



Making a Difference

Janet Toporcer
Public Safety Administrator

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Safety Moment

Sunday, November 3rd



Smoke Alarms

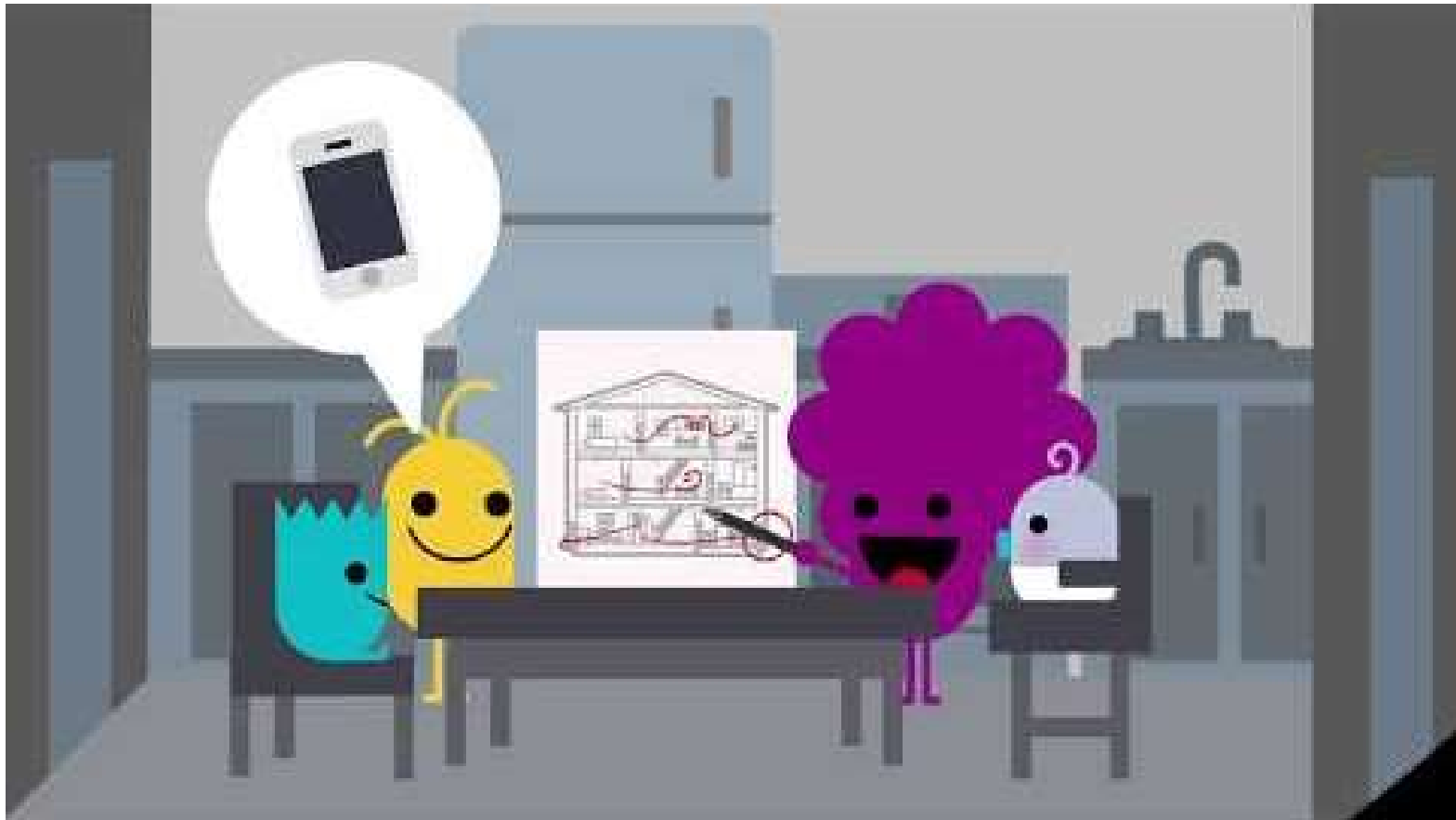
In a fire, working smoke alarms alert you in time to escape safely. Make sure you know how to use those minutes wisely. Develop a home fire escape plan and practice it twice a year with all members of your household!



You may have as little as 2 minutes to escape a home fire from the time the smoke alarm sounds. **Learn how to use that time wisely at www.fpw.org**

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Fire Prevention Week Reminder



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Talking points for today

- Familiarize everyone with our No1Call Reporting Program
 - “Making a Difference”
 - Make use of your most important asset- your employees!!
 - A national opportunity to raise 811 public awareness...
- Review our Pipeline and Public Safety Outreach Programs
 - Think outside the box!
 - Collaborations with other partners
- At the end of the day its about Safety

No1 Call Program



**Know what's below.
Call before you dig.**

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You follow the law correct?



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What if you saw this?



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Or this?



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And how about this?



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**What
would
YOU
DO**

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React!

The key is that a *reasonable person* would hopefully take action if you see someone breaking the law:

- Call Police
- Offer help to the best of your ability
- See if anyone is injured
- Try to keep everyone safe

What is the difference in these cases?



In this case?



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And this?



How about this one?



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**What do the
examples
have in
common?**



Underground Utility Line Protection Act of 1974 as amended - UULPA

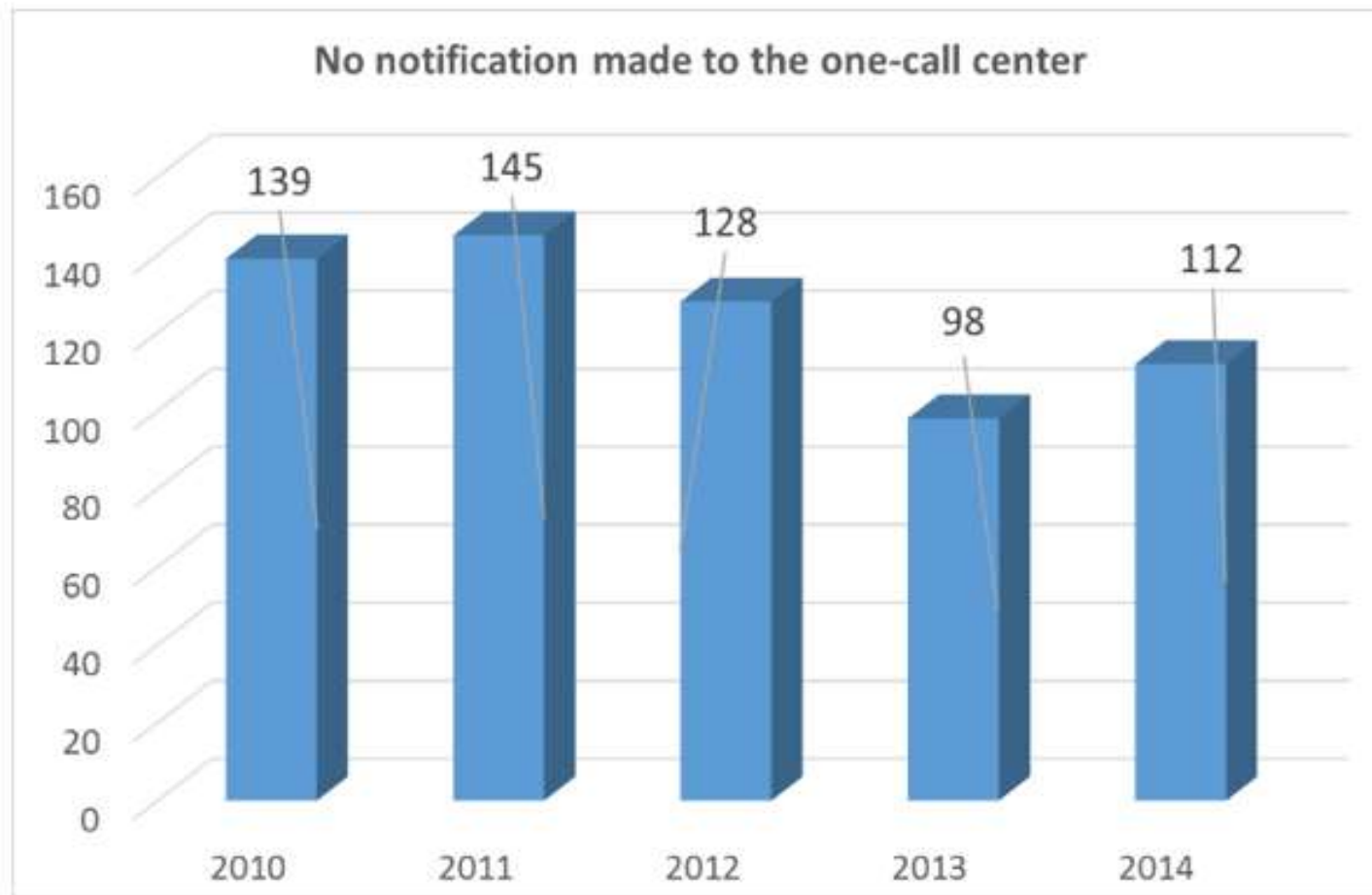
- In PA, excavation with mechanized equipment without notifying 811/PA One Call is breaking the law.
- It puts people, property and the environment at risk.
- When you dig without making that call, you break the law just like the examples of:
 - Reckless driving
 - Armed robbery
 - Kidnapping



So why are we here today?

