



Damage Prevention

A Shared Responsibility





NJNG operates and maintains:

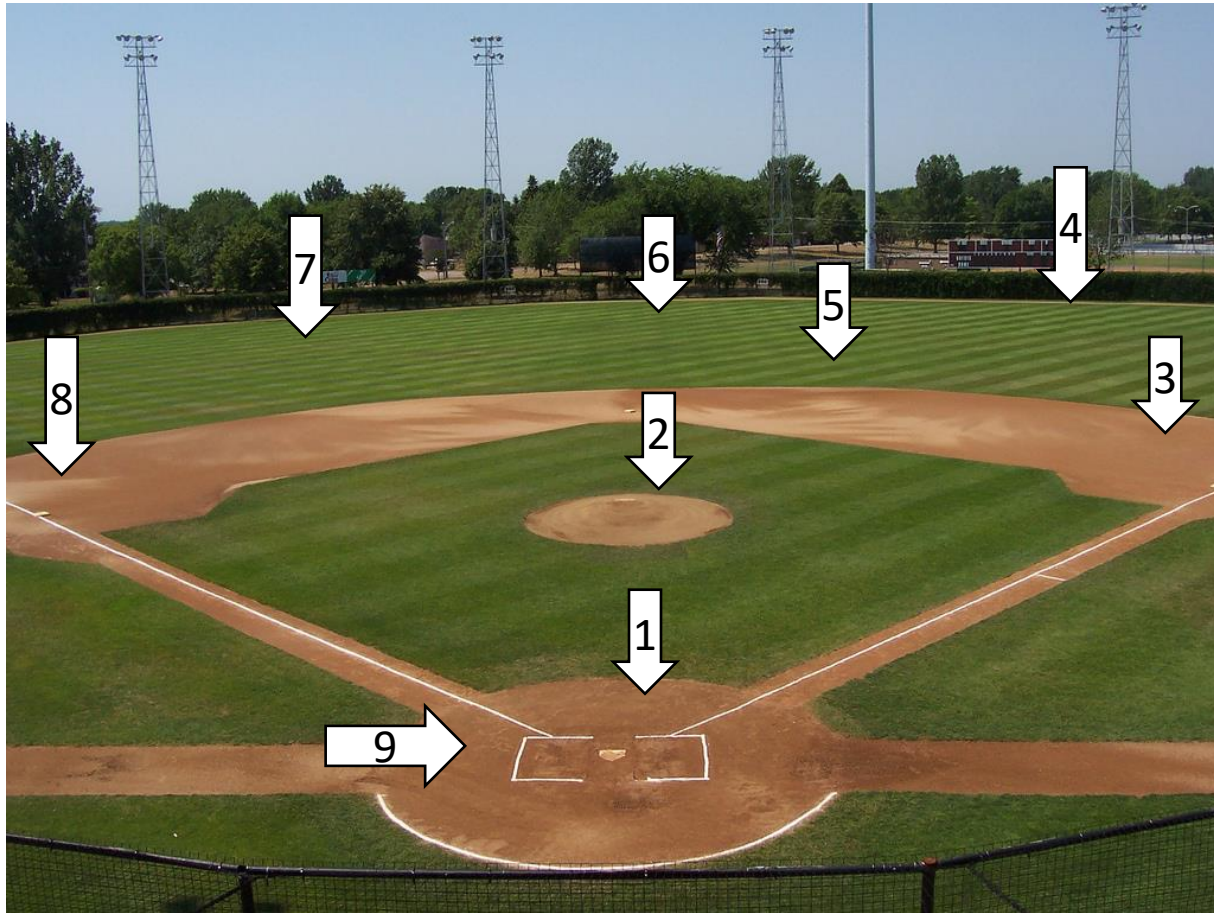
- Over 7,000 miles of underground natural gas distribution
- Over 200 miles of transmission pipeline (Department of Transportation defined)
- More transmission pipeline than any other natural gas

Provides natural gas service to over 550,000 customers in and parts of Morris, Middlesex, Burlington and Sussex counties

