



Excavator Engagement

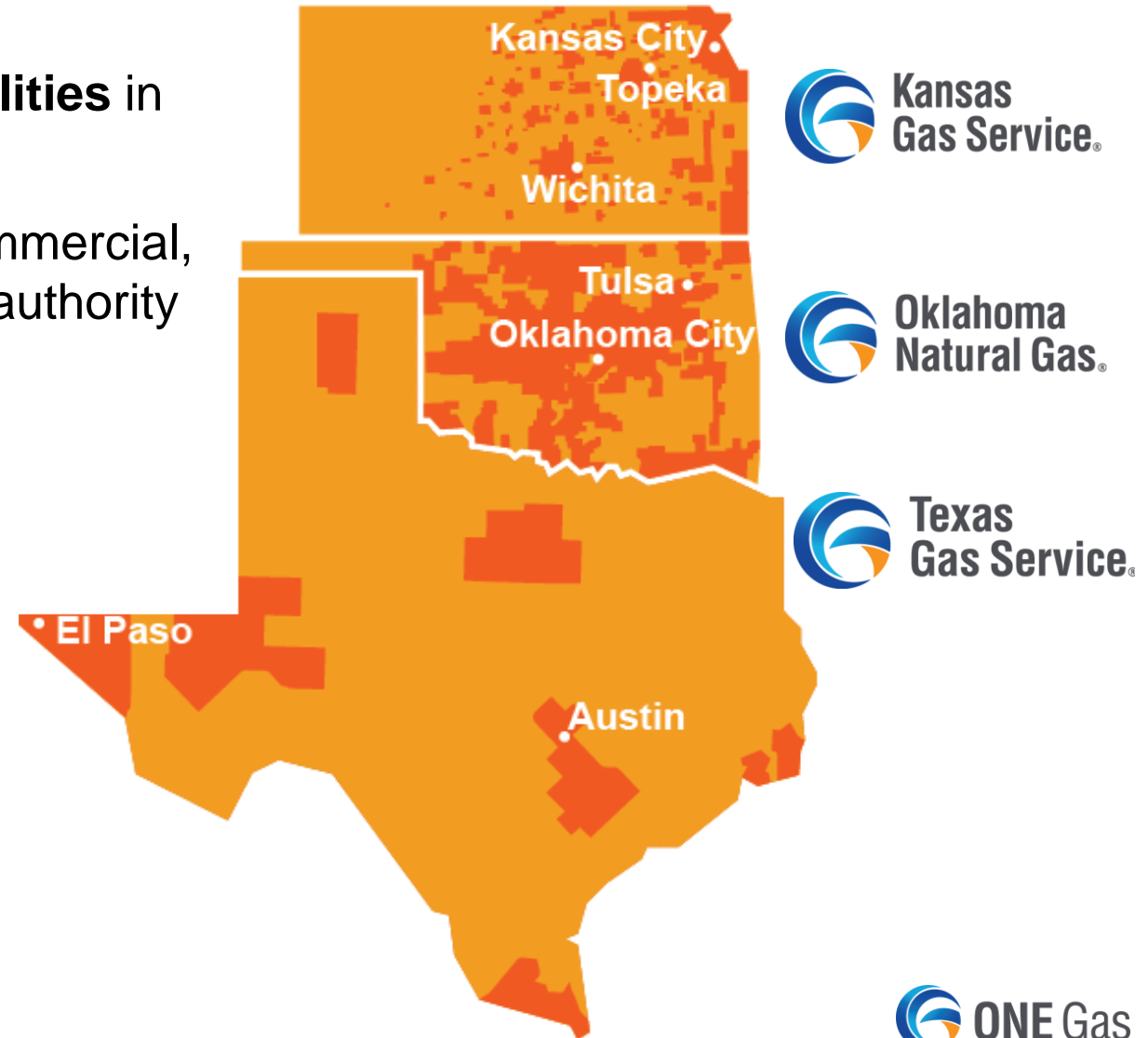
Tony Garcia, Senior Damage Prevention Specialist
Oklahoma Gas Association Conference
September 1, 2020



ONE Gas, Inc.