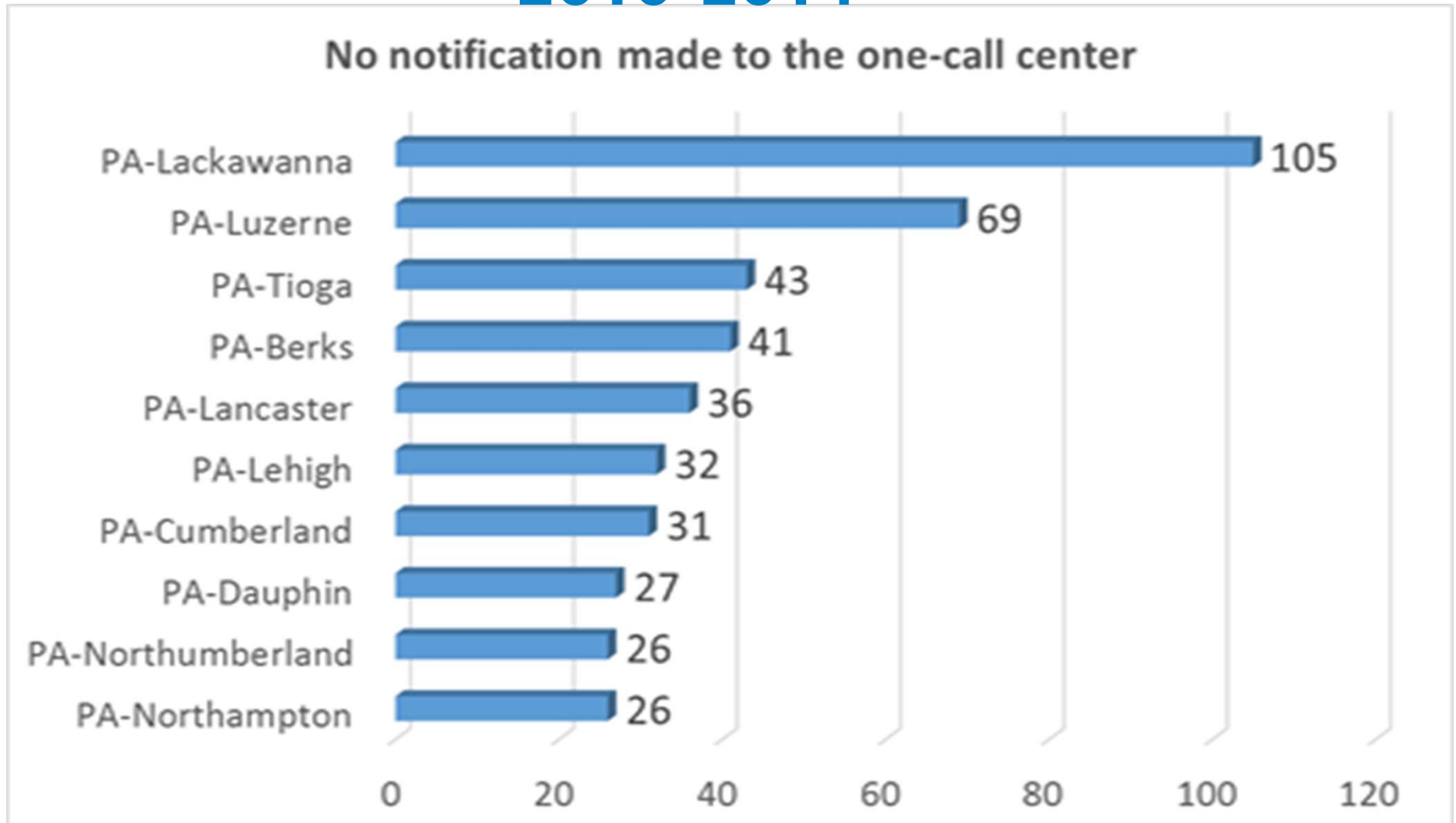
- To raise awareness regarding the need to Call 811/ PA One Call when digging.
- To let you know how you can help support reducing damages.
- To reward employees who help in reducing damages.
- To keep the public and our employees SAFE!

