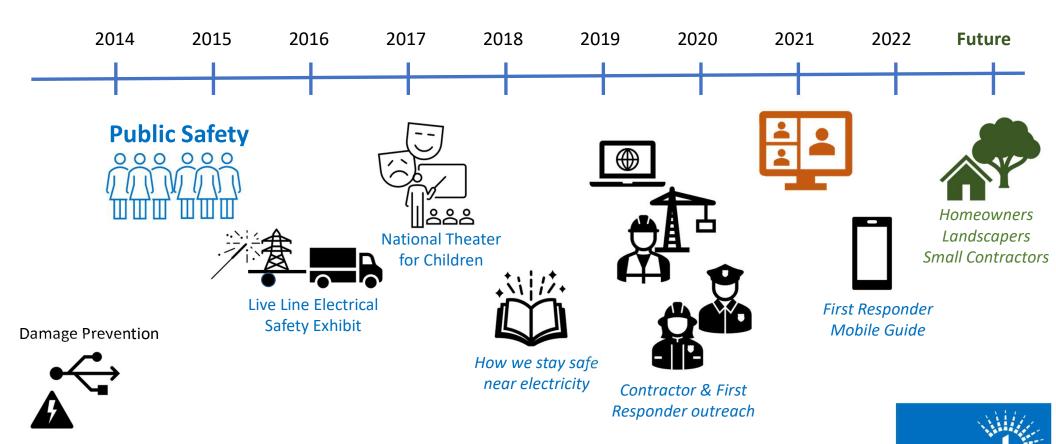
## WELCOME





# Paul Ward Senior Director - Business Services

#### **Evolution of Public Safety**



**PPL Electric Utilities** 

**Business Use** 





## Doug Haupt Supervisor – Public Safety

## **ADAPT**



**IMPROVISE** 

**PPL Electric Utilities** 

OVERCOME





CULVER

Direct Mail Flyers

Online Web Sites

First Responder Training

'Tips of Trade' Messages

## **Culver Company: Experts in Strategic Planning for Utility Public Safety Outreach**



#### **Services**

- Utility public safety awareness program design, implementation, evaluation, and refinement
- Litigation and regulatory support
- Public safety risk assessment and tactical solutions to fill gaps
- Risk management reporting
- Primary research on program effectiveness (national benchmarks and company baseline)

#### **METHODOLOGY**

### Culver Company's Best-in-Class Program Methodology Utilized by PPL Electric Utilities

Design Outreach Campaign Materials to Create Safety Awareness and Build Brand

Engage Organizations to Identify Safety Information Needs Distribute Safety Program Materials Through Preferred Channels and Vehicles

Collect At-Risk Worker Organization Feedback Regarding Use and Impact Analyze National Data to Identify Best-In-Class Practices and Strategies

- Distributed brandaligned direct mail outreach campaign to all stakeholders
- Stakeholders request safety information
- Distribute value-add content through multiple channels
- Collect online and/or via telephone data regarding engagement metrics
- Leverage program data and primary research (baseline)
- National comparison with best-in-class programs (benchmark)











