

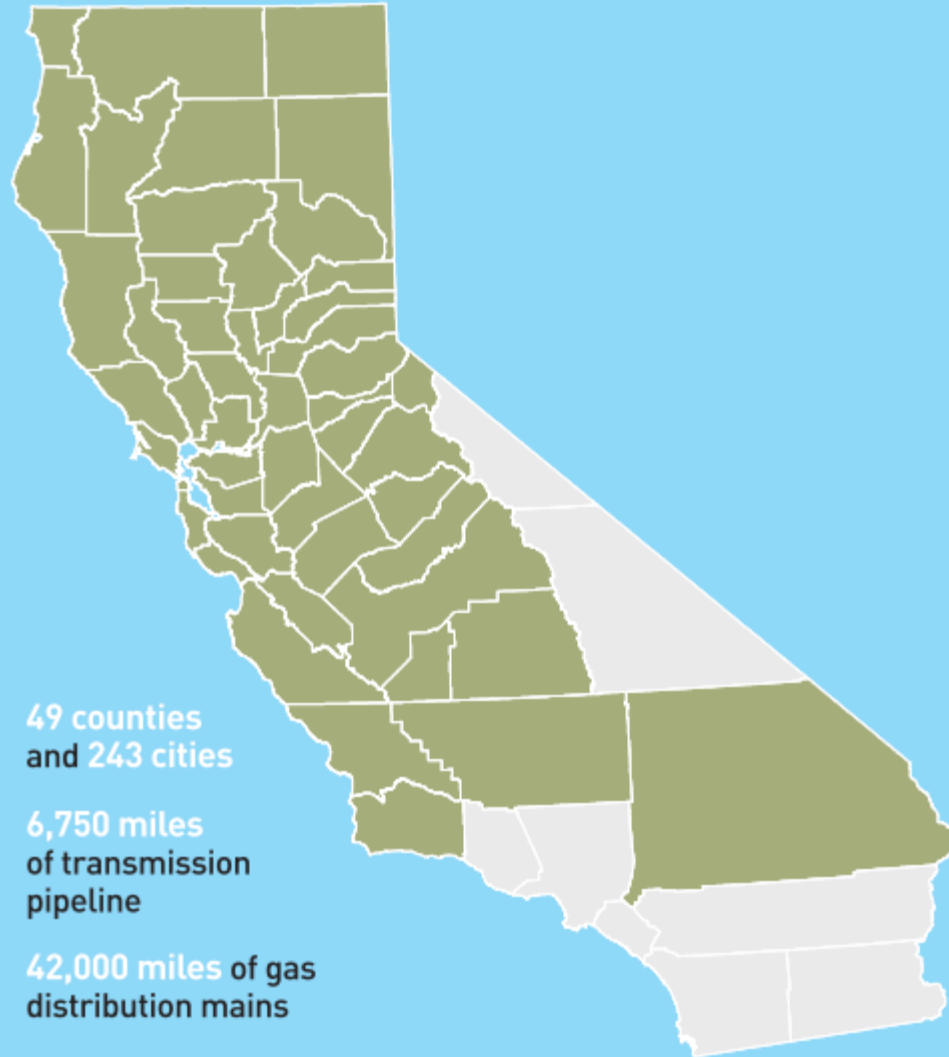
# Third-Party Contractor Outreach

**Karen Moglia**  
Damage Prevention Specialist





## PG&E's service territory (highlighted below)



**49 counties  
and 243 cities**

**6,750 miles  
of transmission  
pipeline**

**42,000 miles of gas  
distribution mains**

**PG&E's natural gas system spans  
70,000 square miles and serves one  
out of every 20 residents in the US**

**4.3 million natural gas customer accounts**

# Damage Prevention Challenges





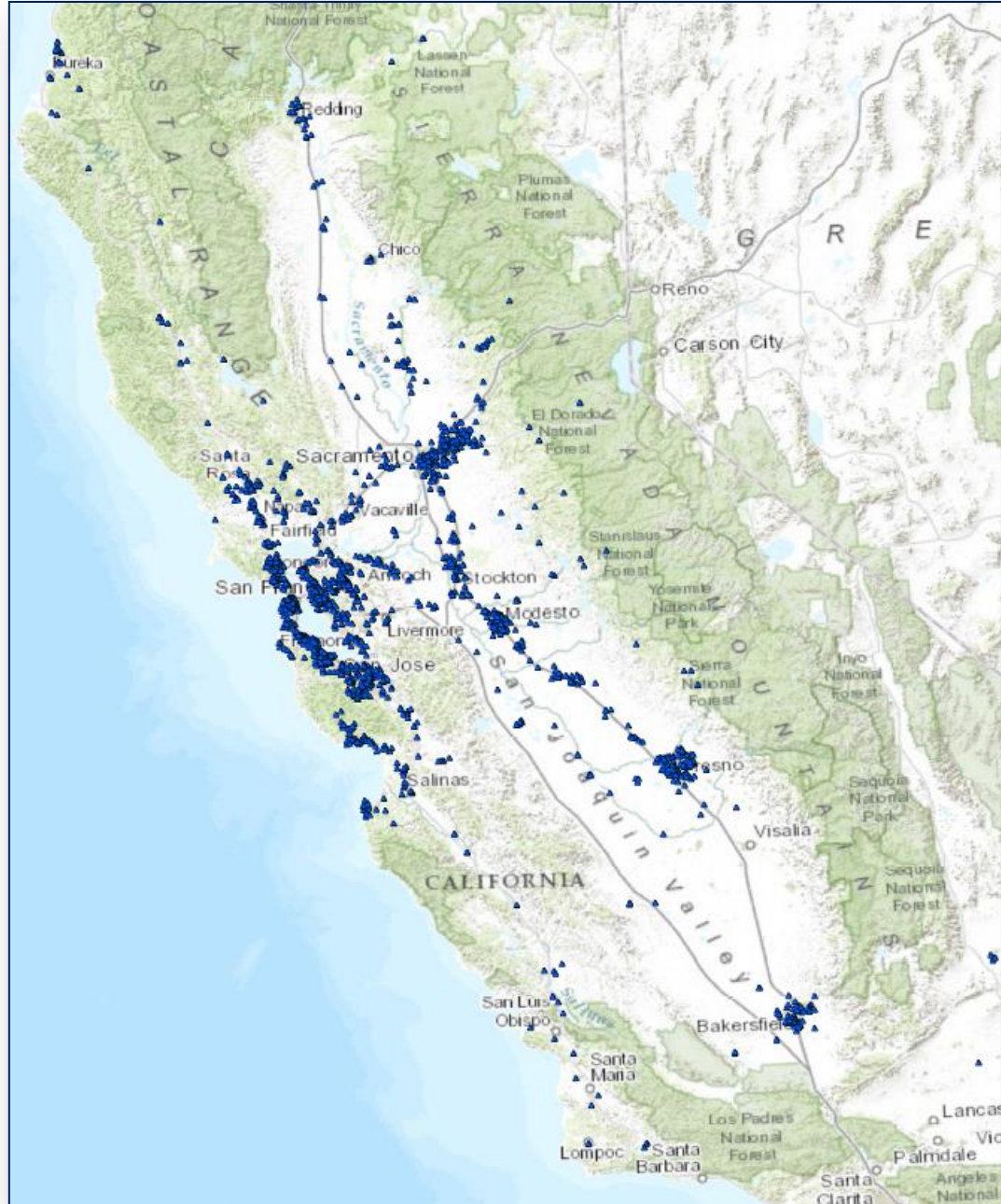
# Damage Prevention Challenges

- **53% of damages in California involved no notification to a one call center – double the national average**
- **In 2014, PG&E had over 1,900 dig-ins to our underground infrastructure**
  - 67% of the dig-ins did not have a valid one-call ticket
- **California's One Call Law and enforcement has mostly proven to be ineffective**
  - Shared problem between excavators and homeowners not calling 811