Damages with No 1 Call – All Companies 2010-2014



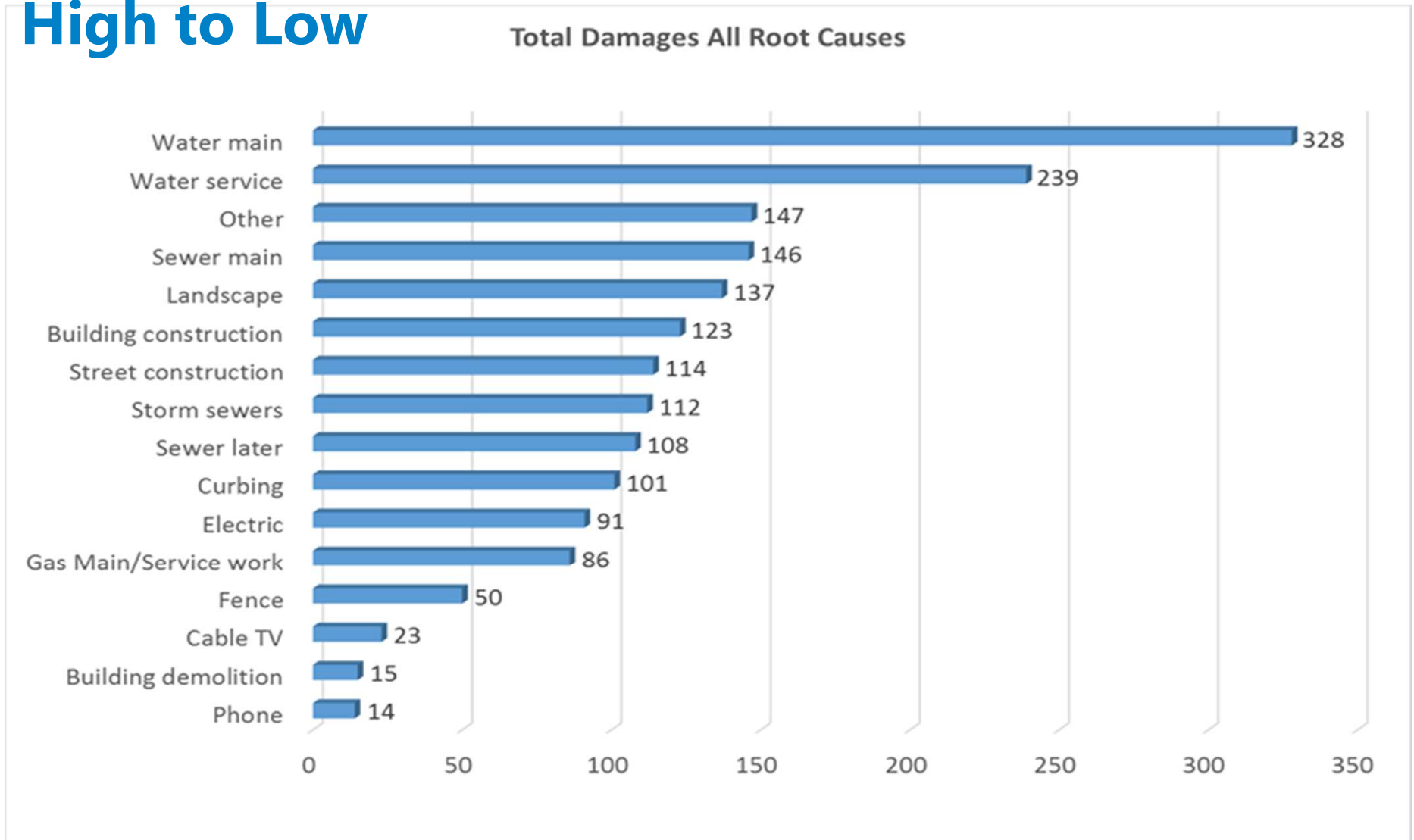
Average 124 per year

Top 10 Counties No1Call Damages 2010-2014

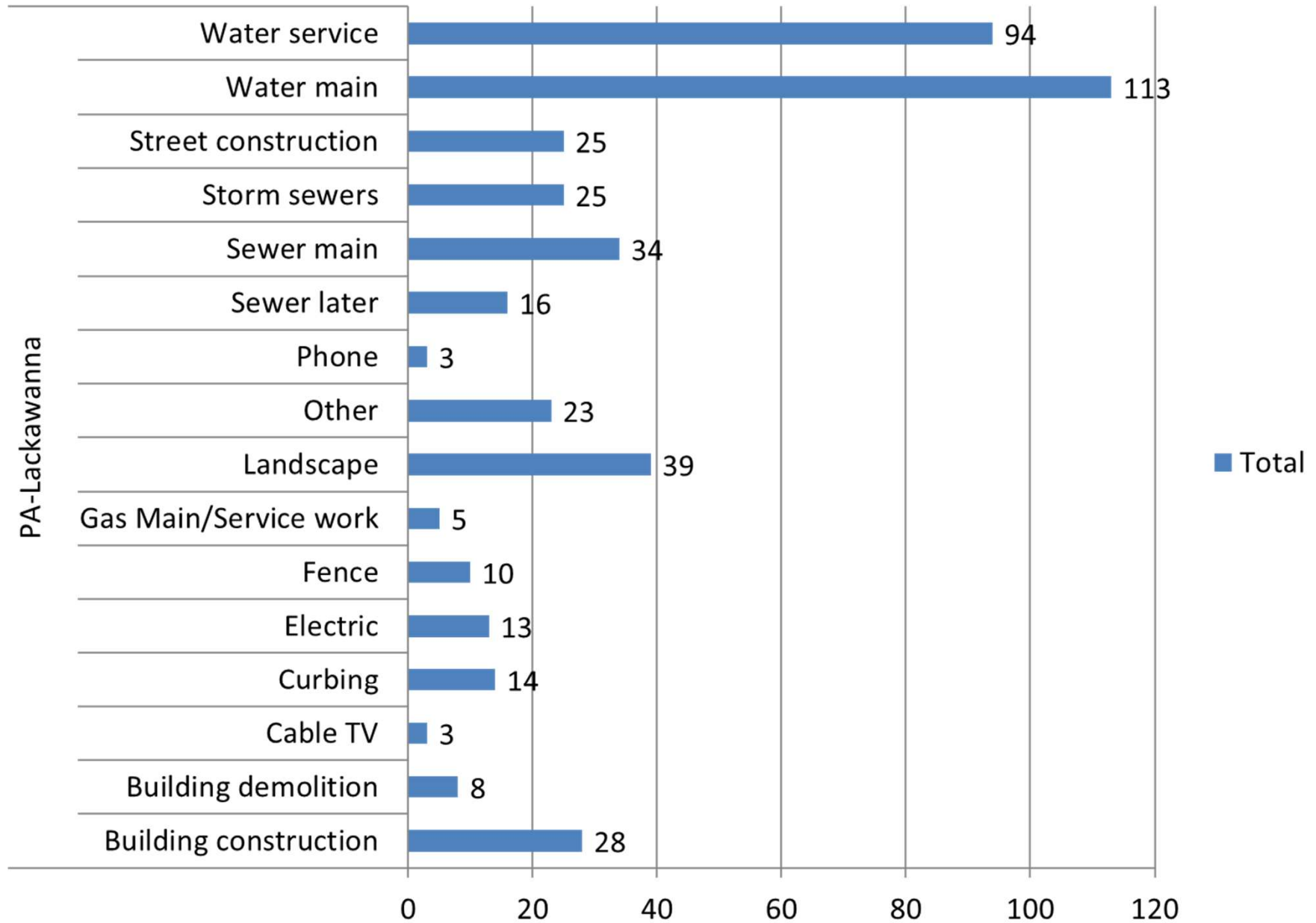


Total Damages by Construction Type 2010-2014

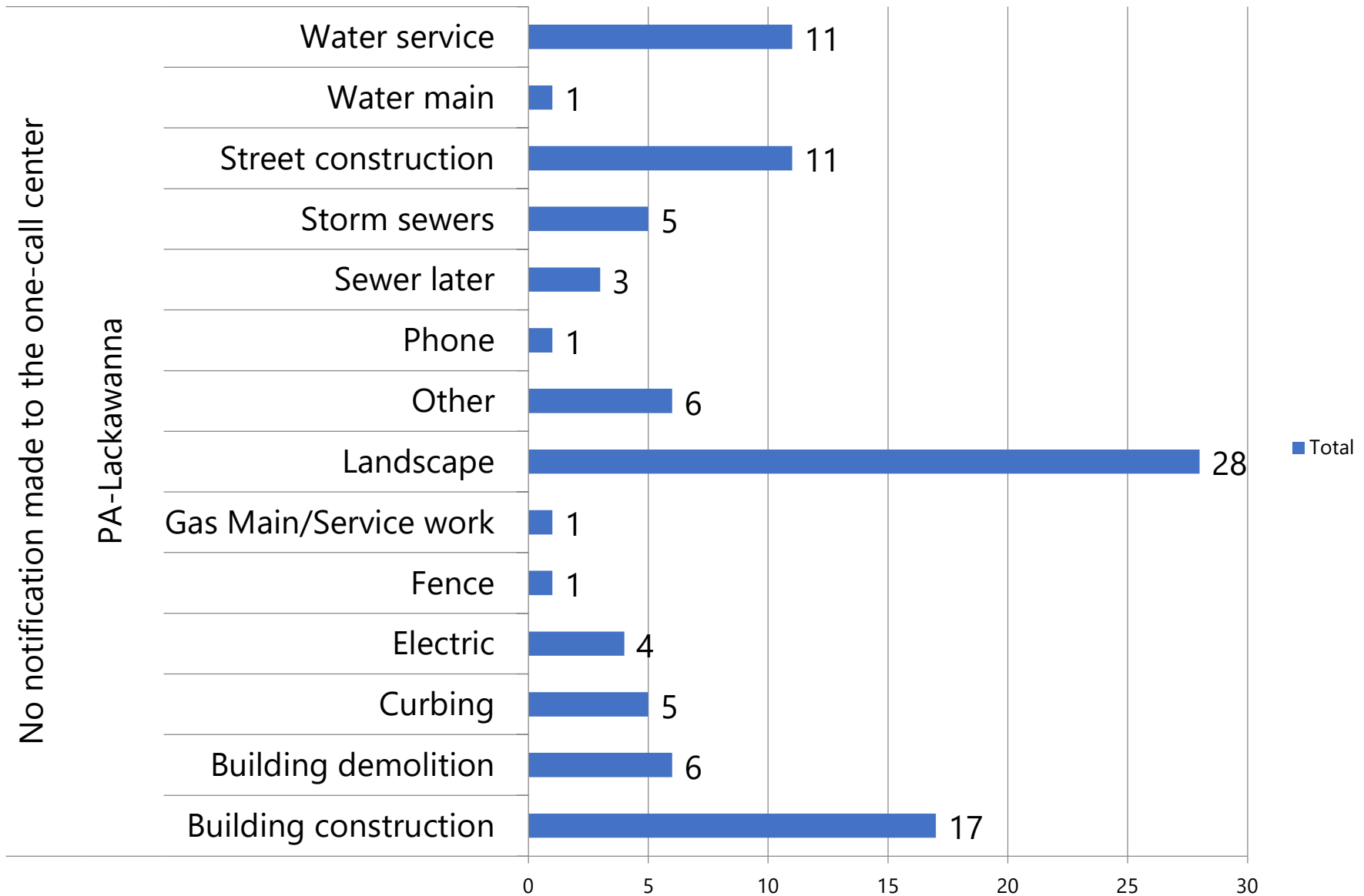
High to Low



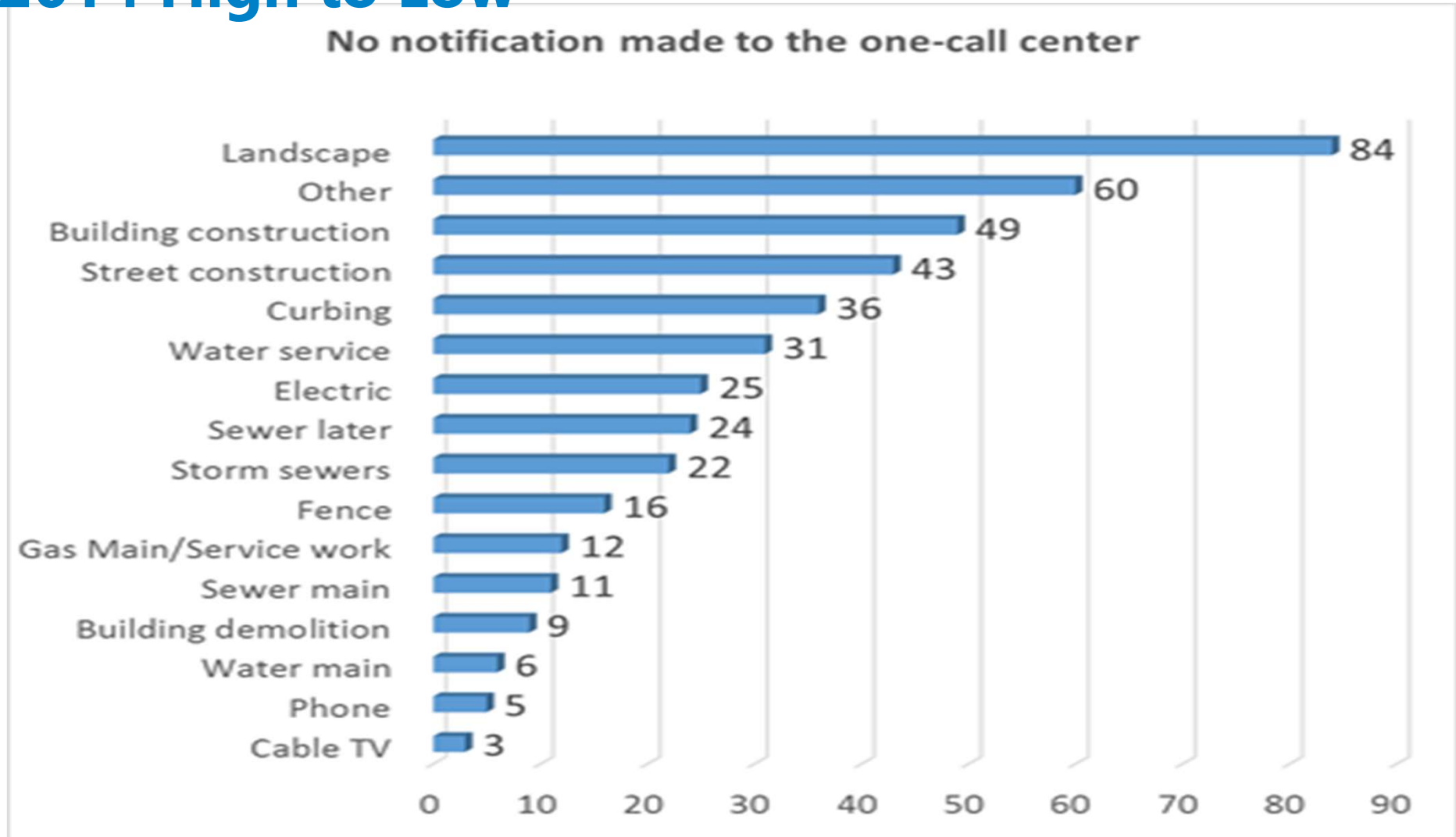
Lackawanna - Damages by Type Work 2011-2013



Lackawanna - No Call Damages by Type Work 2011-2013

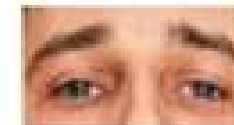
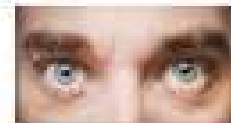
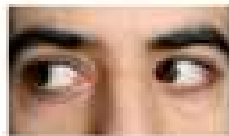
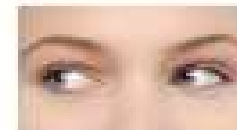
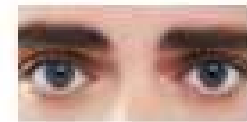
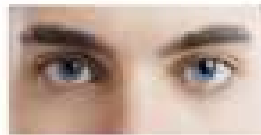
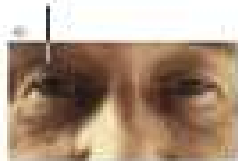


No1Call Damages by Construction Type 2010-2014 High to Low



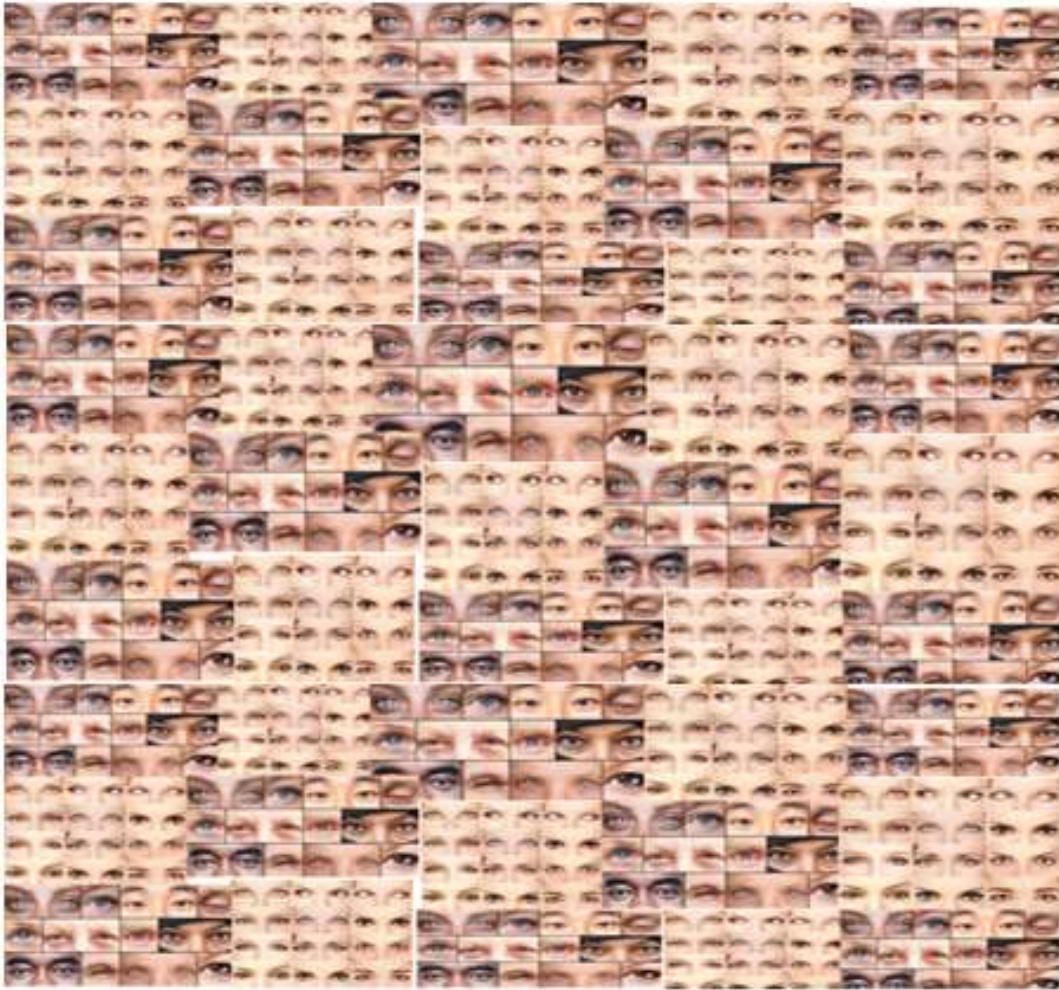
Think about this...

