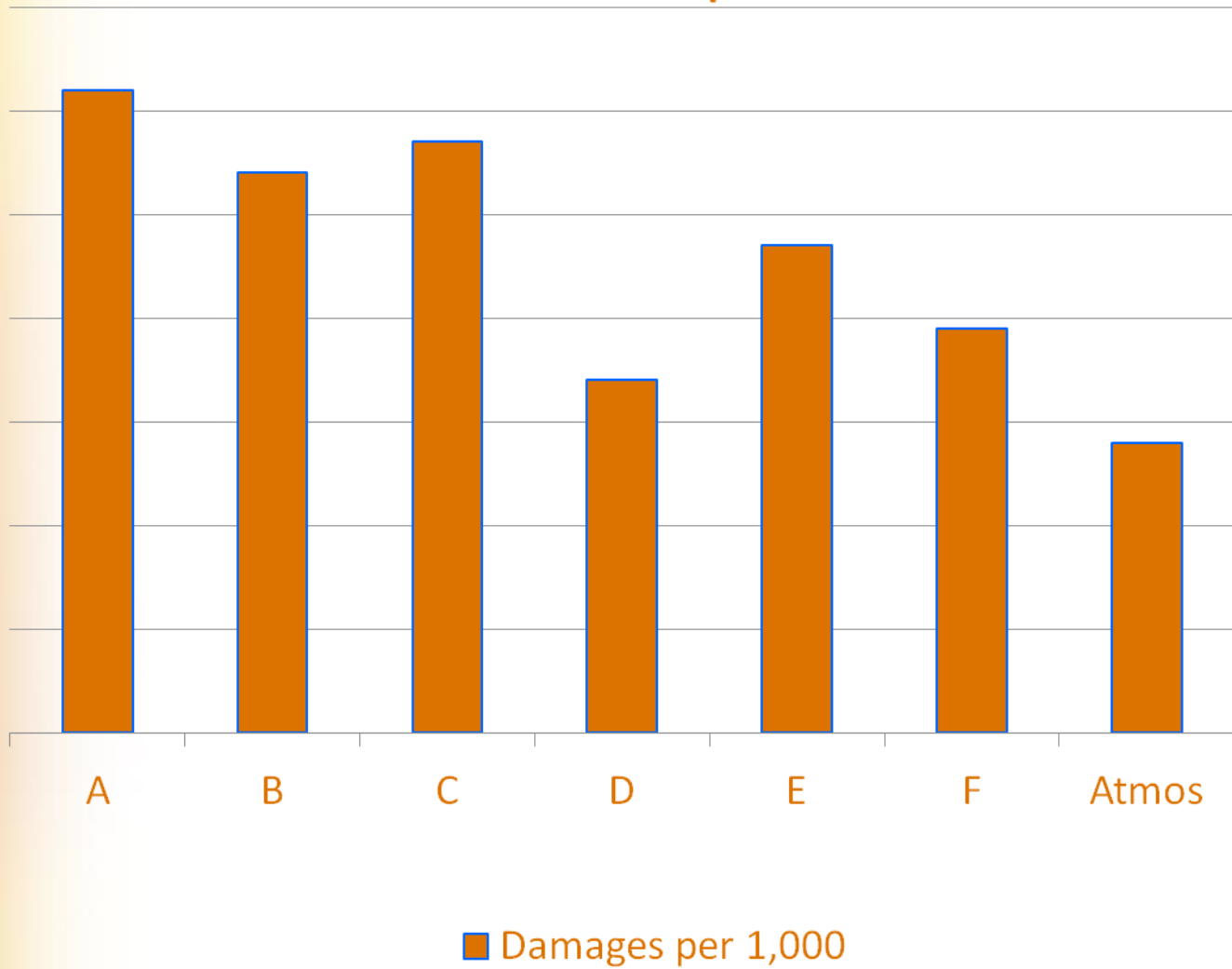


# Atmos Energy Corporation

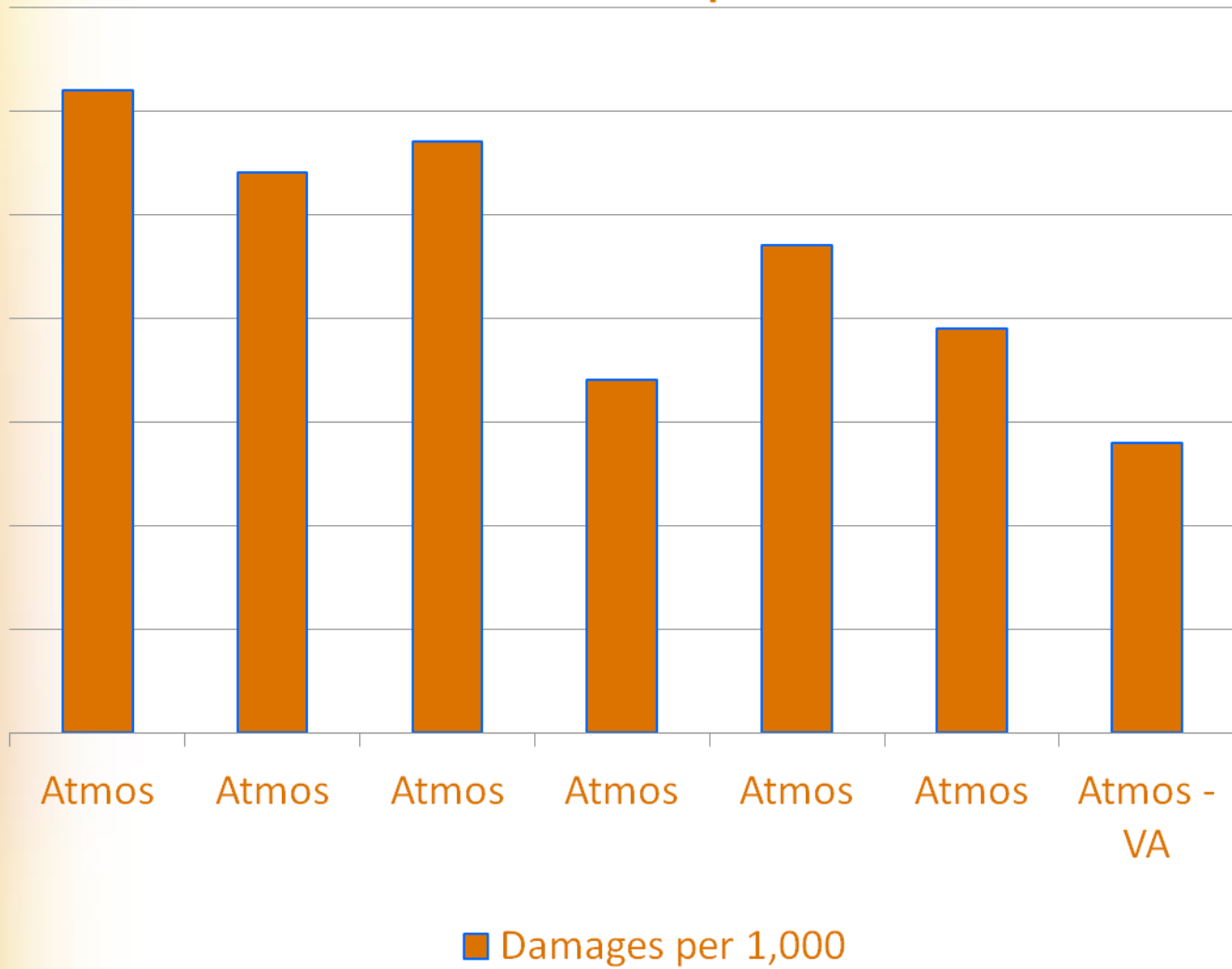
Renewed Focus on Damage Prevention



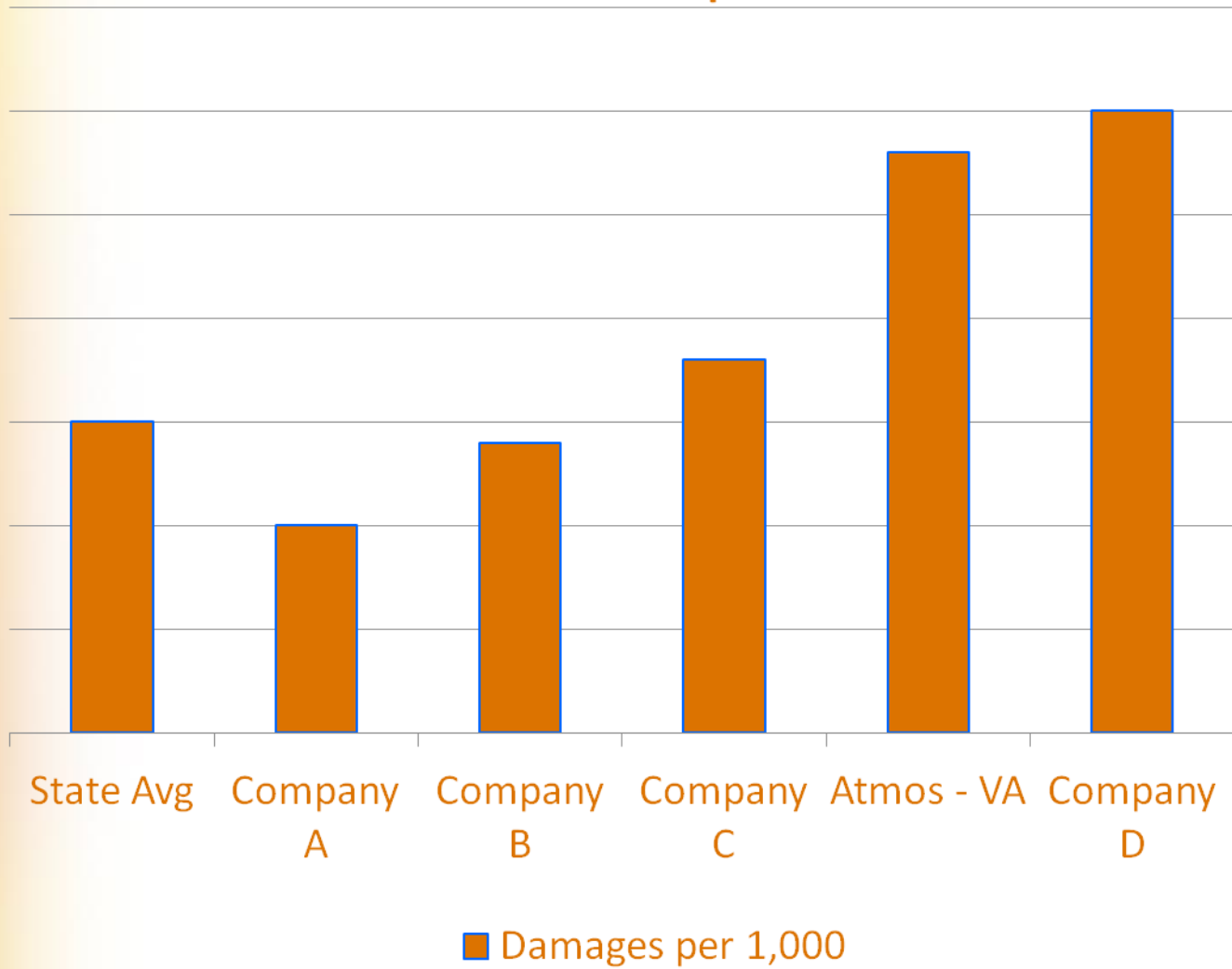