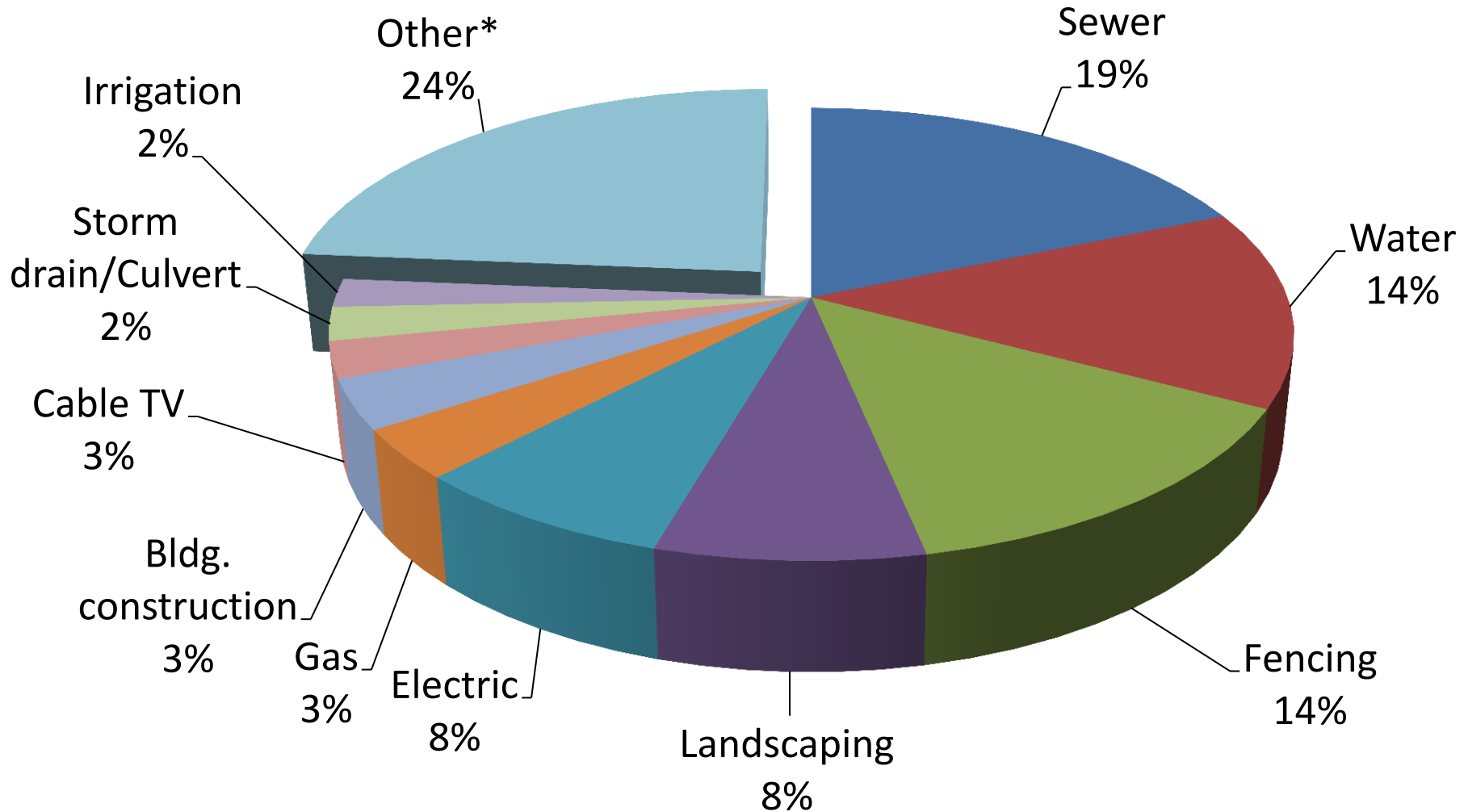
### Total 2014 3<sup>rd</sup> Party Gas Dig-ins: 1,624

<b>Contractors</b>	<b>1,291 (79%)</b>	<b>Homeowners</b>	<b>333 (21%)</b>
Valid USA	513 (40%)	Valid USA	20 (6%)
No USA	778 (60%)	No USA	313 (94%)





