

# Why a PA - Damage Prevention Initiatives Panel?



Provided by PA Gas Operators:  
Energy Association T&D Conference  
June 1, 2023, Camp Hill, PA

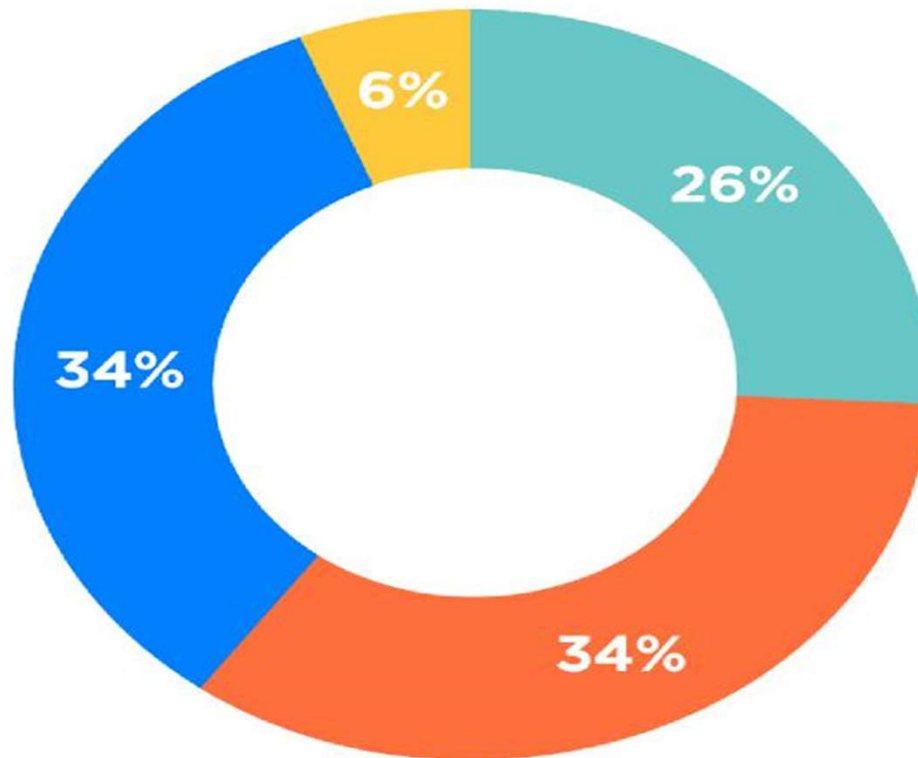
## Panel Goal & Panelists

- With the focus on Damage Prevention and the recent change of Enforcement in PA, the goal of the panel is to have several PA Gas Operators share initiatives they are undertaking to continuously improve safety and damage prevention programs. These initiatives may not necessarily bubble up in Damage Prevention Committee (DPC) discussions or Gas Safety NC Letters but are measurable and improve safety.
- Panelists:
  - Charles Brazier: Gas Operations Supervisor II - Peoples Natural Gas  
*Topic: Unlocatable Ticket Management*
  - Jacob Specht: Damage Prevention Supervisor - National Fuel Gas  
*Topic: Impacts associated with a return to In-House Locating*
  - Ryan Geisinger: Manager Pipeline & Public Safety - UGI Utilities, Inc.  
*Topic: No One Call Reporting program*
- These topics will be applied to a backdrop of data from; Common Ground Alliance (CGA), PA Damage Prevention Committee (DPC), and PA Energy Association Members (EAP).

# Damage Data – CGA Root Cause Statistics:

- Chart below is 2021 CGA - DIRT Data : (Common Ground Alliance – Damage Information Reporting Tool)

**Reported Damages by Root Cause Group  
% of Total 2021**



### Legend

- Excavation Practices
- Invalid Use of Request
- Locating
- No Locate Request

Chart does not include unknown causes, and percentages are based on unknown root causes removed.

Chart accounts for multiple reports of the same event.