Our current Pipeline and Public Safety Team-
10 sets of eyes



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Total UGI Employees: 1695



Think of how many damages can be avoided by employees being aware of what to look for and knowing what they can do to help!

That's a lot of eyes!

So what can our employees to do help?

**No1 Call Program
“Making a
Difference”**



So your driving down the road and you see this....



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But you don't see any of this...



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Making a Difference Program:

- For example; I'm driving along and see someone excavating using mechanized or powered equipment.
- Pull off the road to a safe location.
- Do you see any paint, flags or stakes designating the presence of marked underground facilities?
- If the answer is No.....

Making a Difference Program:

- Take your Tip Card and answer the following questions;
 - 1) Do you know if UGI facilities exist in the area, Look for "Clear Evidence of Facilities"; meters, pipeline markers, etc.
 - 2) Determine the actual address or street name & name of the closest intersecting street(s). The more descriptive and detailed the better.
 - 3) Include the County and Municipality you are located in.
 - 4) Do you see a company name on the equipment at the site, if so document the name and any other specific info. Photos work great!
 - 5) **Never** become confrontational with anyone on site.

No1Call Reporting Tip Card

Making a Difference by Preventing Damages



>>>Receive 5,000 "Making A Difference" Points for your support.<<<

Making a Difference by Preventing Damages

If you see someone excavating without any type of field markings such as paint, flags or other means of identifying underground facilities, do the following:

1. Call 811 and report a possible excavation with No 1 Call
2. Follow reporting instructions on opposite panel.
3. If you are a UGI Field employee notify Dispatch as well.
4. If you have E-mail also notify No1call@ugi.com of your report.

Reporting Instructions: (See Checklist on back)

1. In what municipality and county is the site located?
2. What is the street name and is there a house with an address nearby, if so provide the number.
3. What is the nearest intersection to the site?
4. Can you identify any company names on the vehicles?



No 1 Call Reporting Checklist

Municipality/County _____
Street Name/Address _____
Intersection _____
Company Information _____

ce you have the information call 811 (PA One Call) to file the report.

all the One Call Rep you are a UGI employee, you will be asked for your name and a number where you can be contacted.

This allows us to track and provide your reward.

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Making A Difference Program

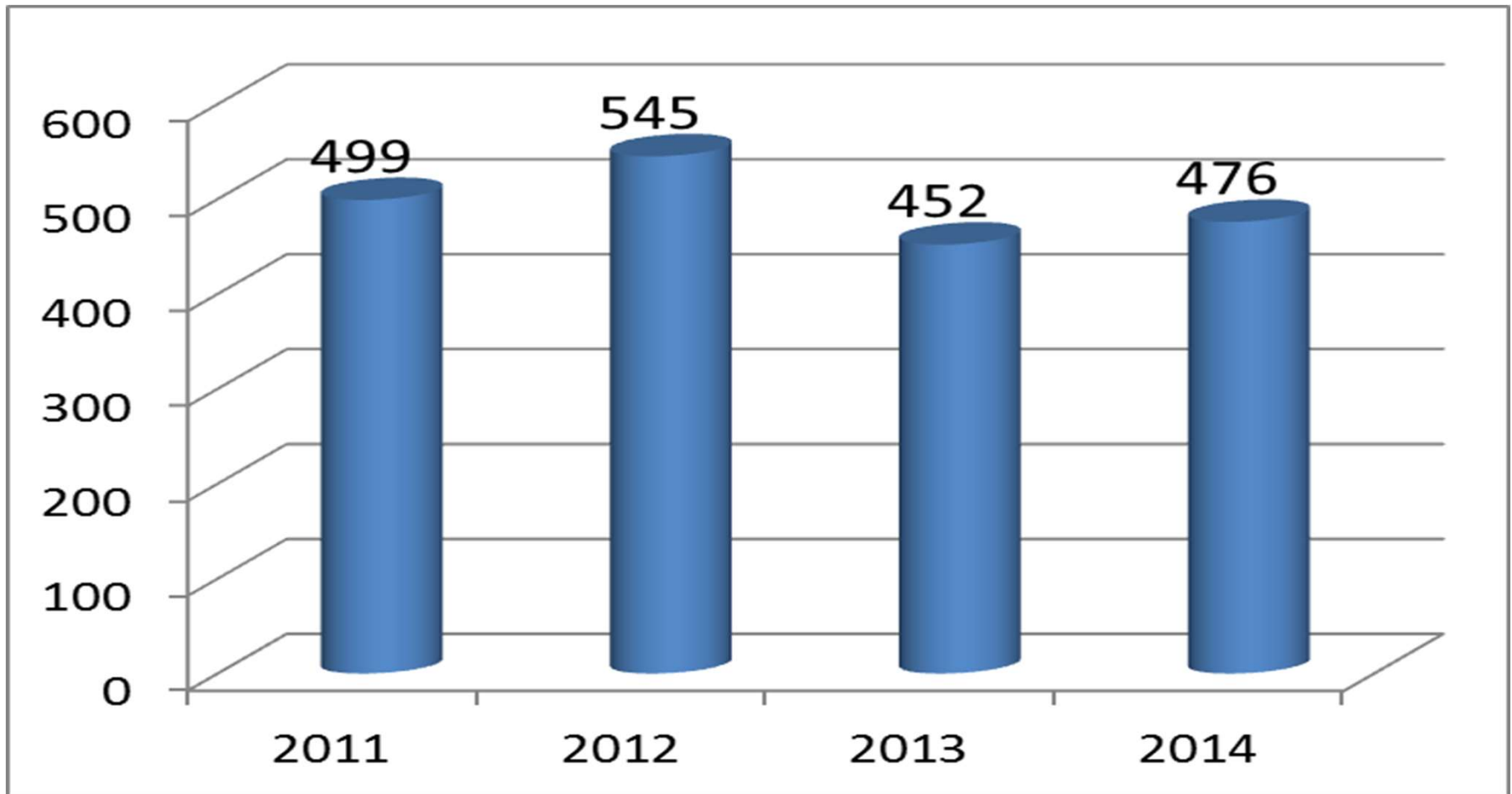
To Report:

- Call 811 to report a No1Call, provide detailed information
 - In 2016, the PA One Call Board approved an Emergency Ticket to be issued when an excavation site is reported where a No1Call exists
 - So not only UGI employees can call, anyone in the state can report a potential excavation with No1Call.
- A notification will go to all utilities in the area with facilities.

Making A Difference Program

- If the excavator will not cease, local law enforcement can be contacted to stop the excavation as it falls under Title 18 PA Constitutional Statute §3202, Causing or Risking Catastrophe and is also covered in the UULPA Fines and Penalties Section.
 - Don't assume all law enforcement is aware of this.
- If the location is confirmed to be an excavation site with No1Call, the UGI Employee receives 5000 "Making a Difference Points".

Total Damages Gas Division 2011-2014 Fiscal Years



Reduce

the chance of causing
a damage to less than



1 %

when you call 811
before digging.

