

AEGIS Loss Control Shares Lessons Learned

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Expect the Worst



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Mission Statement

To Protect Life
And
Then Property



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Electric Training & Workshops

- Electric Incident Investigation Workshop
 - An on-site workshop that focuses on the proper investigation of electric contact incidents. Participants learn about the purpose of incident investigation, physiological effects of electricity, NESC clearance rules and the importance of measurements and photography. Fee-based – 1.5 days
- First Responder Incident Investigation Presentation
 - Provides an appreciation of the investigation process to electric field personnel who respond to electric contact incidents. The program includes information on photography, measurements, evidence preservation and a brief case study discussion. Offered as a Focused Service – 4.0 hours
- Call Center Assessments
 - Identifies issues with call handling and improves procedures and practices from a public safety perspective for natural gas and electric utilities



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Electric Training & Workshops

- Electric Emergency Exercises
 - Evaluates preparedness for any type of emergency response, but specifically focuses on operational response to reports of hazardous conditions in the electric T&D system that could result in loss of life or serious injury to the public. Offered as an emergency exercise or Focused Service
- Electrical Safety Workshop
 - Based on NFPA 70E, IEEE-C2 NESC, this workshop is designed to provide electric utility personnel with information they need to identify and avoid workplace electrical hazards (electric shock, arc flash burns, and arc blast injury) as part of a safe work environment. Ranges from a one-hour seminar to a two-day class
- Fire Protection Training Class (October 15-17, 2019 – Oklahoma State University)
 - This class is held annually for the benefit of member companies. The program provides a review of power plant hazards, fire protection design concepts, fire pumps and water supplies, sprinkler and detection systems.



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Gas Operator Training

- First responder
- Gas leakage management
- Customer contact
- Gas leak pinpointing
- Utility line locating
- Natural gas incident investigation



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First Responder Training

Inside Odor Emergencies

- Natural gas
- Carbon monoxide
- Propane
- Code violations and hazardous conditions

Outside Odor Emergencies

- Outside leaks
- Cut / damaged facilities
- Gas in a sewer
- Fire, ignition & explosions



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Gas Leakage Management

- Federal code
- Leakage surveys & patrols
- Classifying leaks
- Equipment
- Documentation



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Customer Contact

- Gas 101
- Proper instructions – company procedures
- Listening for **red flag** answers
- Consistent message

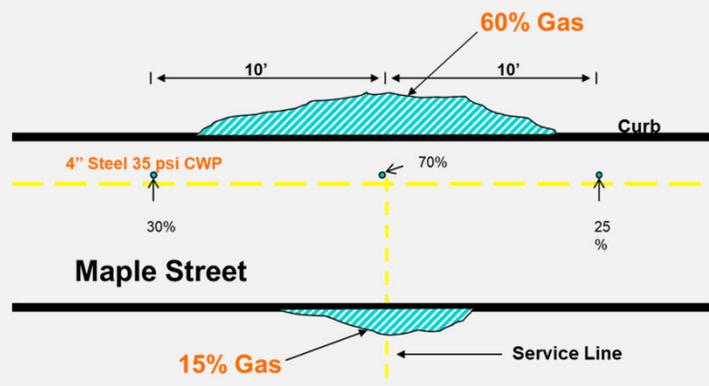


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Gas Leak Pinpointing

- Industry procedures
- Consistent approach
- Types of systems and challenges



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Utility Locating

- Principals of line locating
- Techniques
- Equipment
- Damage prevention



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Incident Investigation

- Pre-incident planning
- Conducting the incident investigation
- Post-incident review



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AEGIS Resources

Review of Major Liability Losses

- Failure to follow procedures
- Incomplete investigations
- Find and fix syndrome
- Duty to warn
- Receiving the call



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Case Results

A natural gas explosion occurred in a duplex, throwing a customer across the basement and injuring his hip. Eight other people were injured. Property damage was extensive and the building was subsequently removed.

