

Overview of Incident Investigation

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Overview of Incident Investigation



Associated

Electric

Gas

Insurance

Services, Inc.

- Mutual Insurance Company
- Created by the Natural Gas Industry in the mid 1970s
- Risk Management
- 1st Layer of Insurance - \$35,000,000

AEGIS Loss Control

Risk Assessment

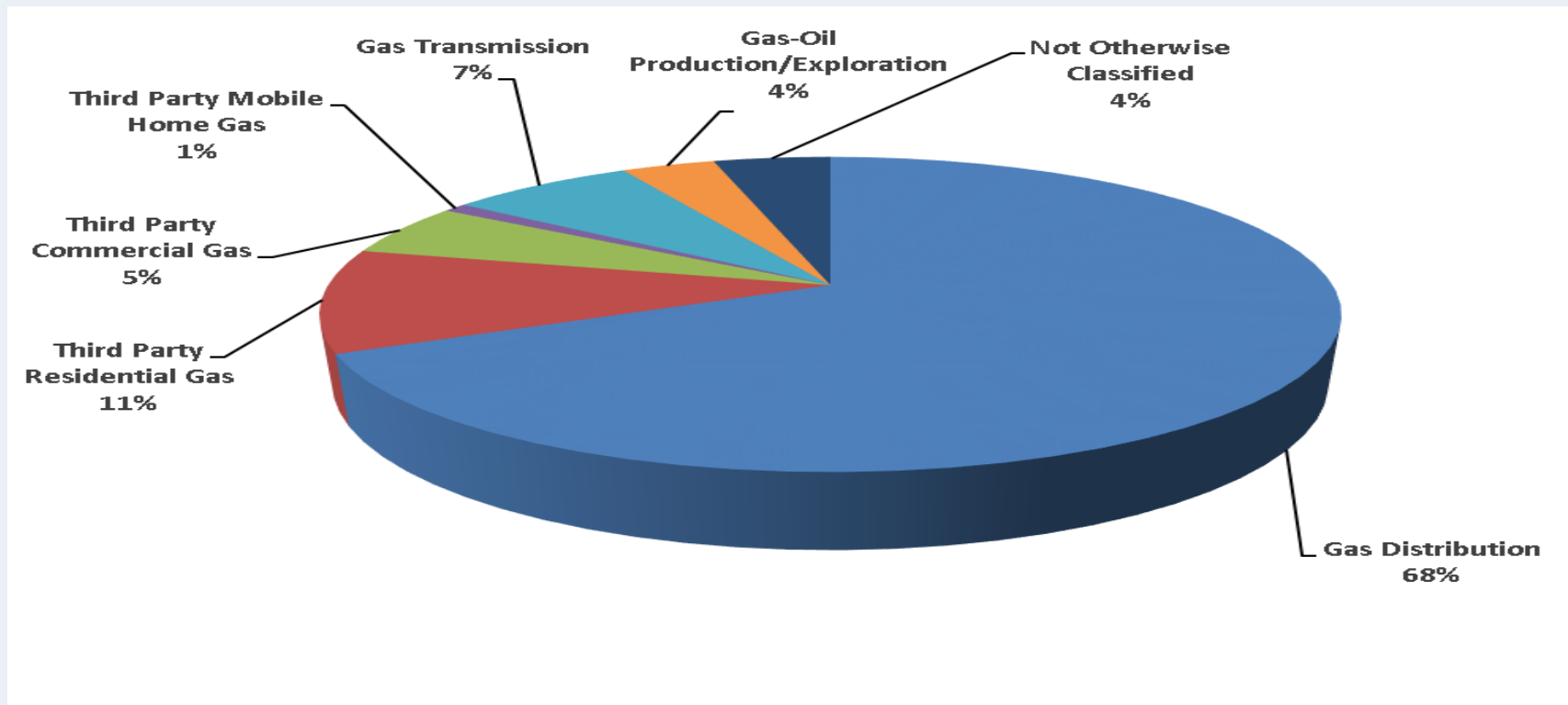
- Mitigation of Risk
- Comprehensive Review
- Identify Model Practices
 - Evacuation – 1% Gas in Air
 - Odorization – Documentation

