



# Loss Control

## Products and Services

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AEGIS Loss Control professionals, with an average of over 25 years of industry experience, visit AEGIS member company facilities on a continuous basis, offering suggestions that help members ensure safe and reliable operations. Their singular focus on the energy industry has earned them a reputation for being energy industry loss control experts, and they readily share their knowledge and experience with the goal of helping individual member companies, as well as the membership at large, reduce the long-term cost of risk.

The following products and services support these efforts, and we invite our members with electric, natural gas, water and related energy operations to take advantage of them. Our company website, AEGISLINK®, is your source for information about all AEGIS Loss Control products and services. Some Loss Control website content is password-protected. You can log in with your e-mail address or user name plus password, or you can request online access.

## Casualty and Property Risk Assessments

### Casualty Risk Assessments

- **Natural Gas Risk Assessments** include damage prevention, odorization, call centers, system inspections, integrity management, customer premise practices and public safety awareness programs.
- **Electric Risk Assessments** include design standards, system inspections, call center operations, dam safety programs, joint pole-use, wildfire mitigation and public safety awareness programs.
- **Water Risk Assessments** include damage prevention and leak detection, regulatory compliance, filtration and disinfection, water loss control and public safety awareness programs.
- **Call Center Assessments** review emergency and routine service call handling procedures and practices from a public safety perspective for member companies with natural gas, electric and water operations.

### Property Risk Assessments

- **Property Risk Assessments** provide a review of operational and risk profiles, including details of site characteristics, hazards, management loss control programs, private and public fire protection features, loss estimates such as business interruption evaluations, and Probable Maximum Loss (PML) and Maximum Foreseeable Loss (MFL) evaluations, and offer risk reduction suggestions.
- **Machinery Risk Assessments** provide a review of critical facility equipment, operational history, operational procedures, maintenance programs, supervisory controls and protective systems, loss estimates such as business interruption evaluations, and Probable Maximum Loss (PML) and Maximum Foreseeable Loss (MFL) evaluations, and offer risk reduction suggestions.
- **Builders Risk Assessments** provide a review of project technology, construction, schedule and status, equipment transport, storage and lifting, management practices, fire protection features, turnover and start-up procedures, exposure to hazards, loss estimates such as business interruption evaluations, and Probable Maximum Loss (PML) and Maximum Foreseeable Loss (MFL) evaluations, and offer risk reduction suggestions.

## Focused Services<sup>SM</sup> Consulting

- **Casualty Focused Services** provide member companies with the services of an AEGIS Loss Control senior utility professional for up to 10 days – at no charge – to assist with a variety of loss mitigation activities.
- **Property Focused Services**, provided on a fee basis, covers a range of tailored risk assessments and services that includes, transformer fleet evaluations, steam turbine water induction studies, steam turbine sequential tripping validation, combustion turbine technology evaluations, Probable Maximum Loss (PML) and Maximum Foreseeable Loss (MFL) evaluations, fire protection system installation plan reviews, consultation and research activities, generating station hydrogen system reviews, fire protection system review and water supply testing, natural catastrophe evaluations, and the development of insurance CAD diagrams.
- **Substation Inspection Focused Service** provides customized training to enhance safety and security inspections of electric substations. The program highlights a variety of conditions found at substations, as well as descriptions of electric contact incidents.
- **Technical Consultations** are conducted by AEGIS Loss Control professionals on electric and natural gas utility matters such as code changes and interpretations, company operating procedures and practices, and design issues.

## Training, workshops and presentations

**Our training, workshops and presentations are offered as a value-added service and can be delivered virtually or on-site.**

- **On-Site or Virtual Training** courses conducted by AEGIS Loss Control senior utility professionals are available for AEGIS members with natural gas, electric and water operations. They cover the principles of operating and maintaining safe and reliable systems, as well as how to apply them in the field. Natural Gas Operator Training includes customer contact, first response, incident investigation and customer premise practices.
- **Electrical Incident Investigation Workshops** are tailored to your needs and can range from a four-hour first responder workshop to our comprehensive 12-hour workshop that focuses on the proper investigation of electric contact and other electric utility incidents. Participants will learn about the scope and purpose of conducting an incident investigation, the physiological effects of an electric contact, NESC clearance rules, the importance of measurements and photographs, and various incident scenarios along with investigation techniques.
- **Electric Emergency Call Handling Presentation for Customer Service Representatives** focuses on improving the electric utility's emergency call handling procedures and practices. The presentation emphasizes the importance of following company call handling procedures while providing precautionary safety advice to protect life and property from electric utility hazards.
- **Natural Gas Incident Investigation Workshop** is a six-hour workshop that focuses on the proper planning needed to investigate natural gas-related incidents. Participants will learn about the objectives of a detailed investigation, the evidence to look for and document, sample collection methods, instrumentation and the actions to take upon arriving at the scene.
- **Electrical Safety Seminar** is based on NFPA 70E, IEEE-C2 NESC®, and is designed to provide employers and employees with a safe work environment, presenting information they need to identify and avoid workplace electrical hazards such as electric shock, arc flash burns and arc blast injuries. There are several course offerings based on the role of an individual, addressing electrical perils, electrical safety programs, electrical safety qualification and controls, and PPE guidelines.
- **Member Company and Industry Presentations** are given by AEGIS Loss Control professionals, who are uniquely qualified to address utility and safety topics. We are frequent presenters at national and regional natural gas and electric association meetings, addressing risk management and operating personnel on matters of interest to all. Our perspective on energy industry risks enables us to offer realistic approaches to operating and maintaining safe systems.