# Type of Work Resulting in a Dig-in (2014)



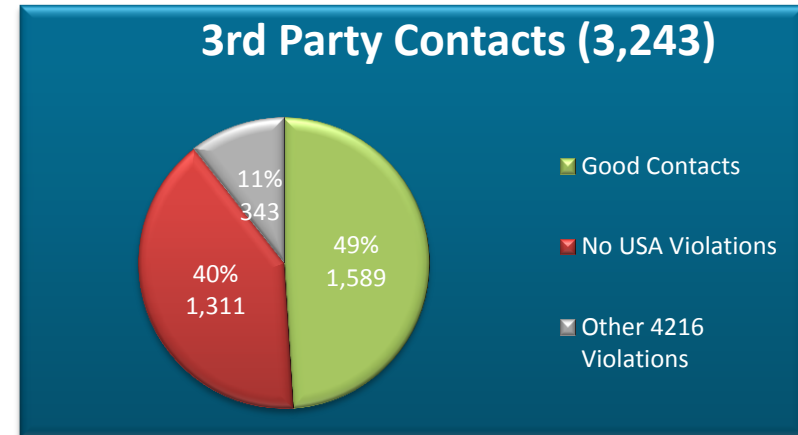
# Damage Prevention Solutions





# Strike Team Pilot Program

- Deployed 10 field personnel to high dig-in areas
- Perform targeted ground patrols and dig-in investigations
- Pilot ran from August – November 2014
  - Made 3,243 excavator contacts
  - 49% were compliant
  - 51% were in violations of California’s One Call Law
    - Of which, 79% were due to failing to have a one-call ticket
- 86 complaints were referred to the Contractor State License Board
- 28% reduction in dig-ins where the Strike Team was deployed
  - 1% reduction in non-pilot areas







# Dig-in Reduction Team

- **Launched April 1, 2015**
- **Built team of 16 permanent employees**
  - Made up of retired law enforcement
    - Able to leverage existing relationships and resources
- **Anticipated benefits**
  - Further pipeline safety mission in California
  - Improved savings to PG&E through avoided dig-ins and enhanced recovery of damages
    - Projected net value to PG&E in 2015 is \$1.4 million
    - Historically, PG&E has seen a 50% recovery rate
      - Skilled investigators averaging 90+%



# 811 Call Before You Dig Workshops

- Conducted 42 workshops in 2014
  - Included 468 excavation companies and municipalities, reaching 1,765 individuals
- Partnered with cities and local emergency response agencies
- Over 40% of attendees to PG&E sponsored workshops have performed work for PG&E in the past 12 months

**811 Contractor Safety Training**  
**Work safely around underground pipelines**

**Make work site safety a priority everyday**  
PG&E wants to make sure you and your co-workers avoid electric and gas hazards. Excavation is the leading cause of damage to underground pipelines.

**In California, the law requires contractors to practice safe excavation by calling 811 before starting any digging project.**  
Keep employees and customers safe by calling 811 before digging. Hitting an underground utility can endanger your crew, add potential fines, result in lost work time and delay your project.

**Prevent accidentally digging into underground lines**  
PG&E participates in the Underground Service Alert (USA). This free program notifies local utility companies to locate and mark the horizontal location of underground lines by painting marks on surface streets and sidewalks or placing colored flags in landscaped areas. When digging in marked areas please use hand tools within 24 inches of underground utilities.

**Spot the signs of a gas leak**  
You play a critical role and should report signs of a gas leak.

- Smell:** We add a "rotten egg" odor to the natural gas, so you can detect even small amounts of natural gas.
- Sound:** Pay attention to hissing, whistling or roaring sounds coming from underground or from a gas appliance.
- Sight:** Be aware of dirt spraying into the air, continual bubbling in a pond or creek and dead or dying vegetation in an otherwise moist area.

