



Utility Public Safety Alliance



Public Safety Programs



Janet Stochla, Pipeline Safety Administrator II

October - National Fire Prevention Month



Sunday, November 5th



Facts and figures about smoke alarms



- Three of every five home fire deaths resulted from fires in homes with no smoke alarms (38%) or no working smoke alarms (21%).
- No smoke alarms were present in almost two out of every five (38%) home fire deaths.
- The death rate per 100 reported home fires was more than twice as high in homes that did not have any working smoke alarms compared to the rate in homes with working smoke alarms (1.18 deaths vs. 0.53 deaths per 100 fires).
- In fires in which the smoke alarms were present but did not operate, almost half (46%) of the smoke alarms had missing or disconnected batteries.
- Dead batteries caused one-quarter (24%) of the smoke alarm failures.



- Provide outreach to specified stakeholder groups as per our baseline requirements in RP1162 (Recommended Practices 1162) as provided by the API, American Petroleum Institute) and enhancements that UGI adds to our outreach.
 - RP1162 provides the guidelines for Public Awareness Programs to promote education and information to the public regarding:
 - Public Awareness of Pipelines
 - Pipeline emergency prevention and response
 - To provide communications and outreach to educate and inform the stakeholder groups about pipeline safety.
 - Operators create their own customized programs based on their data and communities needs.

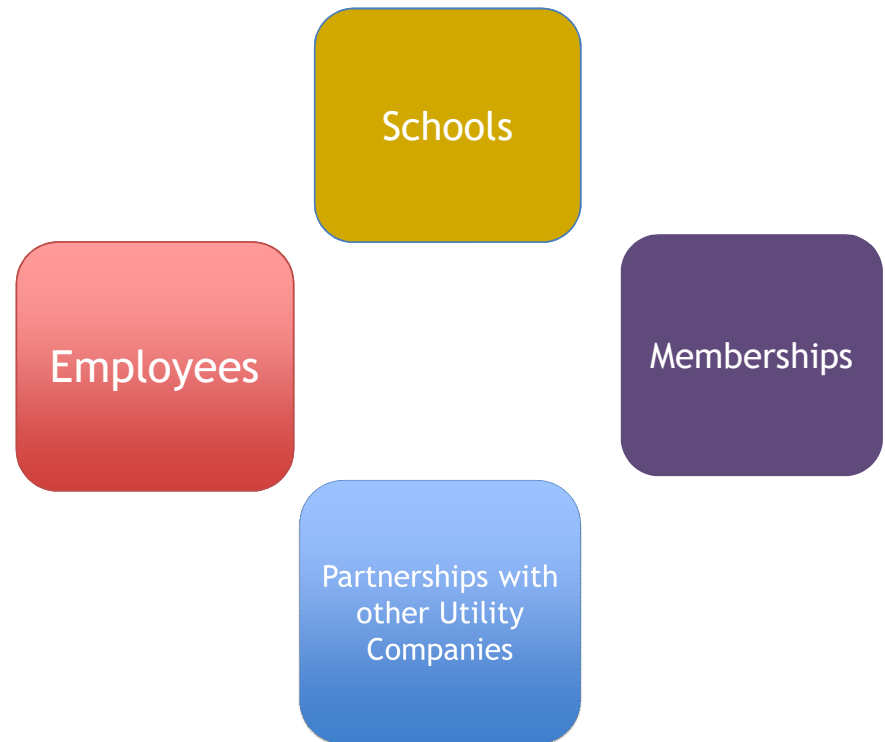
Our Pipeline Safety Outreach consistent of:



Four Main Stakeholder Groups



Additional groups we provide outreach to



Stakeholder Group- Emergency Responders



Emergency
Responders

RTUE Online



“Responding To Utility Emergencies”

- Customized website @ www.ugi.com/firstresponder established in late 2015 pushed to public in 2016.
- *Website registrations total to date 652*
 - *338 in 2017*
- Electric and Gas Modules accredited by PA State Fire Academy, June 1, 2016. Online or Local Level Instructors can teach, test and certify.
- Site includes links to AEGIS, PAPA, CGA/811, Energy Safe Kids
- Supports face to face training or can be stand alone.

RTUE- Responding to Utility Emergencies



[Log Out](#) | [Quiz Results](#) | [Feedback](#)

[Electrical Emergencies](#) [Natural Gas Emergencies](#) [Final Assessment](#) [Resources](#)

GAS EMERGENCIES

Introduction

Overview

Scope and Players

Natural Gas Industry

Emergency Responders

Standards, Codes & Regulations

Federal Agencies and Regulations

OSHA

Trade Associations

Damage Prevention Organizations

Summary

Understanding Natural Gas

Responding to Natural Gas Emergencies

[Fire / Rescue Training](#)

Home > [Natural Gas Emergencies](#) >

Responding to Natural Gas Emergencies

Introduction to Natural Gas

At the completion of this session, you will be able to:

- Identify at least three groups that may respond to an emergency involving natural gas.
- Identify at least three private organizations or associations that work to promote gas safety in the community.
- Identify two federal and/or state agencies that impact natural gas production, transmission or customer service.
- Identify two federal agencies that impact responders to a natural gas emergency.
- Identify the practice or regulation that requires the gas industry to communicate with the general public, emergency responders and community officials.



.com/

Outreach to Emergency Services & Public



- Electric Division sent and delivered letters for RTUE training to all Emergency Services in the Electric footprint.
- In March 2017, the RTUE flier was sent to all emergency responders in our service territory, (approximately 4700).
- The flier is promoted at public events to encourage first responders to take the training.


PENNSYLVANIA FIREMAN, September, 2017 *State News* Page 107

IN THE EVENT OF A UTILITY EMERGENCY:

ARE YOU PREPARED?

FIRST RESPONDER TRAINING
for Natural Gas & Electrical Emergencies

Now Available. Sign Up Today:
www.ugi.com/firstresponder





"A sure fire way to increase the safety of emergency responders is to educate them. Team Callan has one main purpose – reducing emergency scene injuries and fatalities."