Gas Operator Training/Workshops

- Variety of Training Programs
- Review of Major Liability Loss (RMLL)
- Reinforce Training & Qualification
 - Videos – Lessons Learned Series

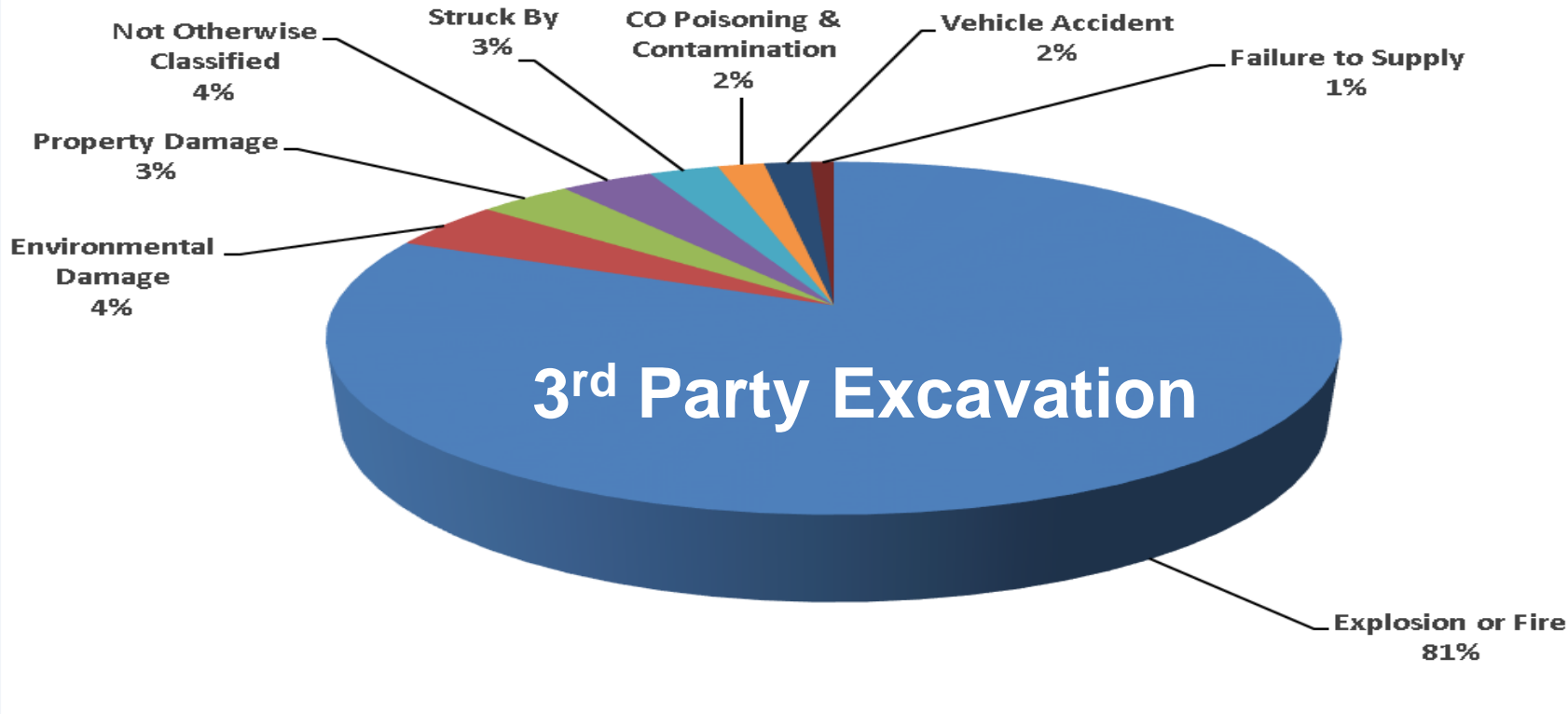
Gas Claims (2009-2019)