## A Matter of Perspective



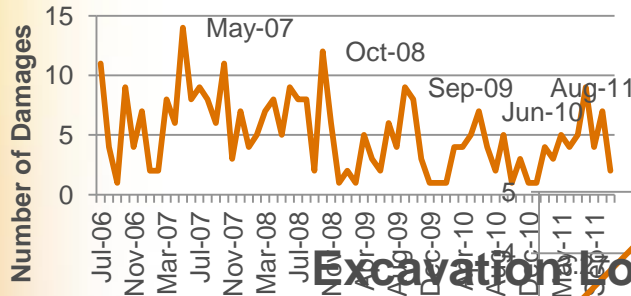
## A Matter of Perspective



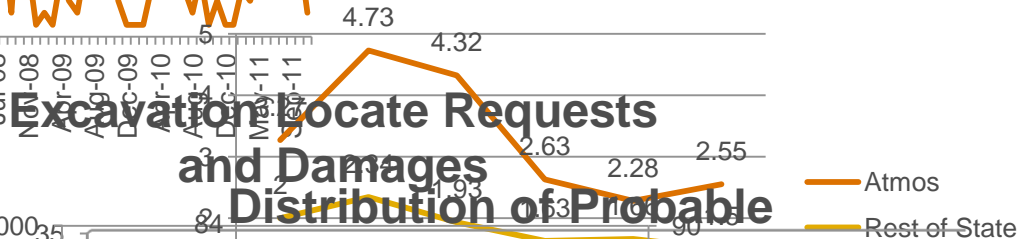