Company overview

- One of largest **100% regulated natural gas utilities** in the U.S
- We serve more than **2.2 million** residential, commercial, industrial, transportation, wholesale and public authority customers in three states.
- Headquartered in Tulsa, Oklahoma
- **~3,600** employees
- **62,340** miles of distribution mains, services and transmission pipelines



Oklahoma Natural Gas

Who we are

- **Largest** natural gas distributor in the state
- **1,100** employees in Oklahoma
- **24,671** miles of pipelines
- Serve more than **877,000** customers in **67** counties



Damage Prevention Objectives

Safety

- Protect our customers and communities
- Safeguard employees and others working near pipelines

Reliability

- Protect integrity of underground utility lines

Compliance (State & Federal)

- Comply with State and Federal laws
- Pipeline and Hazardous Materials Safety (PHMSA)
- Oklahoma Corporation Commission (OCC)
- Railroad Commission of Texas (RRC)
- Kansas Corporation Commission (KCC)



Damage Prevention Program



System Integrity

- Strategy
- System of record
- Process management
- Quality management
- Safety Management System



Resource Management

- Contractor performance
- Vendor relations
- Line locate audit – Central
- Quality assurance



Field Operations

- Unlocatable / No access tickets
- Watch and protect
- Line locate audit – field
- Quality control

DAMAGE PREVENTION COMMITTEE

Safe Excavator Program

Overview of pipeline safety awareness education

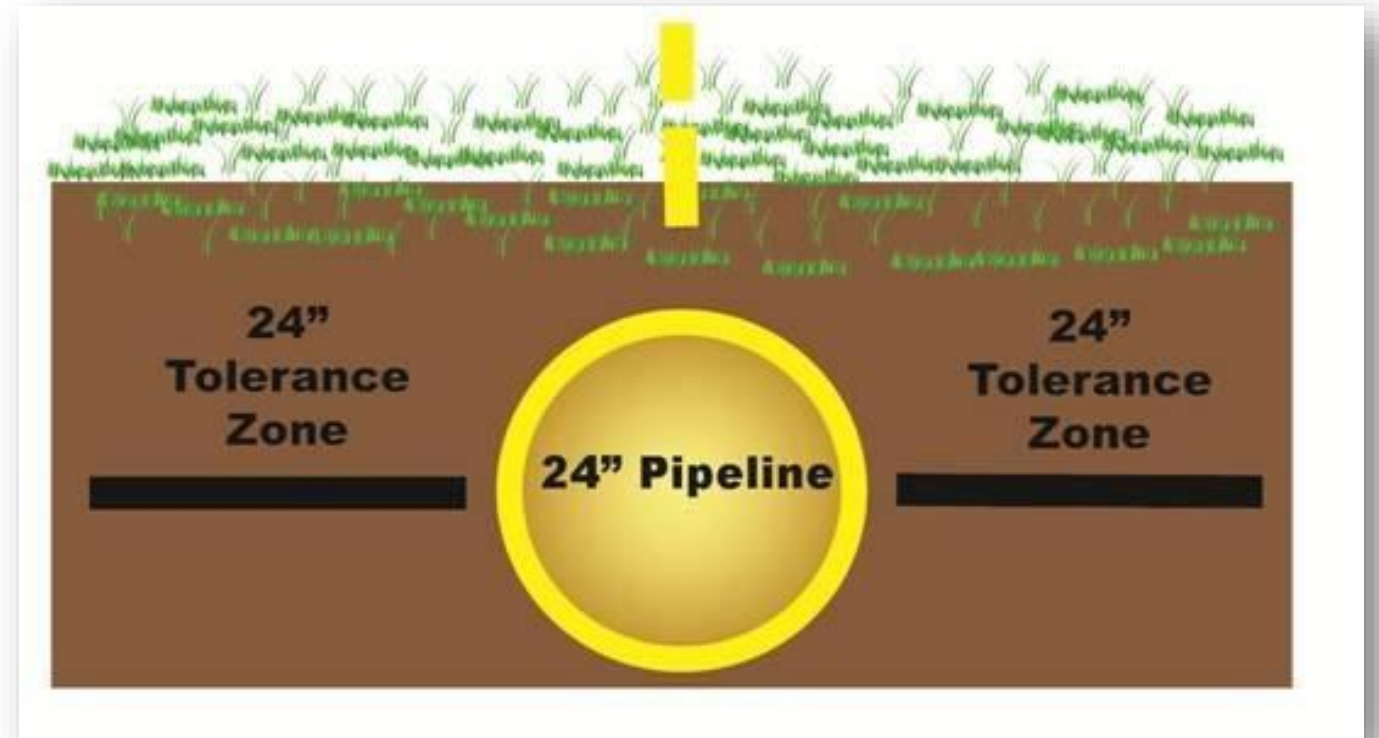
- **Identify contractors**
 - Excavation safety best practices
 - Call 811
- **Situational awareness**
 - Check for markings
 - Look for pipeline markers, meters, etc.
- Safety protocols (smell gas or strike line)
- State regulations