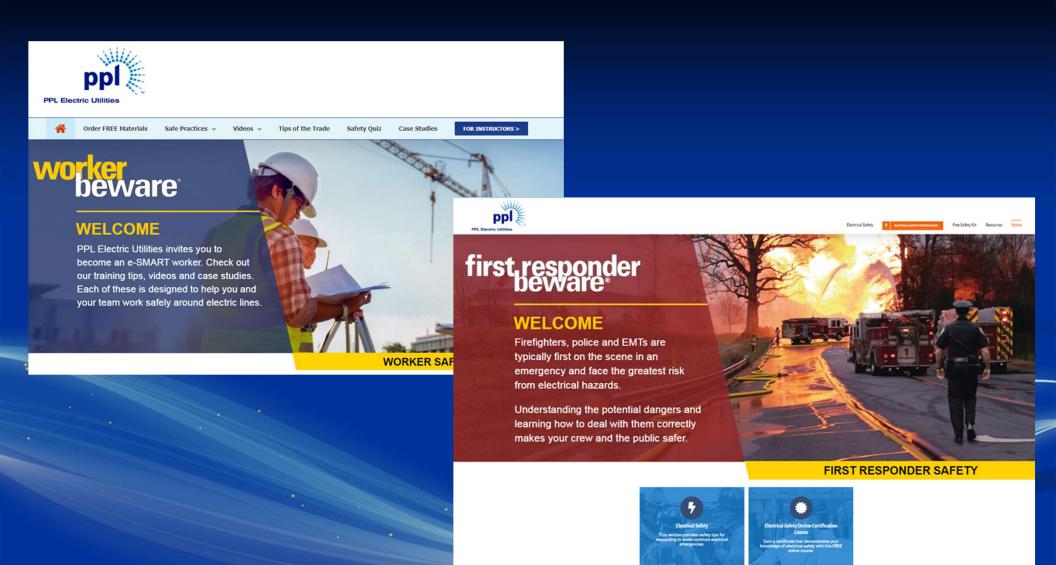
Develop safety messaging

Provide additional safety education

Solicit feedback

Learn and improve





#### OVERVIEW OF PPL/CULVER COMPANY PARTNERSHIP

## PPL Electric Utilities Accomplishments with Culver Company—A Decade Standing Relationship

#### At-Risk Worker

- · Best-in-class program (website, mailer, and safety kits)
- Tips of the Trade (skipped 2021 due to budget)

#### First Responder

- Best-in-class program (website, mailer, and safety kits)
- Tips of the Trade (skipped 2021 due to budget)
- Brand-aligned certificate-based e-learning website for first responders to complete self-paced electrical safety modules
- · Created a 12-member First Responder Advisory Panel

#### School

Brand-aligned Website

#### Advising

· Strategic roadmap with 3-year plan and recommendations













#### Program Overview: Targets At-Risk Excavators/Contractors with Direct Mail Outreach and Digital Resources

- April 6, 2021: Culver Company distributed PPL Electric Utilities brand-aligned electrical safety education to approximately 22,477 at-risk worker organizations.
  - Three segmented mailers: tree workers, roofers, and general contractors
- The outreach included an electrical safety poster that was designed to be hung at the workplace or kept in their vehicles for reference.
- Stakeholders were encouraged to request additional safety education materials by either returning a postagepaid business reply card or using the PPL Electric Utilities at-risk worker website: <a href="https://ppl.e-smartworkers.com/">https://ppl.e-smartworkers.com/</a>.
- This website provides a single interactive location that
  - Shows at-risk workers how to work safely around electric utilities through educational modules, streaming videos, case studies, and a safety quiz.
  - Provides safety instructors with tools and resources they can use to conduct effective utility safety meetings, including downloadable slide shows, presenter's notes, and instructor's guides.
  - Allows customers to request safety materials.



Program Includes: Outreach Mailers, Safety Kit, and Website











PPL Electric Has Proactively Invested in a Best-in-Class At-Risk Worker Safety Outreach Program

Metric	2021
Number of Contractors Mailed Safety Outreach	22,477 (increase of 2,921 from 2020)
Delivery Rate of Mailers	93%
Requests for More Materials	435
Response Rate	1.9%
Positive Brand Impressions Achieved	78,578



#### Best-In-Class Turnkey Program:

Stakeholders can request additional safety education materials, in both English and Spanish, either by returning a reply card or by using the PPL Electric Utilities online resource: <a href="https://ppl.e-smartworkers.com/">https://ppl.e-smartworkers.com/</a>

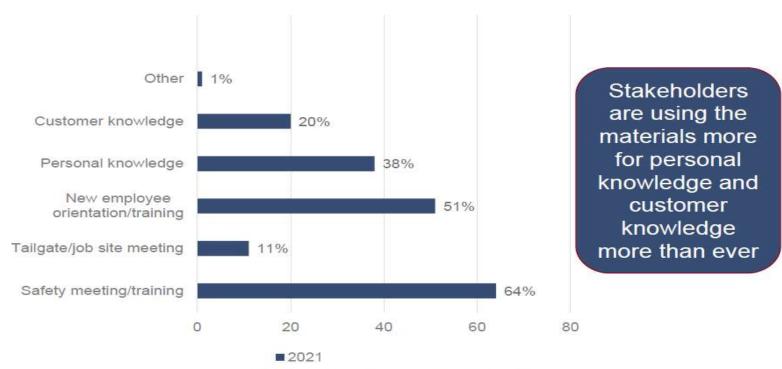
#### Safety Kit includes:

