

Washington Gas

# Damage Prevention

En"*trench*"ed Into Our Corporate Culture

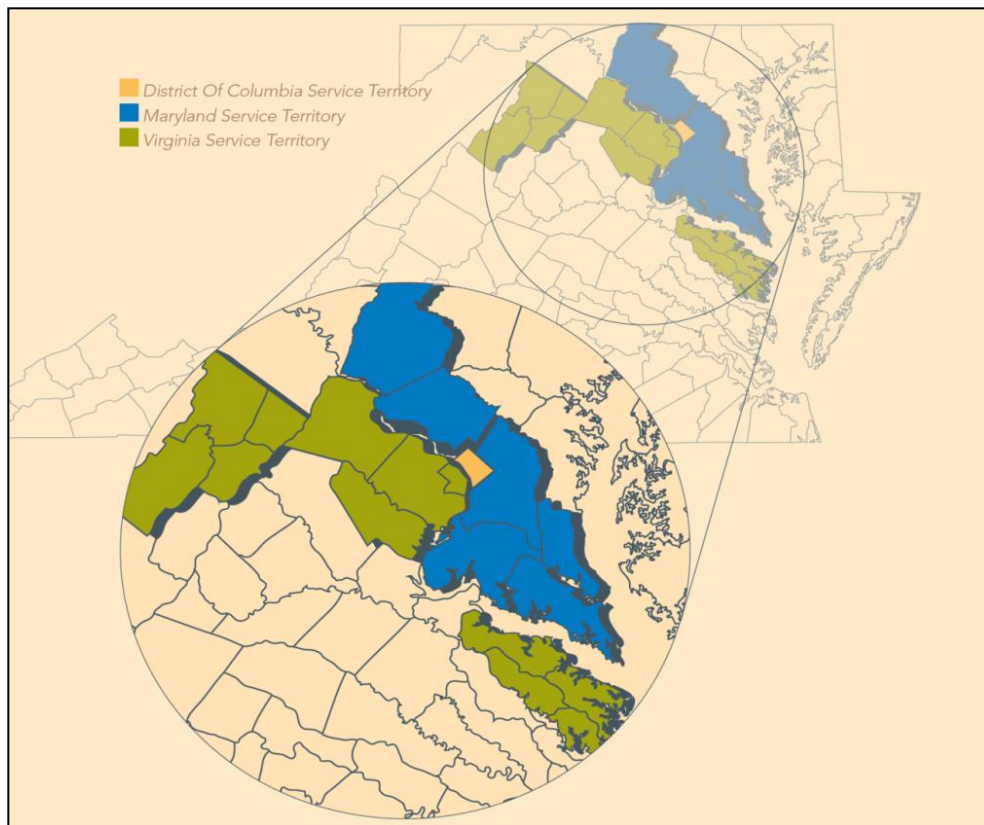


Doug Staebler, Vice President  
Operations, Engineering,  
Compliance and Safety  
April 17, 2012





# Service Territory



- Washington Gas' franchise area covers 6,213 square miles.
- Approx 1.1 million customers.
- Approximately 13,025 miles of main & 970,000 services.
- 1,268 Employees:
  - 582 Management
  - 686 Union Eligible (3 Unions)
- DART Injury Rate: 2.22
- 146 Contractor Construction Crews
- Contractor use for Utility Locating
  - Avg 600,000 tickets / year