**If you suspect a gas leak or accidentally damage the pipelines, alert others and leave the area moving to a safe upwind location. Do not attempt to out off the flow of gas! Call 811 and PG&E at 800-743-6000.**

**811**  
Know what's below.  
Call before you dig.

**Inside this handout**  
Cover page  
Safe digging tips  
Pages 2-3  
California Code 4216  
Page 4  
California Code 1541

**Online Resources**  
Best Practices 2014  
[commongroundalliance.com](http://commongroundalliance.com)  
USA North  
[usanorth811.org](http://usanorth811.org)  
Dig Alert  
[digalert.org](http://digalert.org)  
Learn more  
[pge.com/digsafety](http://pge.com/digsafety)

**Use this American Public Works Association Color Code to learn what is in your work area when you call 811 before you dig!**

PROPOSED EXCAVATION	UNKNOWN BURIED MARKS
ELECTRIC POWER LINES	GAS, STEAM, OIL, GASOLINE
LIQUID COMMUNICATION	SEWER, STORM DRAIN
DECLAIMED WIRE	POSSIBLE WATER



# PG&E Developed Content for Excavators

- Targeted mailings for landscaping and fencing companies
  - Bilingual
  - Directed to [www.pge.com/call811](http://www.pge.com/call811) to find downloadable handouts
- Developing an excavator Train-the-Trainer kit
  - Videos
  - Handouts
  - Training materials

**Work safely**

Whether you operate heavy equipment or use ladders and handheld tools, you work around electric power lines and natural gas pipelines. Every year, contractors accidentally hit overhead or underground utility lines. PG&E wants to make sure you and your coworkers avoid electric and gas hazards.

### 1 Locate overhead lines

Survey your job site to find overhead power lines, poles and wires, including lines that run from poles to homes and businesses.

Electricity from power lines can flow through many things, including water, metal and the human body. Always assume the power line is live and makes sure everyone at the job site knows about nearby power lines.

### 2 Locate underground lines

Hitting an underground utility can endanger your crew, add potential fines, result in lost work time and delay your project. Keep employees and customers safe, and call 811 at least two working days before digging.

PG&E participates in the Underground Service Alert (USA)™. The USA program notifies local utility companies to locate and mark the horizontal location of underground lines by painting marks on surface streets and sidewalks or placing colored flags in landscaped areas.

California law requires contractors to practice safe excavation by calling 811 two working days before digging projects.

### 3 Plan a safe digging project

1. Mark your project area in white. Identify the location of any poles to be dug up using white marking products. Use chalk-based paint, flags, stakes, whistles or any combination.

2. Call 811 at least two working days before you dig for a USA ticket. It will tell you who to call with the address and general location of the job, the project start date and the type of digging you'll do. You'll receive a USA ticket number confirming your call. PG&E and other utilities will then be notified so they can identify underground facilities at your job site.

3. Get marked. PG&E and other utilities will use color-coded utility flags, stakes or other markers to mark underground lines. You must wait until all workers have marked the horizontal location of underground lines. Line a three-foot trench in place and begin hand-dug digging.

4. Dig safely. For your safety and the safety of others, use hand tools when digging within 25 inches of the marked underground lines. After completing your project, you can carefully backfill and compact the soil.

PG&E strongly encourages anyone planning a digging project to follow the best practices established by the Common Ground Alliance. Learn more at [www.common-ground.org](http://www.common-ground.org).

#### American Public Works Association Color Code for marking underground utility lines

PROPOSED CAUTION	EXCAVATION OF UNDERGROUND
RED SIGNS, MARKERS, FLAGS	BLACK SIGNS, MARKERS, FLAGS
ORANGE SIGNS, MARKERS, FLAGS	WHITE SIGNS, MARKERS, FLAGS
YELLOW SIGNS, MARKERS, FLAGS	PINK SIGNS, MARKERS, FLAGS
GREEN SIGNS, MARKERS, FLAGS	PURPLE SIGNS, MARKERS, FLAGS

### 4 Spot a natural gas leak

You play a critical role in natural gas safety and should report any signs of a gas leak. Your awareness and actions can increase the safety of your crew and community.