- Contractor Beware® Booklets (10 in English, 5 in Spanish)
   These 8-page booklets feature full-color photos that illustrate key safety tips regarding overhead and underground power lines, excavation, and spotter and equipment usage.
- · 2 Worker Beware DVDs/USB (1 English, 1 Spanish) with videos and a slide shows



#### At-Risk Workers Value the Information, Utilizing the Materials for Onthe-Job Safety

#### **How Are the Materials Used?**



Source: PPL Electric Utilities program data, program year 2021 n= 43

Note: Total may not equal 100% because some respondents provided more than one response.



### Strategic Safety Communication Programs Positively Impact At-Risk Worker Knowledge and Benefit Utilities' Image

The materials provided help me/my coworkers perform our jobs more safely

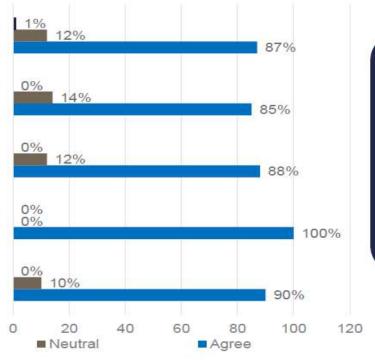
The workers at my organization use the safety information to work more safely

I expect safety information from PPL Electric

The information provided by PPL Electric is valuable

PPL Electric is committed to safety

Disagree



2021 saw a higher number of neutral opinions, which could reflect the requests for the first time by stakeholders

Source: PPL Electric Utilities program data, program year 2021 n= 432



## CULVER

Tips of the Trade'



March 202

## TIPS OF THE TRADE

#### Safely Exposing Buried Utilities

You've called 811, you've waited at least three business days and you're sure all buried utility lines on your job site have been located and marked. Now you can use your mechanized equipment to begin excavating, right? Not so fast.



Order our COMPLIMENTARY worker safety kit on the PPL Electric Utilities e-SMARTworkers website.

ORDER KIT >

Buried power lines and other facilises can be easily damaged and are dangerous to contact. Before you can safely work close to an underground utility line with mechanized digging equipment, you must see the line with your own eyes:

- First, use only hand tools, like shovels, or other nonintrusive methods to expose the line. You must hand expose within the "tolerance zone," a safety area that spans the width of a marked utility plus 18 inches from each indicated outside edge in Pennsylvania.
- Then, and only then, can you begin power digging. Be sure to work with a spotter whose only job is to keep mechanized digging equipment away from buried

Always contact www.pa1call.org before digging and for the most current requirements.

#### Hand Dig with Care

Take care to prevent damage by using a rounded or blunt-edged shovel—and be sure you use a fiberglass shovel when digging around buried electric lines. Never use sharp tools like pickases, mattocks, pry bars or pointed spades, which may gouge or

Begin digging off to the side of the marked utility line. Use a gentle, prying motion to break away soil as you approach the line laterally. Never pry against a utility line to remove soil, stab at the soil or stone on the shovel with both feet.

#### Report ALL Damage

Even a slight gouge, scrape or don't to a utility line or its coating may interrupt service or cause a hazard. Contact with a gae pipeline may not be immediately disapprous but may lead to leaks. It or or explosions later. Protect at exposed utility lines and check them regularly for chamage. Before you backlift, check them again. If you contact a utility line, report it to us immediately so that our crews can inspect the line and make the necessary repairs. (If gas is leaking, the law requires that you call \$111.)

#### Would You Like to Know More

Additional utility safety tips, case studies, instructional videos and educational tools can all be found, at no charge to you, on PPL Electric Utilities' website.

For more contractor safety information, visit ppl.e-smartworkers.com.



For electrical emergencies, call 911 and PPL Electric Utilities at 1-800-342-5775 (1-800-DIAL-PPL).

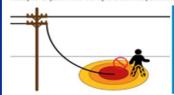


March 2022

## TIPS OF THE TRADE

#### Downed power lines and step potential

Step potential is the voltage difference between the two feet of a person standing near an energized, grounded object. This invisible hazard can be deadly for anyone in the vilority of a downed power line.