Distribution by System Type



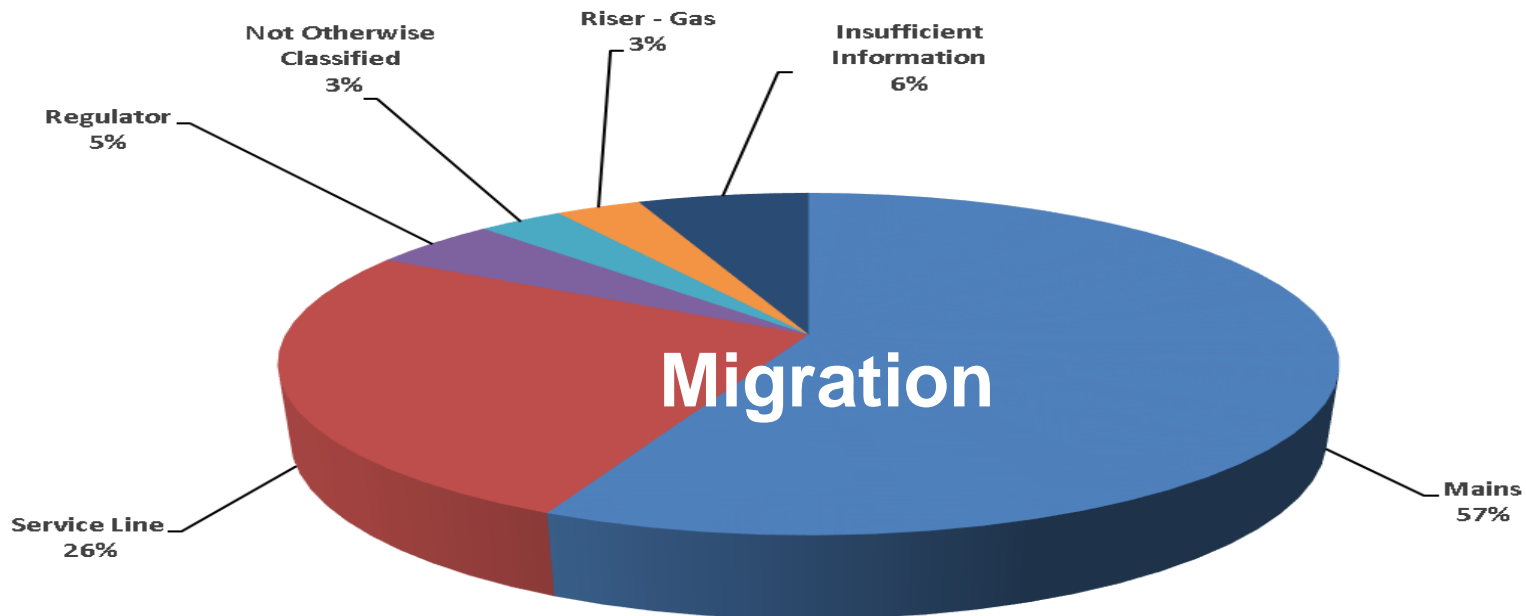
Gas Claims (2009-2019)