## Damage Prevention – A core value at Washington Gas

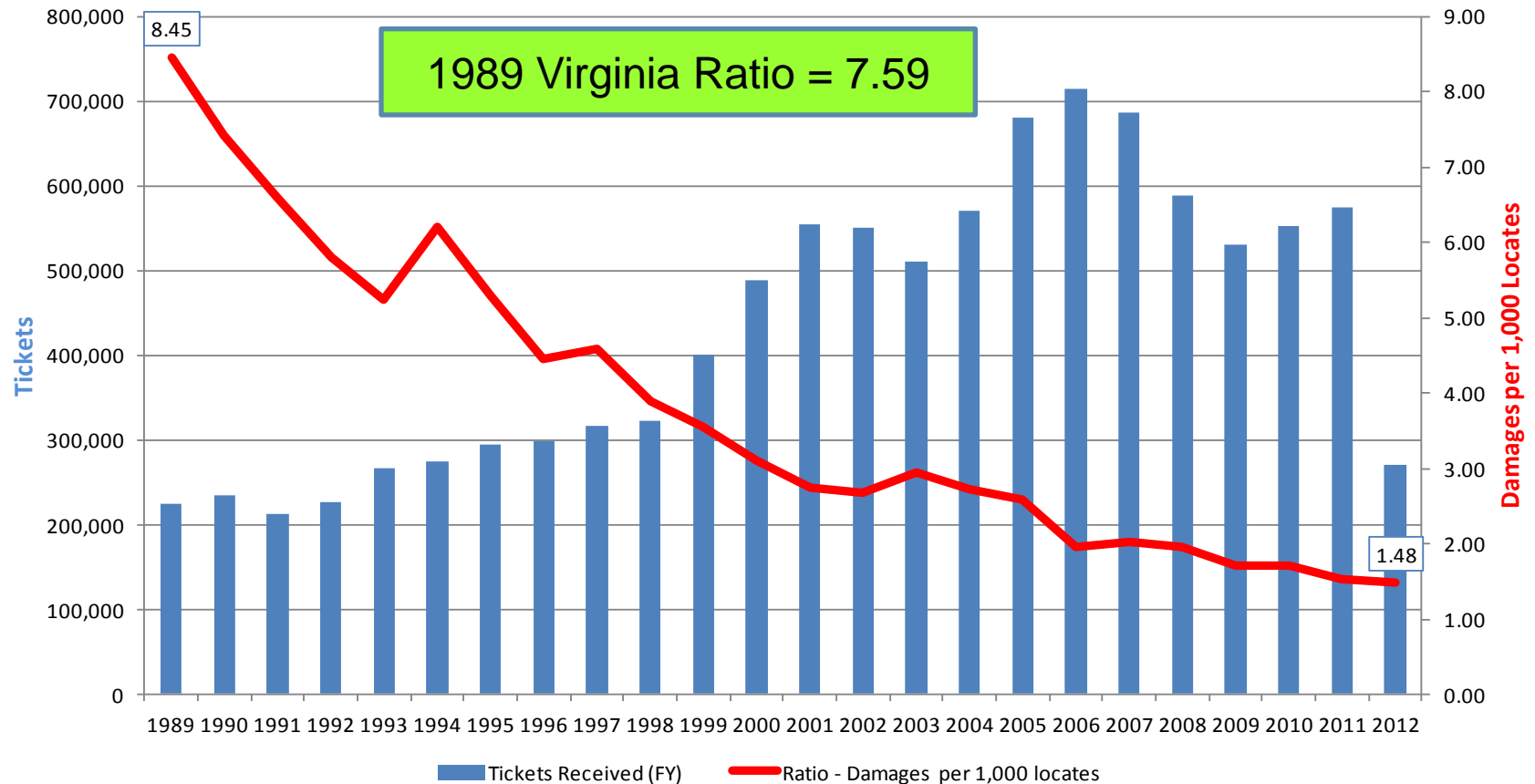
- Recognized value in reducing damages
  - Increased worker, public and system safety
  - Enhanced reliability
  - Lower maintenance costs
- Dedicated staff and resources