To order our COMPLIMENTARY first responder safety training kit, visit the PPL Electric Utilities e-SMARTresponders

олоел кіт з

#### How step potential happens

When a power line contacts the earth, it carries electric current into the ground. If the voltage is strong enough, the current will spread out from the point of contact. Voltage will be highest at the point of contact and will derivelish with distance from that point, (Voltage levels may vary with ground conditions and the conductivity of the soil.)

If you walk across this energized area, the voltage between your feet will differ. Electricity will use your legs as a path to travel from an area of higher voltage to an area

#### The shuffle technique is key

If you are in the vicinity of a downed power line, you must make small, shuffling movements with your feet doise together and in contact with the ground at all times. Do NOT take large steps, and do NOT allow the Teel of one foot to pass the tops of the other. These procusions ensure both feet remain in areas of similar



Continue shuffling until you are at a safe distance: at least 100 feet away from a downed power line. Always maintain the maximum distance possible from any

#### Distance is your best protection

Downed power lines can be energized even if they don't hum or spark, and even lines that appear dead could become re-energized at any moment. If you know or even suspect that a power line is down, contact PPL Electric Utilities immediately and take these procustions:

- Keep yourself and all vehicles and equipment at least 100 feet away from ALL downed power lines and any objects that may be energized.
- Do NOT rescue anyone in proximity to a downed power line until the PPL Electric Utilities representative confirms the line has been de-energized.
- Maintain a safety perimeter to keep the public for away from the area until PPL Electric Utilities personnel give the all clear.

#### Would you like to know more?

Additional utility safety tips, case studies, instructional videos and safety education tools can all be found, at no charge to you, on PPL Electric Utility's e-SMARTresponders

For more first responder safety information, visit ppl.e-smartresponders.com.



In an electrical emergency, call PPL Electric Utilities at 1-800-342-5775 (1-800-DIAL-PPL).

### Emergency Officials Were Provided with Resources About Safety and the Opportunity to Complete Online Safety Education

- April 6, 2021: Culver Company distributed PPL Electric Utilities brandaligned electrical safety education to approximately 2,810 first responder organizations.
- Stakeholders were encouraged to request additional safety education materials by either returning a postagepaid business reply card or using the PPL Electric Utilities first responder website: <a href="https://ppl.e-smartresponders.com/">https://ppl.e-smartresponders.com/</a>
- In addition, the first responder website provides an interactive e-learning resource where participants can complete a robust, certificate-based education course







## PPL Electric Utilities Has Proactively Invested in a Best-in-Class First Responder Safety Outreach Program

Metric	2021
Number of First Responders Mailed Safety Outreach	2,810
Delivery Rate of Mailers	98%
Requests for More Materials	301
Response Rate	10.8% (increase of 1.7% from 2020)
Positive Brand Impressions Achieved	45,909



TOWNSHIP STORY

#### Best-In-Class Turnkey Program:

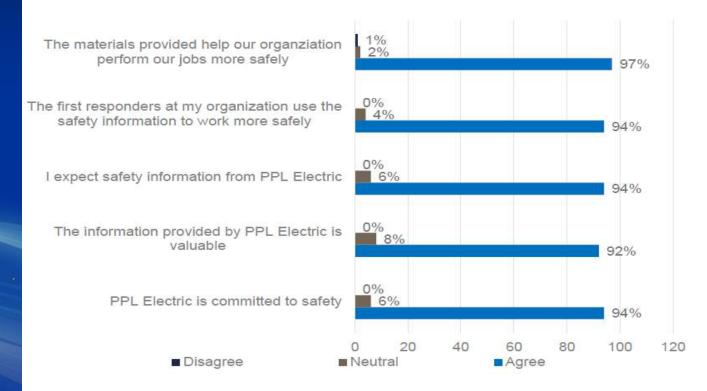
Stakeholders can request additional safety education materials either by returning a reply card or by using the PPL Electric Utilities online resource: <a href="https://ppl.e-smartresponders.com/">https://ppl.e-smartresponders.com/</a>

