

Consumers Energy Damage Prevention and Public Safety Outreach Program

A graphic for the 'Dig Safely' program. It features a blue background with a white shovel icon on the left. The text 'DIG SAFELY' is in large yellow letters. Below it, in white, is 'Planting a tree, installing a fence...' and 'Call 8-1-1 before you dig.' A yellow flag on a white pole is on the right. A green horizontal line separates the top from a white bottom section. In the white section, there is a yellow pipe with a valve. The Consumers Energy logo and 'Count on Us' slogan are at the bottom left.

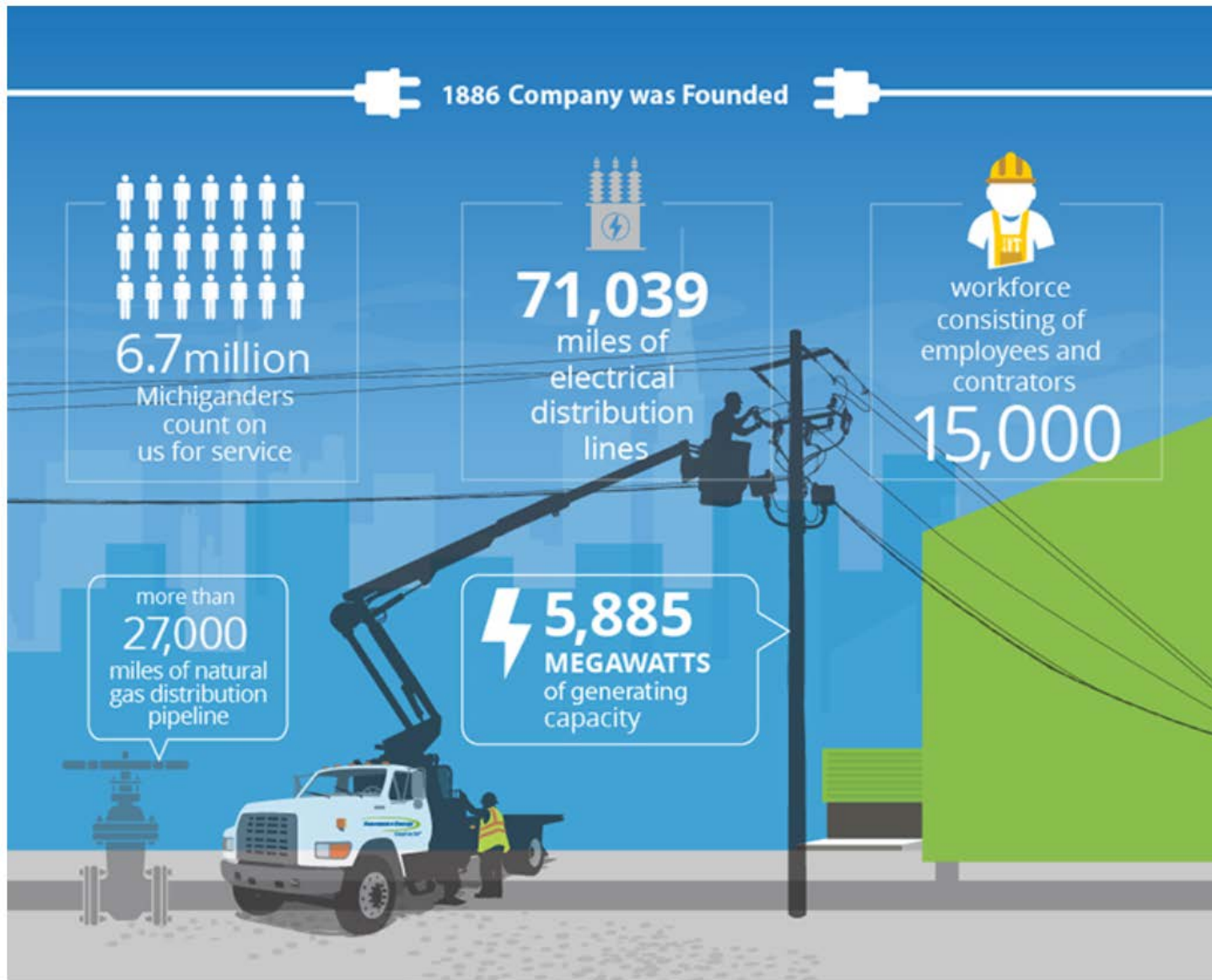
DIG SAFELY
Planting a tree, installing a fence...
Call 8-1-1 before you dig.