**Our on-site workshops offered on a fee basis include:**

- **Fire Protection System Training Program** provides AEGIS members with classroom and hands-on instruction on the various types of fire protection systems associated with typical power generation, natural gas transmission and processing facilities. Attendees will become familiar with the fire protection systems operation and maintenance practices.

# Webinars, publications and guides

Available on our website at [aegislink.com](http://aegislink.com)

- **Webinars** are a series of one-hour webcast sessions on topics of interest to electric, natural gas and water utilities. Risk managers, as well as safety, engineering and operations personnel, can attend from the convenience of their offices. Past webinars are posted on our website and include topics that address safety, inspection and maintenance practices.

AEGIS Loss Control produces publications and guides for our members based on industry trends and emerging risks. While some examples are listed below, be sure to visit [aegislink.com](http://aegislink.com) to access our complete library.

## Casualty-related publications:

- **Pole Maintenance White Paper**
- **Natural Gas Sample Emergency Exercises**
- **Electric Utility Inspection Forms**
- **Self-Administered Risk Assessment (SARA) Guides**
- **Quick Start – Public Safety Communication Guides**
- **Natural Gas Emergency Response Online Tip Cards**
- **Liability Loss Insights – Lessons Learned from Loss Control**

## Property-related publications:

- **Flood, Wind and Hail Hazard Reduction Design Considerations for Solar Photovoltaic (PV) Site**
- **Steam Turbine Sequential Tripping Validation**
- **Steam Turbine Equivalent Operating Hours**
- **Steam Turbine Overspeed Protection Systems**
- **Wildland Fire Hazard Risk Reduction for Solar Photovoltaic Sites**
- **Lithium-ion Battery Energy Storage Systems (Li-ion BESS)**
- **Cracking and Disbonding of Hardfacing Alloys**
- **Turbine Lubricating Oil Systems – Operation & Maintenance Considerations**
- **Steam Turbine / Generator Emergency Shutdown**
- **Combustion Turbine Technical Summary**

# Safety and training videos

## LESSONS LEARNED® Video Series

The LESSONS LEARNED® video series can help increase public safety awareness among all levels of natural gas and electric utility operating personnel. The 10- to 12-minute videos reenact major losses connected with natural gas or electric utility systems. Each focuses on critical points that may help prevent similar incidents in the future. The videos are posted on the AEGIS website, and DVDs are also available.

## Videos for Natural Gas Utilities

- Anatomy of a Gas Leak
- Find & Fix Syndrome
- Four-Part Series I (Pressure Point, Toxic Tale, The Smell of Danger, Too Little...Too Late)
- Four-Part Series II (Hidden Danger, First Line of Defense, Public Safety, People Don't Know What They Don't Know)
- Public Safety: Communication & Emergency Response (with alternative ending)
- A Call for Help (Call Center Operations)
- Emergency Exercises: A Look in the Mirror
- Hazardous Awareness Training for Emergency Personnel

## Videos for Electric Utilities

- Incident Response (Effective Communication & Coordination)
- Two-Part Series (Danger Within & Deadly Playground)
- PEOPLE DON'T KNOW WHAT THEY DON'T KNOW® (Dangerously Close & Deadly Trap)
- Within a Child's Reach
- A Call for Help (Call Center Operations)
- Nothing But the Truth (used in conjunction with the Comprehensive Electric Incident Investigation Workshop)
- HOW SAFE® Series (Substations, Overhead Transmission, Overhead Distribution and Pad mounted Distribution Equipment)
- Hazardous Awareness Training for Emergency Personnel
- Surviving the Wires Environment

## About AEGIS

AEGIS (*Associated Electric & Gas Insurance Services Limited*) was created in 1975 as a mutual insurer by and for the utility industry. Today, it has hundreds of member companies representing electric, natural gas and water utilities as well as other related energy companies. AEGIS Loss Control products and services are designed to help improve operations and reduce the long-term cost of risk for its member companies.