#### Safety Kit includes:

- First Responder Beware Booklet
- 1 First Responder DVD/USB



## Strategic Safety Communication Programs Positively Impact At-Risk Worker Knowledge and Benefit Utilities' Image



Source: PPL Electric Utilities program data, program year 2021 n= 67





Many Organizations Were Engaged with the Emergency Official Safety Resources Available

#### 365 individuals from the PPL Electric Utilities service area have completed the e-learning First Responder Certification

 Both fire and law enforcement are represented as participants

How they heard about the PPL Electric Utilities e-learning First Responder Certification	Number of Responses
Course Catalog	40
Email	149
Magazine	15
Direct Mail Outreach	8
Online Advertising	19
Referral (colleague/friend)	39
Presentation	6
Social Media	15



**Electrical Safety Online Certification** 

#### SAFETY CULTURE

#### A Culture of Public Safety Drives Measurable Improvements Enterprise-Wide







- √ 7 years
- √ 125,000+ students in grades K-5
- √ Over 330 schools











#### What teachers are saying:

"It was great that the students were able to send their questions about electricity and get live answers! The turbine visual for how electricity is made was great...!"

"My kindergartners thoroughly enjoyed the livestream and the activity book."



"My students and I absolutely loved this program! They were extremely engaged!"









LPW0

I would suggest switching out this photo to something clearer. Let me know if you want me to get one. Lester, Patrick W, 2022-05-12T16:54:53.087



### **Electrical Safety and 811 Presentations**

- 2020 37 Zoom presentations 1,684 Contractors and First Responders
- 2021 26 Zoom presentations (6 months) 1,251 Contractors and First Responders



## E-Smart Safety Site for Kids



## E-Smart Safety Site for Kids







**Get SMART!** 

**Activity Pages** 

Ask an Expert

Games

Home Inspections

Call Before You Dig

#### ASK THE SUPEREXPERT ABOUT ELECTRICITY & ENERGY EFFICIENCY

Have you ever wondered why shoes hanging on a power line don't get fried? Or whether cars could someday run on cow manure? Now you can get answers to these and all your energy-related guestions. Just Ask the Superexpert!

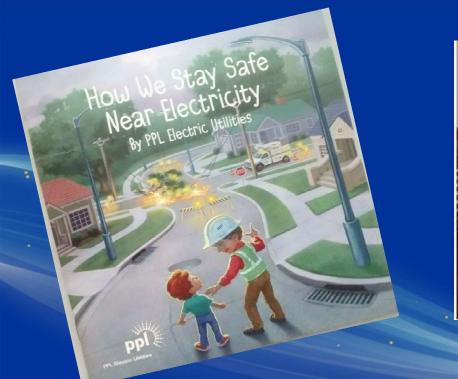
The Superexpert answers new questions regularly, so check back to see if YOUR question is up!

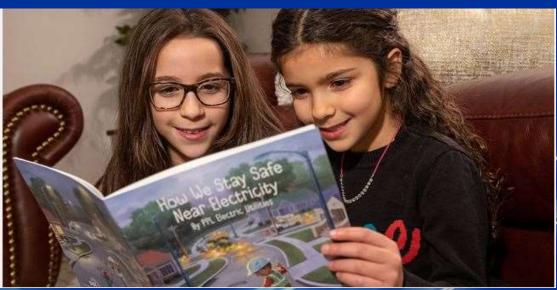
- I once saw a pair of shoes hanging from a power line. Why didn't the shoes get burned up by the electricity in the line? —Will
- + Is it true that cars could someday run on cow manure? —Tyler
- I have heard that landfills can be a source of energy. How does that work? —Alya
- How much energy is in a bolt of lightning? —Sophie
- + What kind of a difference does it really make to replace a regular light bulb with an energy-saving one? —Anna
- Why didn't Ben Franklin get killed when he tied a metal key to a kite string and flew the kite in a thunderstorm? —Zachary



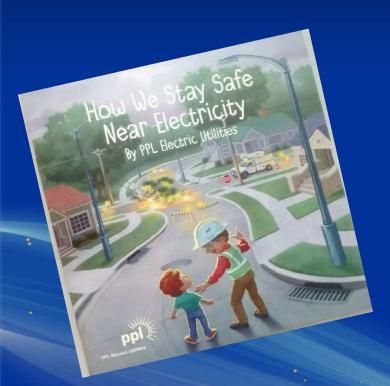
# Electrical Safety Book for Children







## **Electric Safety Book For Children**



Available at no cost for fourth-grade students at schools in PPL's service territory.