# Damage Prevention – Why we are all here today

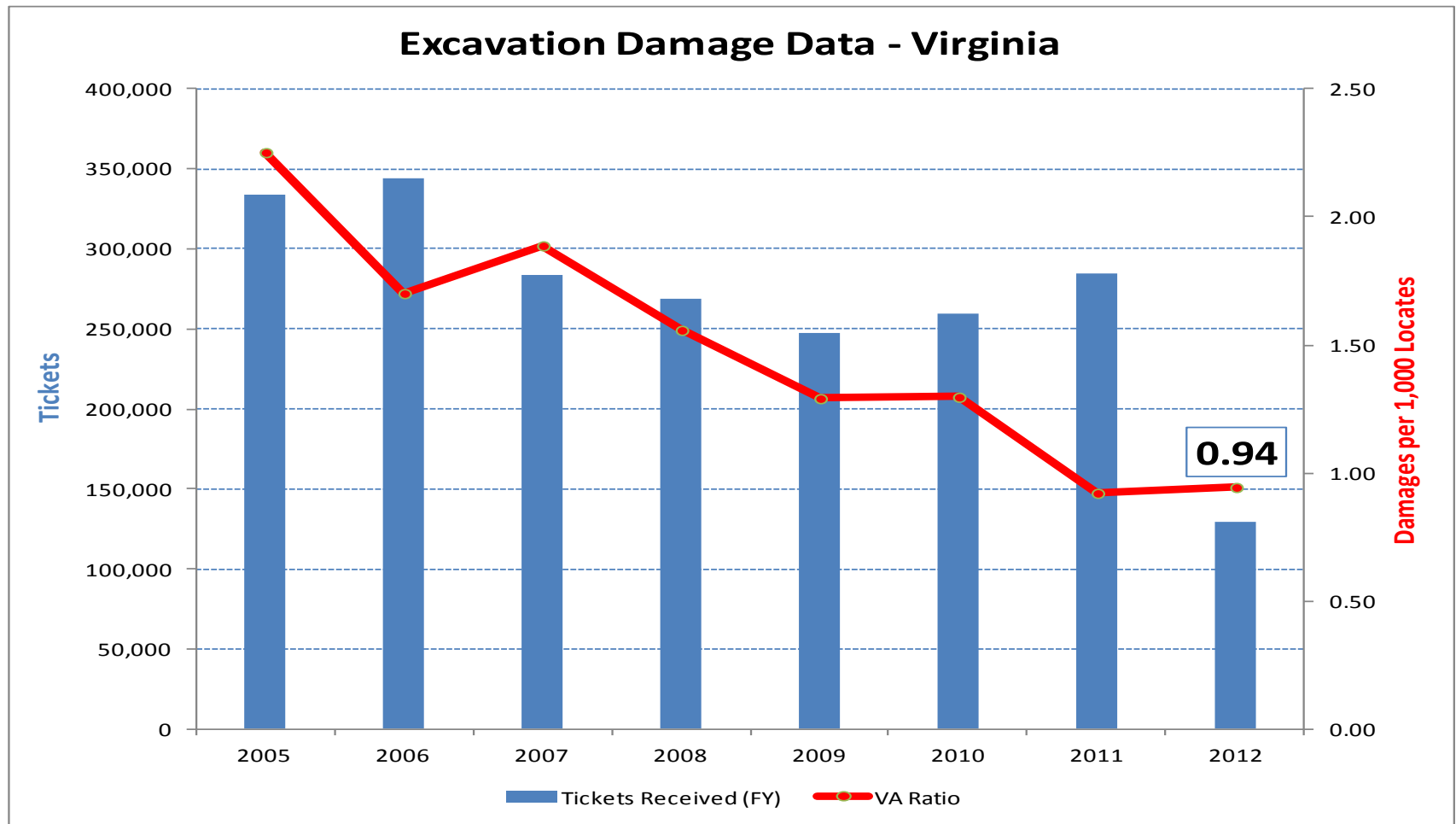
## Excavation Damage Data - System





# Why I was invited to speak today.....

## Results of True Partnership





## **Executive Involvement – Values from top down**

- Quarterly - Corporate Scorecard
- Monthly – Operations Report
- Weekly – Friday Operations Meetings



# Employee Engagement

April 2, 2012

## Energy edge



Published for Washington Gas employees



### INSIDE

## Contest to help spotlight Safe Dig Month

#### Pages 2-3:

- Community service, philanthropy
- Photo correction
- First call for graduate photos

#### Page 4

- News, events, reminders & tips
- Maximize vehicle fuel efficiency with these tips
- The Second Hundred Years . . .

