

Why consider Gold Shovel Standard?



Eric Swartley UGI Utilities, Inc.

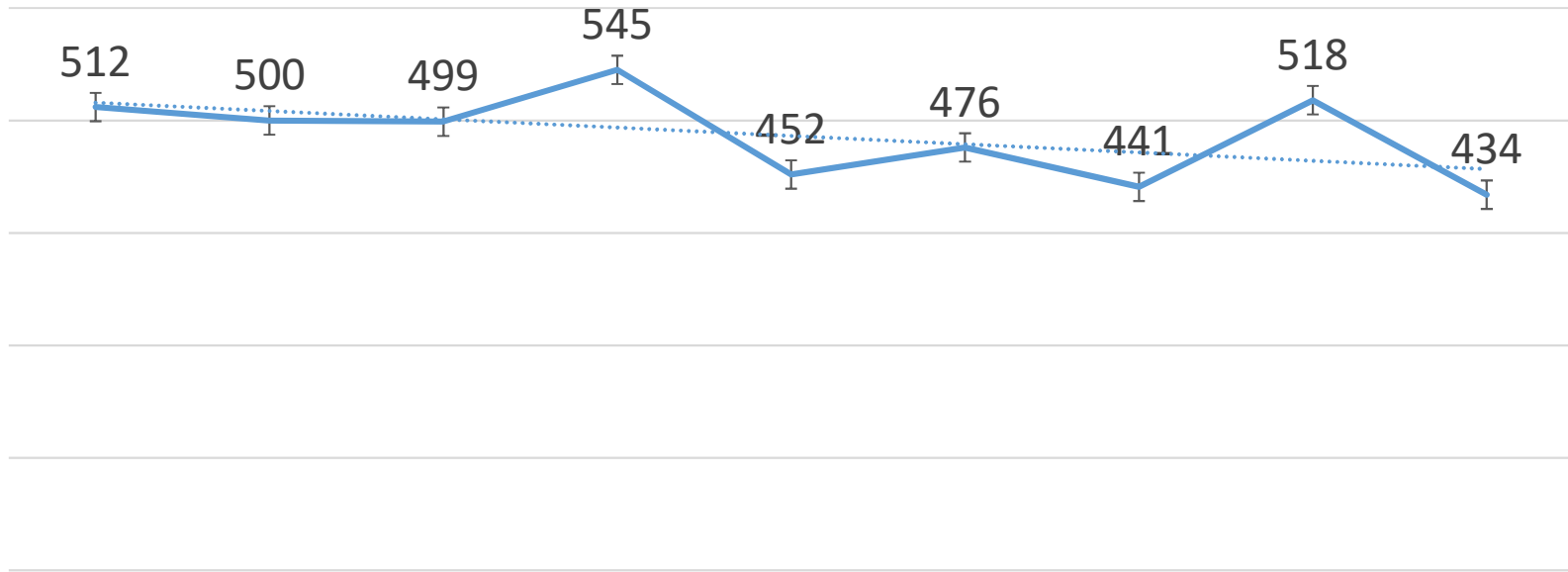
Sr. Manager Pipeline & Public Safety

Rationale



- Reduction of Total Gas Damages since 2009 is 12% (8YR Avg is 493, 2017 is 434 or 59 less damages)
- Highest Damage category: Excavation Practices Not Sufficient, so correctly marked yet damaged?
- The safety risk and industry commitment in resources requires a greater return
- Every 3rd Party damage is someone's 2nd Party excavator (excluding Homeowners)
- Gas Damage calls are one of the most dangerous situations our Employees can be sent to
- Are other alternatives being suggested

Total Gas Damages by Fiscal Year



	2009	2010	2011	2012	2013	2014	2015	2016	2017
— Total	512	500	499	545	452	476	441	518	434

One Call Ticket Volume:

2009
170,640



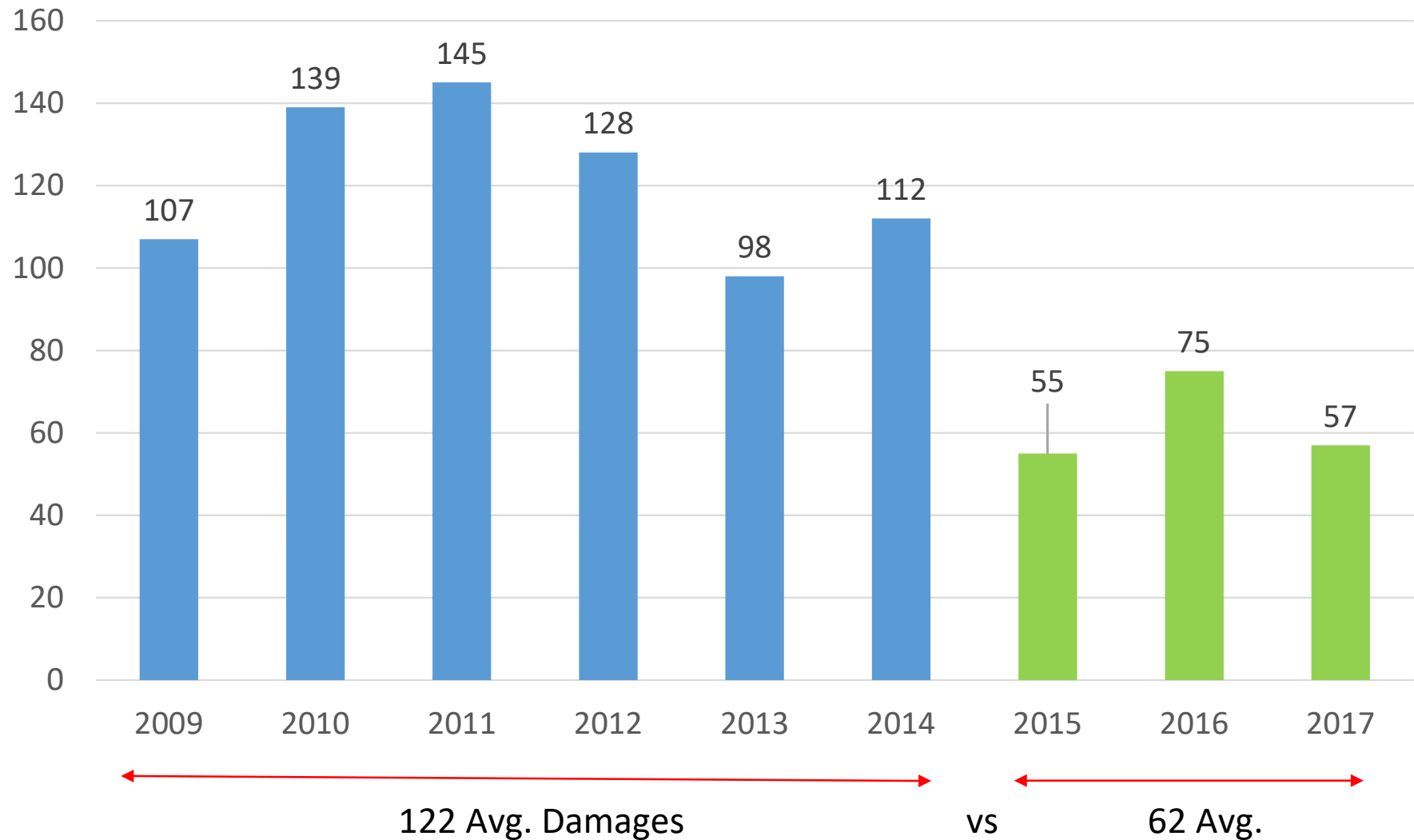
2017
272,583

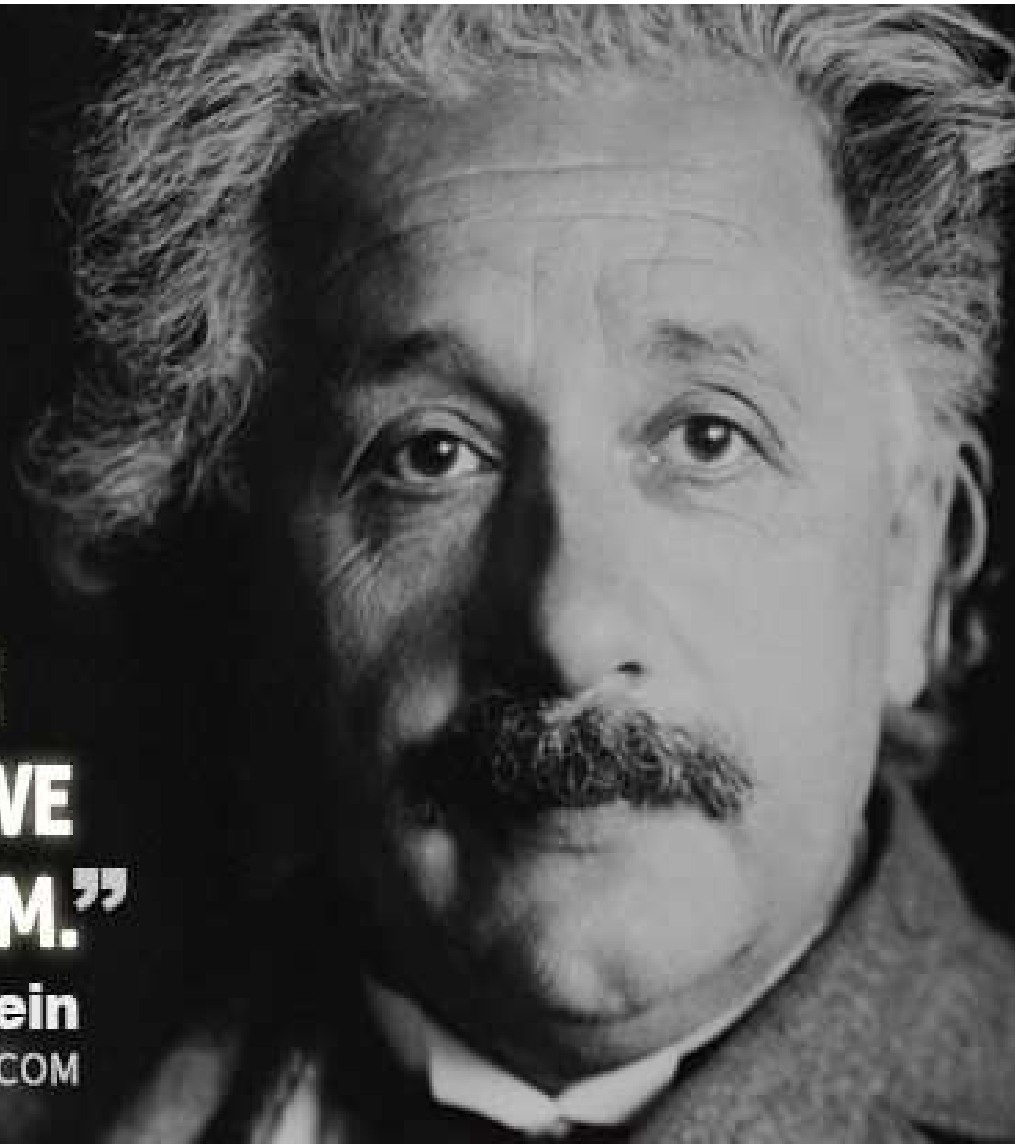
+101,073 or 59.7% increase

Damages as the result of No One Call



No notification made to the one-call center





**“WE CANNOT
SOLVE OUR
PROBLEMS
WITH THE
SAME
THINKING WE
USED WHEN WE
CREATED THEM.”**

Albert Einstein
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