Consumers Energy
Count on Us

Chelsea Dodge
6/13/18

Consumers Energy
Count on Us

Consumers Energy Overview



Working together for safer communities. That's our Promise to Michigan.

The Team

- Public Safety Program Coordinator
- 7 Full-Time Consultants & 1 Engineer
- 2 College Interns



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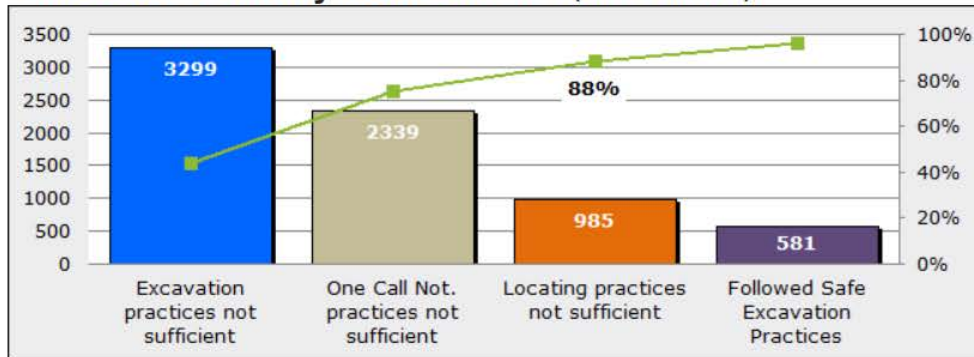
Damage Prevention “Rally Room”

- Problem Solving
- Data-based approach

PROBLEM STATEMENT: Consumers Energy currently has a gas damage rate of 43.6 damages per 1000 system miles which increases public safety risk and results in Consumers Energy being ranked in the 4th quartile per the American Gas Association.

>DAMAGE RATE DEFINITIONS

2015-2017 Primary Root Causes (Gas & Electric)



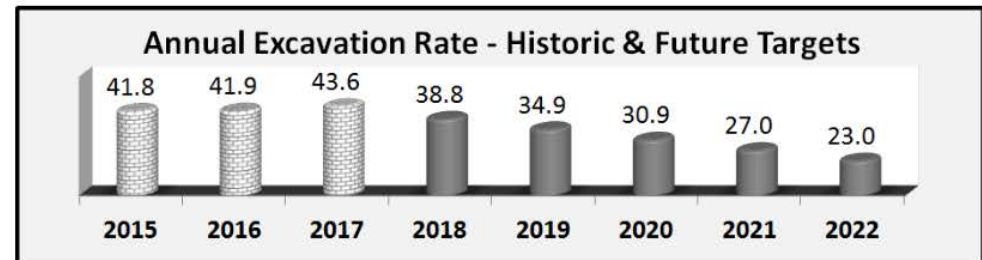
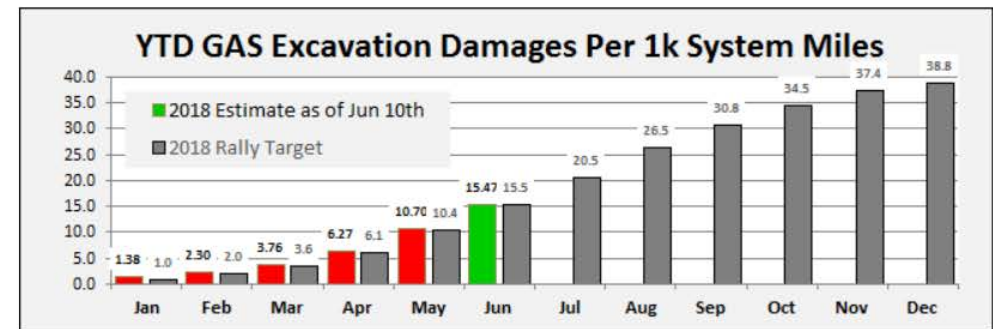
Excavation practices not sufficient