1. **Smell.** We add a distinctive, sulfur-like "rotten egg" odor to so you can detect even small amounts of natural gas.
2. **Sound.** The absence of hissing, whistling or roaring sounds coming from underground or from an appliance.
3. **Look.** Be aware of dirt being pulled into the air, continual bubbling at a pond or creek and dead or dying vegetation in an otherwise healthy area.

### 5 Respond to a gas leak

If you suspect a gas leak, or if you see, smell, hear or suspect an underground gas line:

- Leave everyone immediately.
- Allow others to leave the area and go to an upwind location.
- Do not attempt to cut off the flow of gas—don't open valves or try to do the pipeline and cap away from pipeline valves.
- Call 811 to notify first responders.
- Notify PG&E at 1-800-452-3000.

Do not use anything that could be a source of ignition until you are a safe distance away. The use of anything that sparks, includes: matches, cell phones, mobile phones, electronic devices, flashlights and garage floor openers.

Together, Building a Better California

Download a copy of this color poster in Spanish and English at [pge.com/digsafety](http://pge.com/digsafety)



# PG&E Developed Content for Farmers

- Handout for farmers and ranchers
  - Bilingual
  - Uses familiar words and images
- Specialized training for Agriculture Customer Service Representatives
- Partnering with CGA to develop an agriculture worker video



**Safety is at the heart of everything we do**

We operate, monitor and maintain natural gas distribution and transmission pipelines across California 24 hours a day, 7 days a week. We maintain a comprehensive safety and monitoring program and regularly inspect all of our pipelines to check for possible leaks or other signs of damage for natural gas safety.

**Protect employees working near pipelines**

Never rely on pipeline markers. Pipeline markers indicate the general, but not exact, location of underground natural gas transmission pipelines. Always call 811 at least two working days before you plow, till, scrape or dig in compliance with California law. **It is FREE and easy—just call 811.**

**Plan a safe digging project**

- 1. Mark your project area in white:** Identify the location where you will be digging by drawing a box around the area using white marking products, such as chalk-based paint.
- 2. Call 811:** Be prepared to provide the address and general location of the job site, project start date and type of digging activity. You will receive a USA ticket number confirming your call. This free program notifies PG&E and other utilities so we can identify whether we have underground facilities at your project area.
- 3. Get Marked:** PG&E and other utilities will locate and use colored utility flags, dials, whistles or paint to mark underground lines (see the color code below). Leave these in place until you have finished digging. You must wait until all known utility operators have marked the horizontal location of underground lines.
- 4. Dig Safely:** For your safety, use hand tools when digging within 24 inches of the outside edge of any underground lines. Dig with care using appropriate hand-digging or vacuum digging tools near the pipeline. For your safety, backhoes, augers and other mechanical equipment should not be used near any pipelines. Once you are done with your project, you can carefully backfill and compact the soil.

**Proteja a los empleados que trabajan cerca de tuberías**

Nunca confíe en los marcadores de tuberías. Los marcadores de tuberías indican la ubicación general, no exacta, de las líneas de transmisión de gas natural subterráneas. Siempre llame al 811 al menos con dos días hábiles previos antes de arar, embaldosar, raspar o excavar, de acuerdo a la ley de California. Es GRATIS y fácil—solo llame al 811.

**Planee un proyecto de excavación seguro**

- 1. Marque con blanco el área del proyecto:** Identifique la ubicación donde realizará la excavación, dibujando un recuadro con algún producto blanco de marcación alrededor del área, como pintura a la tiza.
- 2. Llame al 811:** Esté preparado para facilitar su dirección y la ubicación general del sitio de trabajo, la fecha de comienzo del proyecto y el tipo de actividades de excavación. Usted recibirá un número de comprobante de USA confirmando su llamada. Este programa gratuito notifica a PG&E y a otras compañías de servicios públicos para que podamos identificar si tenemos instalaciones subterráneas en su área de trabajo.
- 3. Obtenga la marcación:** PG&E y otras compañías de servicios públicos localizarán y utilizarán banderines de colores, estacas o pintura para marcar las líneas subterráneas (vea el código de color que se encuentra a continuación). Deje estas marcaciones en su lugar hasta que haya finalizado la excavación. Usted debe esperar hasta que todos los operadores de servicios públicos de su conocimiento, hayan marcado la ubicación horizontal de las líneas subterráneas.

