AGA’s Peer Review

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AGA Peer Review

A Voluntary Safety & Operational Practices Program

The Peer Review Program gives member companies the opportunity to:

✓ Share Leading Practices
✓ Identify Opportunities to Reduce Risk
✓ Raise the Bar on Performance and Safety
✓ Demonstrate Commitment to Safe Operations
✓ Create Deep Connections and Strong Networks

By end of 2018, AGA member companies that serve 81% of U.S. natural gas customers have participated in a peer review.
### The AGA Peer Review Program

**Three Foundational Review Topics**

#### Safety Culture
- Attitude & perception of employees and contractors on safety
  - Management Commitment
  - Performance Measures
  - Training/Orientation
  - Safety Communications
  - Procedures

#### Worker Procedures & Technical Training
- Employee & Contractor Knowledge
  - Training
  - Operator Qualification
  - Knowledge Transfer/Mgmt
  - Quality Management
  - Oversight
- Quality Management
  - Gas Distribution Main/Service Work

#### Pipeline Safety Risk Management
- Integrity Management & Risk Assessment
  - Distribution & Transmission
  - Pipeline Replacement Projects
- Code Compliance
  - Risk Prioritization
  - Resource Distribution

**Operations Standards**
- Methodology for development and distribution
The AGA Peer Review Program Process

• Reciprocal Process Among Member Companies

• All Facets of the Company Participate
  • Management/Non-Union
  • Union
  • Contractors

• Review questions based on industry standards, practices and regulations

• Three Days of Interviews

• Fourth Day is Executive Read Out
AGA Peer Review Program Phase 2

Company chooses two topics for its second Peer Review:

- Damage Prevention
- System Records Management
- Quality Management
- Contractor Construction Relationships
- Emergency Management & Public Safety
- Safety at Customer Touch Points
- Key Performance Indicators
- Workforce Development & Succession Planning
Xcel Energy Peer Review

2016 Focus Areas
  • Safety Culture
  • Worker Procedures & Technical Training
  • Pipeline Risk Management

2018 Focus Areas
  • Quality Management
  • Contractor Construction Relationships
Xcel Energy Peer Review

Actions Taken As Result of Peer Reviews

• Improvement in Gas Emergency Response
• Grand Opening of Two Gas Emergency Response Training Villages
• Path to Separate Training and OQ
• Build Out of a More Robust Quality Management Program
• Stronger Contractor Relationship Framework
AGA Best Practices Program

• Complements AGA Peer Review Program
• Forum for industry to select critical topics for subject matter experts to develop and share leading industry practices

Examples include:
  • Damage Prevention
  • Records
  • Risk Models
  • Over-Pressurization

• Current example of this forum followed Merrimack Valley incident
• Led to immediate sharing of actionable items
The American Public Gas Association

Over 700 member utilities in 37 States

The American Public Gas Association (APGA) is the only not-for-profit trade organization representing America's publicly owned natural gas local distribution companies.
System Operational Achievement Recognition (SOAR)

- Benchmarking
- Best Practice Sharing
- Excellence Recognition

54 Member Systems have participated in SOAR since launch in 2014.
Benefits of Participation

• Recognizing Members
• Best Practice Sharing
  • Response Summary – Visibility
  • Virtual Roundtables – Maximize Participation
    – 2019 Roundtables:
      » Employee Safety Programs
      » Mock Drills with Emergency Responders
      » Distribution Asset Records
APGA SOAR

Improvements in 2020

• Direct incorporation of Pipeline Safety Management Systems
  • Specific questions linked to PSMS adoption
  • Minimum PSMS adoption linked to award levels
Questions?

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