One Call Notification practices not sufficient

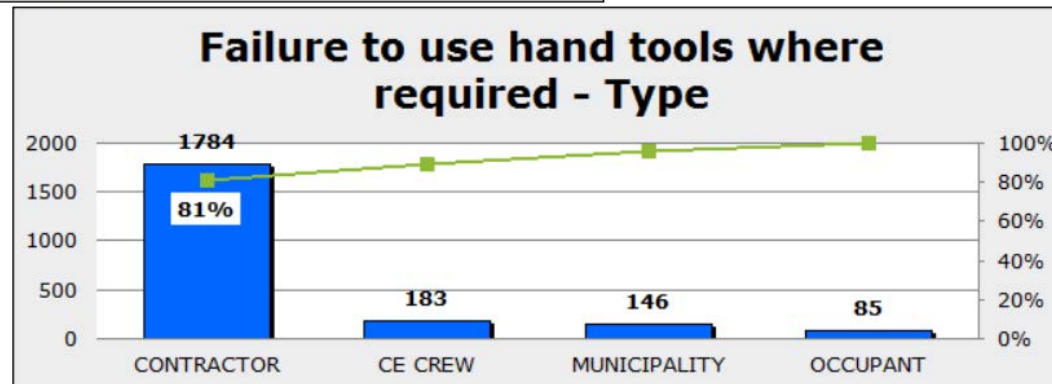
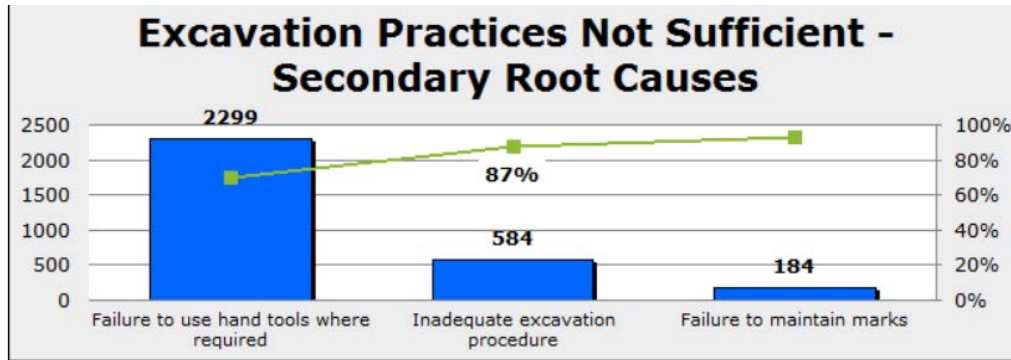
Locating practices not sufficient

GOAL: Multi-year goal – Achieve excavation damage rate of 23.0 (or less) per 1000 system miles by end of 2022 to obtain 1st quartile ranking per AGA damage prevention benchmark.

>PROJECT CHARTER DOCUMENT



Using Data to Drive Change








Action Plan





- Proactive Crew Visits
- Timeliness of billing
- Public Safety Good Catch – training workforce to enforce MISS DIG law
- Staker Training

Calendar Balance





January

S	M	T	W	T	F	S	
1	2					6	7
8	9					13	14
15	16					20	21
22	23					27	28
29	30						






February

S	M	T	W	T	F	S	
					3	4	
5	6					10	11
12	13					17	18
19	20					24	25
26	27						

March

S	M	T	W	T	F	S	
						1 2	
3	4					8	9
10	11					15	16
17	18					22	23
24	25					29	30

April

S	M	T	W	T	F	S	
1	2					6	7
8	9					13	14
15	16					20	21
22	23					27	28
29	30						

May

S	M	T	W	T	F	S
				2	3	4
5	6	7				
12	13	14				
19	20	21				
26	27	28				

June

S	M	T	W	T	F	S
						1 2
3	4	5				
10	11	12				
17	18	19				
24	25	26	29	30		W

July

S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10				
15	16	17				
22	23	24				
29	30					

August

S	M	T	W	T	F	S
				1	2	3 4
5	6	7				
12	13	14				
19	20	21				
26	27	28				

September

S	M	T	W	T	F	S
						1 2
3	4	5				
10	11	12				
17	18	19				
24	25	26				


October


S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10				
15	16	17				
22	23	24				
29	30					

November

S	M	T	W	T	F	S	
					3	4	
5	6					10	11
12	13					17	18
19	20					24	25
26	27						

December

S	M	T	W	T	F	S	
						1 2	
3	4					8	9
10	11					15	16
17	18					22	23
24	25					29	30

 November thru April

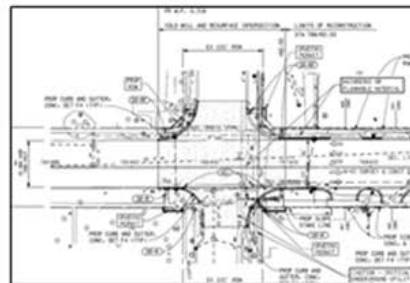
- Increased Focus on Public Safety Education