## Reported Damages by Root Cause for 2021

Coded by Root Cause Group

### CGA DIRT

#### Facility Owner Root Causes;

2- No Mark, Locator Error

These (12) Root Causes when totaled, account for the 34% of damages involving Facility Owners

14- No Mark, due to records

15- Markings incomplete

17- Mis-mark, abandoned line

20- No Mark, abandoned line

21- Mis-mark, tracer wire issue

22- No Mark, tracer wire issue

25- Improper backfilling

	Root Cause	Reports	2021 % of Total
1	No notification made to 811 center	34,617	25.72%
2		19,341	14.37%
3		18,782	13.95%
4		12,181	9.05%
5	Marked inaccurately due to locator error	10,763	8.00%
6	Excavator dug prior to verifying marks by potholing	7,090	5.27%
7	Excavator failed to shore excavation/support facilities	3,584	2.66%
8	Marks faded, lost or not maintained	3,449	2.56%
9	Facility not marked due to no response from operator/contract locator	3,138	2.33%
10	Facility marked inaccurately due to incorrect facility record/map	2,764	2.05%
11	Excavator dug prior to valid start date/time	2,704	2.01%
12	Excavator dug after valid ticket expired	2,678	1.99%
13	Facility not marked due to unlocateable facility	2,532	1.88%
14	Facility not marked due to incorrect facility record/map	2,500	1.86%
15	Site marked but incomplete at damage location	1,985	1.47%
16	Excavator dug outside area described on ticket	1,750	1.30%
17	Facility marked inaccurately due to abandoned facility	1,099	0.82%
18	Excavator provided incorrect notification information	961	0.71%
19	Previous damage	662	0.49%
20	Facility not marked due to abandoned facility	548	0.41%
21	Facility marked inaccurately due to tracer wire issue	548	0.41%
22	Facility not marked due to tracer wire issue	294	0.22%
23	Deteriorated facility	282	0.21%
24	811 center error	207	0.15%
25	Improper backfilling	151	0.11%
	Total	134,612	100.00%

26% are due to No One Call

#### Legend

- Excavation Practices
- Invalid Use of Request by Excavator
- Locating Practices
- Miscellaneous
- No Locate Request

Chart does not include "unknown" values, and accounts for multiple reports of the same event.

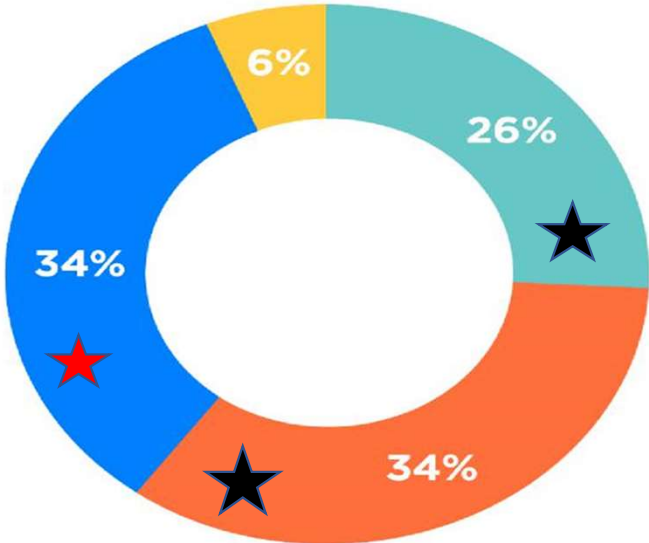


# Damage Prevention Stats; Root Causes Operators can Impact / Influence

- 2021 CGA - DIRT Data – Chart below: (Common Ground Alliance – Damage Information Reporting Tool)

Reported Damages by Root Cause Group  
% of Total 2021

**The focus of the Panel today is the 60% of root causes where damage is attributed to the Facility Owner and No One Call Requested. ★**



- Legend
- Excavation Practices
  - Invalid Use of Request
  - Locating
  - No Locate Request

Chart does not include unknown causes, and percentages are based on unknown root causes removed.  
Chart accounts for multiple reports of the same event.

Next slide will share metrics / root causes:

- Damage Prevention Committee metrics; Top 5 Violations and Penalty \$'s for 2019-2021
- PA Gas & Electric Operators; Top 3 Damage Root Causes for 2019-2021.
- A recent NUCA article shared, their Top 3 issues are; Late / No Ticket Response, Facility Marked Incorrectly, and Abandoned Lines. ★*

# End of YR DPC Report Data and PA Gas & Electric Damage Root Causes

**2019 Total Violations**  
**(1,343) for \$812k**

## Top 5 Violations

1. FO - Late or No Response for Excavation, 508 (38%)
2. FO – Mis-mark, 151 (11%)
3. EX – No AVR, 124 (9%)
4. EX – Failure to use prudent techniques, 98 (7%)
5. EX – No Call to 811, 97 (7%)

**2020 Total Violations**  
**(1,630) for \$871k**

## Top 5 Violations

- FO - Late or No Response for Excavation, 543 (33%)
- FO - Mis-mark, 116 (7%)
- FO - Late or No Response to Design, 111 (7%)
- EX – No AVR filed, 111 (7%)
- FO – Failed to Attend CPM, 86 (5%)