– Michael Callan

Methods Of Delivering Effective Learning (MODEL) approach by Michael Callan affords the ability to create multi-level partnerships across all response disciplines. Mike has developed a unique network of emergency response professionals with superior skill sets from both public and private sectors — fire chiefs, state fire/police academy trainers, federal responders, hazmat team commanders, utility industry teams, and private safety and emergency response personnel.

Questions or to request face to face training please email: firstresponse@ugi.com

Sponsored by UGI in partnership with RTUE.



Fire Department Training - A Shared View



Code EMS Conference 2017



Win \$500 for your Fire Station!



- Step 1:** Post a creative 8-1-1 message on your marquee.
Step 2: Email a picture and the address to 'contact@pa1call.org'

The Details:

- 2017 Entries accepted from March 1 through November 9.
- Pennsylvania 811 will promote all entries on our Facebook page and Twitter feed. Email a picture and address of the marquee to 'contact@pa1call.org'. The picture and address are needed for the contest entry. Be sure to include your station contact information! 📧
- We will draw a winner every second Friday of the month starting in May and ending in November.
- One entry per station, please. Multiple stations? Each needs its own picture and address for entry.
- One entry qualifies for all 7 drawings. [Alas! You can only win once.]
- No marquee? Contact us for a complimentary 4 ft x 8 ft vinyl banner as your entry.
- **HELP US PROMOTE 8-1-1 TO KEEP YOUR COMMUNITY SAFE!**



Sponsor of the PA One Call Fire Company Marquee Challenge



PA Fire Expo



NO. 0002

NO. 0002

UGI UTILITIES, INC. DRAWING
2016 FIRE EXPO

CAIRNS NSA LEATHER HELMET

UGI
 Energy to do more®

DRAWING WILL BE HELD AT THE END OF THE EVENT
 DO NOT HAVE TO BE PRESENT TO WIN

NAME: _____
 PHONE: _____
 EMAIL: _____
 CITY: _____

DO NOT HAVE TO BE PRESENT TO WIN

YOU ARE INVITED TO ...

FIRE EXPO 2017
 MAY 19, 20, 21, 2017

SEE PAGES 35-50
 FOR DETAILS
 EXHIBITORS LIST,
 FLOOR PLANS and MAP

FIRE EXPO 2017
 PENNSYLVANIA STATE
 FARM SHOW COMPLEX
 I-81 Exit 67 Cameron & Macley Sts.
 Rts. 220 & 22, Harrisburg, PA
 Visit our web page LCFA.com
 for exhibitors, maps, lodging, etc.

Friday May 19 - 10 am - 5 pm
 Saturday May 20 - 10 am - 5 pm
 Sunday May 21 - 10 am - 4 pm

Monthly Advertising in the Pennsylvania Fireman Magazine



**National Fallen Firefighters Memorial Weekend October 7 - 8, 2017
Will Honor Firefighters Who Died in the Line of Duty During 2016 & Previous Years
Both the Candlelight Service and National Fallen Firefighters
Memorial Service are open to the public
The Candlelight begins at 5:00 p.m. on Saturday, October 7 and
the Memorial Service begins at 10 a.m. on Sunday, Oct. 8
For Details See Page 26 or visit www.firehero.org/**



The Lancaster Barnstormers hosted a 9/11 Stair Climb where 359 first responders from PA, MD and NJ climbed the stairs to simulate the climb to the top of the 110 stories of the Trade Center. They raised \$15,500 for the National Fallen Firefighters Foundation. The Lancaster Barnstormers hosted one of the many Stair Climbs across the country.

9-11 Memorial Services were held throughout the Nation so that we will never forget.



IN THE EVENT OF A UTILITY EMERGENCY:

**ARE YOU
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FIRST RESPONDER TRAINING

for Natural Gas & Electrical Emergencies

Now Available. Sign Up Today:

www.ugi.com/firstresponder



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Sponsored by UGI in partnership with RTUE.



PA Fire Safety Summit



NATIONAL FIRE PROTECTION ASSOCIATION

The leading information and knowledge resource on fire, electrical and related hazards

Pennsylvania Fire Safety Summit: Night School
Thursday, November 16th 2016 | 6:00pm - 9:00pm

7:15pm-7:30pm UGI Utilities, Inc. – Natural Gas Emergencies – “A Shared View” - Allen Fowler, Sr. Pipeline Safety Administrator

The Pennsylvania State Fire Commissioner’s office is proud to host a 2017 Fire Safety Summit sponsored by the National Fire Protection Association, and in partnership with State Farm Insurance, Kidde, the American Red Cross, and the U.S. Consumer Product Safety Commission. The 2017 Summit will be held on the evening of November 16th and daytime of November 17th, featuring topics on:

- Pennsylvania Fire Data and the National Fire Problem
- Public Education Resources
- Wildland Fire Safety
- The Fire Sprinkler Initiative
- Smoke Alarm Canvassing and Installation