## A Matter of Perspective



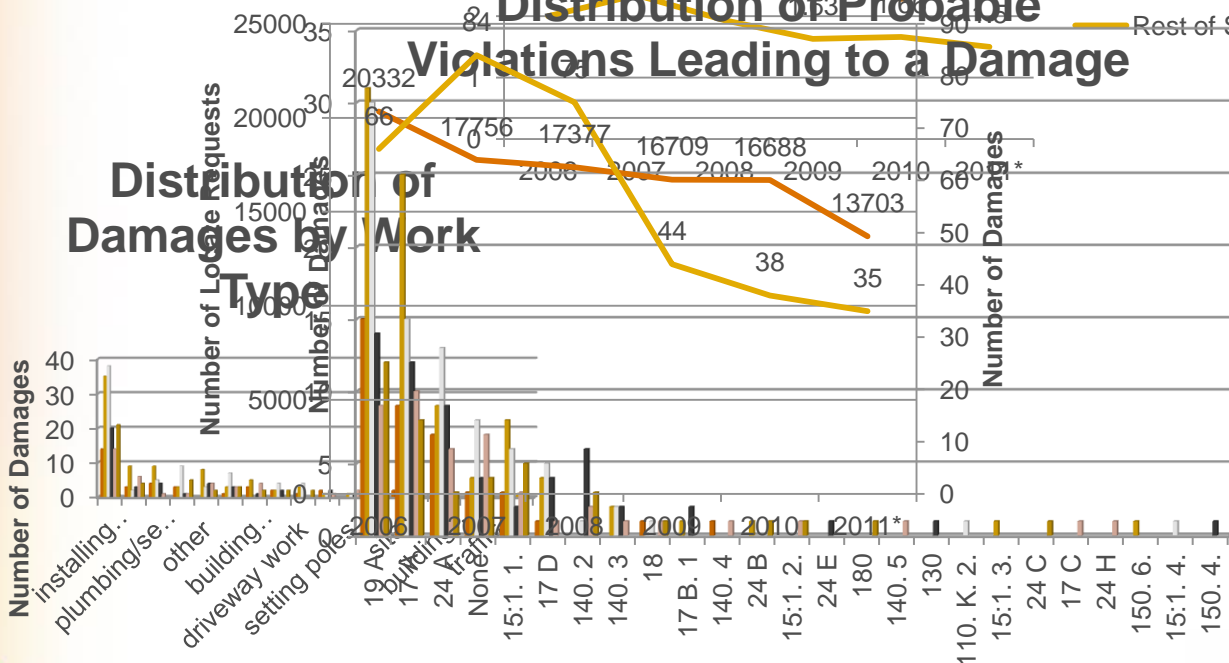
# Damage Dates by Month and Year



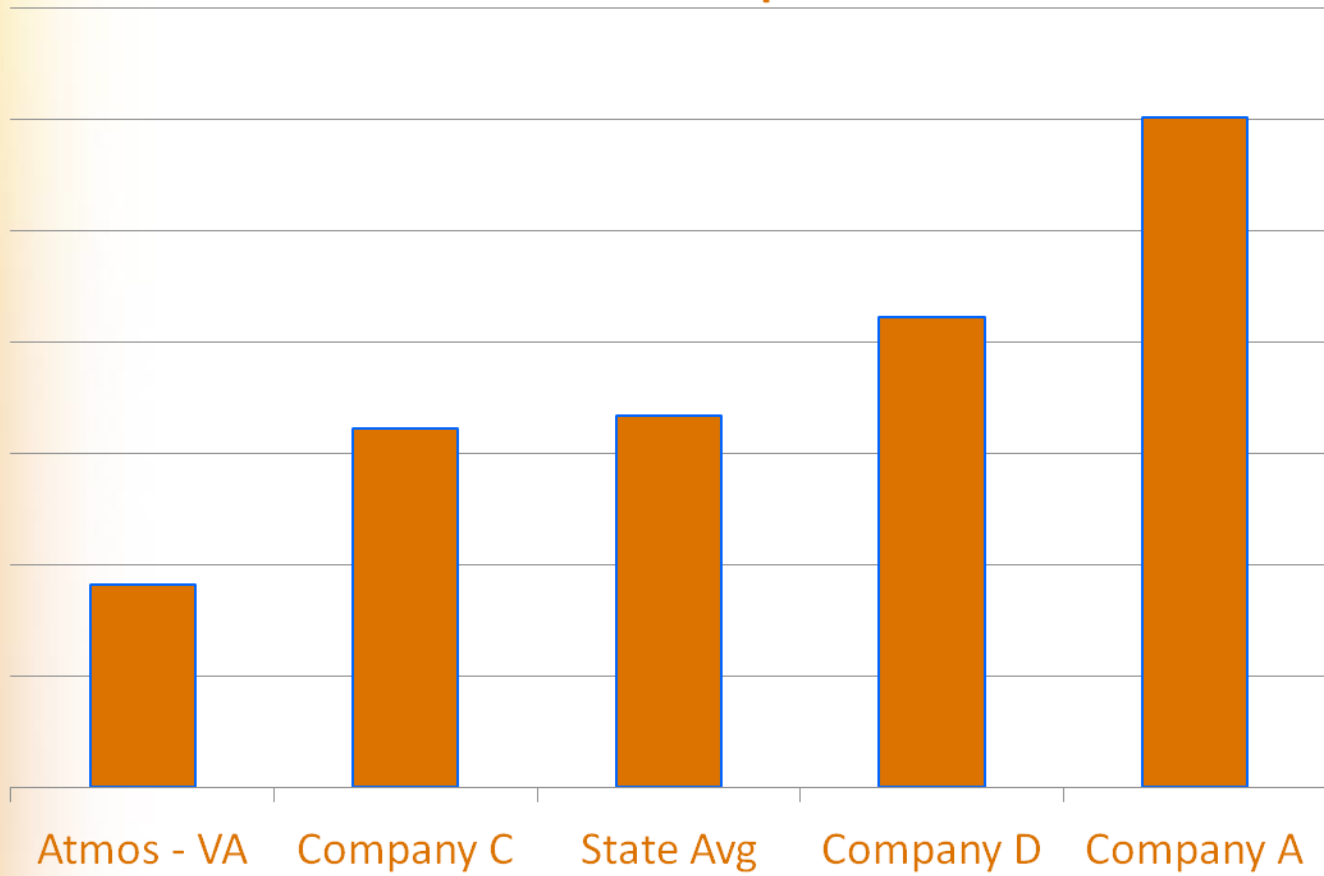
# Damages per Thousand Locate Requests



# Excavation Locate Requests and Damages Distribution of Probable Violations Leading to a Damage



## A Matter of Perspective



■ Annual Damages



**No. of calls = 0**

**No. of Damages = 1**

# We got re-focused

## First – the reason:

*“So no one –*

- *No customer,*
- *No excavator,*
- *No responder,*
- *No by-stander,*
- *No employee*