**2021 Total Violations**  
**(1,590) for \$767k**

## Top 5 Violations

- FO - Late or No Response for Excavation, 535 (34%)
- EX – No AVR filed, 115 (7%)
- FO - Late or No Response to Design Ticket 111, (7%)
- FO – Failed to Attend CPM, 101 (6%)
- FO - Mis-mark, 85 (5%)

### Top 3 Root Causes for Gas & Electric Damages in PA for 2019-2021: 8,418 Total Damages

1. Excavator failed to use Prudent Techniques, 3,115 (37%)
- ★ 2. Facility Owner - Mis-Mark / Records related issue, 1,588 (19%)
- ★ 3. Excavator failed to Call to 811 prior to excavating, 1,454 (17%)

# Unlocatable Ticket Management

**Charles Brazier**

**The stats from CGA's DIRT Report for 2021 says 12,270 damages were caused by an unlocatable root cause damage. That totals 9.19% of the total damages in 2021.**



### How is an “unlocatable ticket” defined by Peoples Gas

- An unlocatable ticket contains a facility **owned** by Peoples Gas, whether it be a section of main line, a main to curb service line, or curb to meter service line (not too many owned by Peoples Gas) that cannot be confidently located in the field with 2 pieces of information. This information can include a conductive locate, inductive locate, or by measurement if not irregular.

## Unlocatable Tickets

- What every FO and Excavator do not want to see!
- Do they cause issues and the types?
- What can be done to ease the pain of unlocatable tickets?
- What is Peoples Gas' procedure for unlocatable tickets?
- How is Peoples Gas contributing to help lower the number of unlocatable tickets at the excavation phase and prevent the next damage?

### Do they cause issues and the types?

- Delays in the project
- Use of more resources
- Damages

### What can be done to ease the pain of unlocatable tickets?

- Proper level of SUE by PO in design phase
- Early coordination with the PO or excavator before the tickets are placed
- Communication and documentation by the locator to the excavator
- FO working with excavators on a daily basis

### What is Peoples Gas' procedure for unlocatable tickets?

- Locate and mark-out facilities that are locatable (yellow paint in the field)
- Review all available resources for the unlocatable facility prior to marking as unlocatable
- Mark out in white for a PNG vac, place a vac request on Mobile map, and if high priority, contact Supervisor to prioritize the vac request

### What is Peoples Gas' procedure for unlocatable tickets? (cont.)

- Contact excavator, explain the unlocatable facility and location, and that the remainder of the work area on the ticket is workable and he/she will see the area painted in white and document the conversation
- Explain PNG's internal vac request program
- Ask if familiar with Act 50 and dig prudently if he/she must dig before the arrival of PNG's internal vac truck



### What is Peoples Gas' procedure for unlocatable tickets? (cont.)

- Supply Supervisor's name and number if needed to educate on Act 50 and then document the ticket with the notes of the conversation and enter a Karl code
- This allows the excavator to begin work as scheduled
- PNG dispatches an internal vac truck to locate unlocatable facility

### What is Peoples Gas' procedure for unlocatable tickets? (cont.)

- PNG vac truck locates the facility and either brings wire to the surface if found and places a wire box on Mobile maps or places a marker ball on the facility and on Mobile maps so locators know the facility has been located and know how to locate it in the future
- While there, the vac truck Operator and Helper are Operator Qualified to locate the facilities they are searching for and will mark-out the facilities once found throughout the work area in yellow and “black-out” any remaining white marks

### What is Peoples Gas' procedure for unlocatable tickets? (cont.)

- The vac truck operator contacts the locator to notify him/her the unlocatable ticket is complete and the contractor can be notified if they are not onsite working
- Photos are taken of the marks by the vac truck and stored
- The process starts over with the next unlocatable ticket

How is Peoples Gas contributing to help lower the number of unlocatable tickets at the excavation phase and prevent the next damage?

- Peoples Gas LTIP is installing record number of miles of new locatable pipe every year
- 2021 – installed 165 miles
- 2022 – installed 163 miles
- 2023 – planned to install 181 miles

How is Peoples Gas contributing to help lower the number of unlocatable tickets at the excavation phase and prevent the next damage? (cont.)

- Peoples Gas continues to replace the customer owned service line while completing new installs making customer owned unlocatable services now locatable
- Peoples verify continuity on all new installs so all lines are locatable moving forward
- We continue to work daily with the excavator on various platforms

How is Peoples Gas contributing to help lower the number of unlocatable tickets at the excavation phase and prevent the next damage? (cont.)