Case Investigation

- Saturday at 10:00 pm, an elderly gentleman called the gas company to report an odor of gas in the basement of his duplex, near the water heater
- The service technician found and fixed two small leaks on fittings at the water heater; the service technician left the premises after finding and fixing the leaks
- The next morning the customer smelled gas, went to the basement to investigate, and as he turned on the light an explosion occurred



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Lessons Learned

- The source of the gas was from a broken 6" cast iron main installed in 1935 which performed well for 51 years
- A copper water line was later installed about 1' above the main
- Soil experts concluded the break was likely caused by soil settlement related to the water line installation and increased heavy traffic on the street. It appeared that the gas leak may have existed prior to the serviceman's visit on Saturday evening.
- **Do not make the assumption that there is only one leak. A further investigation of the basement wall penetrations with CGI may have indicated the presence of migrating gas. An additional bar hole test over the service line may also have detected the presence of an outside gas leak.**



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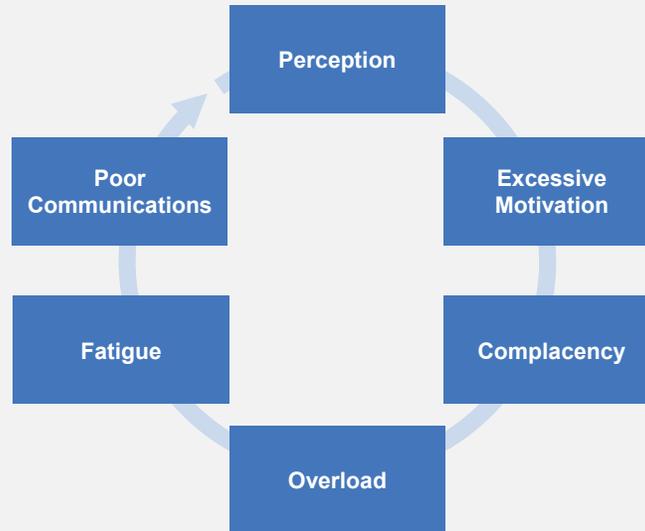
WHY?



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AEGIS Resources – Situational Awareness



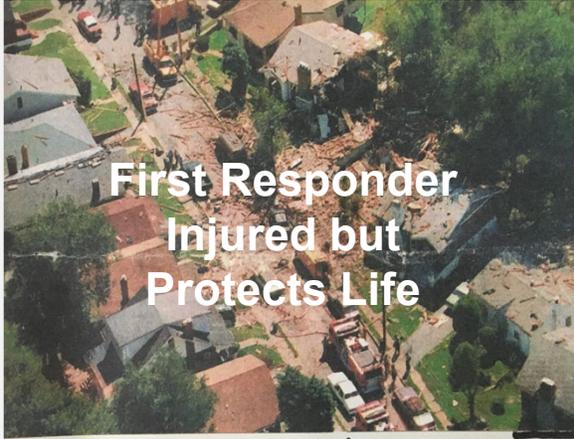
AEGIS Resources

Video Library

- Recognizing and Avoiding the Hazards
- Call Center Operations
- Anatomy of a Gas Leak
- Smell of Danger
- Find and Fix Syndrome
- To Tell the Truth



AEGIS Resources – Industry Success Stories



**First Responder
Injured but
Protects Life**



**CO Investigation –
Service Tech Saves
a Woman's Life**



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Customized Training Sessions

- ✓ Professionalism
- ✓ Company policies & procedures
- ✓ Industry standards
- ✓ QA / QC trends
- ✓ Near misses
- ✓ Documentation
- ✓ Equipment



- New employees
- Experienced employees
- Supervisors
- Engineers
- Support staff
- Legal & claims
- Supporting 911 agencies



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Training Sessions

- Detailed lesson plan
- Objective – protect life, then property
- Interactive / participation
 - Memorable experiences
 - Review of Major Liability Losses
 - Mock emergencies
 - Incident investigations
- Humor



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Advantages of a Third Party

- People listen differently to a third-party presentation
- Reinforces policies and procedures on which employees are trained and qualified
- Can build morale
- Breaks up the monotony of training and training presentations

Why AEGIS?