 May thru October

- Increased Focus on Damage Prevention

Consumers Energy Damage Prevention Program

DAMAGE PREVENTION High Level View



General Information					3rd Party Damage	
No.	Code gr	Tas	Task code text	Task		
1	MDSITASK	ACR0	Action Required			
2	CSDM6DPR	DPFL	Reviewed by DPFL			
3	CSDM6RVW	RCLM	Ready for Claims Review			
4	CSDM6FOR	RBIL	Ready for Billing			
5	CSDM6FOR	BILL	Sales Order Created			
6	CSDM6FOR	C6SL	Calculate Gas Loss	EFV		
7	CSDM6FOR	PREV	Payment Review	NOT		

MULTIPLE DAMAGES GUIDELINES		
At-fault damages		
Action	When To Take Action	Documentation

Working together for safer communities. That's our Promise to Michigan.

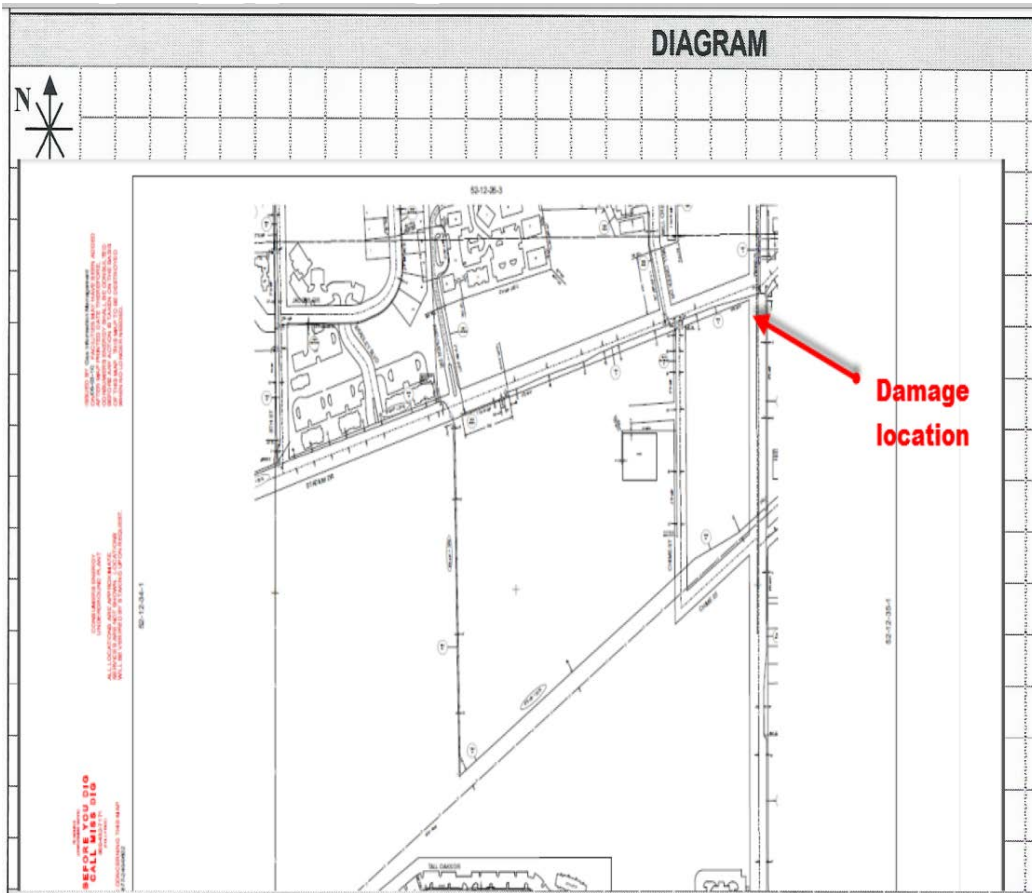
Field Visits

- Safe Digging Observations
- Contract Staking Audits



Field Visits

- Damage Investigations



- Education & Outreach

Excavator Damage Prevention Overview



Know what's below.
Call before you dig.