Pennsylvania Map plotting No1 Call Reports 1-1-19 to 9-30-19

288 No One Call Tickets have been received.

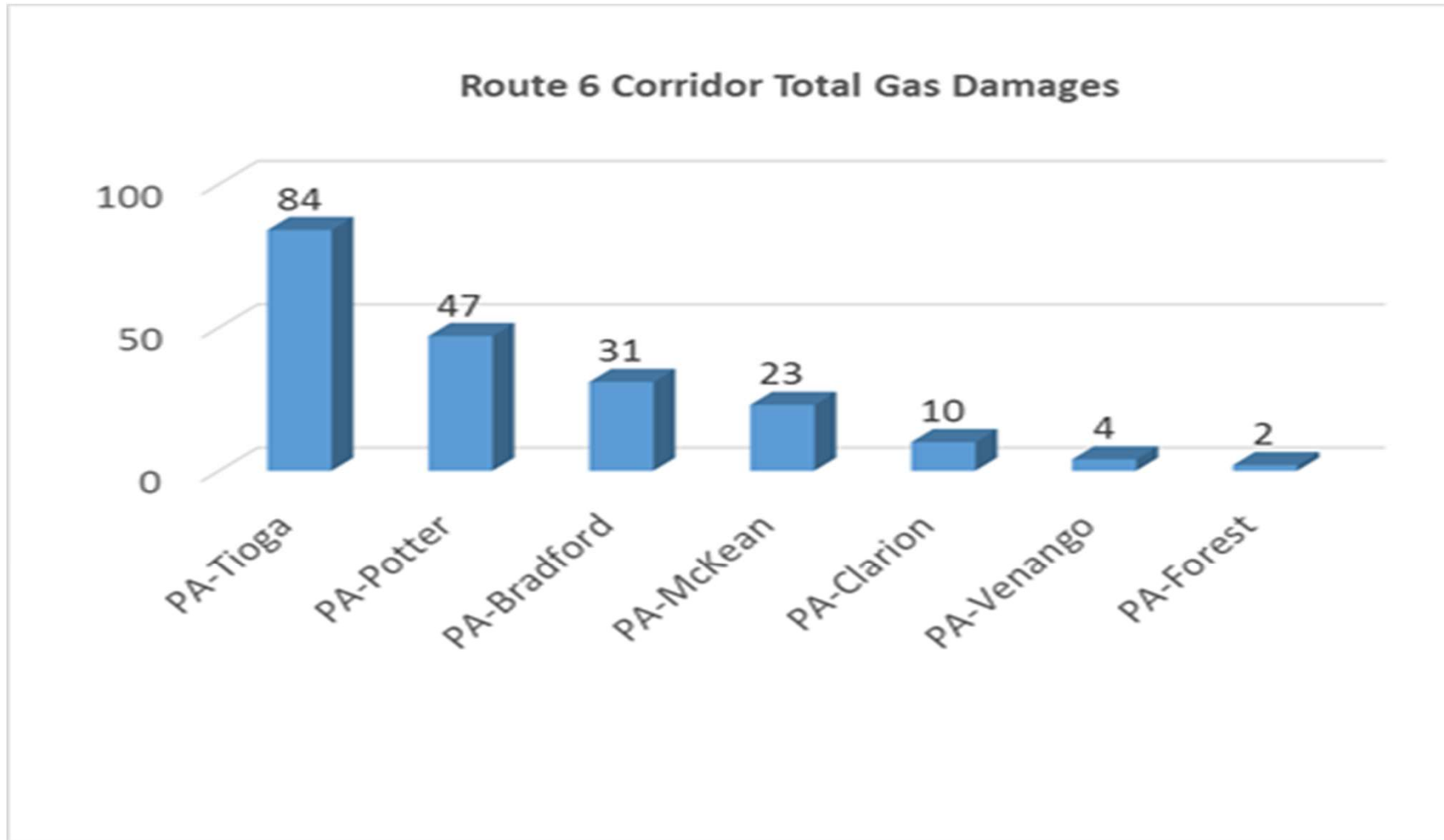


UGI Employees

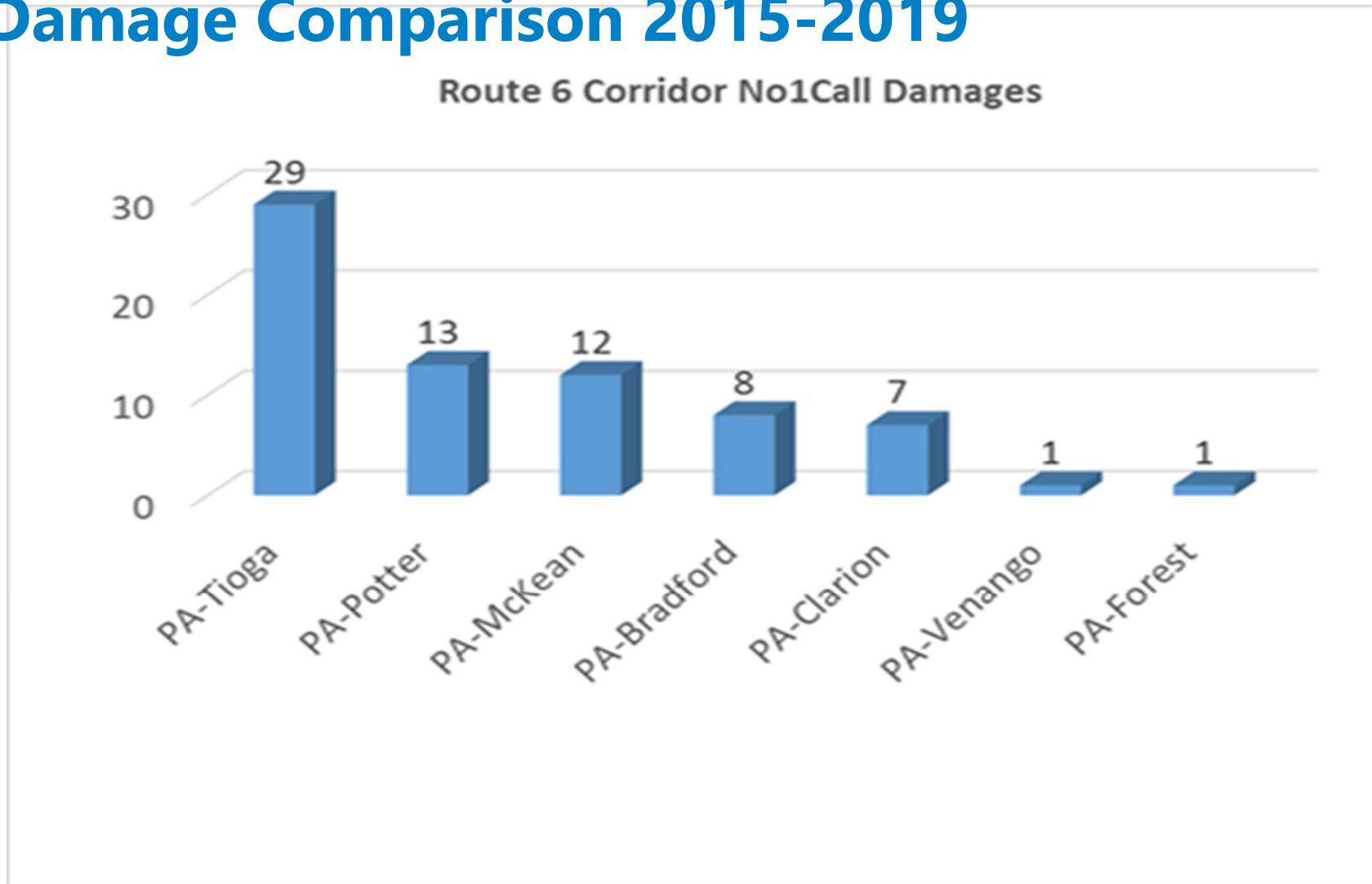
- Of the 288 No One Call Tickets placed into the PA One Call System:
 - 80 of them were from UGI Utilities, Inc. Employees
 - 58 of them were positive reports
 - 58 potential catastrophes avoided.

Just think if all companies in PA or across the country encouraged this program to their employees...

Route 6 Corridor Total Damages to No1Call Damage Comparison 2015-2019



Route 6 Corridor Total Damages to No1Call Damage Comparison 2015-2019



The percentages with No1 Call in that area are staggering.

- Tioga $84/29 = 35\%$
- Potter $47/13 = 28\%$
- Bradford $31/8 = 26\%$
- McKean $23/12 = 52\%$
- Clarion $10/7 = 70\%$
- Venango $4/1 = 25\%$
- Forest $2/1 = 50\%$

Route 6 Corridor

- Route 6 Corridor 5 YR 2015 - 2019
 - Total = $201/71 = 35\%$
- All UGI 2015 – 2019,
 - $2336/347 = 14.8\%$
- Opportunity to ramp up efforts to promote the No1Call program in that area.
- Challenges-
 - Rural area
 - Advertising is limited
 - Outreach/Mailing being discussed for the Spring

No One Call Program & Emergency Ticket

To a reasonable person the national damage statistics are compelling.

Common Ground Alliance shares:

When you call 811 before digging you reduce the chance of damage to less than 1%, great odds.

Every 9 minutes an underground utility is damaged because someone did not Call 811. It's three numbers, actually two, one twice..

In 2016 the Pa One Call Board approved an Emergency Ticket to be issued when an excavation site is reported where No One Call exists

As a result, several PA companies have employee-based reporting programs.

Marked Site Examples



Clear Evidence of Facilities



- Scan the street.
- Previous utility marks, trench lines.
- Manhole cover, valve lids, fire hydrants, pipeline markers, meters, regulators, transformers, etc.



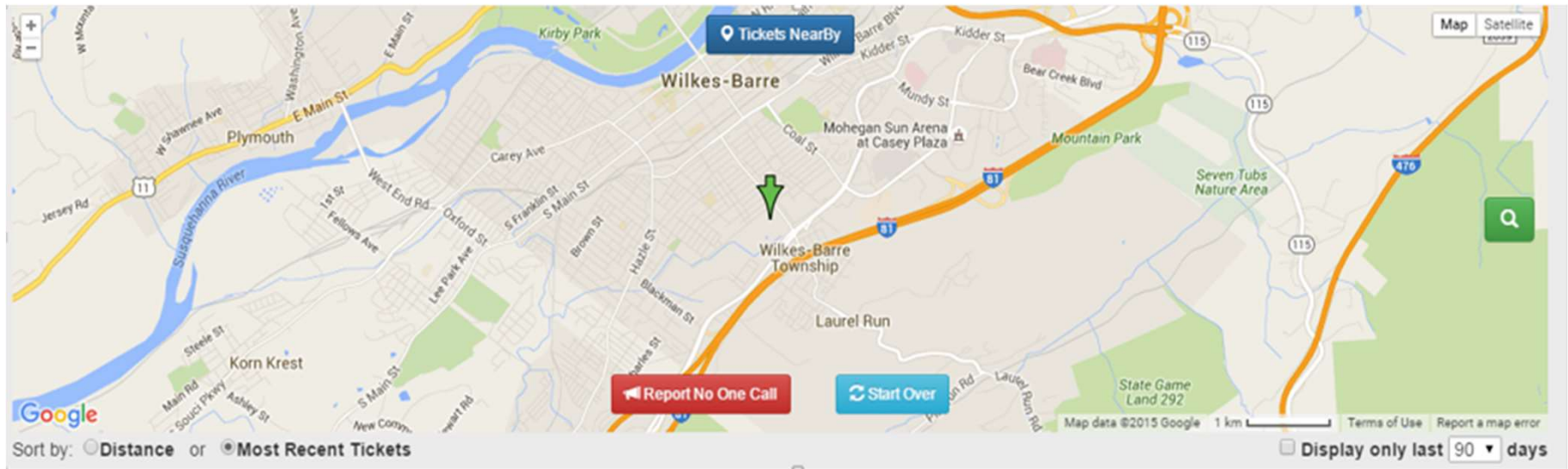
So what happens when a report is submitted?

- A search of the PA One Call data base will be conducted for a valid ticket for the reported location.
- There could be a ticket and it was cleared ,meaning we have no facilities in area.
- If we do have facilities or can't confirm we are clear or the location was previously evaluated, we will send a company representative to the site to determine if we have facilities within the excavation area and take appropriate action to protect our facilities.
- If the excavator will not cease, local law enforcement can be contacted to stop the excavation as it falls under Title 18 PA Constitutional Statute §3202, Causing or Risking Catastrophe and is also covered in the UULPA Fines and Penalties Section.
- If caller receives a \$25 Sheetz Gift Card if the location is confirmed to be an excavation site with No One Call.

TNB - Tickets Near By Tool:

- Developed at POCS Member request
- Field pilots using smart phones were conducted by PPL Electric & UGI Utilities.
- Enhancements made based on user feedback
- Proactive tool to confirm valid 1Call @ Ground Zero
- Can be integrated into Facility Owner programs aimed at reducing damages
- TNB is currently available to Facility Owners as it is geo based using CDC - Call Directing Code.
- Next step is to report No1Calls using TNB

Tickets Nearby Application



Sort by: Distance or Most Recent Tickets

Display only last 90 days

UGI PENN NATURAL GAS

511 E NORTHAMPTON ST, S EMPIRE ST, BUSINESS RT 309

[20152612086](#) | 0.01 miles away

PENNSYLVANIA AMERICAN WATER

488 E NORTHAMPTON ST, S EMPIRE ST, SR 309

[20151041625](#) | 0.02 miles away

UGI PENN NATURAL GAS

1 UGI CENTER, EAST NORTHAMPTON, EMPIRE

[20150151010](#) | 0.02 miles away

UGI PENN NATURAL GAS

1 UGI CENTER, EAST NORTHAMPTON, EMPIRE

[20150051115](#) | 0.02 miles away

UGI PENN NATURAL GAS

1 UGI CENTER, EAST NORTHAMPTON, EMPIRE

[20150280603](#) | 0.02 miles away

BRANDON BALCHUNE CONSTRUCTION

511 E NORTHAMPTON, DIAMOND ST, S EMPIRE

[20151482077](#) | 0.03 miles away

Review - Sequence of Events



Form given to our 1st responders who will report to the site.

