



PUBLIC SAFETY & EDUCATION

PRESENTED BY:

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Director- Community Programs

UPSA Regional Meeting

Nov. 7, 2018

PEOPLE FIRST!

COMMUNITY & CUSTOMERS



ABOUT CPS ENERGY



Largest Municipally Owned Energy Company in the U.S.

- **805,000 Electric Customers**
 - 7,893 Miles of Overhead Lines
 - 5,611 Miles of Underground Lines
 - 1,537 Miles of Transmission Lines
- **344,000 Natural Gas Customers**
 - 5,494 Miles of Distribution Main
 - 89 Miles of Transmission Main
 - Assets in 8 counties



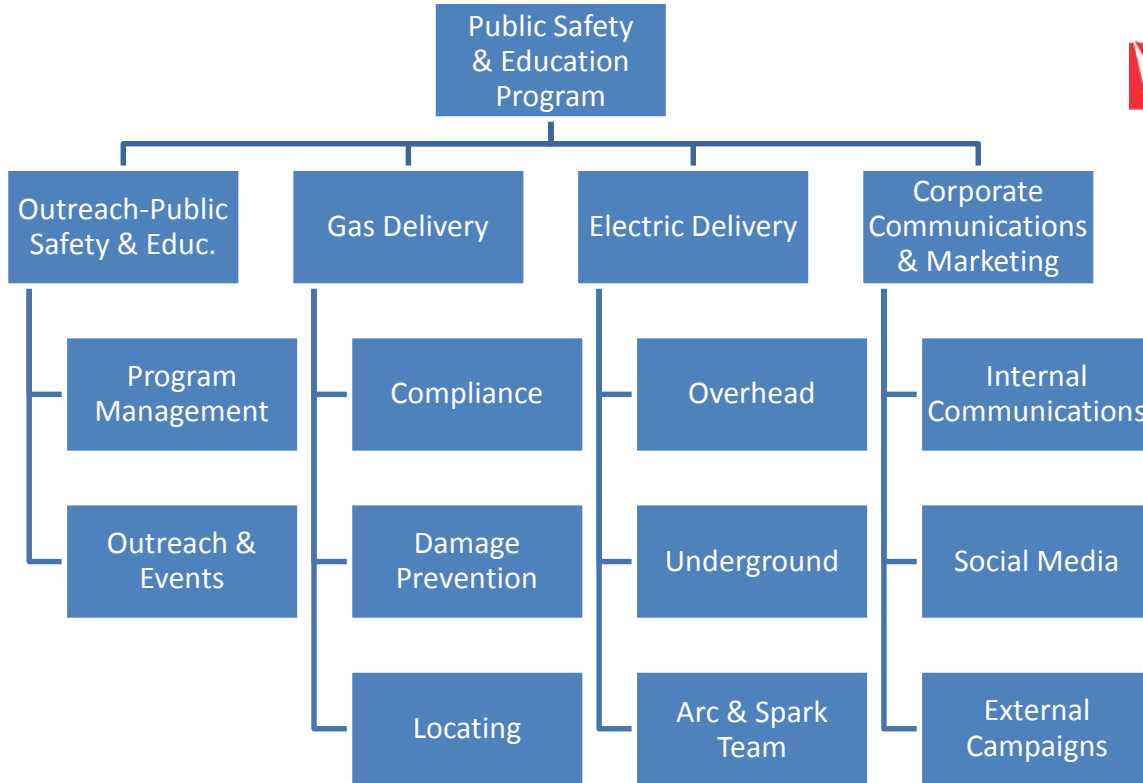
PS&E PROGRAM



- Educate our community on **electric and natural gas safety awareness and prevention** to reduce incidents, prevent injuries, and save lives!
- Educate our community on **energy conservation** to save energy and lower bills
- Work across a **matrixed team** to segment audiences and target safety outreach
- Help to ensure **compliance activities** related to Gas Public Safety Awareness are completed
- Collect data to measure **program effectiveness** and make adjustments where needed



MATRIXED TEAM



OUTREACH ACTIVITIES



- Annual **mailers** segmented to each audience
 - Customers (bill inserts, emails)
 - School Teachers
 - First Responders
 - At-Risk Workers
 - Public Officials
 - Residents & Businesses near Natural Gas Transmission Pipeline
- Interactive **Websites** (Educators, At-Risk Workers, First Responders)
- In-person **presentations**
- Tabletop outreach at **community events**
- Host **special events**
- First Responder **Training**
- Ads (Social Media, Billboards, Radio/TV, Print)



SCHOOL OUTREACH



- Annual mailer to **elementary and middle school** educators offering complimentary classroom material
- Interactive **Website** for Educators with Games, Activity Pages, and Videos
- In-person **classroom presentations** with props
 - Louie the Lightning Bug & Sniffy booklets to elementary students
 - Wires and pipes, insulator, gloves, danger signs
 - Hazard Hamlet to demonstrate electrical hazards
 - Mobile Support Center & Gaston as learning tools