April is Safe Dig Month and, to commemorate the occasion, the Damage Prevention department has announced a company-wide contest to promote the awareness of the 811 system. Activities will spotlight how to use the system and safe digging practices.

Employees are invited to submit an estimate of how many Miss Utility tickets excavators in the Washington Gas service area will request during the month of April. Here's a hint: in April 2011, excavators requested 27,551 tickets in Maryland/D.C. and 27,322 in Virginia. In April 2010, 29,843 requests originated in Maryland/D.C. and 27,628 in Virginia.

Two winners will be announced: one from the Maryland/D.C. jurisdiction and one from Virginia. Submit estimates for the jurisdiction you live in via email or interoffice mail by May 1, to Gary Gray Jr. at Springfield or [ggrayjr@washgas.com](mailto:ggrayjr@washgas.com). Winners will receive a \$200 gift certificate to be used at a nursery in their community.



Photos by Cynthia Spence



They will be asked to sign the 811 promise and to call Miss Utility prior to any planting. Email submissions should say "April Safe Dig Month" in the subject line. In addition, special collection boxes will be available at all company locations. Watch Energy Edge for the announcement of winners. Direct questions about the contest to Gary Gray, 703-750-4588.

Top and left: employees practice hitting their marks during an exercise on 811 Day at Springfield in 2011. To prevent injuries, property damage and outages, professionals and homeowners must call 811 before digging for planting or improvement projects.





# Partnering - Blending Pipeline Safety and & Damage Prevention



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

One easy call to **Miss Utility at 811** initiates the free service to locate underground utility lines and helps protect you, your family and neighbors from injury and expense.

Whether you're gardening, planting a tree or building a house, call **Miss Utility at 811 before you dig.**



- Inserted the Damage Prevention message into the Public Awareness Program
- Linked the messages of "Miss Utility" and 811
- Offered in Several Languages



**WHAT IS 811?** Digging related damage is a major cause of pipeline accidents. **811** is the national **Call Before You Dig/Miss Utility** telephone number that initiates the process of marking the underground utility lines in your yard or on your job. Your call to **811** will be routed to your local One Call Center - in the District of Columbia, Maryland or Virginia. Local One Call Center personnel then notify area utilities, such as Washington Gas, to mark the approximate locations of underground utility lines with high-visibility safety paint and/or flags. The service is **free**.

**WHY CALL 811?** Everyone, *including homeowners and construction companies*, should always call **Miss Utility at 811**, at least **two full business days** — including weekends and holidays — **before** you are scheduled to begin any excavation, regardless of size or depth. This includes, but is not limited to, general digging, gardening, landscaping, home improvements and/or major construction, excavation or demolition. When using mechanized equipment, it is required **by law** to call **Miss Utility at 811 before digging**. Do not begin digging until the lines have been marked or confirmed as "no conflict." If in doubt, check back with **811** to be sure there are no underground utilities where you plan to dig. Always call **Miss Utility at 811 before** you dig, each time, every time, to prevent serious injury and property damage.

Most importantly, dialing **811** can help avoid serious injury and even fatalities, as well as property damage and significant expense that can occur when underground utilities are damaged.

## FOR ADDITIONAL INFORMATION:

- [www.call811.com](http://www.call811.com)
  - [www.missutility.net](http://www.missutility.net) (D.C. & Maryland)
  - [www.va811.com](http://www.va811.com)
  - [www.washingtongas.com](http://www.washingtongas.com)
- \*Professional excavators and contractors are encouraged to USE THE WEB ticketing system to have utilities located.