... Para su seguridad, utilice herramientas manuales cuando excave dentro de las 24 pulgadas (aproximadamente 60 cm) del borde exterior de cualquier línea subterránea. Excave cuidadosamente cerca de la tubería, utilizando herramientas de excavación apropiadas, ya sea manuales o por aspiración. Para su seguridad, no se deben utilizar excavadores, taladros ni otro equipo mecánico cercano de ninguna tubería. Una vez que usted haya finalizado con su proyecto, puede cuidadosamente rellenar y compactar el suelo.

**811** Use this color code to learn what is in your work area when you call 811 before you dig!

¡Utilice este código de colores para informarse acerca de lo que se encuentra en su área de trabajo cuando llame al 811 antes de excavar!

ELECTRIC POWER LINES LÍNEAS ELÉCTRICAS	PROPPOSED EXCAVATION ORGANIZACIÓN PROPUESTA	GAS, OIL, ETAN, CHEMICAL GAS, PETRÓLEO, VAPOR, QUÍMICO	SEWER, STORM DRAIN FOSGOS DE CULATA, TORMENTO
CABLE, COMMUNICATION CABLE, COMUNICACION	SEWER, STORM DRAIN AGUAS RESIDUALES	TEMPORARY DIRT MARKING MARCAJOS TEMPORALES DE INSPECCIÓN	POTABLE WATER AGUA POTABLE

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**Spot a natural gas leak**

Knowing how to spot a gas leak can keep you and your crew safe whether you're working indoors or outdoors. Below are the signs of a possible gas leak:

- Smell:** We add a "rotten egg" odor to the natural gas, so you can detect even small amounts of natural gas.
- Sound:** Pay attention to hissing, whistling or roaring sounds coming from underground or from a gas appliance.
- Sight:** Be aware of dirt spraying into the air, continual bubbling in a pond or creek and dead or dying vegetation in an otherwise moist area.

**Respond if you suspect a leak or damage to a gas pipeline**

Immediately alert others and leave the area immediately to a safe upwind location if you suspect a gas leak or if you or your contractor accidentally dent, scrape, or hit a gas pipeline. Then call 911, to notify local police and fire and contact PG&E at 1-800-742-8888.

**Do not use anything that could be a source of ignition until you are a safe distance away.**

# Gold Shovel Standard Program





# Gold Shovel Standard Program

*“How do we influence the behavior of excavators who do work on our behalf?”*

- **Designed to enhance public and employee safety by reducing dig-ins**
- **Establishes specific excavation certification requirements that must be adhered to as a pre-requisite to work on behalf of PG&E**
- **Solicited support of our contractors to collaborate and build out the requirements**





# Gold Shovel Standard Program

- **Dig-in Prevention Policy**
  - Leadership Excavation Commitment Statement
  - Training Program
  - Corrective Action Plan
  - Employee Excavation Safety Accountability Statement
- **Performance**
  - Less than 3 at-fault dig-ins over a rolling 12-month period





# Gold Shovel Standard Program

**Contractor must maintain valid Gold Shovel Standard Certification to perform work for PG&E**

## Program elements

### 1. Administrative: Dig-in Prevention Policy

- Management's commitment to excavation compliance
- Create and execute a training program
- Corrective action program
- Accountability and empowerment

### 2. Performance: Dig-in History

- Three or more at-fault dig-ins over a rolling 12 month period draws a review with possible sanctions







# Gold Shovel Standard Program

- **Developed comprehensive online resources**
  - [www.pge.com/goldshovel](http://www.pge.com/goldshovel)
  - Dig-in Prevention Policy templates
- **Currently assisting over 200 PG&E excavators to complete their Dig-in Prevention Policies**
  - Notified that they must be certified by January 1, 2016
- **10 companies have received Gold Shovel Standard Certification**
- **20 companies have submitted their applications for certification**



# Thank you!

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