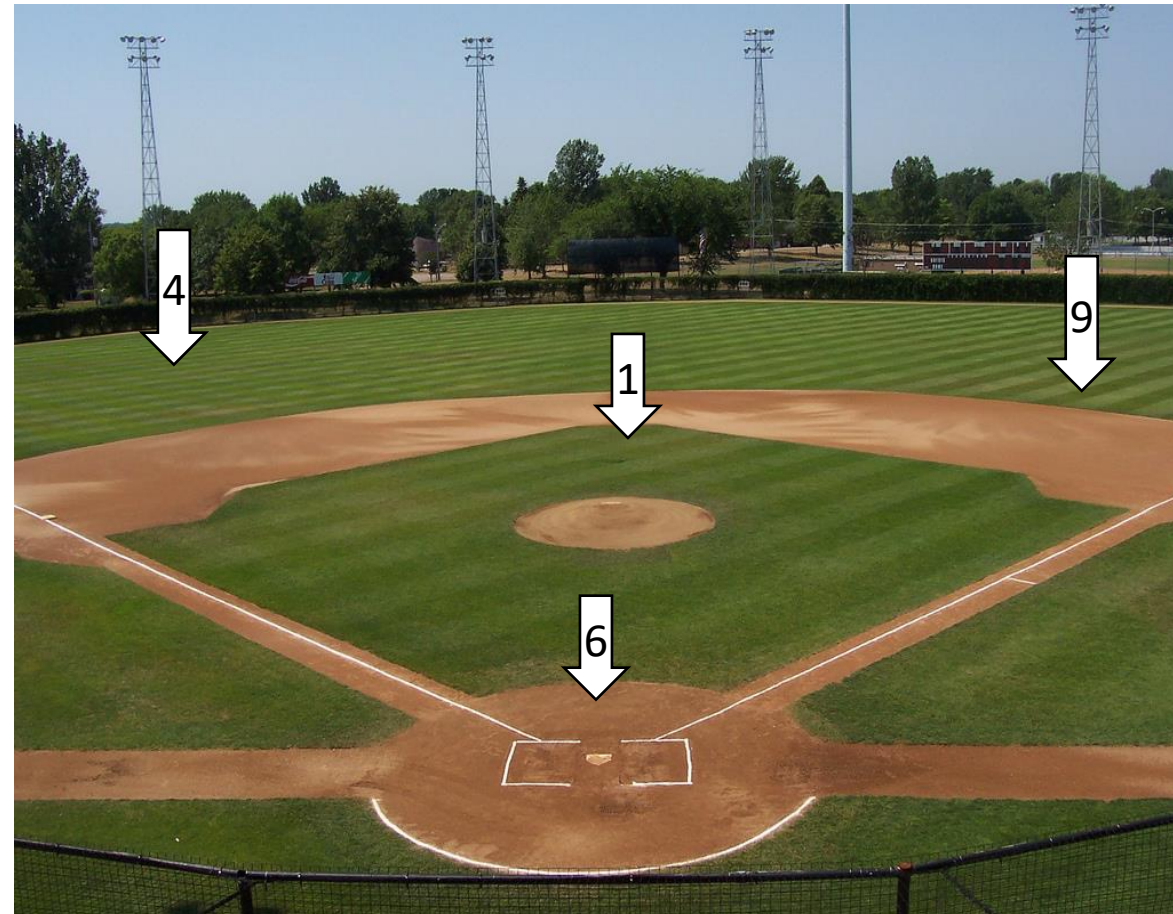
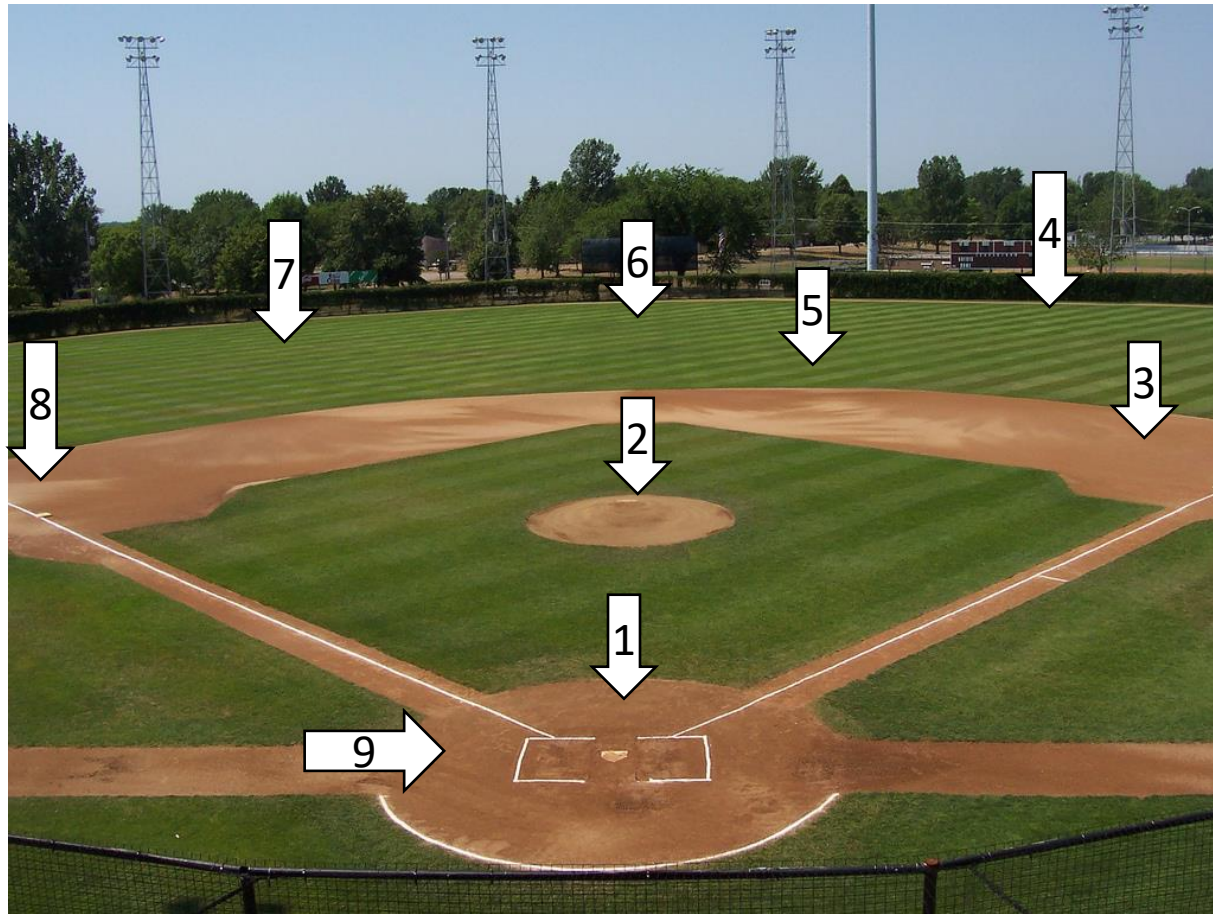
- Primarily residential and small commercial customers