SCHOOL OUTREACH



FIRST RESPONDERS



- Annual mailer to **emergency officials and first responders** offering complimentary safety training material
- Interactive **Website** with material
- In-person **safety training** at fire stations
- Participation in their **community events**

# Fire Departments	# Classes
31	106
# Trained	# Months
1,386	7



AT-RISK WORKERS



- Annual mailer to **excavator/worker organizations** offering complimentary safety training material
- Interactive **Website** for Contractors
- In-person **safety presentations** with props
- Arc & Spark Team to **demonstrate high voltage** electrical hazards
- Host **Safety Events** for targeted work groups
- Weekly **Safety Alert email** to City of San Antonio Building Permit Applicants
- Ad in **Construction Newspaper**
- Gas Hit Line **Repeat Offender Outreach**
 - Certified letter to call for a safety presentation
 - Annual phone call/kit delivery to repeat offenders
- Mobile Support Center & Gaston as learning hubs



JUEVES DE LONCHERAS



ARC & SPARK



SAFETY EVENTS



COMMUNITY



- Host **Community Program Fairs** throughout San Antonio and surrounding areas
- Annual mailer to residents and businesses along our **Gas Transmission Pipelines**
- Bill Inserts or Email to our **Gas and Electric Customers**
- CPSEnergy.com/safety
- In-person **safety presentations to group meetings**
- Tabletop outreach at **community events**
- Social Media, Billboards, Radio



COMMUNITY



ADS/MEDIA



This September has been one of the wettest in San Antonio history. And we're expecting more rain this weekend. ...Storms can cause heavy traffic, flooding and even power outages. What should you do during a power outage? How do outages occur? How long will your power be out? We've got the answers! Use this blog as a handy guide for all things outages and check our websi... See More



NEWSROOM.CPSENERGY.COM

Power Guide: What You Need to Know About Outages -
This handy guide will give you information about what cau...



Plant a tree. Save energy. Save money. -- Earn a \$50 rebate when you purchase a qualifying shade tree! Remember to call 811 before you dig. Call 811 Before You Dig

CPSENERGY.COM

Green Shade Tree Rebates

Trees create shade and keep your home cooler. Get rebate...

Call 811 before you dig.

It's simple. Call 811 two days before you start digging and CPS Energy will come locate underground gas and electric utility lines. Not calling can result in damage to gas and electric lines. Damage to a gas line can cause a gas leak, ignition, or loss of service. It's free and it's the law.

If you're working near gas lines:

- Mechanized equipment is prohibited within the tolerance zone of the natural gas line
- The tolerance zone is 36-inches on either side of the pipe plus half the pipe diameter
- Underground Natural Gas lines may be located near your residence or place of business and are a safe and reliable source of energy
- These gas lines are inspected for gas leaks on a regular basis to ensure pipeline safety and reliability

If a pipeline is damaged:

- Leave the area
- Call 911 immediately if there is a release of natural gas
- Call CPS Energy at (210) 353-HELP (3537) at the first sign of a gas leak
- Call 811 and request 24-hour notification within 1 hour of incident
- Notify the Railroad Commission within 30 days of the incident

Call CPS Energy at (210) 353-HELP (3537) if you recognize these three signs of a gas leak:

- SMELL - distinctive odor, like rotten eggs, which is added to natural gas to make it easier to detect
- SOUND - hissing, whistling or roaring

Visit cpsenergy.com/safety for more information

How can you tell the location of a pipeline?

- Pipeline markers are used to indicate their approximate location
- They do not indicate the exact location or the depth of the pipeline
- They can be found at fence, street, railway crossings
- The markers display the product transported, name of the operator, and an emergency telephone number of the operator
- You can see a map of the approximate location of transmission pipelines in your area and find the name of a pipeline's operator on the National Pipeline Mapping System at www.npms.phmsa.dot.gov

To schedule a safety presentation from the CPS Energy team, email safetyrepresentation@cpsenergy.com or call (210) 353-3935.



CPS Energy @cpsene... · 10/25/18
#LookUpAndLive - We have a tree trimmers & landscaper safety training on TOMORROW, OCT. 26, 8a-10a. SafetyRSVP@cpsenergy.com to save your spot! #SafetyFirst

OUR SAFETY MATTERS
Su seguridad importa

Trimmer & Landscaper Safety Training
Corte y entrenamiento de seguridad para podadores de árboles y mantenimiento de seguridad para paisajistas

October 26, 2018
8a. - 10a.m.
CPS Energy Company Park • 9911 Patton Bahal Rd.