Exhibiting and Presenting

Hometown Heroes Night City Islanders



Hometown Heroes Night - Internal Ticket Giveaway



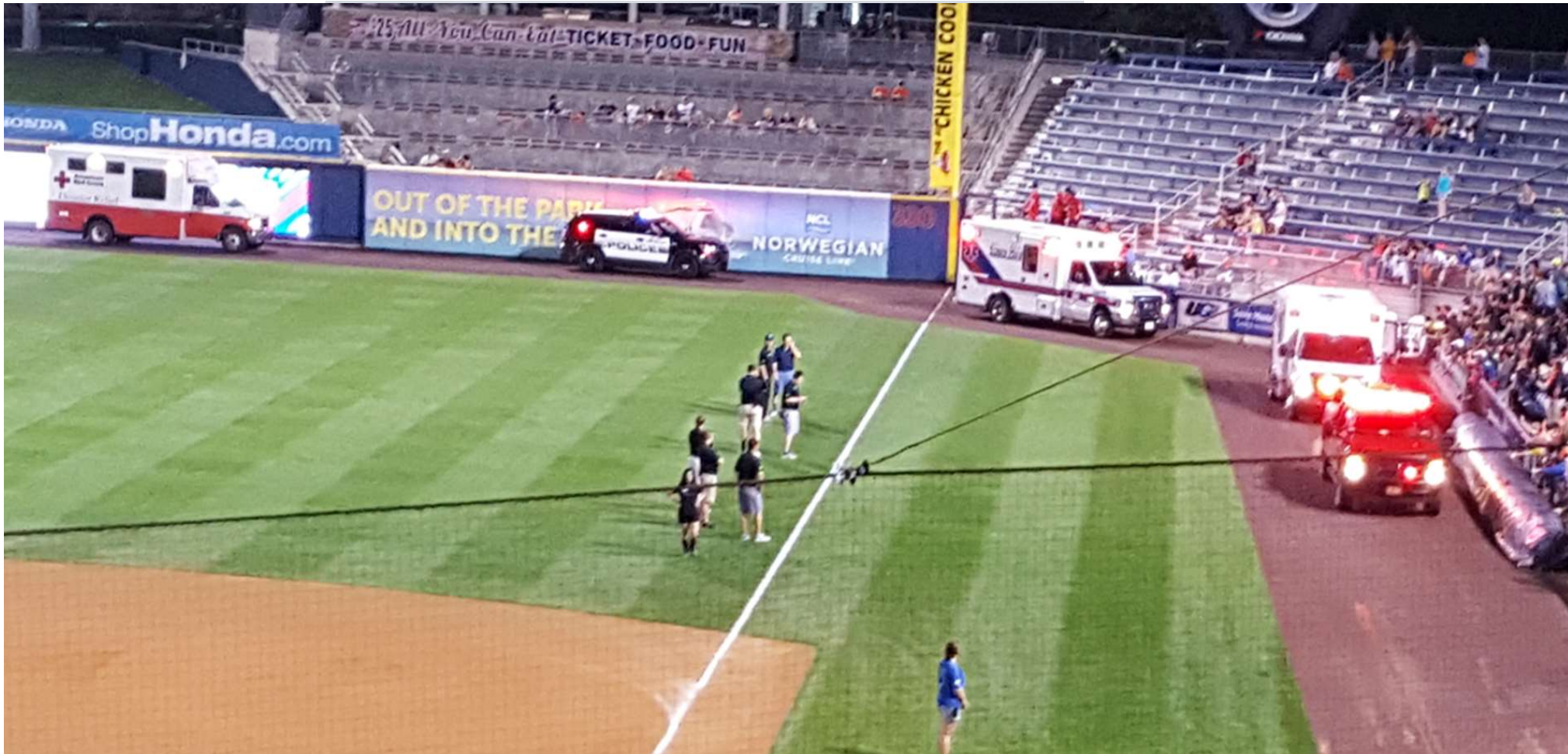
Congratulations winners of the Harrisburg City Islanders Contest!



Matt Anderson - Middletown
Dan Adamo - Wyomissing
Kim Chwatek - Stone Pointe
Jerry Cormier - Morgantown Rd
Thomas Trate - Morgantown Rd

Winners won 5 tickets to a suite and a parking pass!

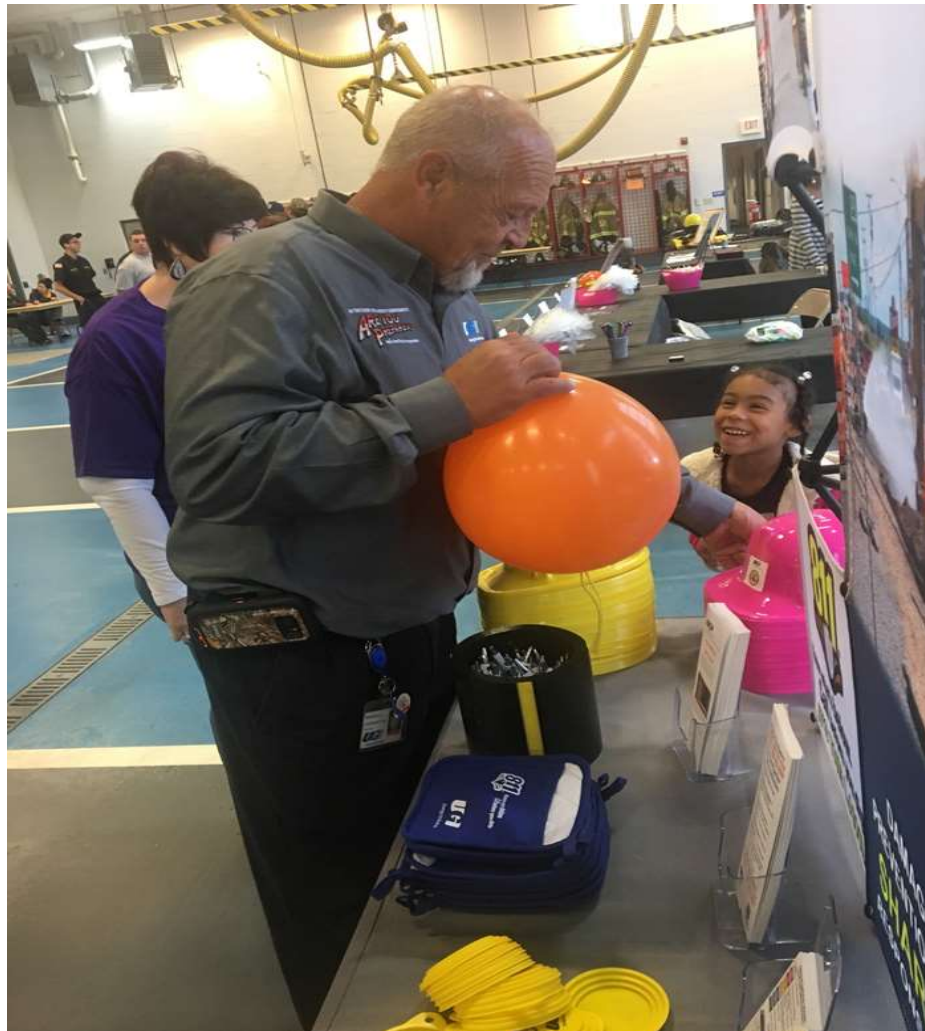
Scranton Wilkes Barre Railriders Public Service Appreciation Night



Fire Prevention Month Open Houses



Fire Prevention Month Open Houses



Public Safety & Incident Management Units



Stakeholder Group- Local Public Officials



Local
Public
Officials

Pennsylvania First Line



PENNSYLVANIA FIRSTLINE SEPT 2017

UGI Introduces New Customer Relationship & Billing System

UGI launched its new Customer Relationship and Billing (CRB) system early in September. The initiative will provide all of UGI's nearly 700,000 customers with increased convenience, more mobility and easier online access to their accounts.