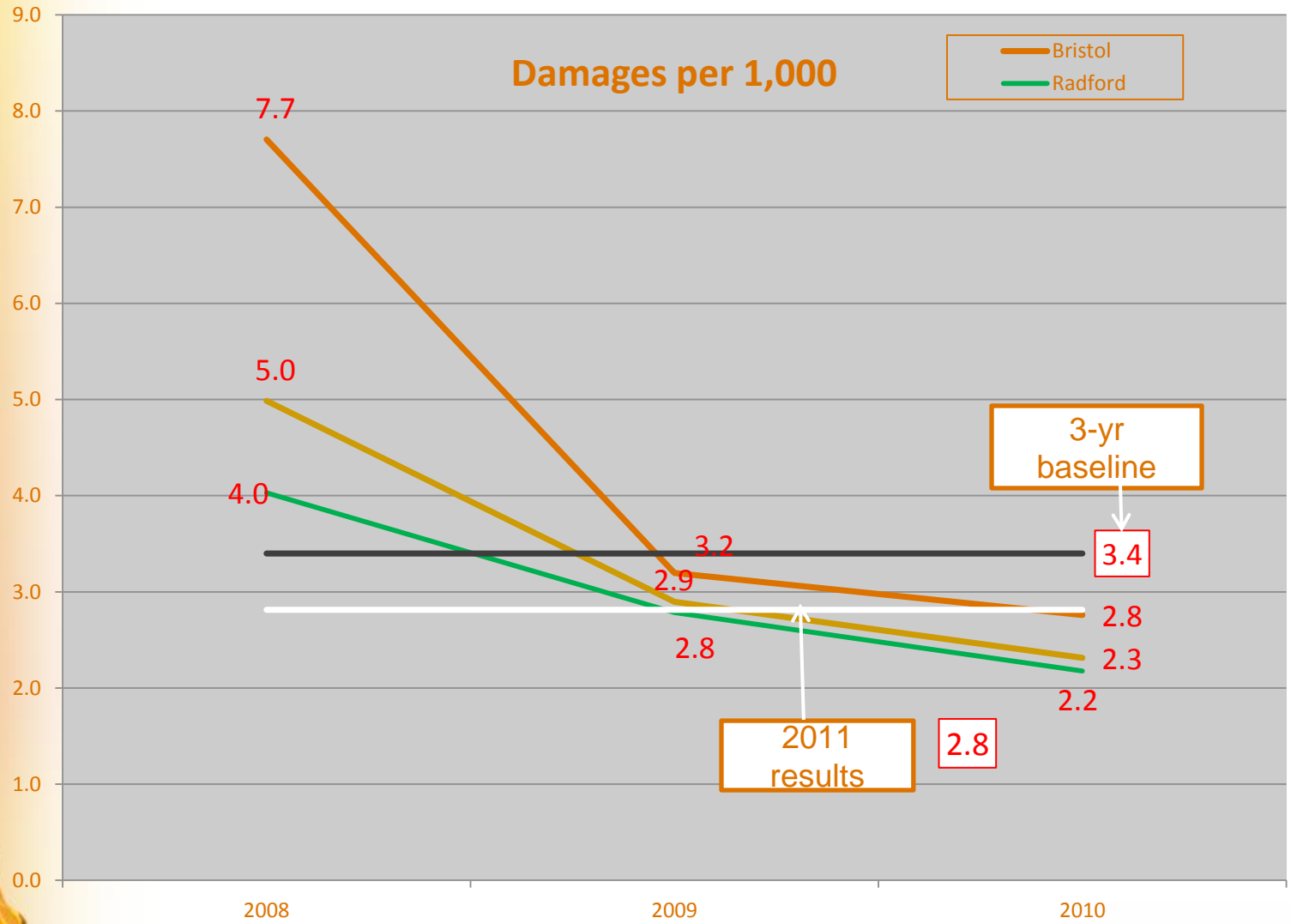
*So no one gets hurt”*



# We got re-focused

Next – the data

# The Data



# The Data

- Damages -
  - per 1,000
  - by probable cause
  - by expanded reason
  - by excavator company
  - by zip code
  - by work performed
  - by type of utility installed
  - by month
  - by main or service
  - by City/ Town (municipal dept. damages)
  - by locator
  - by locating equipment used

# Internal Focus – what do we need to do?

- Technology
  - Locating equipment
  - Vac machines
  - Smart marker balls
- Records & maps
  - Scanning service line history cards
  - Abandoned lines on maps
  - Scrubbed all historical data

# Internal Focus – what do we need to do?

- Employees
  - All locates done in-house
  - Retraining
  - Locator school at SVCC
- Public Awareness
  - Radio, billboards, all available media
  - Education & training
    - Excavators, utilities, schools
  - Public outreach
    - Rental stores, home improvement stores, hardware stores, malls, home shows

# Internal Focus – what do we need to do?

- Public Awareness (cont.)
  - Site visits
  - Patrols
  - Damage assessments
  - Employee meetings (ALL employees)
  
  - And , the most important action to date...

# Damage Prevention Specialist

- Ricky Poe
  - 25-year employee
  - Investigates all damages
  - Assessment reports
  - Trains/ re-trains locators

# Internal Focus – what do we need to do?

- Since starting February 1 of this year
  - Visited 3-Rental agencies giving out literature.
  - Hanging the 811 banners up wherever possible.
  - Putting out a lot of the 811 signs (like a realtor sign), which a lot of them have been taking up by the city or state.