RODEO



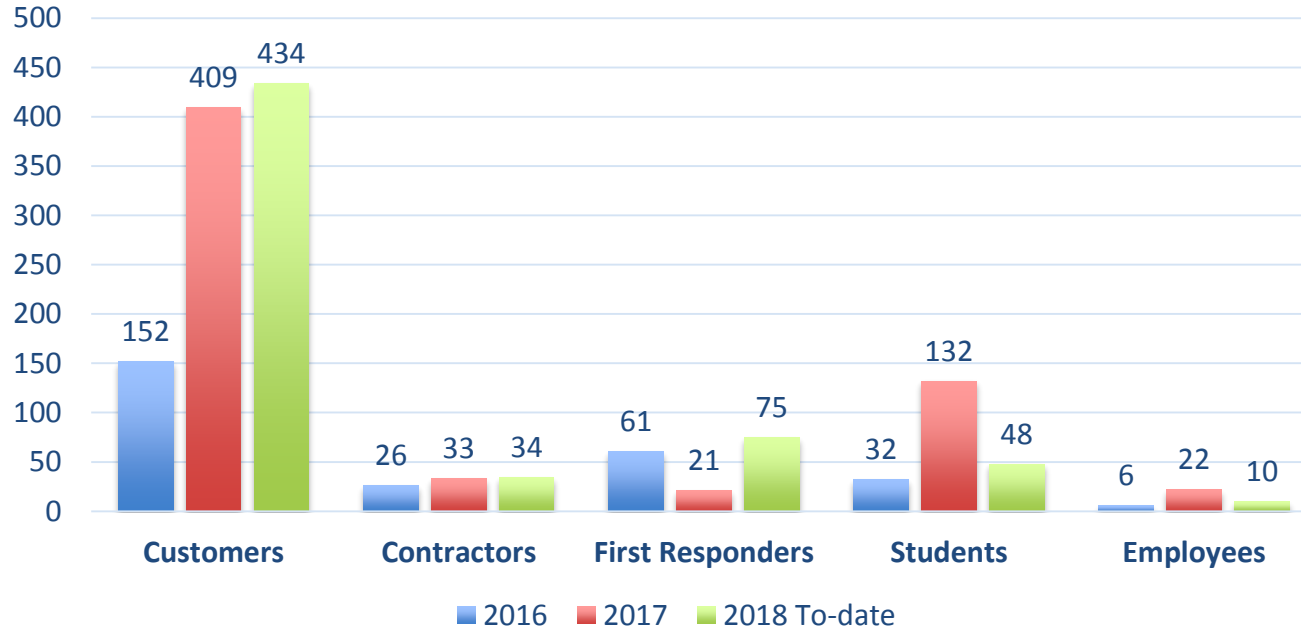
Total People Engaged	# Volunteers/Staff
33,250	46
# Students	# Days
9,172	18