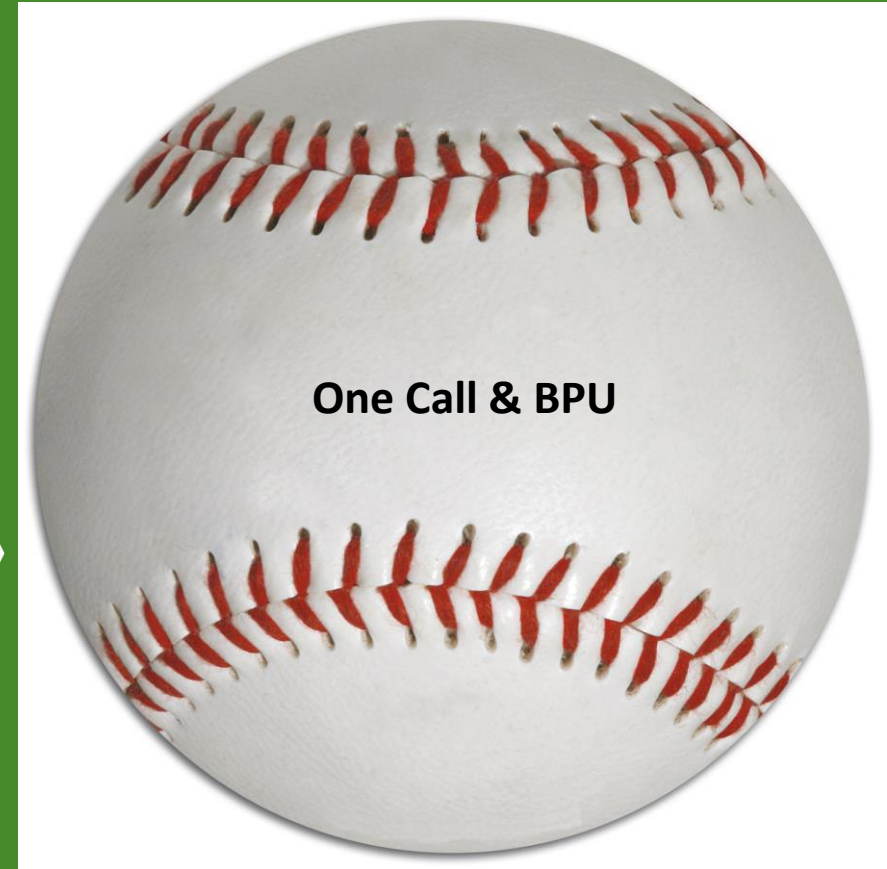
Identify your players



What happens when you don't have the right players?