- We continue to educate excavators on the “Law” who have no understanding or need guidance and direct them to PA One Call for further training
- Peoples is also enhancing and auditing records retention to assure enough information to allow a locate in the future
- Peoples monitoring program will record how excavators are working around unlocatable facilities





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# Impacts Associated with a return to In-House Line Locating

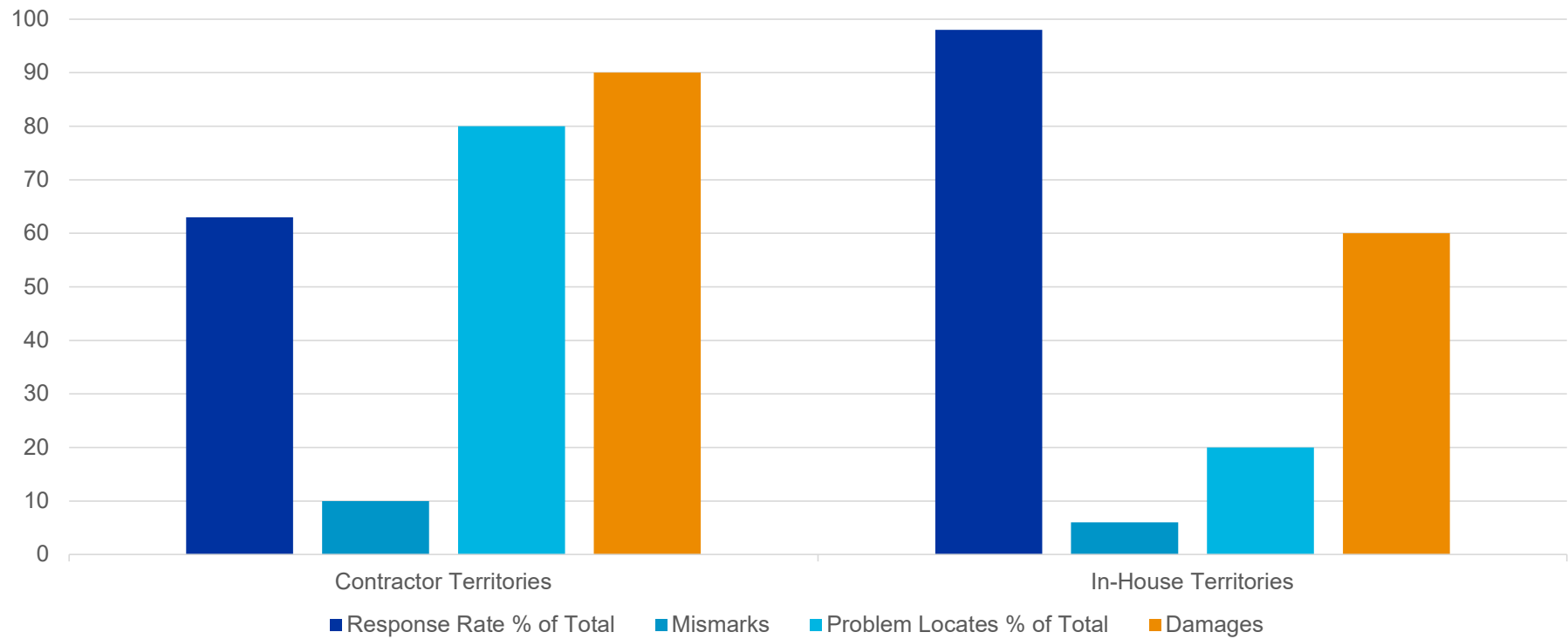
Jacob Specht

Damage Prevention Supervisor

# Background

- Contract Locators used in 5 of 12 territories
- On average responsible for 56% of total ticket volume each year
- Working relationships with each area

# Trends Avg Over 4 Years



# Identifying Risk

- Final Response Rates
- Mismarks
- Problem Locates
- Communication with Excavators
- Documentation
- Damage Investigations
- Implementation of Pa One Call Law
- AVR Reporting

