

# Pipeline and Public Safety



## Our Incident Priorities

- Life Safety first
- Incident Stabilization second
- Property Conservation third

UPSA October 26, 2017 Bethlehem, PA

# WELCOME

- Introductions
- In the event of evacuation/assembly point
- Facilities
- Safety Moment

# October - National Fire Prevention Month



Remember

Sunday, November 5<sup>th</sup>



## 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 (38%) of 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.



# Three Priority Messages & Focus



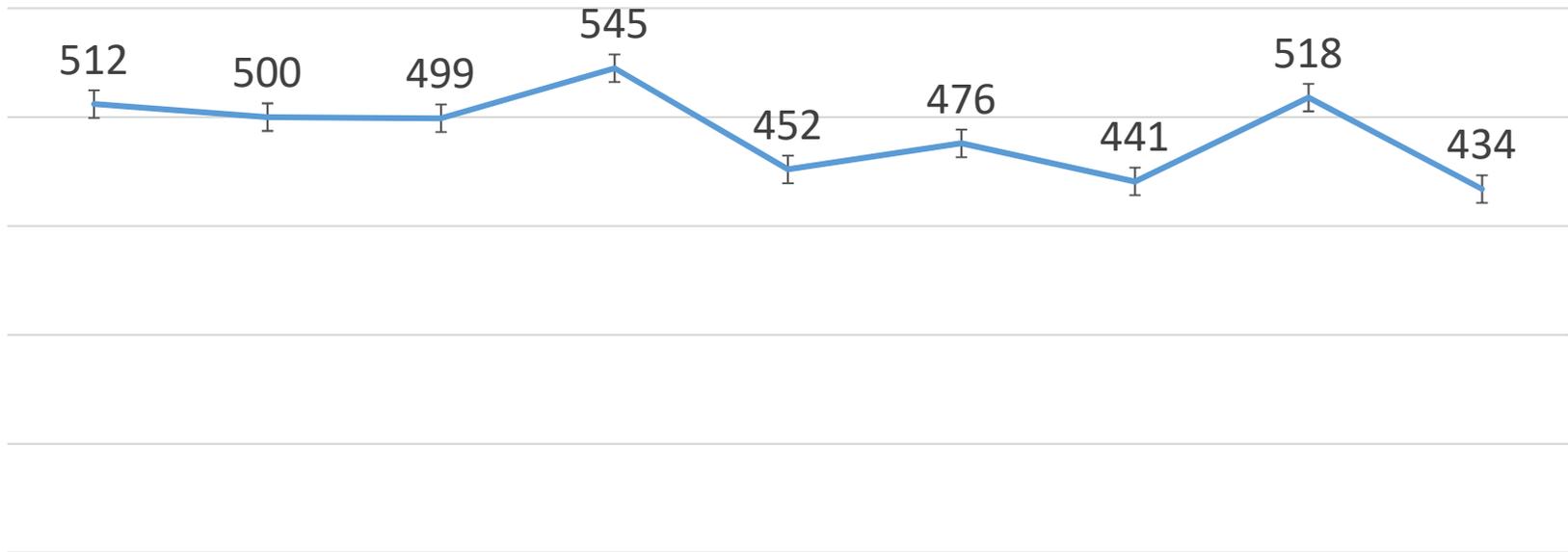
1. 811 & Excavation Safety
  2. Cross Bore Awareness & Prevention
  3. Public Safety Partnership:
    - Incident Command System (internal)
    - Gas & Electric Safety (external)
- Department and Title changes
  - Continuous Improvement

# 811 and Safe Digging



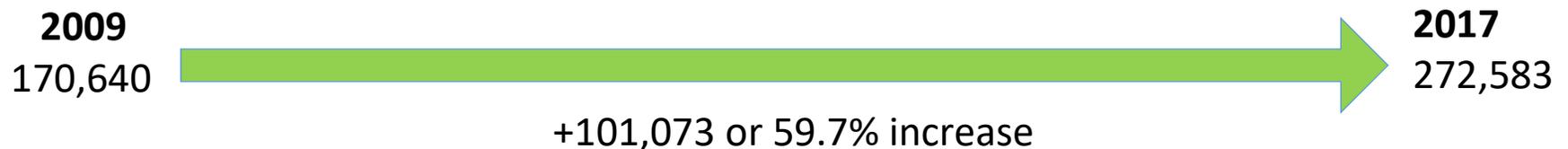
- Committed to continuously improve in the most important thing we do, Employee & Public Safety
- The journey, since 2010, 2.82 Damages per 1,000 Tickets Received to 1.59 per 1,000 in fiscal 2017.
- AGA 1<sup>st</sup> Quartile performance, approaching 1<sup>st</sup> Decile.
- Focus – Education, Technology & Enforcement
- It's about reducing total damages as that is where the safety risk is, it only takes one.

