



# Distribution System Public Awareness & Engagement

Delivering on Awareness in  
your Neighborhood!

**i'llbethe**  
**UGI**

# AGENDA

- Safety Moment
- Local Distribution System & PA bias disclaimer
- Stakeholders – They're ALL Important
- Exposures & Gaps
- No shortage of resources



# Safety Moment: No Matter how small the Job Always Call 811 Before You Dig!



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



# Pipelines and Local Distribution Companies (LDC's)

- LDC service is part of everyday life, it touches us in many ways.
- LDC facilities are in the public right-of-way, not private.
- In comparison to Pipelines, the difference is in the probability of an incident, which is driven by the overall activity level.
- The public safety goal is the same but the math to get there is different. It's local level Initiatives for LDC's vs state programs.
- Effective messaging is important, so multiple touch points with specific, retention based outreach is essential.

# Partnership in Public Safety; a snapshot of Stakeholders

- They are all important, some just require more focus.
- Excavators
- **Emergency Responders**
- **Public Officials & Public**
- Affected Public
- **Schools**
- Employees, Really?

# Emergency Responder Engagement

## ***“Are You Prepared”*** Outreach program:

- “Responding To Utility Emergencies” is natural gas & electric emergency responder training, accredited by PA Fire Academy that is available on line or as part of the Local Level Training program.
- Annual training “reminder” mailing to PA Fire Houses.
- 811 Fire House Campaign – PA One Call.
- AGA Peer Reviews & Mutual Aid program

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## FIRST RESPONDER TRAINING FOR NATURAL GAS & ELECTRICAL EMERGENCIES



Methods Of Delivering Effective Learning (MODEL) approach by Michael Callan affords the ability to create multi-level partnerships across all response disciplines.

*“A sure fire way to increase the safety of emergency responders is to educate them. Team Callan has one main purpose - reducing emergency scene injuries and fatalities.”*

- Michael Callan



**SIGN UP TODAY:**

[www.ugi.com/EMS](http://www.ugi.com/EMS)

Sponsored by UGI in partnership with RTUE



Know what's below.  
Call before you dig.



Energy to do more®

# Emergency Responder, Outreach is about touch points.

- Offer training opportunities in the PA Fireman Magazine, a Monthly publication that goes to every Fire House in Pennsylvania.
- On line requests for "A Shared View", UGI specific natural gas training, conducted on site.
- CGA's Disaster Recovery Team
- Annual Paradigm Liaison Meetings across UGI (45) County footprint.



# Paradigm Liaison Meetings:

## *Interactive Pipeline Training*

### Program Goals:

**Learn** your responsibility and resources in the event of a pipeline emergency

**Acquaint** you with the operator's ability to respond to a pipeline emergency

**Identify** the types of pipeline emergencies

**Plan** how all parties can engage in mutual assistance to minimize hazards to life and property



**New in 2017**

**PA  
PERI**

# Emergency Responders : IN-reach, is what we do!

Preparedness is a two way street or What's in your ICS?

- FEMA ICS 100 & 200.
- Annual ICS training for all Incident level employees focused on the (3) priorities of emergency response, LIP.
- Lessons Learned from Table Tops, Mutual Aid & industry.
- First Hour Checklist & Transfer of Command Clip Board.
- Public Education & Incident Command Trailer, in service 2017



# School Program – Partnership with NEF on ESK, the kids are the future

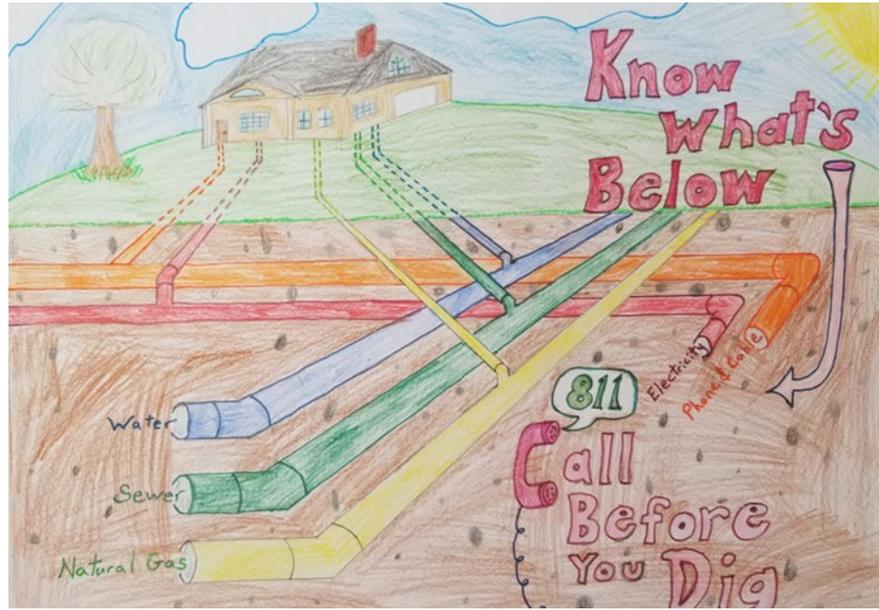
- Learn about energy.
- Learn about properties of natural gas.
- Learn about natural gas safety - inside and outside.
- Play the review game – *Safety Sense*
- *There is also a website*