Safe Excavator Program

3rd party engagement

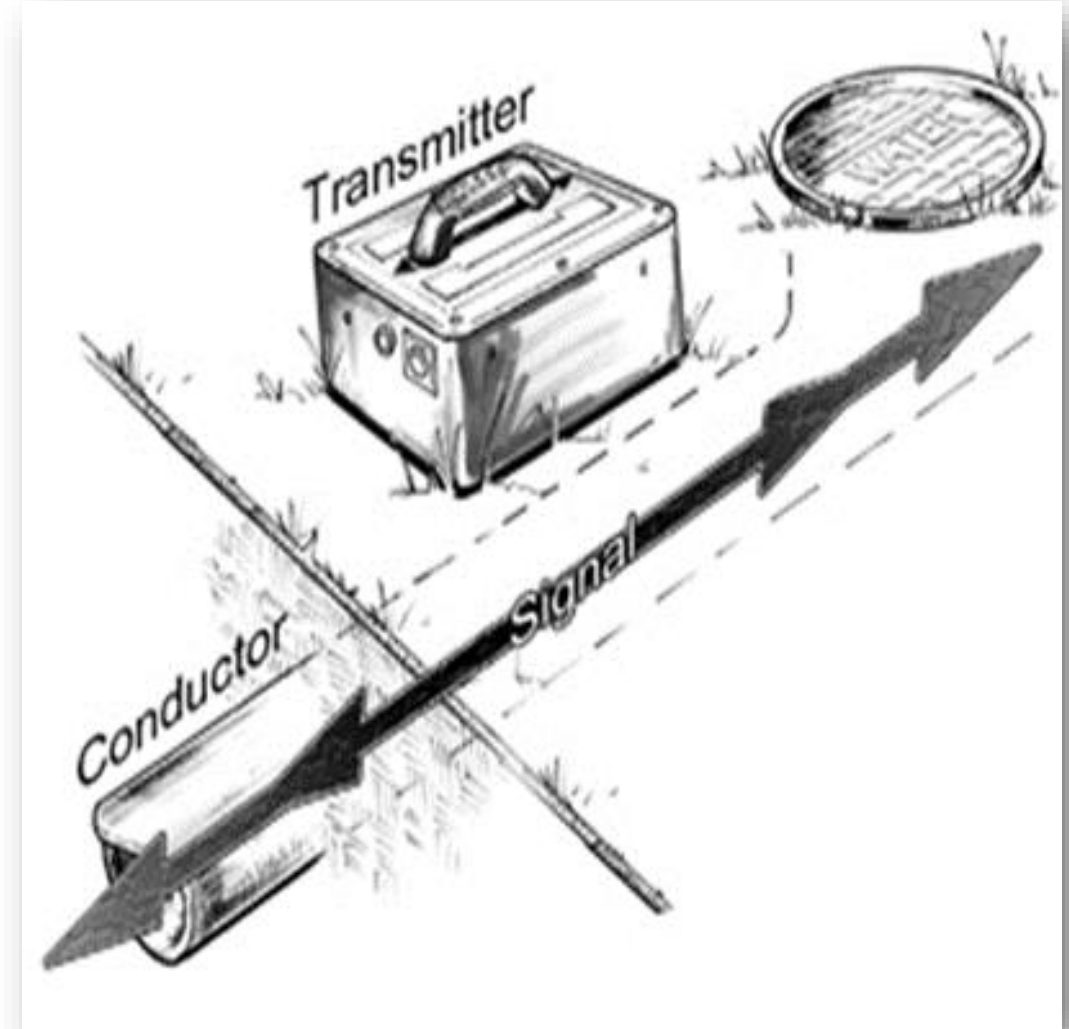
- **Identify root cause**
 - Line locate accuracy
 - Tolerance zone violation
 - Equipment involved
- **Identify excavators**
 - Letters
 - Presentations