  - Attended, and completed The Train The Trainer workshop from VA SCC.
  - Attended 2 Advisory Board meetings.
  - Attended the VGOA meeting.
  - Attended the VUPS general membership meeting.
  - Attended the Southwest Virginia damage conference in Chilhowie.
  - Participated with Perry in the VPMIA meeting in Radford.
  - Attended the Bristol Home Builders Show and gave out literature on 811.4,25-2012.
  - Rode with 6 of our locators, helping in locating by using the Jamison and other locating devices.. (this included a lot of shoveling in Pulaski)
  - Been discussing different ideas with our employees, trying to find different things and ways to help us in locating our facilities in our areas where we have PE with no tracer wire or terra tape.
  - Talked with our U.O.C committee to help us find the right fitting to install on PE mains to have access to be able to use the Jamison in locating these difficult areas.
  - Conducted 7 on site trainings, where excavators or individuals did not follow Virginia Damage Prevention laws.
  - Submitted 6 DPA-1 to the State Corporation Commission.
  - Starting to enter the data from the DPA-1 into our new database..
  - Conducting presentation of C.A.R.E with our employees.



# Focused | Stay Focused | Next?

- Will we get under 2 per 1,000?
- Will we bring the State average down?
- We will know:
  - Who hit us
  - When
  - Where
  - Why
- If we miss it:
  - Who
  - What equipment
  - What process
  - Re-train
- Damagers will hear from us & see us!

# Dig With:

**C** – Call 811 before You Dig

**A** – Allow Required Time for Marking

**R** – Respect and Protect the Marks

**E** – Excavate Carefully