The new system assigns all UGI customers a new account number, which they will receive with their September bill. Those currently using UGI's eBill program to make recurring or scheduled payments will need to set up a new online account utilizing their new account number at www.ugi.com.

New and enhanced features of the UGI CRB system enable customers to:

- View and pay bills online.
- Check account balances.
- Review usage and billing history.
- Find energy-saving tips to reduce their bills.
- Apply for energy efficiency rebates.
- Update their account profile information.
- Sign up for budget billing, autopay, eBill or other services.
- Update UGI bill payment bank account information.



The customer system upgrade also allows UGI to consolidate its toll-free contact numbers to a single 800 number. UGI customers can now contact the company by calling (800) 276-2722 for all emergency calls, as well as for information inquiries.

i Customers with questions about the new CRB system can call (800) 276-2722, or access online information on our website at www.ugi.com/upgrade.

Join the Conversation



COMMITTED TO SAFETY

A Reminder to Call Before You Dig

Next month – April – is National Safe Digging Month. It is part of an ongoing campaign to remind property owners and contractors to call 8-1-1 three business days in advance of any digging project.

According to Common Ground Alliance, there were more than 363,000 incidents of damage in 2015 to underground utilities in the U.S. caused by excavators. Digging into a utility line can result in serious injury or property damage. Failure to call 8-1-1 prior to performing excavation work is against the law.

A reminder from UGI: Whether performing major excavation or minor landscaping, you should safeguard yourself from hazards related to damaging underground pipelines. It's simple. A FREE call gets all of your public utility lines marked to help protect you from injury and costly property damage. If you plan to dig, call 8-1-1.

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

UGI systems will mark the location of lines beneath the surface to your work done to damage to gas, water or electric service. Remember, it's the law – call before you dig! Here, electric engineers Nick Gray and Matt Goodrich check for leaks at Harbor Brothers' new upgraded electrical service.

And Don't Forget to Look Up!

In addition to "know what's below," UGI urges homeowners and contractors to "look up and live" when taking on home improvement projects or new construction that might run into overhead electric wires and equipment. Together, these simple practices will help keep individuals safe and prevent damage to underground – and overhead – utilities.

"UGI customers continue to enjoy value in their energy choices. Even with this increase, UGI's residential heating bills remain significantly lower than in the recent past, thanks to locally produced shale gas. Shale gas currently makes up approximately 90 percent of UGI's natural gas supply."

—Paul Szykman, UGI's vice president of rates

Paradigm Liaison Meetings



Stakeholder Group- Excavators



Pennsylvania One Call Safety Days



PA Safety Days are the largest safety conferences of its kind in the underground industry in Pennsylvania.

Take advantage of educational sessions, demonstrations, indoor and outdoor exhibits and networking functions.

2017 PA SAFETY DAYS

SAVE

THE

DATES

SEPT 14
MONROEVILLE

MAY 19
MILL HALL

MAY 17
WILKES-BARRE

JUNE 22
YORK

JUNE 20
OAKS



PA One Call Safety Days Sponsor



Planning to dig? Call 8-1-1 first.



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

Whether you're doing major excavation or minor landscaping at your property, the law requires you to call 8-1-1 three days in advance of the project. It's a smart, simple way to protect yourself from hazards that could result from damage to underground pipelines. Make this free call to have your public utility lines marked to help protect you from injury and costly property damage.*

For more information, visit
www.ugi.com/811



* Call is free for homeowners. Contractors pay an annual fee of \$125 for an unlimited number of calls.

PA One Call Safety Days Exhibitor





Lancaster Area Sewer Authority Presentation



Excavator Breakfasts



Paradigm Liaison Meetings- Excavators



ABC Safety Expo at Penn College of Technology



Additional Outreach- Schools



Schools

Energy Safe Kids



[Home](#) [About](#) [Kids](#) [Teachers](#) [Resources](#) [Contact Us](#)



ENERGY SAFE KIDS Programs

[LEARN MORE](#)