- Enforcement
 - BPU portal
 - Entry of bi-weekly hits
 - Generates notice of probable violation
 - Fines issued
 - Presence at all Public events
 - National Safe Digging Month Proclamation
 - Strong NJ-CGA partner



- Excavator training
 - Sponsor breakfasts
 - Manage attendance for all events
 - Support all community events
 - NJ One Call App
 - Voice recorded presentation



- Formed to provide awareness and education to our public
 - Community events
 - Town days; Resident day
 - Excavator training
 - Individual training
 - Employee training
 - Dig safely fairs
 - No mark out hits



- Formed to provide awareness and education to our public
 - Community events
 - Town days; Resident day
 - Excavator training
 - Individual training
 - February – April (do's and don'ts of excavating in New Jersey)
 - What steps to take if damage to an underground utility occurs
 - What steps to take if you discover a damage
 - What steps to take if you smell gas





The team is comprised of the following

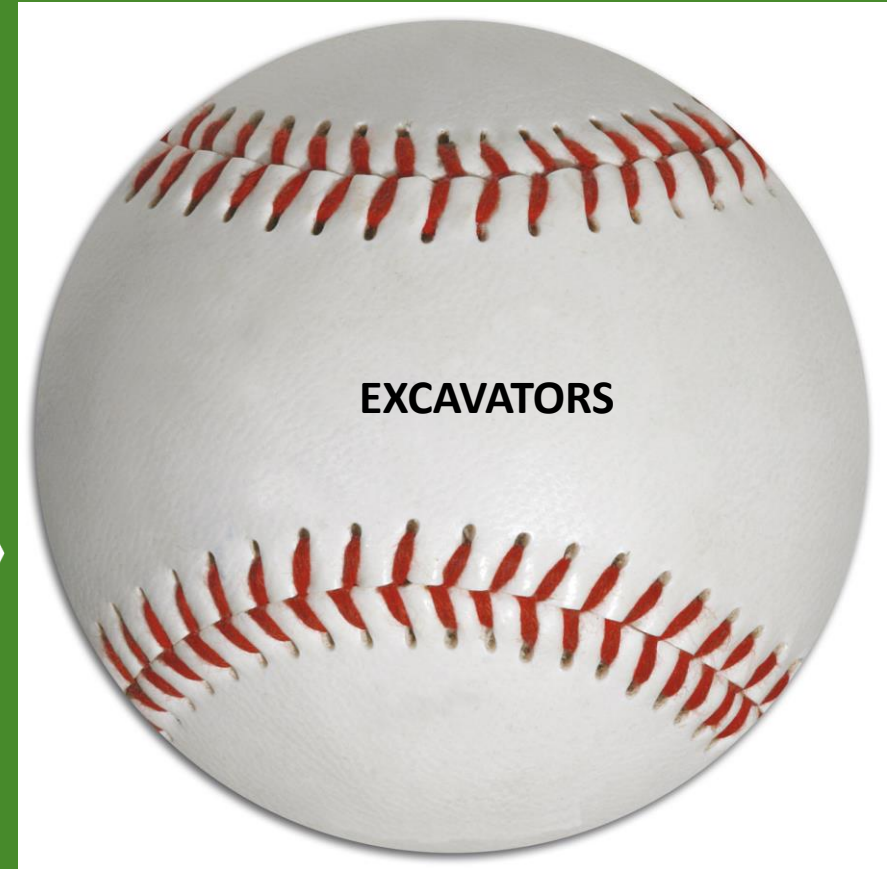
1. NJ One Call
2. Board of Public Utilities
3. NJNG Community Relations
4. Our locating contractor
5. NJNG Inspectors
6. New Jersey Utilities
 1. Gas, Electric, Phone and Cable