## Partnering - Stakeholder Outreach and Education

- **Outreach program** - *interacting with frequent damagers to our facilities*
- **Look Out for the Mark Out Program** – *employee awareness training*
- **Local Damage Prevention Committee (LDPC)** monthly meetings and quarterly summit meetings
- **Excavators** (*involved in every damage*) receive an excavator manual, marking standards, and a personal invitation to attend the LDPC meetings
- **PipeTown** (*additional information on PipeTown Thursday morning*)





# Partnering - Contract Locator

- Relationship of 25+ years
- Stable work force with a vested interest in Damage Prevention success
- Long term commitment = long term employment
  - Ability to invest in training and technology
- Many contract locators have more than 10 years experience working on our system



## QA/QC

- **Audits of damage prevention activities** (*more than 3,000 annually by WGL*)
  - Field audits
  - Office audits
  - Code usage audits
- **Audits on each ticket** (*FY2011 = 284,000 tickets...by contract locator*)
  - Verify that all of the facilities on WGL records are marked



# DIMP and Damage Prevention

- Third party damage – top ranked risk
- Utilizing data to drive improvements
- Programs
  - Contact sheets
  - Standard contract language
  - Participation in regional/national meetings
- Accelerated Actions
  - Increase awareness of one-call programs
  - Sewer x-bores
- RP 1162 impact



## Additional Protection – Install for easier locating in the future

- RFID markers to identify newly installed facilities at:
  - Service tees
  - Main tees
  - Turns  $>22^{\circ}$
  - Intervals of approximately 100' when direct buried
  - Where pipe enters, exits, or is exposed for HDD technology
- Location captured on our installation records





## Damage Prevention - Horizontal Directional Drilling

- WGL contractors strictly adhere to the VA law when utilizing HDD technology
- RFID markers are:
  - Placed at entrance and exit pits, and any other tie in point where the pipe is uncovered
  - Recorded on the as-built construction documentation
- Sewer lateral crossing details are captured on as-built construction documentation
- Can't daylight = Can't Drill





## Utilizing Technology to Drive Damages Down

- Electronic Marking Wand deployed to capture the GPS location of each mark [UQ]
- It compliments the Unified Plat viewer that displays GPS enabled records in each locator's truck
- It eliminates errors caused by location confusion by either the locator or excavator

*(presentation by UtiliQuest on Wednesday  
to learn more about these innovative tools)*





# Utilizing Technology to Enhance the Audit Process

- Unified plat viewer allows for a side-by side comparison of the locate and our mapping records



For Reference Only

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Ticket Details	Marking Status	Technician Signature
Virtual Manifest™ Ticket #: A023600215 Completed By: 06158 Completed On: 8/26/2010 8:33 AM G PlaceStamp™: 39.08414,-77.59631	<input type="checkbox"/> Paint <input checked="" type="checkbox"/> Flags <input type="checkbox"/> Offsets <input type="checkbox"/> Wood Stakes <input type="checkbox"/> Nylon Whiskers <input type="checkbox"/> Bonds and Closures Secured <input type="checkbox"/> Marking Schedule Established <input type="checkbox"/> Client to Locate / Respond	<input type="checkbox"/> High Profile <input type="checkbox"/> Marked on Snow / Ice <input type="checkbox"/> Clear / Aerial <input type="checkbox"/> Bad Address <input type="checkbox"/> No Access
I certify that this information is correct.		

Device GPS was available.  
 Lat/Long was available on Ticket  
 Image GPS Was Within Allowed Distance To GPS Device.  
 Device GPS Was Within Allowed Distance To Ticket Lat/Long.