[UGI Energy Safe Kids](http://energysafekids.org/ugi/)  
[energysafekids.org/ugi/](http://energysafekids.org/ugi/)



# Energy Safe Kids

**From 2009 to 2018:  
Presentations - 555  
Schools – 358  
Teachers – 1,410  
Students – 133,739  
Mini - Grants - \$8,860  
Call 811 Poster Contest,  
(425) entries in the last  
two years)**



# Public Official Engagement

Availability and proactive communication to all levels of government (federal, state, county and municipal) is a UGI priority.

- Regularly attends national, regional, state and local government conferences and meetings (NARUC, MACRUC, and countless in-state events where public officials are in attendance).
- Invites public officials to tour new projects, visit with customers.



Above: UGI participating in a job fair for veterans sponsored by the PA Public Utility Commission.

# Public Official Engagement

Produces a monthly newsletter ("Firstline") that's specifically designed for public officials.

- Features infrastructure improvements, system growth projects, new customers, philanthropy, community outreach and seasonal safety reminders.
- Distributed to PA's Congressional Delegation, PA General Assembly, PA Governor/Lt. Gov., PA PUC and more.



## UGI Presents Energy Efficiency Rebate to LCCC

UGI presented Luzerne County Community College (LCCC) with an Energy Efficiency and Conservation (EEAC) rebate check for \$100,000 on April 30, 2019. LCCC leadership and UGI representatives came together to celebrate the College's campus-wide lighting improvement project and its commitment to efficient operations.

The College's lighting project consisted of replacing more than 7,000 fixtures and lamps with light-emitting diode (LED) lights within 17 buildings, walkways and parking lots.

The LED upgrades are expected to reduce the Harrisburg-based school's annual electricity use by 936,000 kWh, equating to approximately \$60,000 in annual energy savings.

The \$100,000 rebate presented this month was a result of phase two of the College's lighting improvement project.

In September 2018, the College received a check for more than \$24,000 for phase one of the project. The savings will be used toward future energy operational costs.

UGI customers are encouraged to visit [www.ugi.com](http://www.ugi.com) and click on "Ways To Save" to learn more about reducing energy consumption, costs and available rebates.



Above, we unveiled LED lighting throughout LCCC's Campus Center. Participating in the check presentation, from left to right, are: UGI Sales Manager, Tommie Long Service; Brian Gill, chair, LCCC Board of Trustees; Joe Basso, BSU; LCCC President Thomas F. Long; and Ben Brumback and Frank Marney of UGI.

# Public Official Engagement

- Annually attends/organizes dozens of events, attended by public officials and in communities where UGI operates: PA One Call events, Community festivals/fairs, first responder trainings, local sporting events, “Lunch and learn” programs, utility fairs.
- UGI serves as the natural gas LDC representative on the PA Public Utility Commission’s Damage Prevention Committee
- Maintains an office near the state Capitol Building, accessible for state officials, as well as legislative and regulatory staff.



# Company Employees

- They are involved in Fire/EMS
- They are involved in School PTO's
- They serve in civic organizations
- They are elected officials
- They serve on Homeowner Boards
- They understand our business
- They are stewards of their communities
- Educate, raise their awareness and reward

**For many reasons, your best Ambassadors**



# Exposures/Gaps

- Irresponsible trenchless excavation (HDD, etc.)
- Excavators not using 811, *really after all that's been done?*
- Public Sector Responders "squeezing off" leaking gas lines
- Volunteer Fire Companies – viability (recruits/funds)
- Changing legislation & regulation without education
- Where is our next generation of gas workers and excavators coming from?

# Parties who partner

- CGA Common Ground Alliance – not just 811 but Public Safety
- PAPA – Pipeline Association for Public Awareness
- AGA - American Gas Association – strong industry and mutual aid focus
- AEGIS – Associated Electric & Gas Insurance Services
- PHMSA PAPERI – recently established, Pipeline w/ LDC value
- National Energy Foundation
- Paradigm
- Gold Shovel Standard



# Thank You

*"I take the time to perform my work safely, every day.*

*My family, my co-workers, and my customers are depending on me.*

*I stand vigilant and when called upon...i'llbetheere."*

**i'llbetheere**  
**UGI**