Working together for safer communities. That's our promise to Michigan



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Excavator Education

- Targeted approach
- Incident Follow-up & Education
- WorkSafe™ website and Worker Safety Mailers
- Working with MISS Dig—MISS DIG Grant

WORK SAFELY - UNDERGROUND Consumers Energy Count on Us

5 Steps for Safe Excavation

1. Plan your job
2. Contact MISS DIG at 8-1-1 or visit elocate.missdig.org at least three working days before you dig
3. Wait the required time for utilities to locate and mark their lines
4. Avoid digging within four feet of marks
5. Before using power equipment within four feet of marks, use hand tools to expose buried utility lines

Prior to digging, confirm all lines have been marked at response.missdig.org

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

If you ever smell natural gas or a "rotten egg" odor, call us at **800-477-5050**

For Your Safety: Keep Pipeline Corridors Clear
Do not place the following in corridors:

- Structures, buildings, sheds and swimming pools
- Underground facilities, such as drain tiles, culverts, electric cables, septic systems, water wells

Follow these tips to stay safe:

- No soil is to be added or removed
- No roads should be built over or across pipeline without consulting owner
- No trees or shrubs should be planted
- No blasting should be done

If you strike, scrape or damage an underground pipe or line, call **800-477-5050**

WORKING TOGETHER FOR SAFER COMMUNITIES. THAT'S OUR PROMISE TO MICHIGAN.

HANG THIS POSTER!

WORKER SAFETY
ELECTRICAL AND NATURAL GAS SAFETY FOR EXCAVATORS
800-477-5050

Consumers Energy Count on Us®

CONTACT MISS DIG 811 BEFORE YOU DIG

- Call MISS DIG 811 at least three working days before digging. Or submit a request online at elocate.missdig811.org. They will arrange to have underground utilities marked.
- Make sure your excavation site is clearly described on your staking request. White lining or staking the dig site can help.
- Wait for utilities to be marked, check Positive Response before digging, and hand response to verify location.
- Any time you make contact with an underground utility, call us immediately.

Contact MISS DIG 811. If you don't call MISS DIG 811 and don't follow safe digging practices, you could hit an underground line and you or your coworkers could be hurt or killed. You may be held liable for damages.

BEWARE OF GAS PIPELINES

- To ensure safety and reliability, Consumers Energy continually tests, respects, repairs and improves our pipelines and monitors for potential gas leaks.
- Most pipeline leaks are caused by accidental damage from excavation activities.
 - Pipeline markers are usually found at road, railroad and waterway crossings, and at regular intervals across rural areas.
 - For security purposes, these markers do not indicate a pipeline's exact location, depth or the direction it follows. So never use markers as a substitute for calling 811.
 - If you notice any suspicious activity near a pipeline marker, or if you see construction occurring near a marker with no utility personnel present, call us to report the issue.

811 Contact MISS DIG 811 by calling 811 at least three working days before you dig.

High-visibility markers with our logo and 24-hour emergency phone number indicate the general location of our high-pressure natural gas transmission pipelines.

CALL US IF YOU MAKE CONTACT WITH A PIPELINE

- If your equipment makes contact with a Consumers Energy® pipeline, stop your excavation and contact us. This includes ricks, dents, gouges, cuts, scrapes or scratches to the pipeline or its coating.
- Call even if there is no apparent damage. Even a minor rick or scrape could result in future corrosion and/or a natural gas leak or explosion.

LOOK OUT FOR OVERHEAD POWER LINES

- Survey your job site every day to find overhead power lines, poles and guy wires, and post them out to coworkers. Be alert for lines hidden by trees and buildings.
- Always complete a pre-job safety briefing. Review your emergency plan before work begins, so everyone knows what to do in case of power line contact.
- MIOSHA safety standards require that anyone working near power lines stay at least 10 feet away, plus the length of any tools or equipment you are using. Metal ladders, cranes and some other specialized equipment require 20 feet of clearance.
- Higher voltages also may require greater distances. Contact MIOSHA for specific requirements. Contact us to verify voltages and request overhead assistance.
- Clearly mark boundaries with tape, signs or barricades to keep workers and equipment the required distance away.

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Multi-Damager Follow-up

- Phone Call/Email
- Site Visit
- Send Letter / Printed Resources
- Meetings
 - Company Officials/Safety Director
 - Project Owners/Stakeholders
- MPSC



Thank you!



Damage
Prevention



Public
Safety

Working together for safer communities. That's our promise to Michigan.

Consumers Energy
Count on Us

Roundtable Discussion

- How do you measure the effectiveness of your program?

- What has had the biggest impact on decreasing damages?

- Do you use data to determine where you focus your outreach activities?

- What do you do about multi-damagers?