OUTREACH NUMBERS



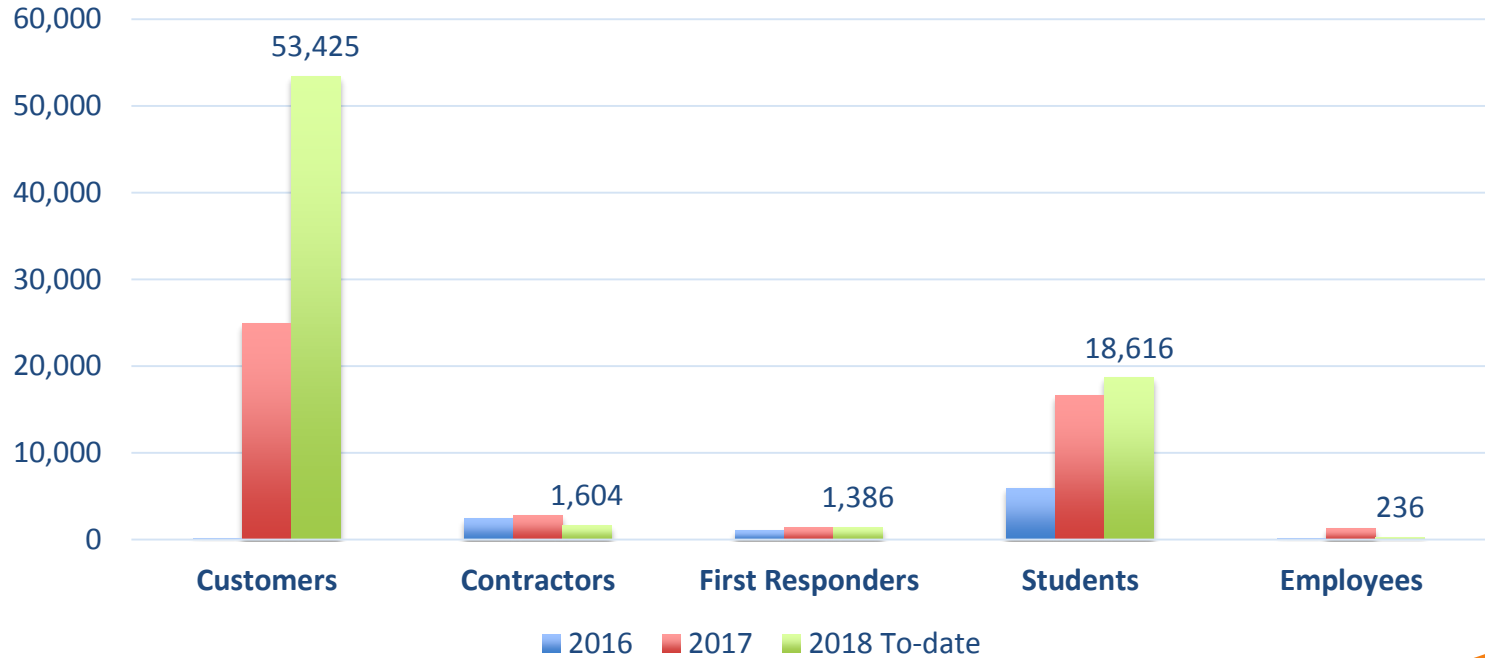
Events by Audience



OUTREACH NUMBERS



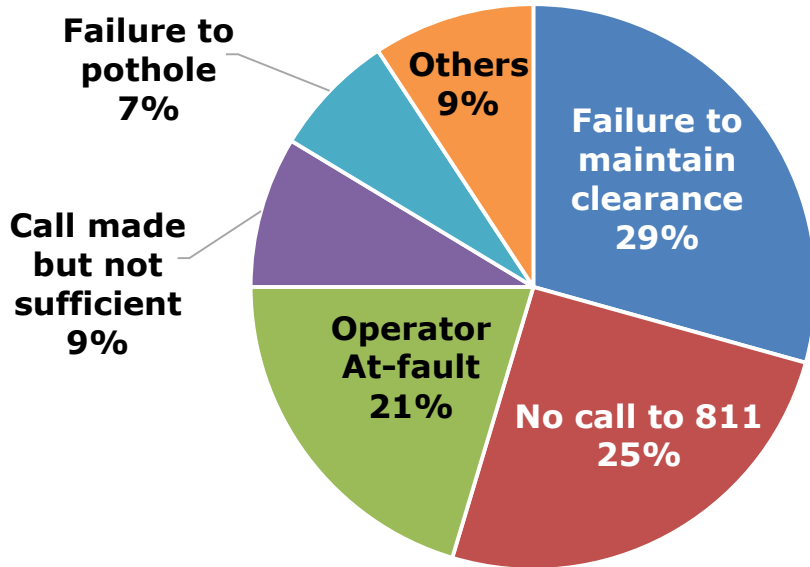
Event Engagement (# Engaged)



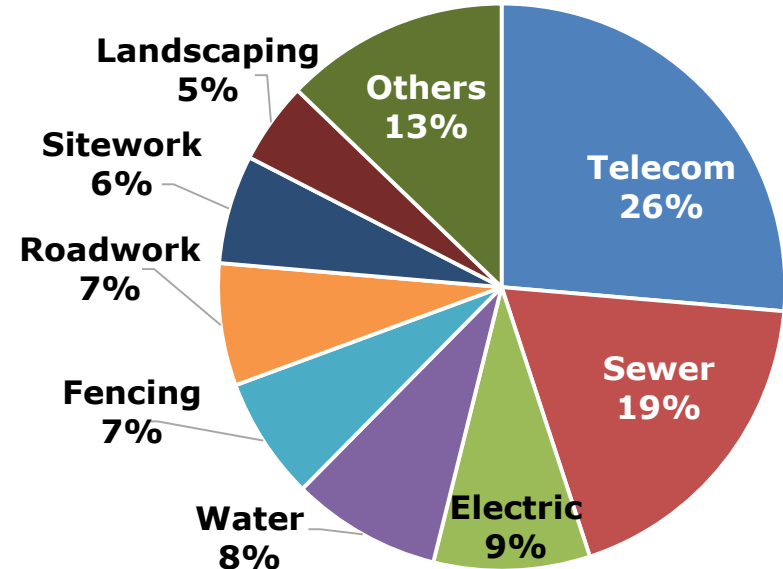
USING DATA TO TARGET OUTREACH



Root Causes FY19 To-Date*



Excavator At-Fault* (Type of Work)



Data analytics initiatives help target outreach to improve our damage prevention initiatives

*As of September 2018

OPPORTUNITIES



- Engage harder-to-reach audiences
- Target untapped schools
- Leverage more partnerships (internal/external)
- Expand coverage in surrounding areas
- Further analyze Effectiveness Evaluations
- Enhance analytics to target outreach



SAFE
K:IDS
SAN ANTONIO



Thank You