## Began Planning for Transition in 2019

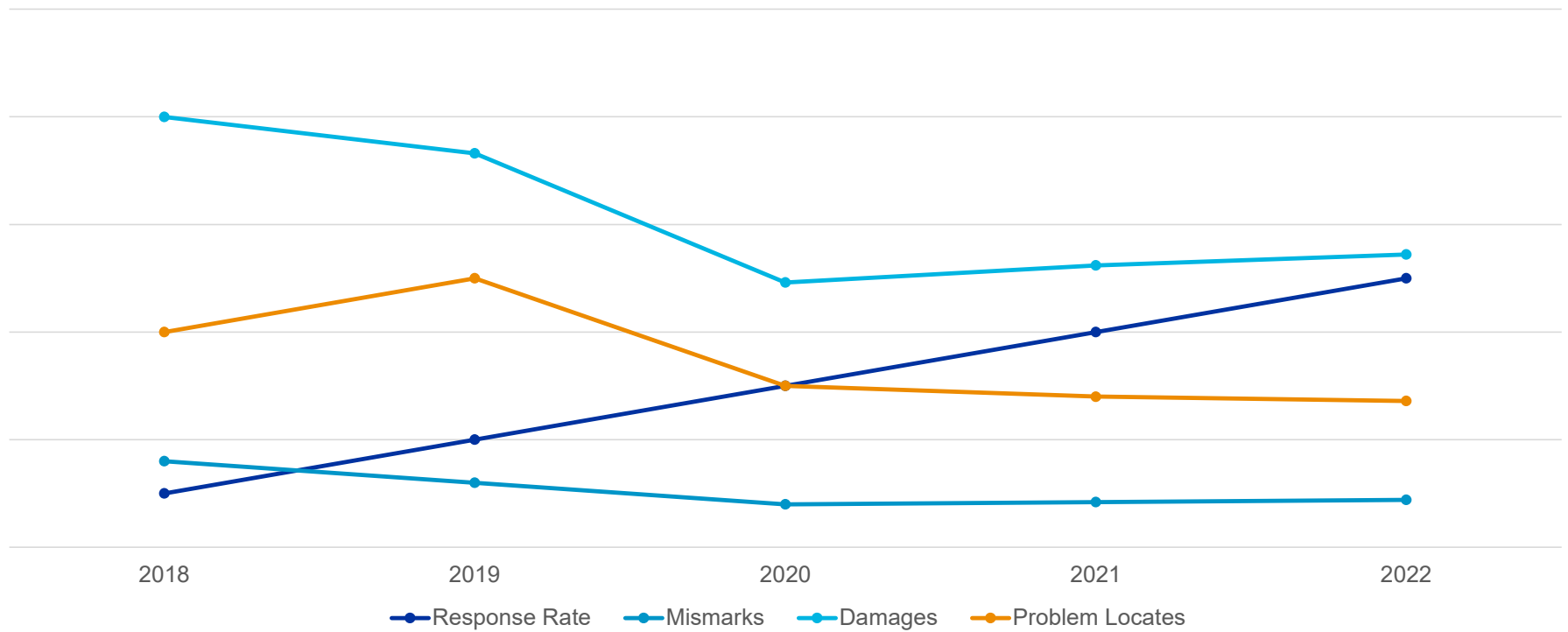
- Increase in ticket volume (56%)
- Created 12 new damage prevention inspector (DPI) positions (training)
- Covid 19
- Ticket Management System
- Worked side by side with contractor until complete

## Transition & Impacts

- Began Transition in May 2020 (Small portions at a time)
- Fully Transitioned by September
- Better working relationships with Excavators
- Involvement in Complex Projects
- AVR reporting and Damage investigations
- Mismarks, Problem Locates, Response Rates, Damages
- Full participation in damage prevention from all employees



# 2018-2022



# Moving Forward

- Career development, Employee Retention
- Enhancements to ticket management system
- Trouble locate tracking
- Damage Risk Score
- Damage Prevention Inspection
- Enhancements in Locating Technology