Safe Excavator Program

2nd party engagement

- **Identify root cause**
 - At-fault vs not at-fault
 - Equipment that caused damage
 - Verify gas locates
- **Meet with resource management**
 - Damage prevention
 - Claims
- **Remediation**
 - Lessons learned
 - Operator qualification issue



Other Outreach Programs



Outreach Snapshot

- Partnerships with external agencies
 - Fire departments
 - 811 call centers
 - Municipalities
 - Damage prevention councils
- Excavator Outreach Programs
 - Hit line simulation and safety events
 - Annual mailings
 - Meetings and presentations
 - Invoice awareness fliers
 - Safe excavator program
 - Safety meetings
 - Homeowner associations
- Public outreach
 - Media
 - Public agencies
 - Ads
 - TV
 - Radio
 - Print
 - Social media
 - Websites
 - Mailers
 - Signage
 - Billboards
 - Work trucks
 - Events



Excavator COVID Outreach



To the Excavation Community,

The U.S. Department of Homeland Security, Cybersecurity and Infrastructure Security Agency (CISA) has identified natural gas distribution as critical infrastructure to ensure community and national resilience during the COVID-19 response.

We need you to help to protect our underground pipelines. Excavators who come into contact with a gas line risk injuries and possible fatalities. With the COVID-19 virus, if a line is damaged, under many circumstances we may not be able to go into a home or business to restore gas service. We also want to avoid unnecessary contact for both our employees and our customers during this period of social distancing – a goal that becomes more difficult if we are required to re-light customers after an avoidable excavation damage.

We ask you to follow these safe digging tips to help protect our critical infrastructure, your employees, our employees and ONE Gas customers:

- **Call 811 before your excavation.**
- **Verify the Marks Are Fresh and Complete.** Do not use markings from someone else's work or a previous project. They must be new to your project. Take time to verify that all utilities have been marked and wait for confirmation that marks are complete.
- **Tolerance Zone.** Respect the marks and be aware of the tolerance zone, which is the area located on either side of the pipe.
- **If You Smell Gas, Act Fast!** Leave the area immediately and call 911.

Additional safety information and resources are available on our websites below as well as your state's 811 website.

Sean Postlethwait
Vice President, Operations



Jim Jarrett
Vice President, Operations



Shantel Norman
Vice President, Operations




Excavator Letter & Email

Results

- ~ **88,000 excavators contacted** across three states
 - ~ **50,000** received mailed copy
 - **37,976 received email [version](#)**
 - **24,588** total opens
 - **110** opted out
 - Ran subject line test to determine best performing subject line
 - **SUBJECT LINE A: Important Excavation Notice (most opened)**
 - SUBJECT LINE B: Safe Digging: Help Keep Your Community Safe

Excavator Webpage



I want to... ▾

Excavator Information

You can help us protect our lines by being a Dig Hero. Visit BeADigHeroOklahoma.com to learn more.

