the prior 8 year average, while experiencing a 60% increase in one call ticket volume.
• Reducing damages is about improving safety for the public & our employees.
### Total Gas Damages & Locate Volume

<table>
<thead>
<tr>
<th>Year</th>
<th>Total</th>
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</thead>
<tbody>
<tr>
<td>2009</td>
<td>512</td>
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<tr>
<td>2010</td>
<td>500</td>
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</tr>
<tr>
<td>2016</td>
<td>518</td>
</tr>
<tr>
<td>2017</td>
<td>434</td>
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#### One Call Ticket Volume:

- **2009**: 170,640
- **2017**: 272,583

+101,073 or 59.7% increase
N1C Case Study: Does enforcement work?

- Common Ground Alliance: 30% of excavation damages nationally due to individuals not calling before the dig
- In 2014: UGI Damages due to No One Calling (N1C) 29%.
- In review, we experienced an average of (122) excavation damages annually due to no one calling.
- Reporting these damages for enforcement action wasn’t successful in changing the trend we were experiencing.
- In 2015: Piloted internal (N1C) Reporting Program which resulted in a 57% reduction in these type damages.
- In 2016: PA One Call Board adopted a N1C program and UGI rolled N1C out to all (45) Pennsylvania Counties we serve, resulting in 48% reduction over the past 3 years.
Damages as a Result of Not Calling

No notification made to the one-call center

<table>
<thead>
<tr>
<th>Year</th>
<th>Damages</th>
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<tbody>
<tr>
<td>2009</td>
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<tr>
<td>2017</td>
<td>57</td>
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</tbody>
</table>

122 Avg. Damages vs 62 Avg.
Industry Comparison

• Consider the auto industry of the 1960’s
  • Crashes with injuries and fatalities were common
  • Insurance costs skyrocketed
  • Industry responded by promoting:
    o Education
    o Technology
    o Enforcement

• Pipeline industry has had similar challenges related to Damage Prevention.

• Can we apply a similar approach?
Behavior Changes required, consider

### Automobile industry
- **Education**
  - Drivers Ed in schools
  - Campaigns for Distracted Driving, Texting, DUI, etc.
  - Google ‘Highway Safety’ Wow
- **Technology**
  - Seat Belts
  - Air Bags
  - Crash test Dummies
  - Highway design
- **Enforcement**
  - Speeding tickets
  - Vehicle Inspections
  - Consequences for bad actors

### Excavation Industry
- **Education**
  - One Call Centers
  - CGA Best Practices & 811
  - Operator Qualifications
  - Integrity Management
- **Technology**
  - Locating Technology
  - Internal inspection cameras
  - Trenchless Excavation
  - Risk Modeling Software
  - Excess Flow Valves (EFV’s)
- **Enforcement**
  - Fines
  - Many states adopted new Law
A Model One Call Law

- Removes exemptions, CGA has shown that states with exemptions have nearly double the damage rate.
- Enforces mandatory membership & reporting, **ALL In**.
- Requires Design phase and Subsurface Utility Engineering. *Damage Prevention begins in Design.*
- Includes a strong Education & Awareness component.
- Is punitive to those who demonstrate a blatant disregard for facility and public safety.
- Holds Project Owners accountable for changing their contractors behaviors.
- Seeks to build CGA Regional Partnerships and rewards collaboration among stakeholders.
“WE CANNOT SOLVE OUR PROBLEMS WITH THE SAME THINKING WE USED WHEN WE CREATED THEM.”

Albert Einstein

ADDICTED2SUCCESS.COM
We need to think differently nationally

- Focus on Education, Technology & Enforcement
- One Call Law minimum standards
- Coordinate PA, value added One Call Member benefit
- Continued PHMSA R&D support to reduce LDC excavation damages.
- See Something, Say Something approach or No1Call Reporting engages all stakeholders in Safety
- Gold Shovel Standard – metrics and accountability
- National Excavator Initiative – Mike Rowe & Safe Digging
- Electronic Message Boards, requires collaboration
Awareness at a national level... why not?