# What's a No One Call Reporting Program?

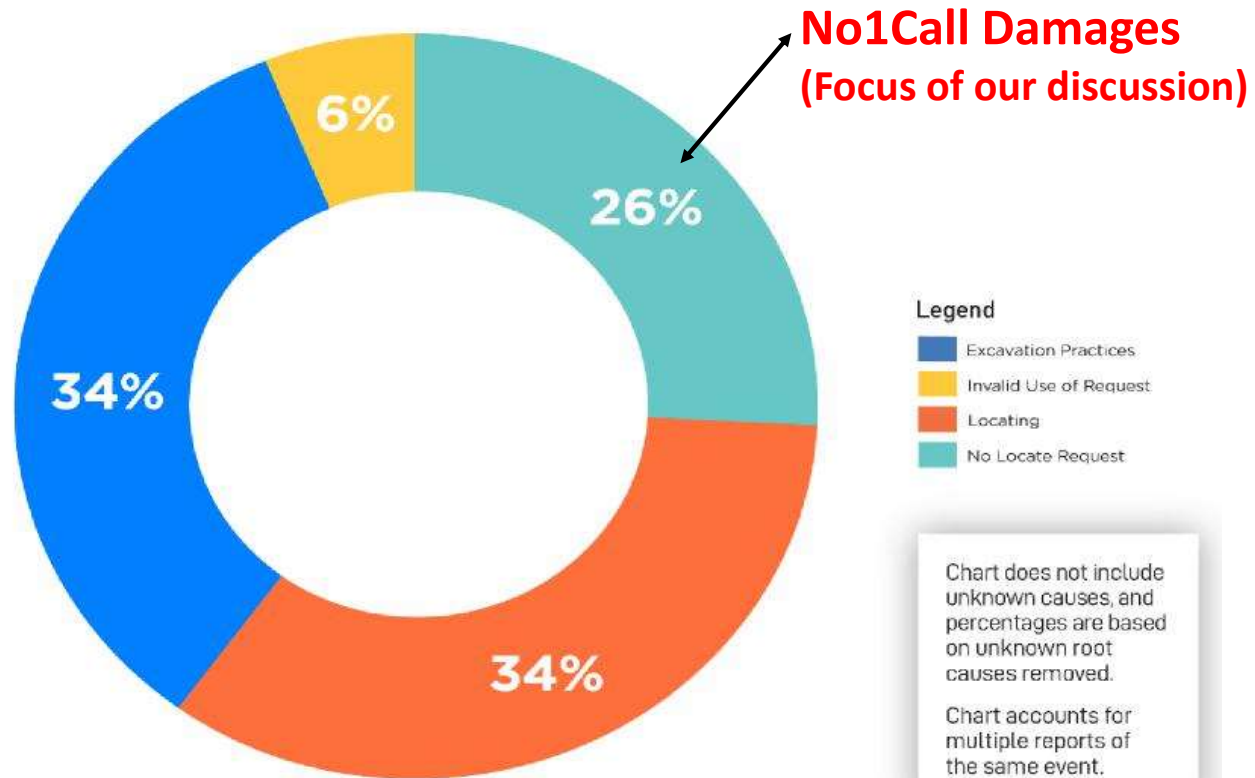


PA Energy Association - June 1, 2023

# How does PA compare nationally? CGA DIRT



Reported Damages by Root Cause Group  
% of Total 2021



# Why a No1Call Reporting Program?



- In 2014, Common Ground Alliance (CGA) reported a consistent trend that roughly 30% of damages nationally was the result of the excavating party not notifying 811 before digging. CALL BEFORE YOU DIG!
- Locally, 50 years of PA One Call, excavator outreach, and reporting to the enforcement authority by UGI didn't move the needle.
- A drill down into our damage data supported these damages were largely by professional excavators, not homeowners as perceived.

# Why a No1Call Reporting Program?



- UGI Utilities was experiencing similar results to CGA. In 2015, UGI began a pilot program in a two-county area aimed at reporting No1Call sites. Success resulted in a company-wide expansion in 2016.
- This program, along with similar initiatives by National Fuel Gas and Columbia Gas of PA, became the basis for a new PA One Call Emergency Ticket type that went live in July of 2016.
- In some instances, UGI assumed a Quasi-Enforcement Role involving a Call to 911 when the Excavator was uncooperative.  
*(Title 18 PA Constitutional Statute 3302, Causing or Risking a Catastrophe)*



# UGI No1Call reporting process



# How does this work?



Making a Difference by Preventing Damages



>>>Receive 5,000 "Making A Difference" Points for your support.<<<

## Making a Difference by Preventing Damages

*If you see someone excavating without any type of field markings such as paint, flags or other means of identifying underground facilities, do the following:*

1. Call 811 and report a possible excavation with No 1 Call
2. Follow reporting instructions on opposite panel.
3. If you are a UGI Field employee notify Dispatch as well.
4. If you have E-mail also notify [No1call@ugi.com](mailto:No1call@ugi.com) of your report.

### •Reporting Instructions: (See Checklist on back)

1. In what municipality and county is the site located?
2. What is the street name and is there a house with an address nearby, if so provide the number.
3. What is the nearest intersection to the site?
4. Can you identify any company names on the vehicles?