# 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

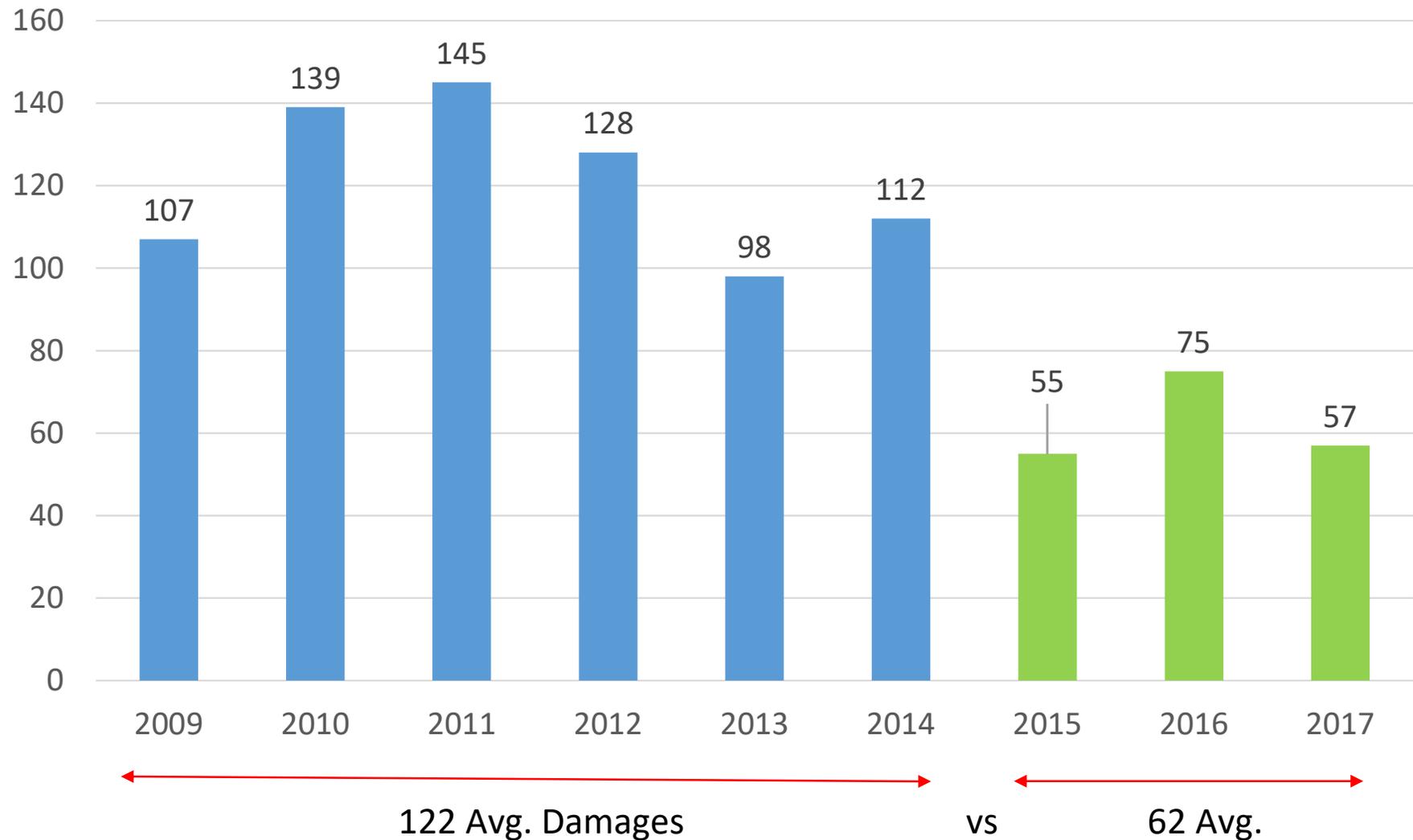
## One Call Ticket Volume:

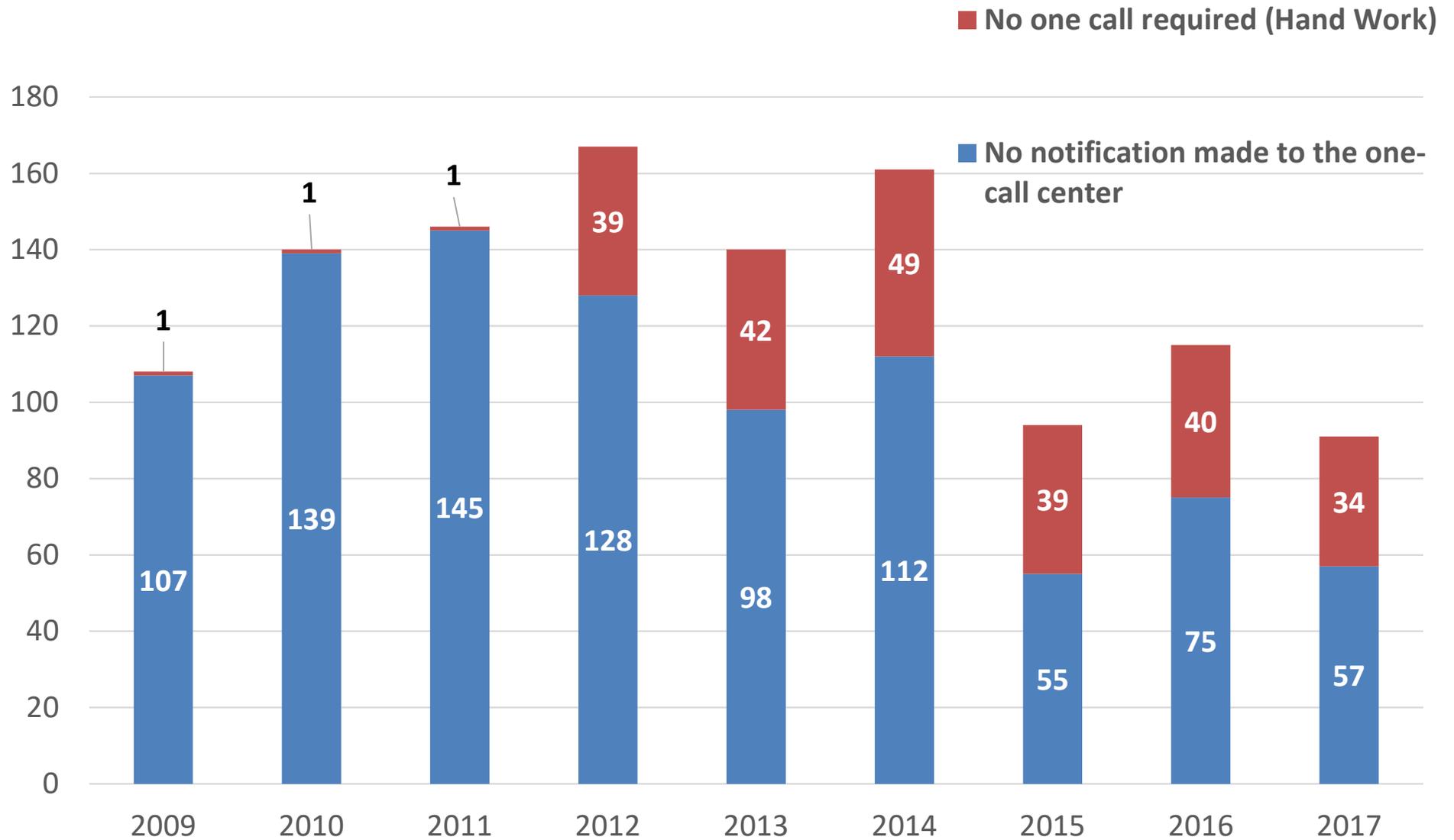


# Damages as the result of No One Call



## No notification made to the one-call center





# Cross Bore Risk



- Pennsylvania is an industry leader in Cross Bore Safety and Prevention
- In 2013 established a Cross Bore Task Force
- 2016, a “Call 811 Before You Clear” Emergency Ticket Type for potential legacy Cross Bores
- Zero PA CB incident goal
- It’s all about SAFETY



# A Public Safety Partnership



## **UGI Incident Command System Program Goals:**

- To continuously improve the most important thing we do, Employee & Public Safety!
- To better communicate, cooperate and coordinate with Emergency Responders on site
- To manage emergencies & improve safety, accountability and documentation

# Closing Comments

- Why the change to Pipeline & Public Safety
- Industry specific terminology
- Shouldn't have to explain your mission/goal to the public sector your trying to reach
- AGA Peer 2 Peer Review influence
- SAFETY is the Focus
- Pipeline & Public Safety, the most important thing we do!

# To Continuously Improve



## We Need Help

- Fair & Balanced One Call Enforcement
- Capitalize on the “Call Before You Clear” legacy Cross Bore program and opportunity to provide a consistent message in Pennsylvania
- Continued partnership with public sector Emergency Responders
- Need to continue to challenge the status quo to get continuous improvement

THANK YOU  
&  
SAFE TRAVELS HOME