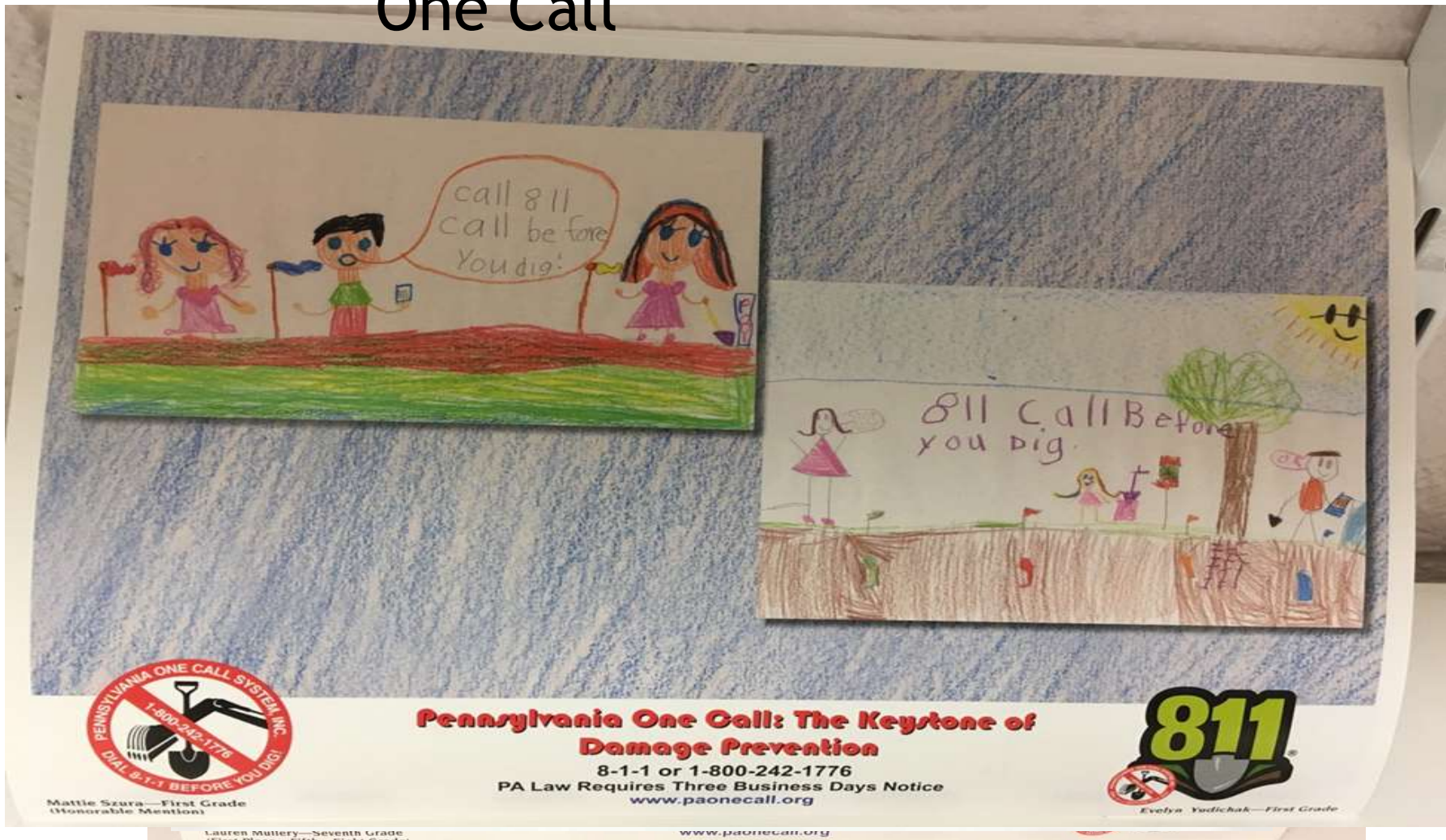
Energy Safe Kids In School Presentations



UGI National Safe Digging Month Poster Contest



Contest Entries were made into a Calendar by PA One Call



Mattie Szura—First Grade
(Honorable Mention)

**Pennsylvania One Call: The Keystone of
Damage Prevention**
8-1-1 or 1-800-242-1776
PA Law Requires Three Business Days Notice
www.paonecall.org



Evelyn Yedichak—First Grade

Lauren Mullery—Seventh Grade

www.paonecall.org

The finalists were invited to Safety Days Event



Employees Involvement



Employees

Excellence in Damage Prevention Employee of the Month

Energy to do more®



Making a Difference- No One Call Reporting



**Help Prevent Damages and Earn
5,000 Making A Difference Points.**



**Help Prevent Damages and Earn
5,000 Making A Difference Points.**

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.

No 1 Call Reporting Checklist

1. Municipality/County _____
2. Street Name/Address _____
3. Intersection _____
4. Company Information _____

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

Tell 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.

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?



Making a Difference- No One Call Reporting



National Safe Digging Month Kick Off Cook Out!



UGI Safety Summit



UGI Vendor Days



UGI Vendor Days 2017

Wednesday October 11th
&
Thursday October 12th



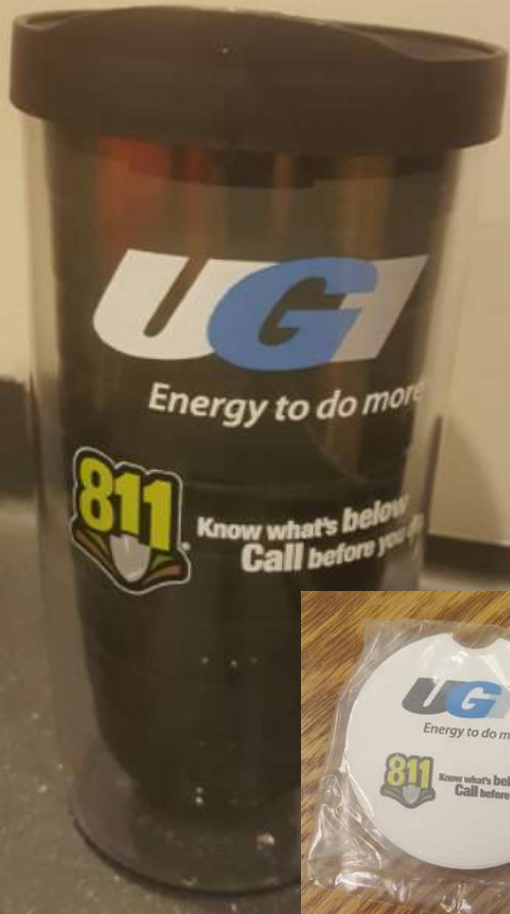
Improving Knowledge and Skills





Pipeline Safety Lingo Bingo



National Safe Digging Month - Employee Appreciation Gifts



| Energy to do more! April 2017 "National Safe Digging Month" Know what's below. Call before you dig.

Each April UGI's Damage Prevention & Public Awareness Team celebrate National Safe Digging Month by providing a business update and a small token of our appreciation which is included with this communication. We take the opportunity to pause and recognize the tremendous support and effort put forth by UGI employees. Every day you work diligently to protect our facilities from damage and keep the public safe, we thank you for keeping safety first.