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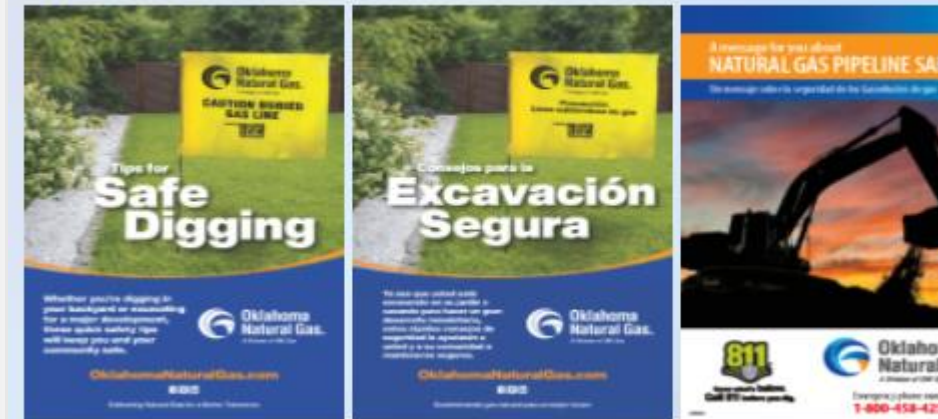
Additional safety information and resources are available on our [website](#) as well as your Oklahoma 811 website, OKIE811.org

For more information about the regulatory damage prevention site, click [here](#) or [here](#).

For more information about PHMSA Damage Prevention, click [here](#).

We appreciate your cooperation in keeping our communities safe from avoidable outages due to excavation.

Flyers/Brochures



Safe Digging Tip Sheets – English and Spanish



**Tips for
Safe
Digging**

Whether you're digging in your backyard or excavating for a major development, these quick safety tips will keep you and your community safe.

Oklahoma Natural Gas.
A Division of ONE Gas

OklahomaNaturalGas.com

Delivering Natural Gas for a Better Tomorrow

5 cinco cosas que debe saber antes de empezar a excavar

1. Llame al 811 por lo menos 48 horas antes de excavar, sin tomar en cuenta el día de notificación, los fines de semana y los días festivos. También puedes visitar Okie811.org.
2. Busque pintura o banderines en el área de su proyecto antes de excavar. Si no los ve, llame al 811.
3. Respete la zona de tolerancia, que es el área alrededor de la tubería (mínimo 24 pulgadas de cada lado). No use equipo de excavación mecanizada dentro de la zona de tolerancia.
4. Use confirmación visual con agujeros cuando vaya a perforar alrededor de líneas existentes de servicios públicos. Use agujeros en el área donde tiene planeado atravesar estas líneas.
5. El comprobante de llamada únicamente tiene validez por 14 días hábiles. Si su proyecto durará más de eso, usted debe actualizar su comprobante.



Reconozca los colores

Código de colores de pintura o banderines marcadores de servicios públicos

BLANCO - Excavación planeada

ROSADO - Marcadores temporales de inspección

ROJO - Tuberías de energía eléctrica, cables, conductos y cables de alumbrado eléctrico

AMARILLO - Gas, petróleo, derivados de petróleo, o materiales gaseosos

ANARANJADO - Tuberías, cables o conductos de vías de comunicación, alarmas y señales

AZUL - Agua potable

MORADO - Tubería de agua reciclada, irrigación y material compuesto

VERDE - Tuberías de alcantarillado y de desagüe

¡Huela, mire y escuche!

Use sus sentidos para detectar una fuga de gas natural



HUELA - Un olor a huevo podrido o azufre es una señal de alerta ante una posible fuga en la tubería de gas natural



MIRE - Parches de vegetación muerta sin explicación, polvo flotando en el aire, o un continuo burbujeo de agua depositada pueden ser señales de una posible fuga en la tubería



ESCUCHE - Un zumbido o rugido puede indicar que hay una fuga

¿Huele gas? ¡Actúe rápido!

Si usted huele gas natural mientras esté excavando o después de haber dañado una tubería de gas natural, retírese inmediatamente del área y cuando se encuentre a una distancia segura llame al 911 y a la Línea de Emergencia de Oklahoma Natural Gas al teléfono 800-458-4251.



Oklahoma Natural Gas.
A Division of ONE Gas

Para obtener más información acerca de la seguridad del gas natural, visite

OklahomaNaturalGas.com

Respect the Marks Tip Sheets – English and Spanish



RESPECT the Marks

6 POINTS TO REMEMBER

Call 811 at least 48 hours, excluding the date of notification, weekends and holidays, before you dig.



Never guess where the lines are. Call 811 if the marks are unclear.



