Industry Leading Safety

Mark Kempic, President
Maryland – District of Columbia Utilities Association
2015 Fall Conference
NiSource Inc. Overview

- 7-State Footprint
- ~7,500 Employees
- ~3.5M Natural Gas Utility Customers
- ~500K Electric Utility Customers
- ~$30B, 20+ Year Infrastructure Enhancement Plan
Columbia Gas of Maryland, Inc. Overview

- 62 Maryland-based employees
  - Backed by a team of over 700 in PA
- Serving 33,000 customers in 3 counties
- 644 miles of pipeline
- Invested $72 million since 2007 to modernize our infrastructure
- Investing $5.9 million in 2015 to replace 5.1 miles of aging infrastructure
- Providing safe, reliable service since 1885
Objective: Industry Leader in Safety

Our Focus
- Safety is a core value
- It is about people, not metrics
- All employees go home safe every day
- All injuries are personal

Our Goals
- All injuries are avoidable
- Everyone is responsible for safety
- Plan safety into work (Safest place to be!)
- Look out for each other at all times
Personal Safety - Speak Up for Safety

Speak Up for Safety
• Commit each day to staying safe
• Create good safety habits
• **Hold one another accountable** by speaking up for safety

High Employee Engagement
• Posters with a humorous twist gain attention – new poster every month
• Video contest in May/June
• **Nicole Skidmore**, GIS Tech from Cumberland, MD won most creative entry with her rap video
Personal Safety – “Safe Diggity” Video

www.youtube.com/watch?v=z7Yljp05bD4
Vehicle Safety - Telematics

- GreenRoad safety telematics installed 2015
- Used to track, trend, optimize, and improve:
  - Driver and public safety
  - Fuel and operational costs
  - Fleet maintenance costs
  - Sustainability
- What we’ve seen so far in Maryland…
  - Drivers’ weekly scores reduced from the mid 30s to less than 10 on average
  - Drivers with no events continues to increase
  - Improved attention to driving
Emergency Response – As Soon as Safely Possible

As Soon As Safely Possible
- 60 minutes = industry “best practice”
- We currently respond in 22 minutes

Practicing and Preparing All Year
- Conduct tabletop exercises and mock drills to test employees’ skills and our processes
- Include other utilities, municipalities, and emergency responders
Damage Prevention – Preventing Our Greatest Safety Threat

Damage Prevention Coordinators Educate and Build Relationships

• Role was created 3 years ago
• Analyze 811 ticket data
  – Work on process improvements and outreach based on data
• Actively educate and reach out to:
  – Homeowners, Contractors, Plumbers, Municipalities, Emergency Responders
• Recent 811 Day Blitz
  – Sheet cakes to TV and radio stations
  – Extra advertising including mobile marketing
  – Boots on the ground outreach
Progress Towards Our Objective

- Personal Safety - Four OSHA injuries during the last 5 ½ years
- Personal Safety - One DART injury during the last 5 ½ years
- Vehicular Safety - American Gas Association’s “2014 Fleet Safety Award”
- Damage Prevention – Zero PHMSA-Reportable Third-Party Damage Incidents in the last 5 ½ years.

Most importantly, employees and contractors go home to their families safe and healthy every day!
Thank you!