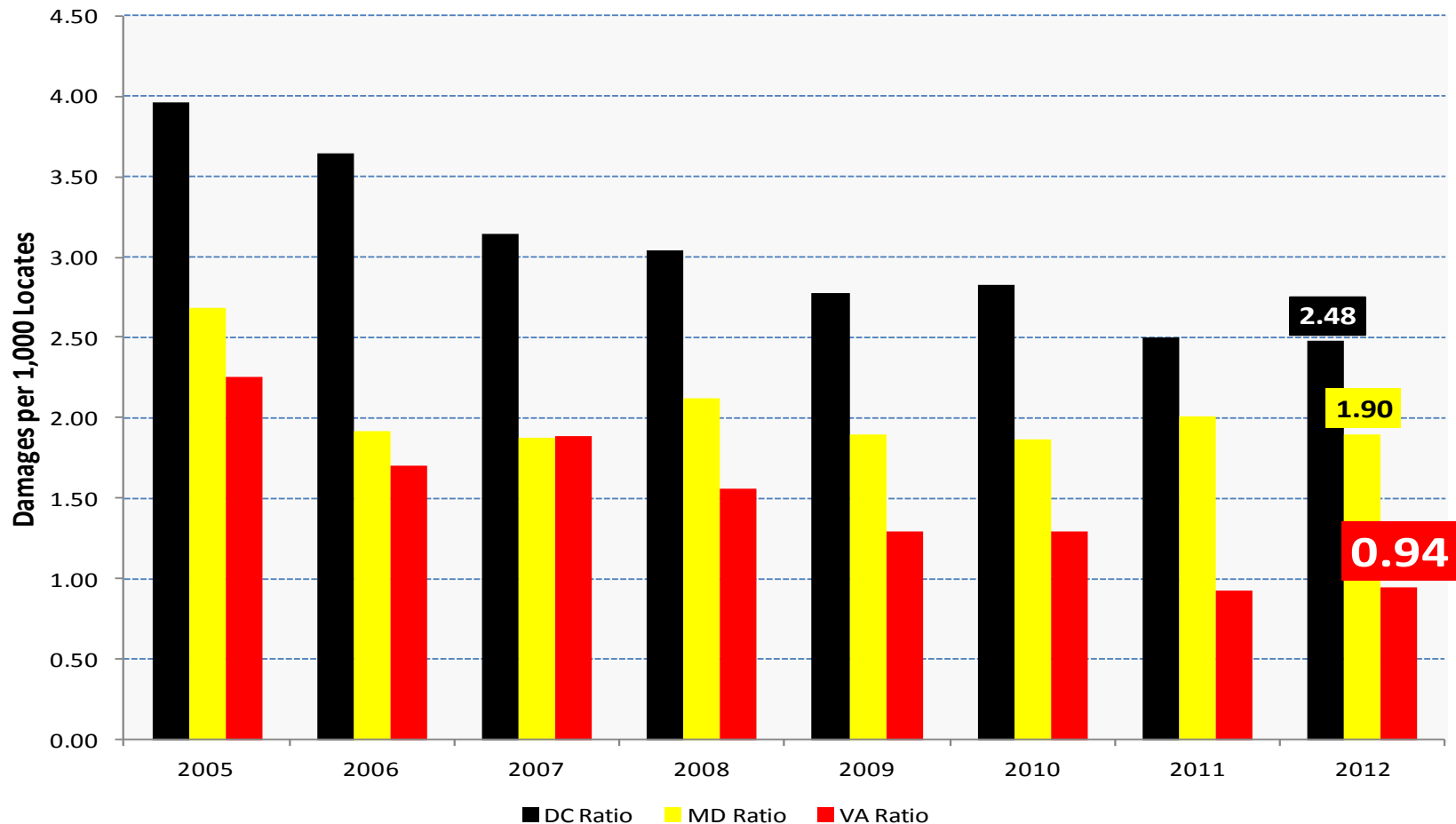
## Enterprise Efforts to Reduce Damages

- Washington Gas is currently partnering with stakeholders to help each other avoid damages and promote safe and efficient excavation practices:
  - UtiliQuest
  - Verizon
  - Dominion Virginia Power
  - Fairfax Water
  - Virginia American Water
  - Pleasants Construction
  - Leo Construction
  - DA Foster
  - Columbia Gas
  - Ducts Unlimited
- There are many others working to reduce damages and their efforts are appreciated



# Results of an Effective State Program

## Excavation Damage Data - By Jurisdiction





# Thank You

Have a great & safe conference