2016 Metrics & 2017 Objectives:

Excavation Damages per 1,000 One Call Tickets Received is a common industry metric and in fiscal 2016 UGI finished at 1.98 Damages per 1,000 Tickets Received compared to 1.71 in 2015. We have some work to do and are maintaining a focus on continuous improvement. Each year the challenge is greater as ticket volume and excavation activity around our facilities increases. Ticket volume FYTD is up a modest .3% but we expect a busy construction year with all the planned utility and municipal projects.

In 2017 Legislative & Educational initiatives are key areas to support our future success:

- 1- Legislatively, Senator Lisa Baker remains staunch in her support of getting a new and stronger One Call Law in Pennsylvania and has put forth Senate Bill 242 which is also being supported by Representative Matt Baker who has a parallel bill HB 284 in the House. The importance of this legislation is because Pennsylvania has been identified as a state with inadequate enforcement of their One Call statute by PHMSA - Pipeline Hazardous Materials Safety Administration, the Federal agency responsible for pipeline safety. PHMSA is insisting any exemptions in state One Call statutes for Municipal or state DOT's, such as FENDOT, must be removed or risk funding implications. UGI supports a fair and balanced approach to enforcement.
- 2- From an education and outreach perspective we continue to support the various PA One Call Safety Day events across our service territory. In addition, we have partnered with UGI Energy Services to support the newly founded "National Excavator Initiative" which will feature Mike Rowe of "Dirtiest Jobs" speaking to the importance of 811 and excavation safety. We are evaluating a safe excavator program, GSS - Gold Shovel Standard, that promotes a top down approach to recognizing quality excavators by way of an industry rating system program and rewarding them with work contracts. The slogan is anyone's 3rd Party excavator is someone's 2nd Party. This program requires the Project Owners who are hiring excavators to "lik the talk" and is a fundamental shift away from low bid to a safety partnership.



Locator Safety Awareness Week Recognition



Homeowners & Contractors...

IT'S THE LAW!

You have to call.



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



Energy to do more®

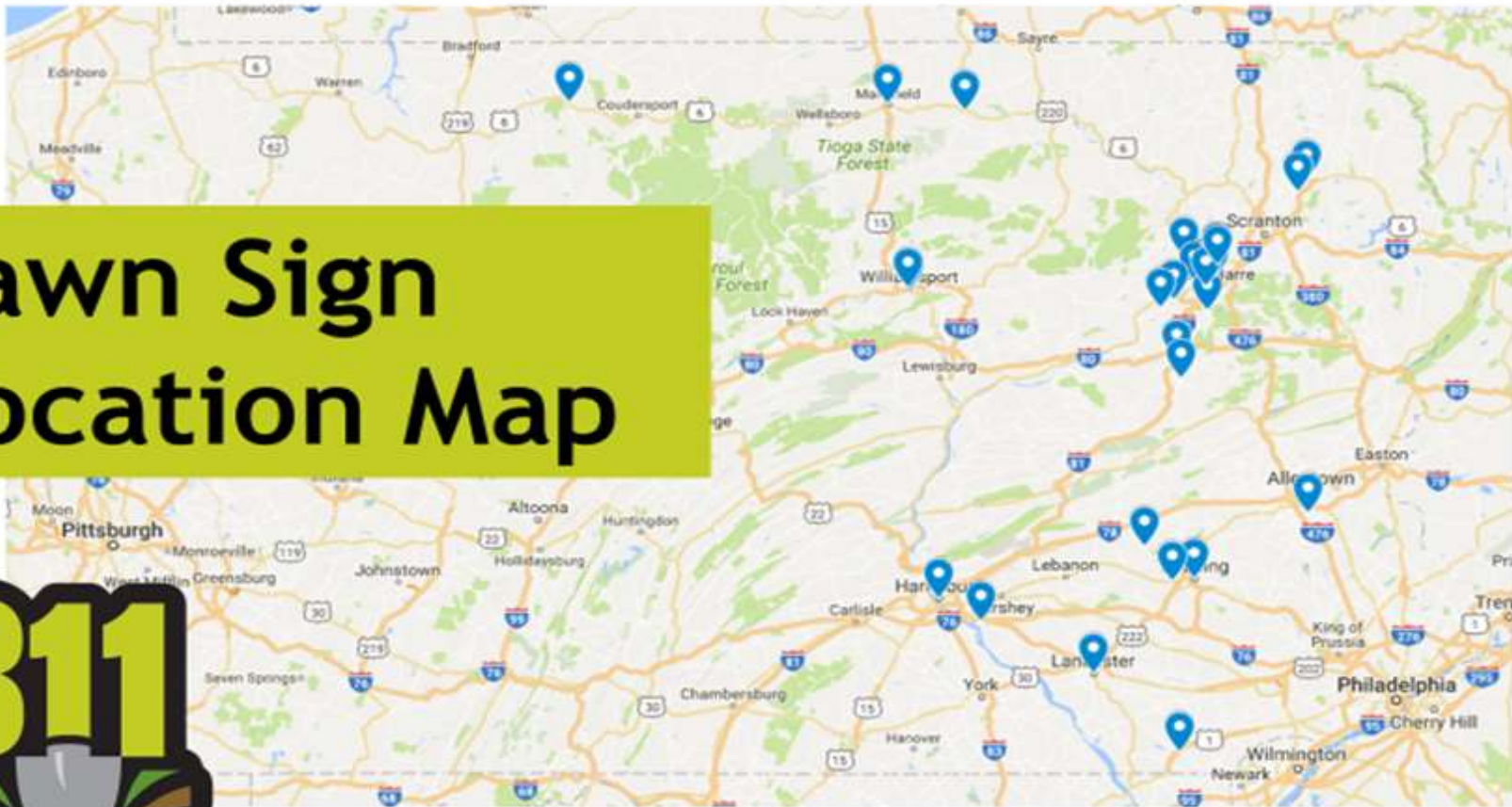
Employees were very creative!



UGI Employee 811 Yard Sign Contest



Lawn Sign Location Map



Thank you for spreading safe digging awareness throughout the UGI territory!

