

Partnering to Achieve Damage Prevention

Innovative methods of training the stakeholder group

Scott Brown
Manager Operations Compliance
April 22, 2009



Informed Stakeholders Reduce Damages



The keys to achieving 1.36 damages per 1000 locates

- Communication between stakeholders
- Education and Awareness training

Washington Gas and Verizon were the first stakeholders to partner and require training of the contract workforce specifically to reduce damages.

The initial FTTP build helped us recognize the benefit of collaborative training, damages were on the rise and something had to be done, a partnership was created and damages have been on the decline.

A template for success was created



The collaborative training Washington Gas and Verizon participated in:

- Included training each employee involved in the project
- The logistics of training multi-lingual people was a challenge, multiple trainers, weekends and early mornings were necessary.
- All of the participants were trained
- The results of this training reduced damages to all stakeholder facilities and allowed for safe and timely installation of facilities.

The model was successful and we saw value in utilizing this model in ways to further reduce damages to underground facilities.

The locator work force had effective training but we could enhance it through additional training specific to our utility.

Pipetown VA 22151



Washington Gas has developed a simulated community utilizing both live gas and air to replicate real world scenarios training purposes. The training has been utilized in-house and first response training for fire departments and other utility operators.



Pipetown Infrastructure



Pipetown is a forty acre town :

- Four streets, with eight homes and two commercial customers, water meters, electric meters, fire hydrants, telephone pedestals, provided by our stakeholder friends, all the utilities one would find in a typical community
- Buried underground is 605' of 8" main, 362' of 2" w/stl, 200' of 2" pl main, and 680' of ½" pl service piping.



Training on the properties of natural gas



Washington Gas has always been involved with contract locator training but realized we can do more to inform the locators of the gravity of their responsibilities.

- Washington Gas provides an introduction to the properties of natural gas and an introduction to Pipetown to each new trainee.

In the photos below a Washington Gas trainer explains the importance of keeping gas in the pipe system



Possible results of a Damage to Gas facilities



Our training focus is on the results of a broken gas pipe. Many times the locator is not familiar with the results of a broken pipe.

We believe that our training exercise in Pipetown allows all stakeholders to feel the effect of burning natural gas and the real potential of a broken gas pipe.

This safety training and experience will enhance the stakeholders perspective of the results and potential dangers of a broken pipe.

This training helps the locators understand the importance of what they do:

- We believe and have been told by “graduates” that the training is very effective and has enlightened many of the participants.

Locators involved in a damage may be eligible to be retrained and re-qualified and are brought back to Pipetown to review the properties of natural gas.

Their skills must be demonstrated in Pipetown to the satisfaction of Washington Gas management, before they can be eligible to locate our facilities.

Training the contract work force



- Stakeholder visitors to Pipetown get to “feel the heat.” From this distance the heat is immediate and considerable.



We hope to move to the larger stakeholder group



We are looking to help utilize this unique training tool to invite stakeholders to training that will help them appreciate the properties of natural gas.

Verizon our first utility partner is currently utilizing Pipetown to avoid mistakes in their contractors activities.

Utilizing Pipetown as one of the tools to reduce damages we have seen the damage ratio in Virginia drop from 1.89 damages per thousand locates in 2007 to 1.36 / 1000 YTD 2009. These impressive results are a shared success with all stakeholders.

Invitation



Can Pipetown help you?

The every other Friday of every month Washington Gas will host training at Pipetown for the damage prevention stakeholder group.

Fairfax Water and others have already expressed a desire to join us and become a regular participant in the training at Pipetown.

Please accept this invitation to participate in the training at Pipetown

We would like you to participate and be involved in helping to reduce damages to all underground facilities

Give us a call and let us know how many will be participating we will be happy to accommodate you and your group. Training starts at 7:00 AM

The next training session will be May 9th 2009 at 7:00 AM

Pipetown Visitors Bureau



- Since Pipetown Opened in July 2008
- 298 people have been trained this year 2009
- Locator training began September 2008
- Trained 84 locators

We are looking forward to your visit to Pipetown, VA. 22015



Thank you



Does anyone have any questions?

My Contact information is:

Scott Brown

703-750-4388

SSBrown@washgas.com