What to do when you receive an Emergency One Call ticket for a “No One Call”.

Pennsylvania Facility Owners, including UGI, have banded together with PA One Call to adopt a program to report sites where excavation, using mechanized equipment, is underway and no markings or flags are present. These illegal excavations put our employees and the public at risk. UGI has an incentive based, employee driven program, “No1Call Reporting”, and has developed a Tip Card to assist employees in reporting these illegal activities. The process begins with a call to 811, who in turn creates an Emergency One Call notification, that is distributed to all Facility Owners in the reported dig area.



In the event you receive such an Emergency One Call follow the guidance below:

1. As a 1st Responder to this type emergency notification you do not require Task 29 Locate skills as this One Call notification is NOT to complete a locate in these cases but rather, as a representative of UGI, determine if the excavator has a valid One Call ticket and if potentially our facilities are at risk.
2. Additionally, the One Call you received is not a valid dig ticket for the individual doing the excavating. In PA the person doing the digging must make the call in order to be a valid ticket. **The excavator is in violation of the Law and is required to place their own ticket before proceeding, we would ONLY mark out for a 2nd ticket.**
3. If they don't produce a copy of a One Call ticket or a serial number, ask them to stop excavating and place a call to 811 before they proceed with excavation.
4. If the contractor is not cooperative or confrontational, DO NOT CONFRONT THEM, return to your vehicle and notify your Supervisor and 911.
5. Law Enforcement and Emergency Management personnel have a provision under the One Call Law and Title 18 for "Risking or Causing a Catastrophe" to stop the excavator from digging without a valid One Call Ticket.
6. Additional support can be provided by reaching out to the Pipeline & Public Safety Team directly or at No1Call@ugl.com

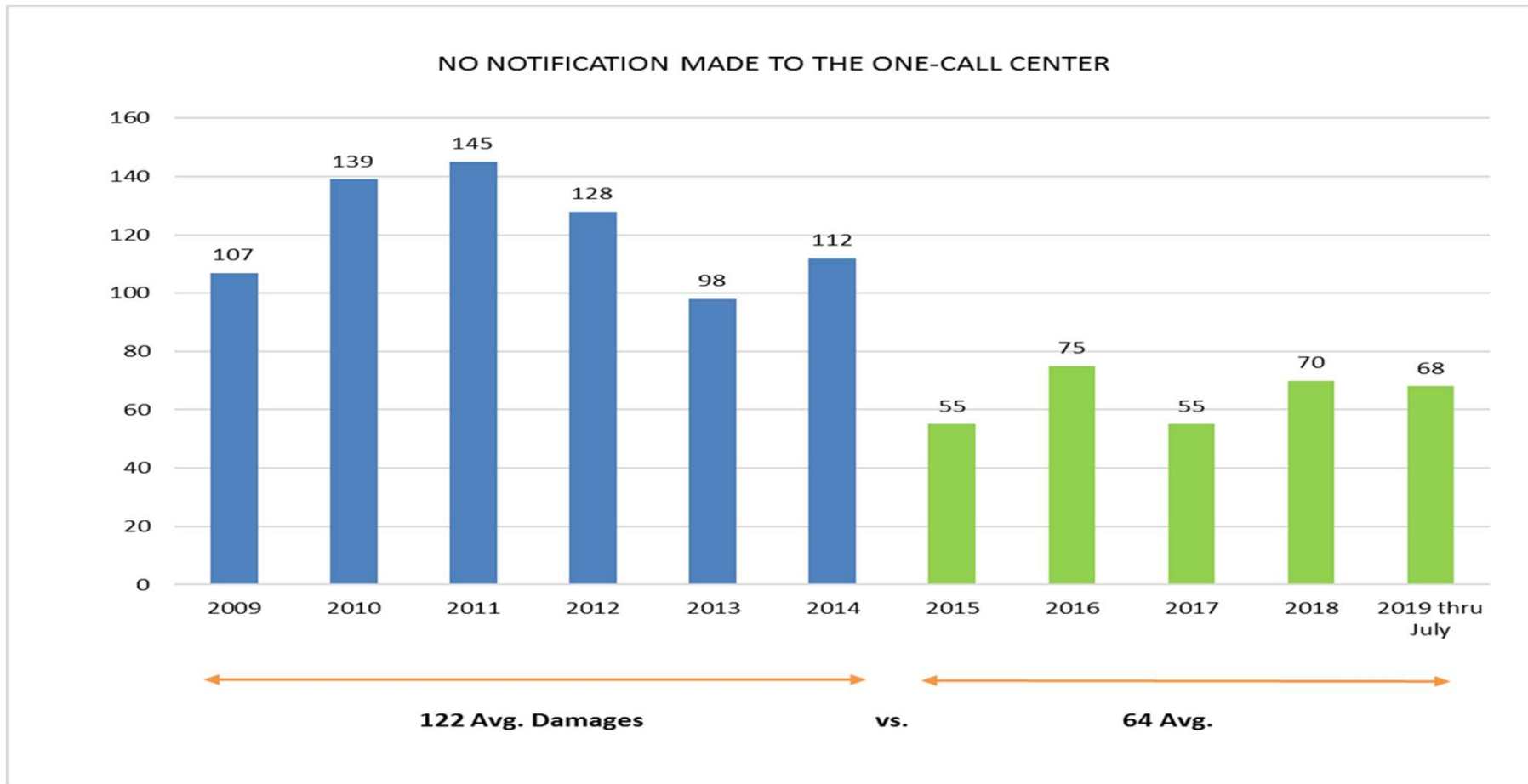


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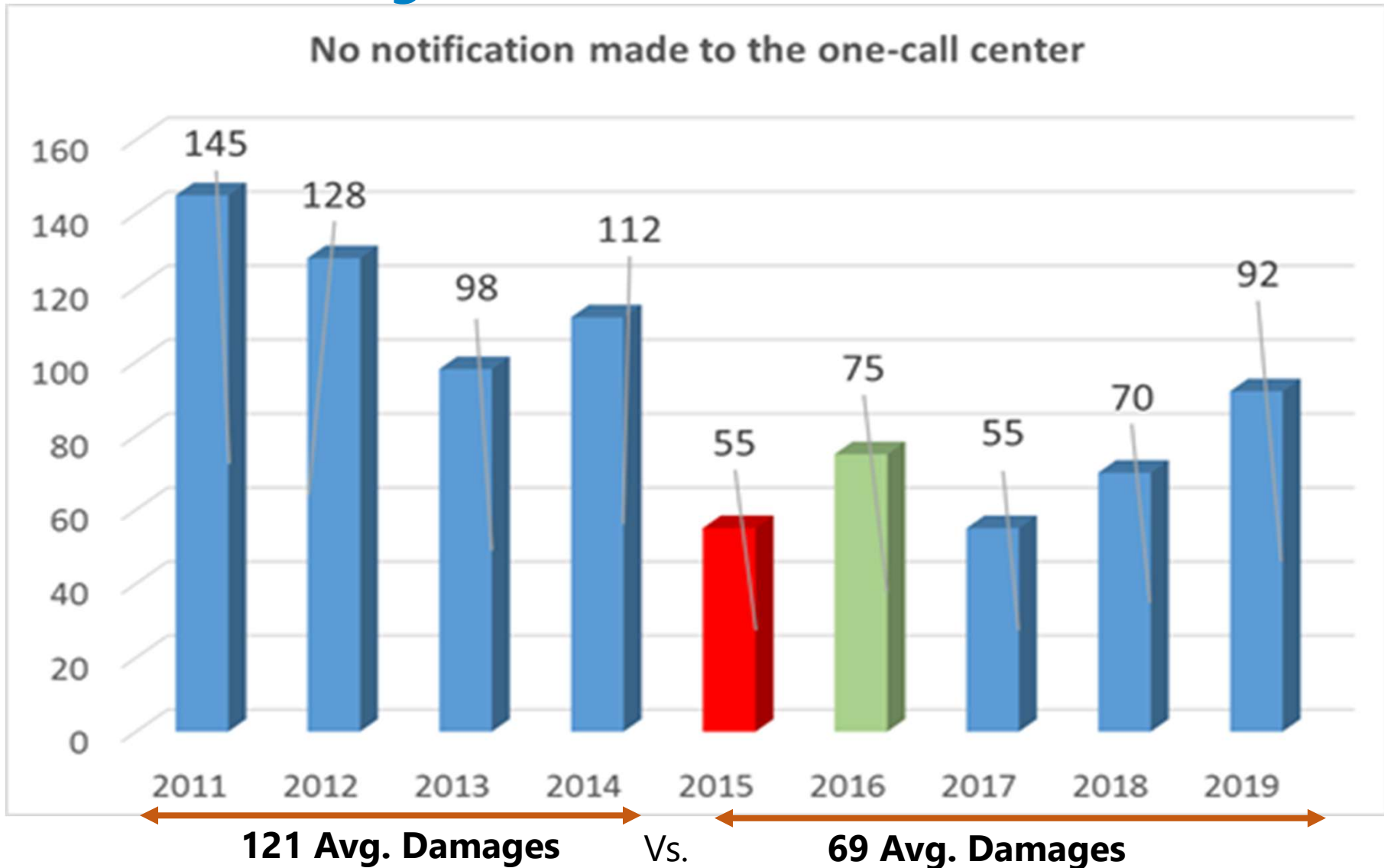
Eligibility & Rules:

- *All UGI Utilities Gas & Electric Employees are eligible.*
- *The reported location must be in the UGI Utilities franchised service territory.*
- *The report may not be the result of a damage to a UGI facility.*
- *In the event there are multiple reports for the same location the earliest report will receive points.*

UGI No1Call Damage Reductions



No1Call Damages 2010-2019



UGI's Pipeline and Public Safety Team Contacts

DamagePrevention@ugi.com



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Pipeline and Public Safety Outreach

- Think outside the box!
 - Don't be afraid to try a new venue.
- You'd be surprised what we hear where!
- Employee involvement
- Collaborate
 - So much more can be done!

Oh, the Places
WE GO!