A <u>PDF version</u> is also available for anyone to download at pplelectric.com.

Since 2019 we have distributed 42,689 books to 4<sup>th</sup> grade students.

### **Industry Roundtable Talks**

### Wrap-up



& Centra (Vanile 81)



NYERS

Dessine Company

Eric Moore LO, PE Paul McCarty

Norm Parrish

101111110111011

Doug Haupt

Matt Shapansky, PE

Neil Derstine

For PDH certificate or Operator CEH:

Christine Gunsaullus

CGunsaullus@entecheng.com

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Matthew.Shapansky@allanmyers.com

EMoore@entecheng.com

NLParrish@pa1call.org

DLHaupt@pplweb.com

PMcCarty@entecheng.com

















- We're keeping the public safe around our power lines.
- That includes state police officers.
- Since 2014, PPL has been a part of every graduating cadet class at the PA State Police Academy.
- We have provided electrical safety presentations to 23 graduating classes and 2,700+ cadets.

## LIVE LINE Electrical Safety Exhibit





Our Live Line Electrical Safety Exhibit is back in action! Request a demonstration for your organization today! http://ow.ly/4J6o50EQjOQ



STORIES.PPLELECTRIC.COM

Our Live Line Exhibit is back on tour – PPL Stories
Safety Our Live Line Exhibit is back on tour May 19, 2021 We're po...

## **Live Line Electrical Safety Exhibit**

### **Nearly 50,000 reached with 458 Presentations**

2015 - 3,558

2016 - 5,450

2017 - 7,885

2018 - 10,025

2019 - 18,584

2020 - 45

2021 - 4,250

#### PPL ELECTRIC UTILITIES LIVE LINE ELECTRICAL SAFETY EXHIBIT









## **County 911 Center Zoom Presentations**

## **Mobile-Friendly Guide**



ABOUT US





When it comes to responding to emergencies and keeping the public safe, police, firefighters, and ambulance personnel are critical.

And we want to make sure they're safe while protecting the public, particularly when they are working around overhead an underground power lines and other electrical equipment.

We're hoping a new program will do just that. We recently introduced our new electrical safety presentation designed specifically for 911 centers and emergency management agencies.

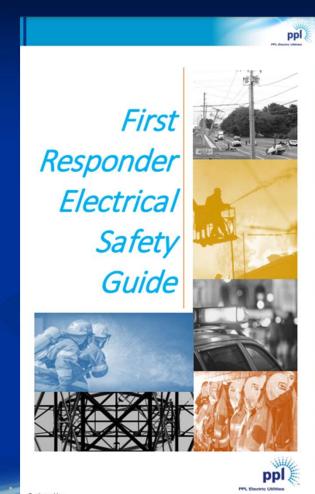
The response was impressive. Representatives from 23 of the 29 counties we serve joined the free, one-hour Zoom presentation we offered in early May. In all, 86 people were on the call to learn valuable safety lessons.

"It's always beneficial for our 911 dispatch staff to be involved in this type of training," said Daniel S. Bellesfield, Lehigh County's 911 Operations Coordinator. "While we are not physically on scene, being trained and familiar with equipment and terminology will help to expedite responses to emergencies."

#### OUR BLO

For outages or power problems, please visit www.pplelectric.com or call 1-800-342-5775. In case of an emergency, please dial 911.

Welcome to PPL Stories. We're PPL Electric Utilities, and we look forward to sharing stories, pictures and video about our work in the community - both to provide reliable electric service and to support the places where we live and work. Visit pplelectric.com for more about yet.



