



2017 Annual Meeting Roundtable Notes

Subject: *Internal Safety Campaigns and Segments: Employee Engagement Programs and Field Personnel, and ICS Training*

Facilitator: *Xcel Energy representative, Lori Warner*

What have companies done to create internal safety campaigns within their organizations?

Xcel: Public safety team partnered with wellness group to develop an online tool for public safety: public safety ambassador learning management system training. For those who complete the training, \$25 is added to health savings account. Xcel safety team gets a report of who has completed the training, then can invite those employee ambassadors to help with community events and trainings, such as the 811 booth at Rockies game. In addition, there are points given for employees who come to help with presentations or review of the learning management training systems. Points are calculated and then sent to the manager; recognized in safety or team meetings, and can accumulate and then the employee can turn in for prizes. For the public safety team, they are able to give after-action reports to turn in for use in receiving additional grant money, which increases participation.

Avista: Every April, we have an 811 celebration. We have a spinning wheel with different laws around it and if the employee participant gets the answer right, they get gloves; and if they get it wrong, they receive other 811 materials, like a pencil. We also have a blow-up house outdoors as part of the celebration.

UGI: To engage employee to reduce incidents, employees can call in when there are no calls or flags on site. We have reduced "no one-call" damages by 48%.

NVE: I would like to know more about others learning management systems and how to develop it. In addition, what we do to engage employees, is use our employees in commercials.

Georgia Power: We have a "Heads Up" program, where employees can turn in places that are needed to clean up on to help reduce incidents. We give them a Yeti cup. Once we started handing out the Yeti cups, our notifications from employees went from 100 to 3,000 to 4,000.

NVE: We also promote employee parents going into schools to give trainings.



Subject: *Field personnel/Incident Command System (ICS) training—what have companies done for this training?*

Orange & Rockland: Our incident command training is at 700. We have the ICS white hat, fire commander, joint drills (everyone has to be 100-200, has 300s). These are anyone that could be an incident commander, not all employees.

NVE: Lineman and first responders are both type A personalities: the incident commander needs to communicate to trouble men the hierarchy, that first responders are in command unless imminent danger.

AEGIS: One of the products we offer is focus service following a risk assessment; 10 days no charge, no charge, you can get an AEGIS representative. Often, we help with ICS plan development. Support continuous improvement and implementation of RP 1173.

UGI: We are NIM 100 certified, with annual field personnel level 1; management level 3 executive management group. RTUE external-facing with fire service and is backed up with face to face meeting by appointment.

SMUD: We don't require field services to go through 100. We do have emergency response program and EAP for all departments and train annually. In addition, we just had a large coordinated exercise with other agencies.

National Fuel: We invite first responders to visit our facilities.

Gulf Power: We started last year a full launch of storm drill procedures (for hurricane response), and getting familiar with substations. We don't do ICS; but have step through processes, and hierarchy to train and prepare our teams.

Georgia Power: We are reaching DOT, first responders, and getting great response times, and even getting calls outside of state, as far as Nashville. Employees are doing a lot of the training, we have implemented PowerTown, and overall have reached 4.5 million people over 25 years.



Question/Answer Session:

Question:

SMUD: You (Georgia Power) mentioned training that you were able to get volunteers for, for the Powertown (*an in-person demo*) exercise. Are your volunteers qualified electrical workers?

Responses:

Georgia Power: No. They're trained, also have teachers getting credit. We give them the proper clothing.

SMUD: We have IBEW only qualified workers operating the PowerTown.

Georgia Power: Our users are only using a stick, not their hands, and we have an 8-hour class on it.

SMUD: Linemen are paid their regular salary even on weekends or evenings to participate in our exercises (time and half on Saturday, double on Sunday).

APS: We get a lot of volunteers for in-person demonstrations due to double-time/time and a half.

Xcel: We bring two linemen for our in-person presentations, and the linemen like the points they receive through our program (*spoken about at the beginning of the roundtable discussion*).

Question:

AEGIS: How many use a high voltage trailer? It seems to be good with older kids, but scare younger ones.

Responses:

SMUD: There aren't high voltage trailers to purchase off the shelf. If there are any good trailers that you're proud of; I would like to have some pictures or get a contact for good design.

CPS: We have a high voltage trailer and will get info to SMUD. CPS use linemen, and we for our trailer, we have a speaker, so we need access to power and need to have lots of room. We also have a mobile outreach vehicle, but all these things require responsibility from the users.

NVE: We have an event at a golf tournament; and students view the trailer there. We bring a generator for the high voltage trailer to be operated.