### No 1 Call Reporting Checklist

1. Municipality/County \_\_\_\_\_
2. Street Name/Address \_\_\_\_\_
3. Intersection \_\_\_\_\_
4. Company Information \_\_\_\_\_

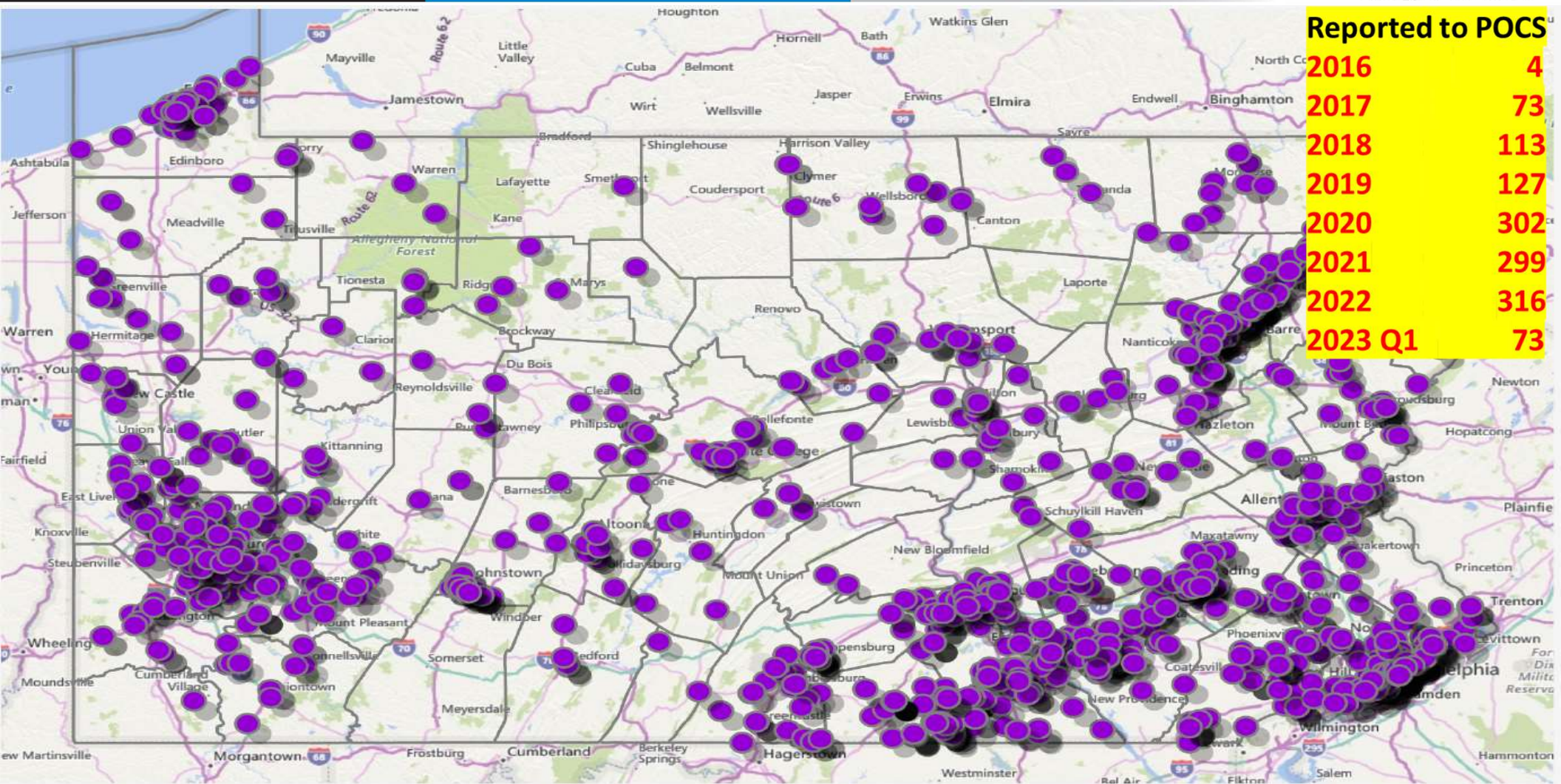
**Once you have the information call 811 (PA One Call) to file the report.**

Tell the One Call Rep you are a UGI employee, you will be asked for your name and a number where you can be contacted.