--Dr. Seuss

Society for the Prevention of Cruelty to Animals Pet Expo



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Edwardsville Pierogi Festival



Pennsylvania 811

@Pennsylvania811

Follow



The #811Balloon was in Pennsylvania this weekend! UGI Utilities, Inc. participated in the annual Pierogi festival and parade. As an added touch UGI brought in the balloon. Great job! #Call811 edwpierogi.com



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811 Day Baseball Games



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811 Day Baseball Games



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811 Day Baseball Games



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PA State Fire Expo

Only you can prevent damages, only you...oh wait! Smokey Bear and our crew.



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Teaching the next generation!



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Touch-a-Truck Events



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Fire Department Open Houses



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Wyoming Valley Veterans Day Parade



Wild PA Cabin Fever Hunting and Fishing Expo



UGI Utilities, Inc.

39 mins · 🌐



Did you visit the UGI table at the 7th annual Wild PA Cabin Fever Hunting & Fishing Expo? Our Damage Prevention team was there to remind everyone to always make the call to 8-1-1 at least 3 business days before digging to have your utility lines marked. #Call811



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Luzerne County Fair



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Coudersport Falling Leaves Festival and Northeast PA Home Show

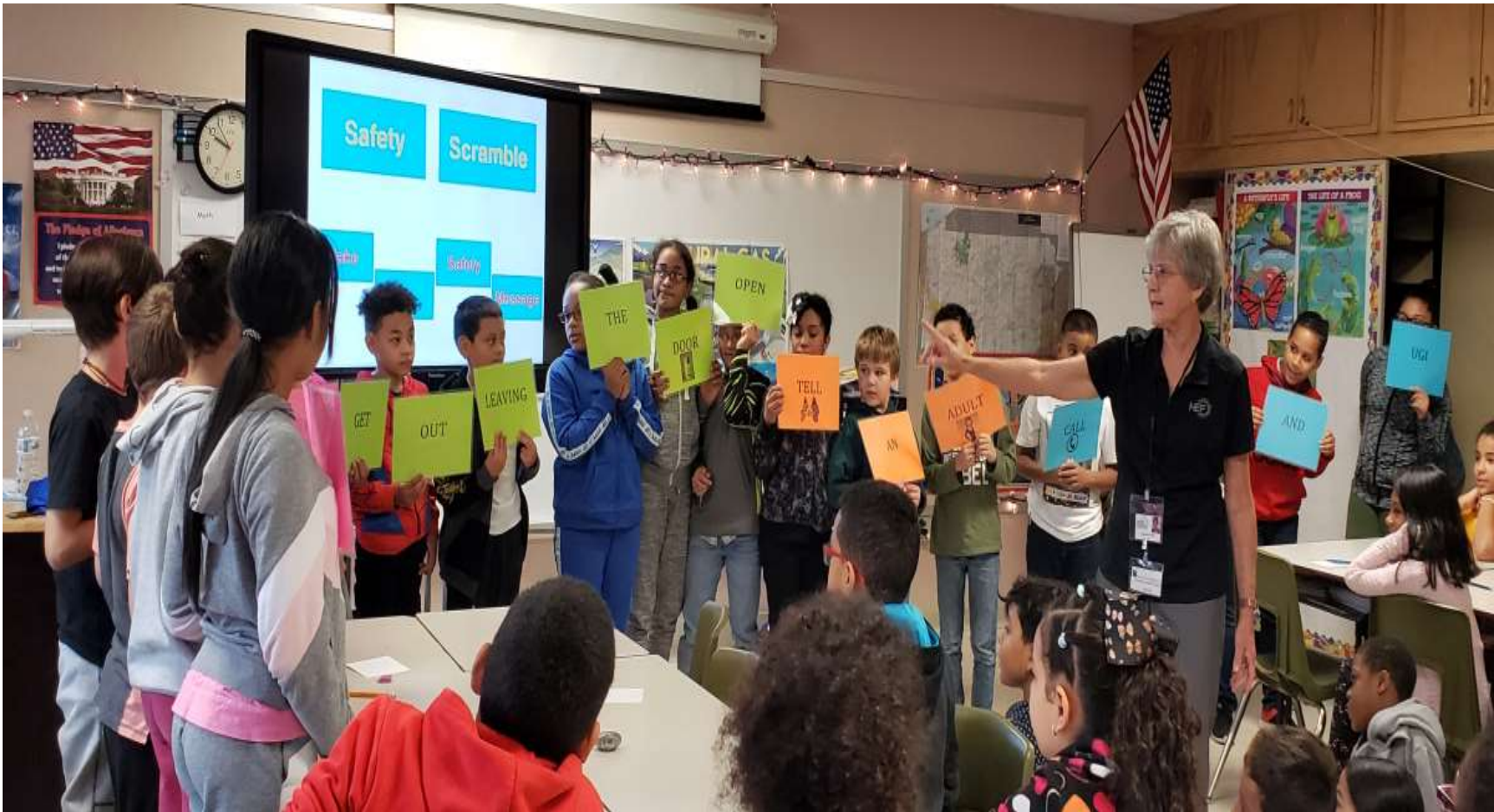


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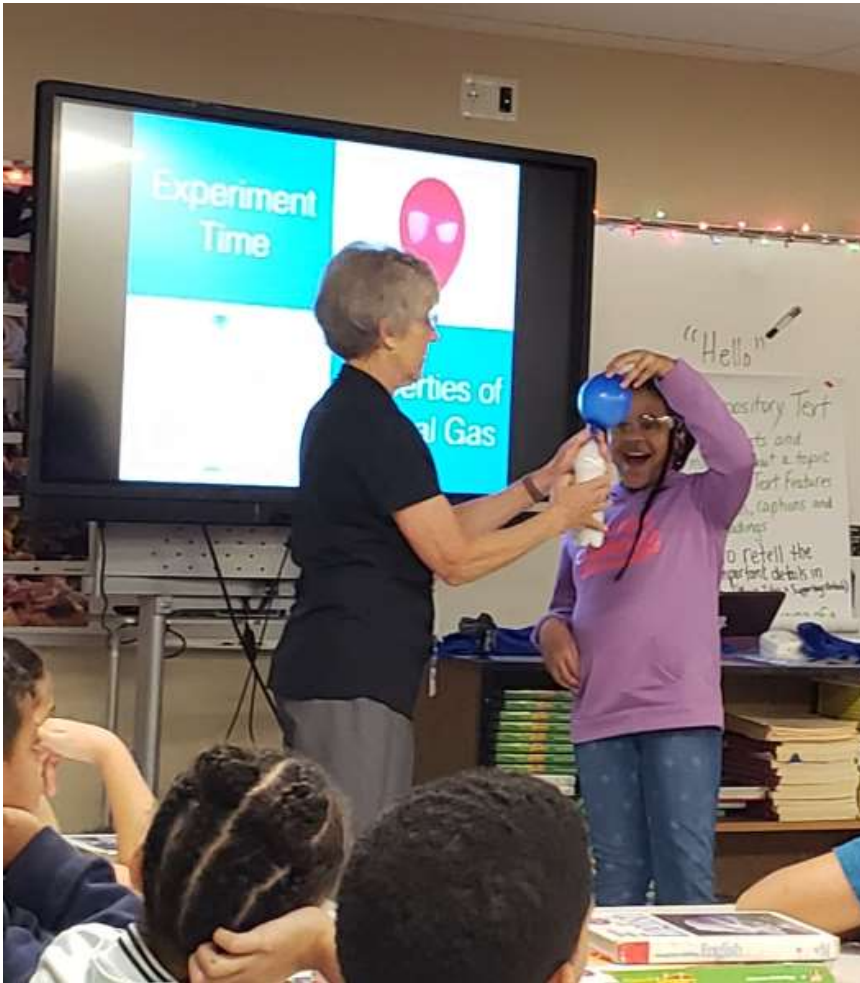
National Energy Foundation In Class Presentations



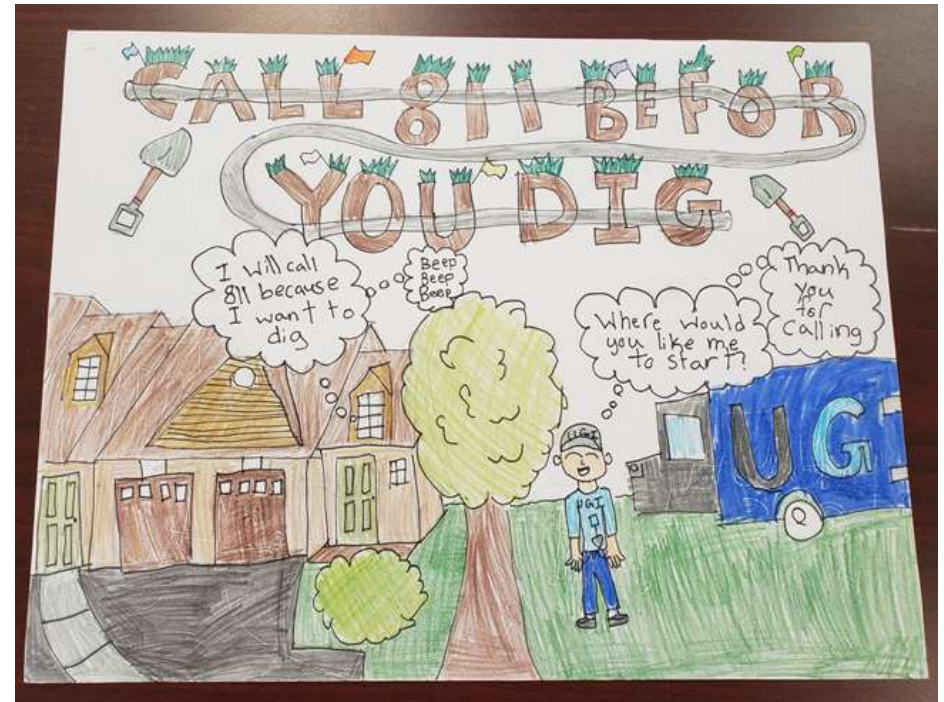
Learning what to do if there is a gas leak.