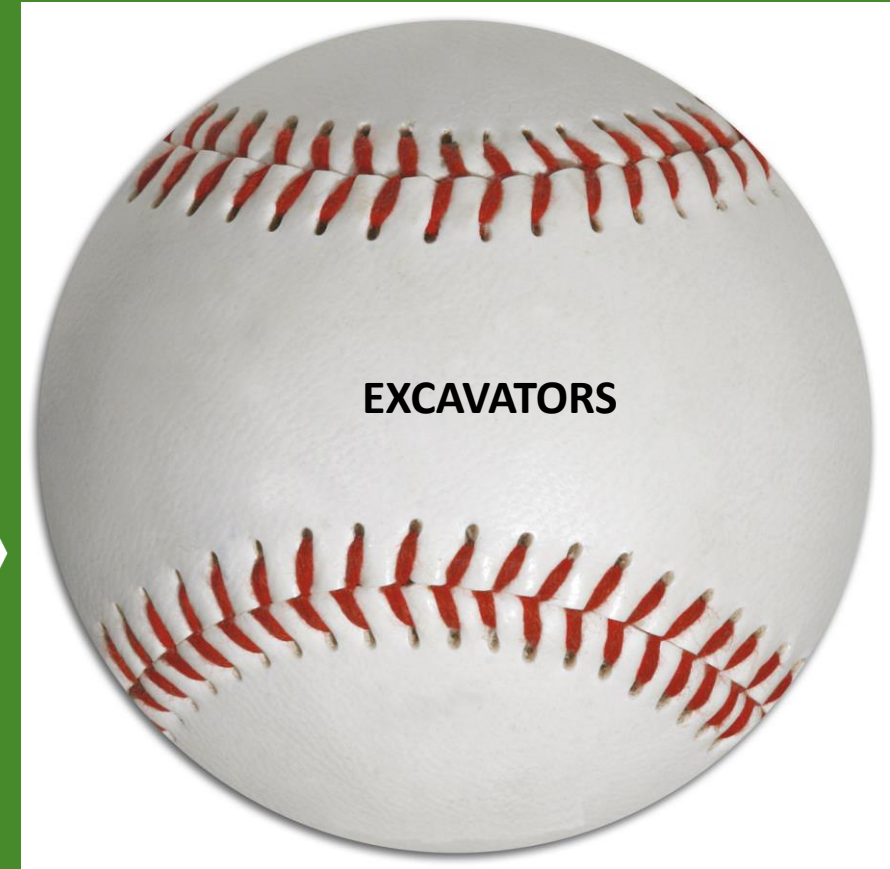
Tents and displays consist of

1. Games for children
2. Poster contest
3. 811 coloring books
4. Basket raffles for adults
5. Free lunch
6. Registration
 1. Sign in and obtain meal ticket
 2. Raffle ticket for a chance to win Home Depot gift card

- Education & Enforcement
 - Classroom training during slow months
 - One on one virtual training
 - Enforcement from regulators
 - How to respond to a notice of probable violation
 - On site education and shutting down job sites
 - No mark out hits letters



- One on One root cause analysis
 - Face to face interview of damage and root cause
 - Acknowledge discussion and sign form
 - Three strikes and your out
 - Training on all procedures during slow months
 - Mis-marks
 - Verification of marks
 - Un-locateable facilities
 - GIS and service records



- Utilize their direct connections
 - Direct access to Public Officials
 - Community events
 - Sponsorships
 - Local news papers
 - What boards do they serve on?





- Mentoring program
 - Newly hired locators
- Incentive program
 - No hits, receive incentive
- Zero tolerance
 - Three strikes, your out
- See something, same something
- Recertification program
 - One hit and 5 days of one on one training
 - Damage Prevention round table interviews





- See something, say something
 - Meter readers, utility workers monthly drawing
- Employee Contests
 - National Safe digging month contest
 - National 811 day gifts
- Continuous education
 - Notify employees where our Partners in Safety team will be and encourage participation





- Community Events
 - Ocean Fun Days
 - Earth Day
- Public Service Announcements
 - Local radio announcements of all Partners in Safety events
 - Fire department contest

- Social Media announcements
 - 811 Kids poster contest
- Press releases
 - Social media hits over 19,000
- Design/maintain website





To have an effective damage prevention program that works, you must utilize all the players and provide CONTINUOUS education and awareness.

Month	Tasks
January	Review your program
February-March	Excavator education and awareness
April	National Dig Safe Month Contests
	Mayor safety packets
	Conference of Mayor's event
	Employee contests
May, June, July	Community events/Dig Safely fairs
August	National "811" event/Home Depot
September, October	Community Events
November	NJ League of Municipalities
	Dept. of Public Works, Engineers and MUA workers
December	Realtors Conference
	*Welcome home safety packets



There is still a ways to go before achieving our ultimate goal of ZERO damages, however, understanding whom your players are and how to make them part of your play book is the key!

Thank you

Maria Diaz

Manager, Damage Prevention & Safety Awareness

mdiaz@njng.com



May 21, 2018, our New Jersey Board of Public Utilities President announced that New Jersey received a perfect score from the federal government on the enforcement and evaluation of our damage prevention programs

Damage Trends