Look for areas on the project site that look unmarked.



Only dig in the area described in the ticket scope.



Don't use marks from a previous project – marks must be new for your project.



Don't use mechanical equipment inside the tolerance zone.



Smell Gas? Act Fast!

Leave the area immediately, then call **911** and us at **800-458-4251**. Don't use any electrical equipment until you are a safe distance away.

Learn more at
OklahomaNaturalGas.com/Excavators







RESPETE las señalizaciones

6 PUNTOS QUE DEBE RECORDAR

Llame al 811 por lo menos 48 horas antes de excavar, sin tomar en cuenta el día de notificación, los fines de semana y los días festivos.



No use señalizaciones de proyectos anteriores – las señales deben ser nuevas para su proyecto.



Busque áreas en el sitio del proyecto que no estén señalizadas.



Únicamente excave dentro de las áreas descritas en su comprobante.



No trate de adivinar dónde están las líneas. Llame al 811 si la señalización no está clara.



No use equipo de excavación mecanizada dentro de la zona de tolerancia.



¿Huele gas? ¡Actúe rápido!

Retírese inmediatamente del área y después llame al **911** y a nosotros al **800-458-4251**. No use ningún equipo eléctrico hasta que se encuentre a una distancia segura.

Obtenga más información en
KansasGasService.com/Excavators





15



Flyers

Damage
invoice flyer



**Always
Call 811
Before
You Dig**

OKIE 811
Know what's below
Call before you dig.

One free, easy call to 811 before you dig gets your utility lines marked AND helps protect you from injury and expense.

Call must be at least 48 hours prior to digging, excluding the date of notification, Saturdays, Sundays and legal holidays.

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www.OklahomaNaturalGas.com



**A message for you about
NATURAL GAS PIPELINE SAFETY**

Un mensaje sobre la seguridad de los Gasoductos de gas natural

811
Know what's below.
Call 811 before you dig.

Oklahoma Natural Gas.
A Division of ONE Gas

Emergency phone number
800-458-4251

20 ONGEX

Excavator
brochure

Be A Dig Hero

April safe digging month campaign components

- Excavator letter / email
- Social media
- Microsites
- Video
- Quiz
- Radio ads (compliance)
- News releases
- Internal stories



Meet *Yellow Fellow*. He was created for our video highlighting the need to call 811.

Media Outreach



NEWS RELEASE

Media Contact: Cherokee Ballard 405-640-0615

Oklahoma Natural Gas Launches Campaign to Encourage Safe Digging

April is Safe Digging Month, and now more than ever, it is especially important to dig safely and responsibly. To enhance awareness this year, Oklahoma Natural Gas created a dedicated website BeADigHeroOklahoma.com that includes a new educational video, an interactive digging quiz and valuable safe digging practices.

In the campaign this year, Oklahoma Natural Gas is focused on continued education of the allowable tolerance zone for excavation, why and how to call 811 to have underground lines marked and what the color of each flag represents.

"Given the current COVID-19 shelter-in-place situation, we prefer any non-essential digging projects be postponed to help protect all critical infrastructure, including natural gas, water, sewer and internet," said Cherokee Ballard, Public Relations Manager for Oklahoma Natural Gas. "Contractors who come into contact with a natural gas line risk injuries and large-scale outages."

"While we are requesting businesses and large construction projects to hold off on any non-essential digging and excavation, we also understand people will be looking to spend time on yard projects as they follow 'safer-at-home' guidance to prevent the spread of COVID-19," said Ballard.

"Celebrating April as safe digging month is a good reminder for everyone."

With current COVID-19 safety precautions in place, if a line is damaged, Oklahoma Natural Gas may not be able to enter a home or business to restore gas service to customers.

As a reminder, everyone whose project disturbs the ground needs to call 811 at least 48 hours before starting a project. The underground utility lines within the designated project area will get marked with flags and/or paint at no cost to the home or business owner.

Learn more at BeADigHeroOklahoma.com.