Runners Up



Cutest

John Antrim - Lehigh
&
Jason Lewis - Williamsport



Most Creative

Cherie Weiss - Wilkes-Barre

Grand Prize Winner



Congratulations Thomas Martini - Archbald!



Gas Grill Grand Prize Winner

Bowl for Kids Sake- Teams outfitted with UGI/811 Shirts



American Cancer Society Making Strides against Breast Cancer - Partners in Prevention




2016 UGI Operations- Zero Damages Recognition Breakfasts



ZERO Damages 2016

Lewistown
Hazleton



Partnerships with
other Utility
Companies

1st Annual PA 811 Golf Classic



1st Annual PA 811 Golf Classic



1st Annual PA 811 Golf Classic



1st Annual PA 811 Golf Classic



Teeing Up to Prevent Potential Utility Problems

POSTED 5:07 PM, JUNE 26, 2017, BY CAROLYN BLACKBURNE, UPDATED AT 05:31PM, JUNE 26, 2017

FACEBOOK 34

TWITTER

G+ GOOGLE

PINTEREST

LINKEDIN



National 811 Day!!



811 Day - Collaborations with other Utility companies



Call to the Bullpen Collaboration- Safe Digging Partners



Call to the Bullpen



Newspaper Popper Ads



**Safe Digging
is Smart Digging**

Call 811 three business
days before digging

It's the law. You have to call!

www.Pa1Call.org

811

ppl
PPL Resources | 2010/2011

Pennsylvania 811

USIC

UGI Energy Services

UGI
Energy to do more®



CALL 811

**3 BUSINESS DAYS BEFORE
YOU DIG. IT'S THE LAW.
YOU HAVE TO CALL!**

811

www.PA1Call.org

August 11 is #811Day

UGI
Energy to do more®

UGI Energy Services

ppl

USIC

Newspaper Popper Front Page Ads



Newspaper Print Ads



DON'T GO DIGGING FOR TROUBLE.



KNOW WHAT'S BELOW.
Hitting underground electric or gas lines can have potentially deadly consequences.



Know what's below.
Call before you dig.

PA LAW REQUIRES HOMEOWNERS AND CONTRACTORS TO CALL 811 AT LEAST THREE BUSINESS DAYS BEFORE DIGGING SO UTILITIES CAN MARK THEIR LINES.

Big project or small - **Make the call.**



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Stakeholder Group- General Public



CGA/Cox Utilities 811 Hot Air Balloon





18th Annual NEPA

**Home &
Garden
Show**

Northeast PA Home and Garden Show-



with UGI's Marketing and Electric's Save Smart Team



PA Live- 811 Day Television Appearance - Local WNBC Affiliate



Touch a Truck Events throughout our Service Territory



Kingston, PA



Reading, PA



Scranton, PA



Northumberland, PA



Bloomsburg, PA



Pierogis, Kielbasa, Tomatoes...oh my



In Pennsylvania, we like our food festivals!



Edwardsville Pierogi Festival

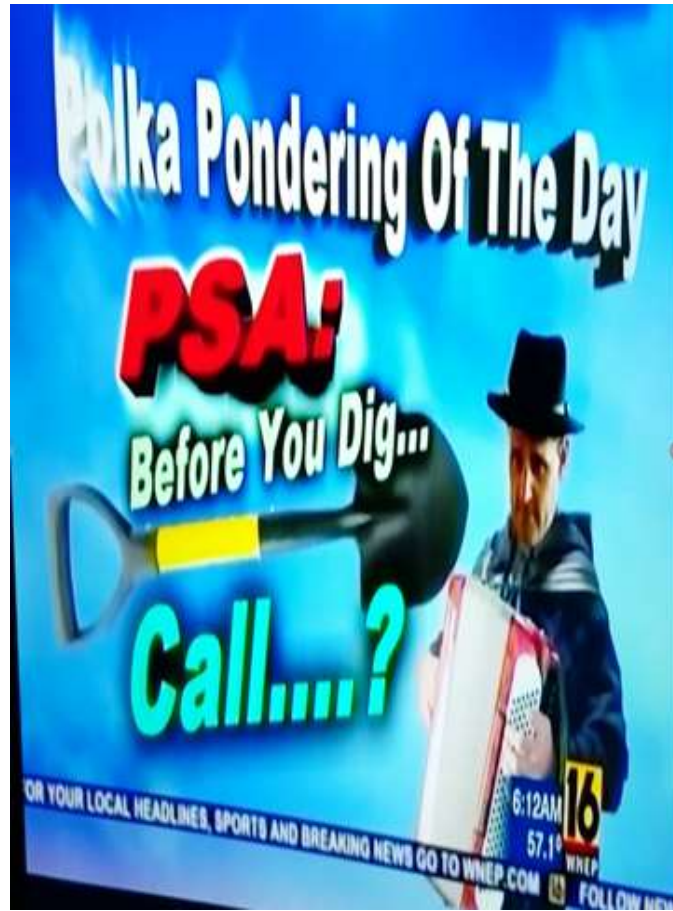


UGI Utilities spread the 811 safety message at community events in June, including the 4th Annual Edwardsville Pierogi Festival in Edwardsville, Pa. on June 9-10 attended by an estimated 12,000 people, and a Touch-a-Truck event in Northumberland, Pa. on June 10.

The UGI-811 Original Design Float!