## First Responder Electrical Safety Guide

First Responder Electrical Safety Guide ppl
Table of Contents
Electric Utility General Information
Electrical System Overview
Electrical Distribution Components6
Electric Utility Pole Equipment
Electric Utility Underground Equipment8
Electric Meters10
Grid Numbering System11
Substation Equipment12
Personal Protective Equipment (PPE)13
Step Potential
Touch Potential

- Provides first responders information that they can have right at there fingertips.
- Can download PDF to their phones.
- Hard copies distributed at our Live Line presentations.
  - > To date, we've distributed over 2,000 books.
  - ➤ Emailed the PDF to 2,600+ First responder organizations

First Responder Electrical Safety Guide ppl
Electric Emergency Response Guide
Assessment: First On Scene Barrier Placement16
Car vs. Pole Accidents
Downed Wire Emergencies 19
Equipment vs. Wire Contacts21
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Tree on Wire Emergencies25
Underground Manhole Fires9
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PPL Electric Utilities Contact Info
Contact Information 26









### **First Responder Presentation**

- If the energy storage system (battery) is burning, immediately contact PPL EU, and wait for their personnel to arrive.
- Isolate the area at least 150 feet in all directions.
   Keep unauthorized persons away.
- Protect exposures outside of the immediate hazard area, such as trees and buildings, to prevent fire from spreading.
- Wait for PPL personnel to give the go-ahead to begin firefighting.

### **First Responder Presentation**

- Use a firefighting method appropriate for the specific chemistry of battery.
- For example, lithium-ion batteries should be doused with "copious amount of water" to prevent re-ignition during thermal runaway.
- Explore the safety training resources on energy storage and other distributed energy resources offered by the National Fire Protection: <a href="https://www.nfpa.org/News-and-Research/Resources/Emergency-Responders/High-risk-hazards/Energy-Storage-Systems">https://www.nfpa.org/News-and-Research/Resources/Emergency-Responders/High-risk-hazards/Energy-Storage-Systems</a>

#### **BATTERY ENERGY STORAGE SYSTEMS (BESS) EMERGENCIES**

QUICK REFERENCE GUIDE

#### **Initial Response Actions:**

Conduct an Initial Scene Assessment as well as:

- 1. IDENTIFY the location and type of system
- 2. SHUTDOWN the BESS if necessary
- 3. WATCHOUT for high voltage & other hazard





#### **BATTERY ENERGY STORAGE SYSTEMS (BESS) EMERGENCIES**

#### QUICK REFERENCE GUIDE

#### **General Warning and Cautions**

In the event of damage or fire involving battery energy storage systems (BESS):

- · Always assume the batteries and associated components are energized and fully charged.
- · Safety Data Sheets (SDS) can provide important information regarding battery chemistry
- Exposed electrical components, wires, and batteries present potential shock hazards.
- During incidents involving a BESS, responders should follow the steps: IDENTIFY, SHUTDOWN, WATCH OUT
- · Wear all PPE and look away when operating disconnects to protect against arc flash injuries.
- Locate building personnel responsible for the system and/or locate emergency contact numbers.
- · Be prepared to control HVAC systems to prevent spread of smoke and toxic/flammable gases

ALARM ACTIVATIONS		FIRES	
Overheated Batteries/Gas Sensor Activation	Electrolyte Spill	Small Fires	Large Fires
Shutdown of system may not be required, especially if critical systems will be disabled  Monitor battery for potential ignition with thermal imaging camera (TIC)  Check for deformities or bulging of batteries  Check for electrolyte spills  Monitor for toxic\flammable gas release, ventilate the area as necessary  Turn over incident to a qualified, responsible party for additional	Spill may not be visible if batteries are mounted inside a cabinet     Ventilate battery room as necessary     Check safety data sheet for specific hazards and mitigation information     Wearing PPE with SCBA, contain the spill (ensure compatibility with spilled product)     Neutralize & absorb corrosive liquids (only by qualified personnel)     Decontaminate PPE     Turn over incident to a qualified,	SHUTDOWN\ESTOP entire system     Control ventilation of smoke and toxic gases     If applicable, use a dry chemical extinguisher to extinguish the fire     Do not overhaul electrical components     Check for electrolyte spills     Monitor battery for re-ignition     Turn over incident to a qualified, responsible party for additional monitoring	SHUTDOWN\ESTOP entire system     Control ventilation of smoke and toxic gases     Secure an adequate water supply     Extinguish the fire using a fog pattern from a sufficiently sized hose line (Except Sodium Sulfur BESS)     Do not overhaul electrical components     Check for electrolyte spills     Monitor battery for re-ignition     Turn over incident to a qualified, responsible party