Watch KFOR-TV this evening to learn how to #BeADigHero during National Safe Digging month. Oklahoma Natural Gas PR Manager, Cherokee Ballard, was interviewed from a safe social distance to stress the importance of calling OKIE811 before you dig. #SafeDiggingMonth



Video PSAs & Partner Agency Interviews



Social Media – Facebook, Twitter and LinkedIn



Oklahoma Natural Gas

April 30 · 🌐

Safe Digging Month is almost over, but safety is always our top priority! We encourage you to hold off on any nonessential digging, but if your project just can't wait, listen to the "yellow fellow" and always contact [OKIE811](#) before you dig! [#BeADigHero](#)



Know Now.

Dig Later.



Microsites

BeADigHeroOklahoma.com

BeADigHeroKansas.com

BeADigHeroTexas.com

HOW CAN I BE A DIG HERO?

Call 811 before you start your project and dig safely once your project area has been marked.

WHO NEEDS TO CALL?

Everyone whose project disturbs the ground (planting a garden, removing trees, installing sprinklers, adding a deck... and so many more) needs to call 811 at least **48 hours (excluding the day of notification, weekends, and holidays)** before you start your project.

WHAT HAPPENS WHEN I CALL 811?

The underground utility lines within your designated project area get marked with flags and/or paint. But you must wait the full 48 hours (excluding the day of notification, weekends, and holidays).

WHAT DO THE COLORS MEAN?

 PROPOSED EXCAVATION	 TEMPORARY SURVEY MARKINGS	 ELECTRIC LINES	 NATURAL GAS LINES
 COMMUNICATION LINES	 POTABLE WATER LINES	 RECLAIMED WATER LINES	 SEWER LINES

HOW DO I DIG SAFELY?

Know where the lines are. Respect the marks. Be aware of the **tolerance zone** which is the area located on either side of the pipe. By law, you must hand dig, or "soft dig," within 24 inches of a marked line.

IF YOU SMELL GAS, ACT FAST!

If you smell a rotten egg odor, hear hissing or see bubbling water, or you have any natural gas emergency, leave the area immediately, then call 911 and us at **800-458-4251**.

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Know where the lines are. Respect the marks. Be aware of the **tolerance zone** which is the area located on either side of the pipe. By law, you must hand dig, or "soft dig," within 24 inches of a marked line.

IF YOU SMELL GAS, ACT FAST!

If you smell a rotten egg odor, hear hissing or see bubbling water, or you have any natural gas emergency, leave the area immediately, then call 911 and us at **800-458-4251**.

CALL 8-1-1 BEFORE YOU START DIGGING, TODAY.

CREATE AN ONLINE 8-1-1 TICKET



811 Day Campaign

A promotional banner for the 811 Day Campaign. The background is a blue sky with white clouds. In the foreground, there is a green grassy field with a dark brown soil layer below it. A yellow flag with the Oklahoma Natural Gas logo is planted in the grass on the left. On the right, there is a small pile of purple and yellow flowers. The text is centered in the upper half of the image.

CELEBRATE **811 DAY WITH
11 DAYS OF GIVEAWAYS!**

AUGUST 1-11

ENTER TO WIN DAILY PRIZES.

 **Oklahoma
Natural Gas**
A Division of ONE Gas

811 Day – August Outreach



Oklahoma Natural Gas

· August 11 ·



Loving the 11 Days of Giveaways? You ain't seen nothin' Yeti. Today's the Grand Finale, and we're giving away a Yeti Tundra 35 Cooler. To enter, answer our Grand Finale question: What's the first thing to do before you dig? Stay safe and let us know in the comments below!



133

78 Comments

11 Shares



Morgan Horton Call to make sure there are no buried lines before you dig

Like · Reply · 6d



1



Skylene Jenkins Rethford call 811 to have the underground lines marked/flagged. And then wait to receive verification from each entity that it is clear to dig

Like · Reply · 6d



1

811 Day – August Outreach

Newstalk: 811 Day: Call before you dig

Published: Aug. 11, 2020 at 11:19 AM CDT



Discussion

- What is working for you?
- What improvements can we make as an **industry** to reduce damages and better reach excavators?
 - before they dig
 - and after damages occur
- Any agencies / advocates / partners in your service areas jumping on board with messaging and outreach?



Thank you