Local ABC Affiliate WNEP - Weather Segment



Wild Pennsylvania Hunting and Fishing Expo



**6TH ANNUAL WILD PA OUTDOOR
HUNTING AND FISHING EXPO 2017
UGI UTILITIES GIVEAWAY**

NAME: _____

PHONE: _____

EMAIL: _____

What number should you call before you dig? _____

Need not be present to win

154



Common Ground Alliance- UGI Sponsorship of Victor Espinosa- Triple Crown Winner



811 Banner Program



Partner Organization Memberships



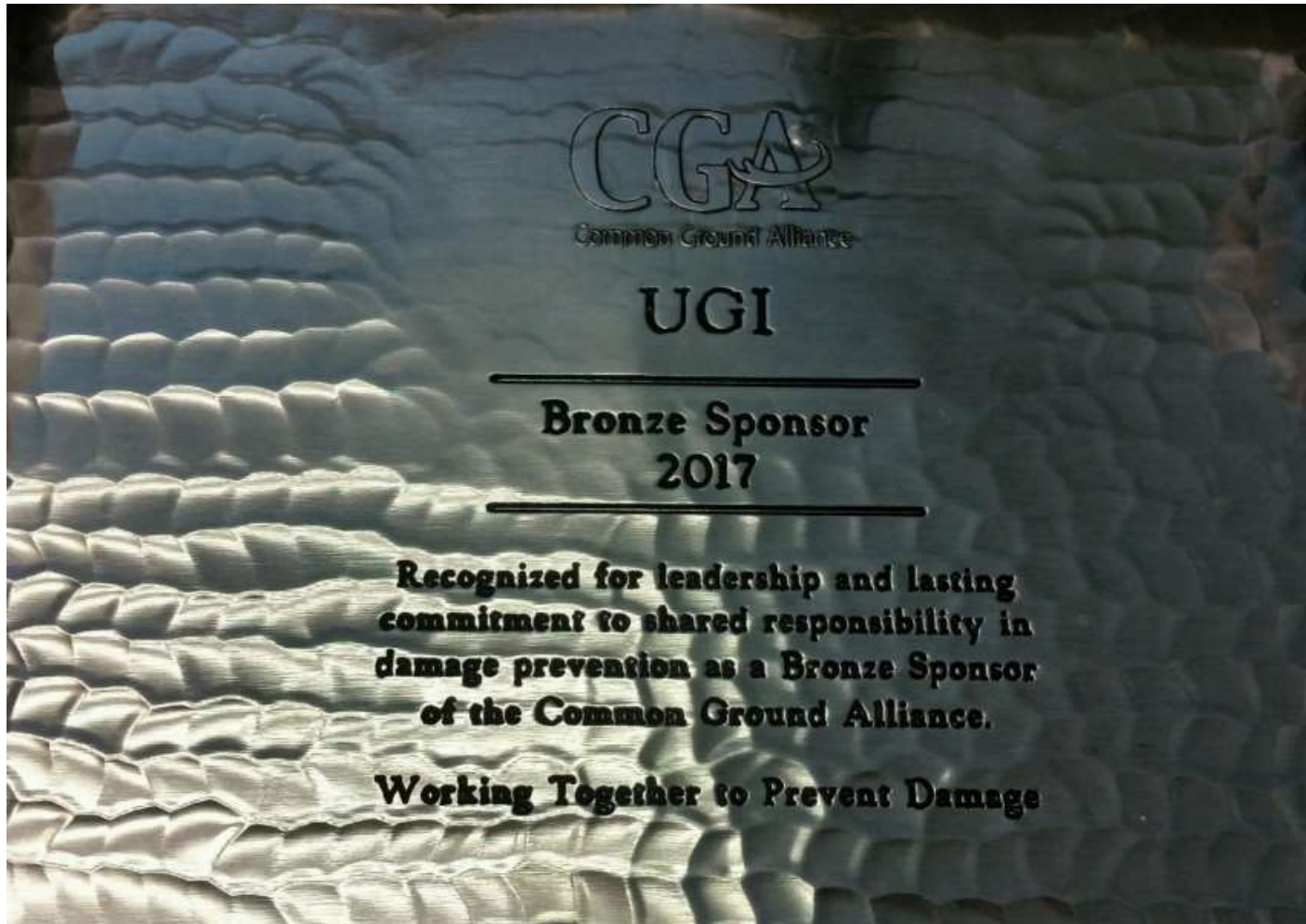
Memberships and Affiliations



- AGA- American Gas Association
- NEGDC- Northeast Gas Distribution Council
- CGA- Common Ground Alliance
- POCS- Pennsylvania One Call
- PAPA- Pipeline Association for Public Awareness
- CBSA- Cross Bore Safety Association
- NASTT- North American Society for Trenchless Technology
- NEF- National Education Council- Energy Safe Kids
- Regional Partnerships



Common Ground Alliance Bronze Sponsor



Common Ground Alliance Conference 10 Year Anniversary Party Sponsor



Additional Awareness- Business Cards



Front of Card



UGI Utilities, Inc.
One UGI Center
Wilkes Barre, PA 18711

Janet M. Stochla
Public Safety
Administrator II

570-829-8703 Phone
272-268-6281 Cell
jstochla@ugi.com

1-800-276-2722 Emergency



Back of Card



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

www.ugi.com/safety
www.pa1call.org
www.commongroundalliance.com
www.crossboresafety.net
www.ugi.com/firstresponder

Additional Outreach - Vehicle Branding



Additional Outreach- Promotional Items



Promotional Items



Additional Outreach - Custom Shirt Sampling



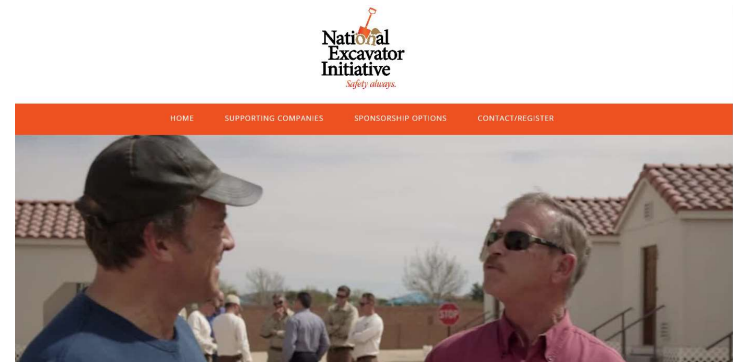
Some creative items



Some Initiatives Under Consideration



- National Excavator Initiative
 - Mike Rowe
 - Safeexcavator.com
- Gold Shovel Standard
- Highway Electronic Message Boards
- “Schools Out” for Summer 811 Marquee Contest



Never doubt that a small group of thoughtful, committed citizens can change the world. Indeed, it is the only thing that ever has.

- Margaret Mead



#stoos Version 3

Thank you!!