PPL Electric Utilities earns S.E.E. Chairman's Award for innovative downed wire technology and focus on safety

Automatic De-energization of Downed Conductors (ADDC) technology

## **Automatic De-energization Of Downed Conductors (AD**

- The innovative technology, implemented in 2019, is a collaboration of PPL, EP SEL.
- It has successfully prevented six instances of potential hazards due to downe conductors.
- The ADDC technology is now patented.
- It's PPL's second patent related to safety technology in the past two years. It testament to our commitment to safety for employees, customers and the pub
- Now active on all PPL reclosers (approximately 4,300).

### **KEY FEATURES**

ARC SENSE TUNE



Requires 0.5 SA to detect current (60A in 751, 50A in 651R-2)

Must observe current for 24 hours to become "tuned" to the line harmonics

ARC SENSE COUNT



There are two algorithms that "count" the arcs

Counts are deviations from the tuned average

ARC SENSE ALARM



When either algorithm has enough counts (3 or 30) it registers an alarm

PPL built filters on the alarms to stop specious counts

DOWNED CONDUCTOR TRIP

PPL has created custom logic to trip when a known downed conductor occurs

PPL patented this functionality

# Automatic De-energization of downed conductors (ADDC)

**ARC Sense Operations (so far...)** 

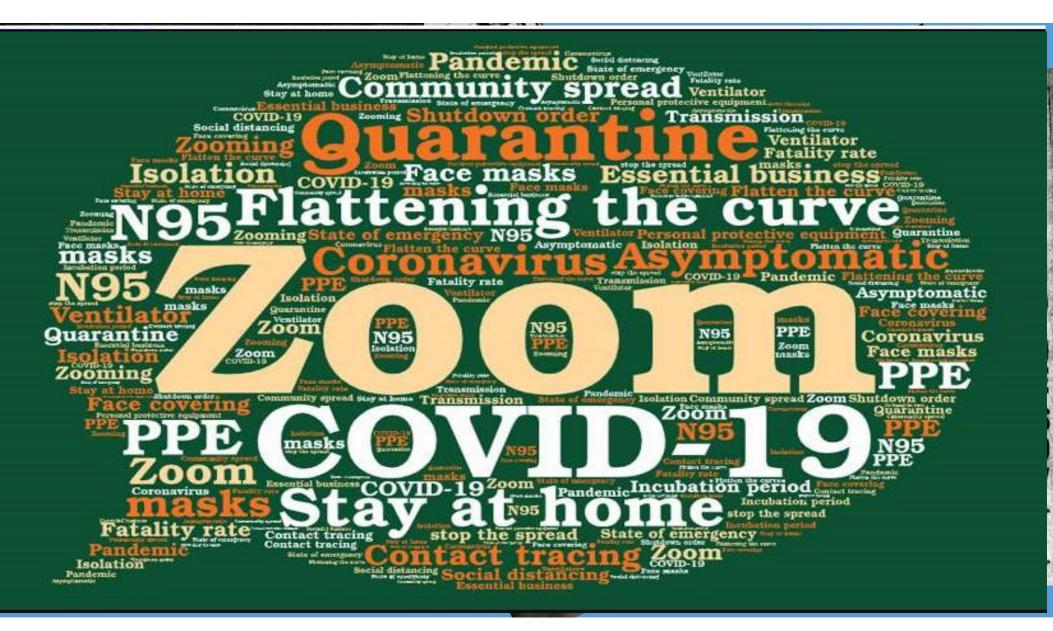
- > 4,300 devices (approximately)
- > 29 correctly detected
- > 7 false trips
- > 5 failed equipment trips (considered correct)

## New Pole Inspection Process Program is finalist for EEI Edison Award



- > New program eliminates interpretation of both pole strength and decay level.
- Ensures accurate and repeatable way to do inspections.
- > Has improved detection of pole failures, decay, and reduced inspection cost and duration.
- > The improved drill needle resulted in the reduction in the degree of measurement inaccuracy to below 1%.
- What used to take a five-person crew a week to complete (150 pole inspections) can now be accomplished in just two days with a two-person crew.









## QUESTIONS

**THANK YOU**