- Review of Major Liability Losses (RMLL) – focus is on what has happened
- AEGIS and company are working out of the same playbook

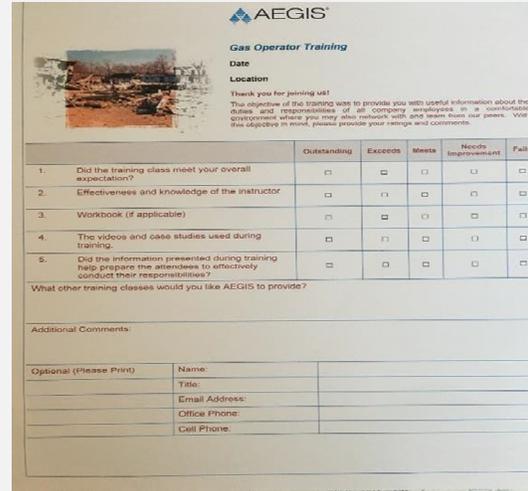


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Training Evaluations

- Each class participates
- Evaluation sheets sent to loss control
- Additional evaluation questions
 - Memorable experiences
 - AEGIS data
 - AEGIS RMLL
 - Tabletop exercises




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Gas Operator Training

| | 2017 | 2018 | 2019 |
|--------------------------|------|------|-------|
| Training days | 70 | 73 | 95 |
| Employees trained | 1412 | 1564 | 1895* |
| Companies | 17 | 16 | 14 |

* As of 6/30/19



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Associations & State Commissions

Associations

- American Gas Association (AGA)
- Midwest Energy Association (MEA)
- Western Regional Gas Association (WRGA)
- Southern Gas Association (SGA)
- Northeast Gas Association (NGA)

State Commissions

- Alabama
- Illinois
- Kansas
- Kentucky
- Missouri
- Ohio



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Gas Operator Training

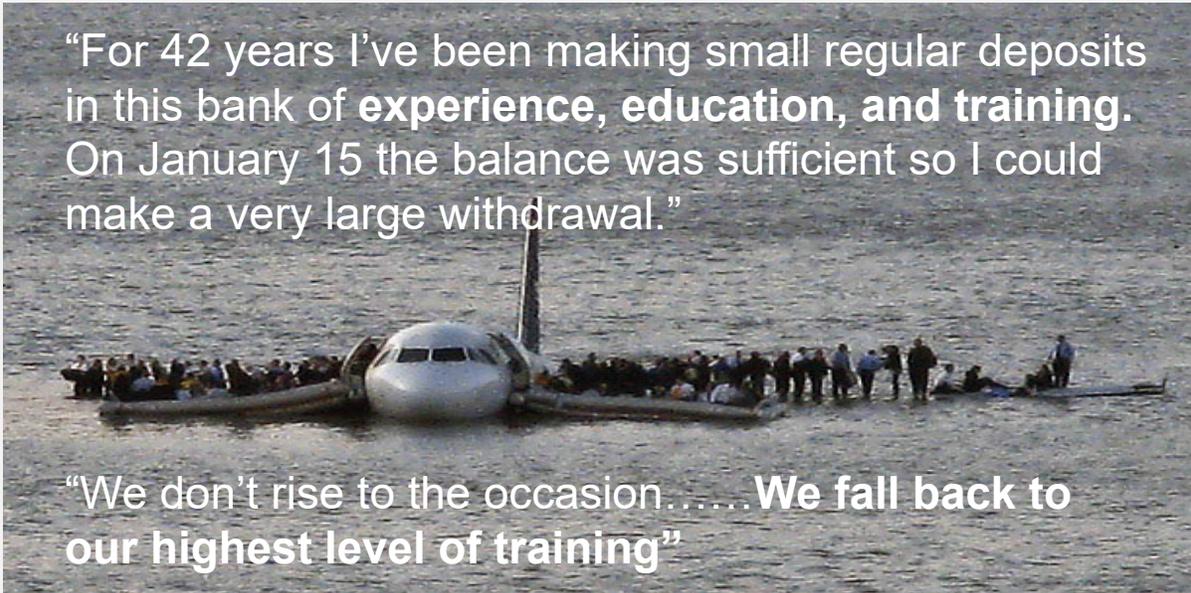
- 80% of scheduling is done the year prior
- For-fee service
 - By the day or week
 - Fees are on sliding scale, with full week offering the greatest value
- Certificates and testing – per company requests
- Training evaluations



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“For 42 years I’ve been making small regular deposits in this bank of **experience, education, and training.** On January 15 the balance was sufficient so I could make a very large withdrawal.”



“We don’t rise to the occasion..... **We fall back to our highest level of training**”



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