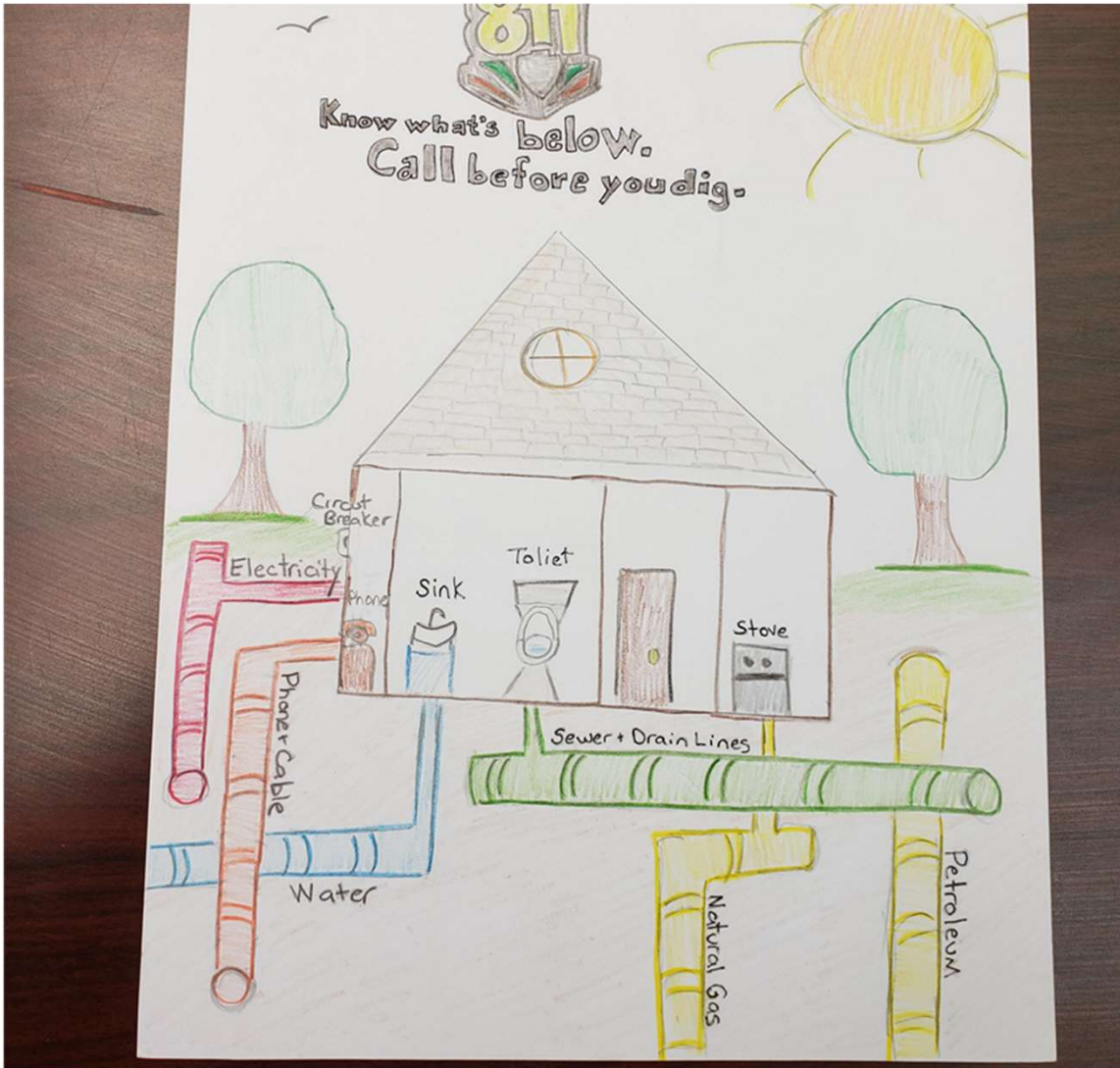


In Class Sessions – learning the properties of Natural Gas and about 811

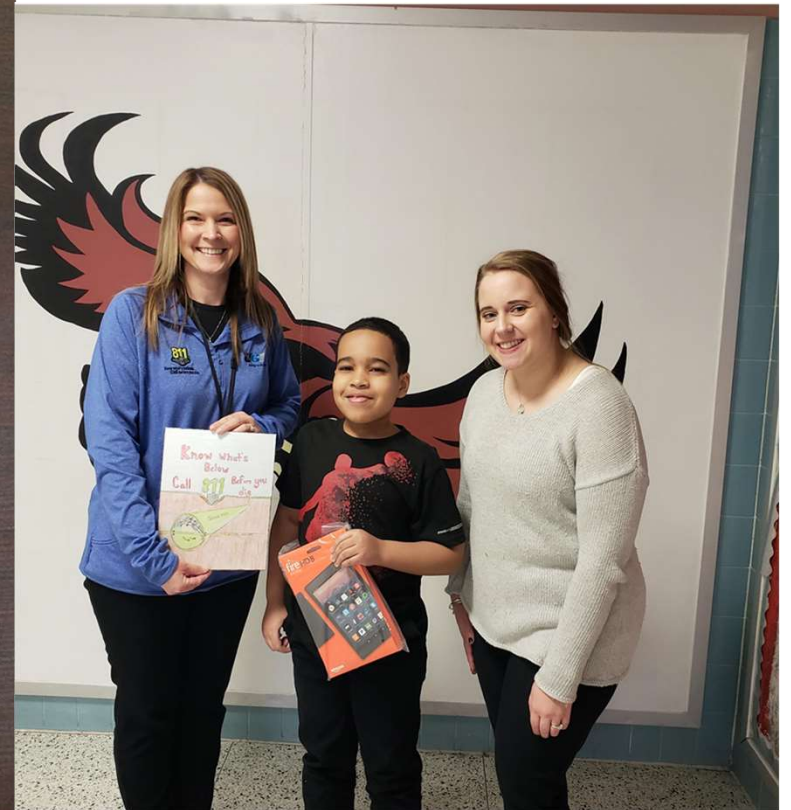


811 Poster Contest



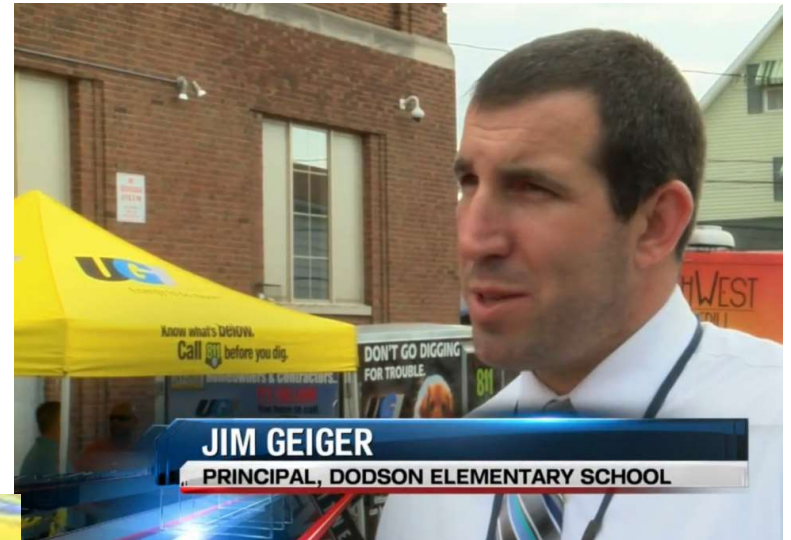


811 Poster Contest



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Local TV Coverage of Touch a Truck Events



Kids Enjoy Touch a Truck Event in Scranton

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811 Golf Outing TV Coverage on Local WABC Affiliate

Teeing Up to Prevent Potential Utility Problems



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PA Live- 811 Day Television Appearance – Local WNBC Affiliate



JANET STOCHLA
PUBLIC AWARENESS ADMINISTRATOR

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Bowl for Kids Sake Big Brother Big Sisters Bowling Tournament



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Damage Prevention Employee of the Month



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Holiday Decorating Contest

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National Safe Digging Month Employee Baking Contest



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Next up...

**Cutest 811
Baby
Contest**

**All together
now....
AWWWEE**

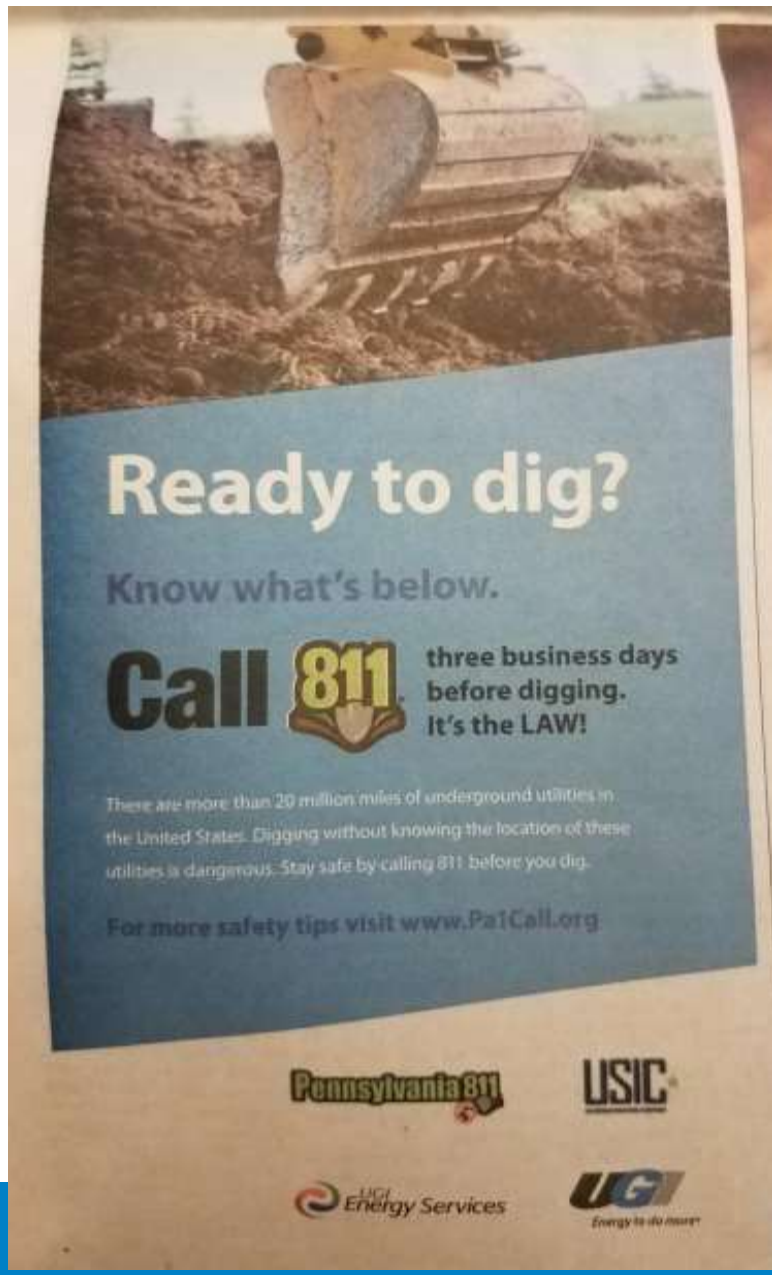


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Collaborating...It just makes sense



Newspaper Ad Collaborations



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Baseball Stadium Advertising



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Incidents can happen anywhere...



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Remember to Call 811 Before you Dig



So you don't have to call 911 after!



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At the end of the day it's about Safety:
A Safety Purpose starts with YOU &
those who care about you!



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Questions?



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Thank You



**Know what's below.
Call before you dig.**

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