*This allows us to track and provide your reward.*

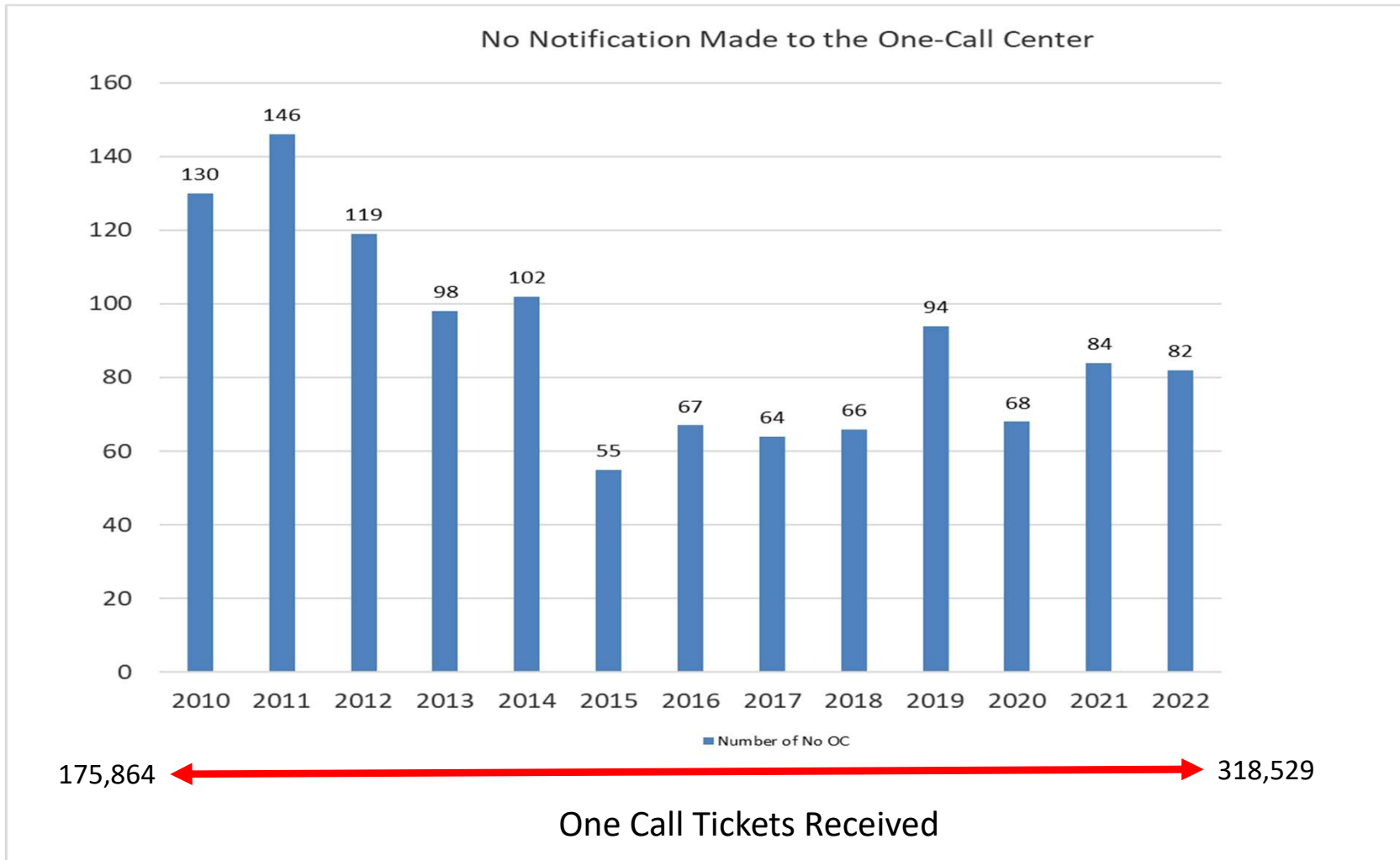


# PA One Call - No1Call Reports



Reported to POCS	
2016	4
2017	73
2018	113
2019	127
2020	302
2021	299
2022	316
2023 Q1	73

# UGI No1Call Damage Reductions



## No1Call Damages reported as a % of Total Damages:

- CGA 2021 = 26%, UGI 2022 = 18%

## UGI Lessons Learned & Program Stats :

- No1Call damages are largely seasonal, April thru October.
- 80% of No1Call damages aren't homeowners but "light excavators"
- No One Call Reports by UGI employees since 2015 = 499 (positive reports)
- Avg No1Call Damages per year from 2010-2014 = 124
- Avg No1Call Damages per year from 2015-2022 = 72 (Avg 52 less)
- Damages avoided since 2015 = 416 (statistically, 52 damages X 8 years)
- 2023 FYTD = 37 No1Call Damages (18% of Total Damages)

So, is a No1Call program a valuable damage prevention tool?



## Open for any Q&A

### For additional Information:

PA PUC DPC (Damage Prevention Committee)

[www.puc.pa.gov/pipeline-safety/damage-prevention-committee/](http://www.puc.pa.gov/pipeline-safety/damage-prevention-committee/)

Pennsylvania One Call

[www.pa1call.org](http://www.pa1call.org)

UGI Utilities

[www.ugi.com/safety](http://www.ugi.com/safety)

Common Ground Alliance

<https://commongroundalliance.com/>