Distribution System – All Loss Types



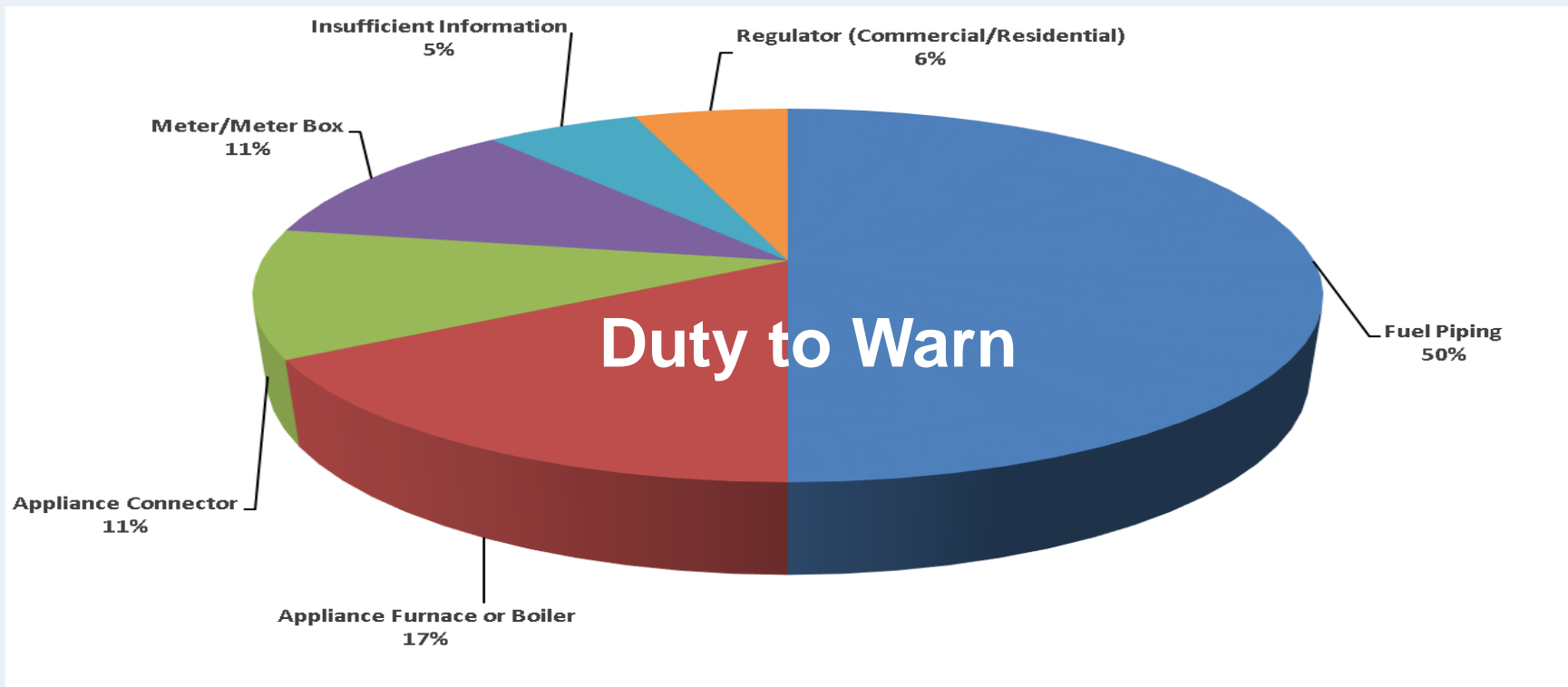
Gas Claims (2009-2019)

Distribution System – Component Involved



Gas Claims (2009-2019)

Third Party



Overview of Incident Investigation



Pre Incident

When Things Are At Their Worst We Must Be At Our Best!

Position **Sensibility**
Posture Point of view

ATTITUDE

Standpoint **Temperament**
Believability **Stance**

Likelihood **Chance**
Integrity Solidness **Validity**

Credibility

Soundness **Believability**
Plausibility Trustworthy
Possibility

Pre Incident

Defendable Odorant Plan

- ✓ Employees/Customers
- ✓ System
- ✓ Equipment
- ✓ Documentation



Pre Incident

Defendable Odorant Plan – Case Study

- An explosion and fire destroyed a mobile home severely burning the occupants
- The cause of the incident was attributed to natural gas leaking from an open fuel line below the mobile home. The open fuel line was the work of the hired plumber. The plumber, not being viable, left the gas company as the sole defendant.
- The defendant alleged that the gas was not properly odorized – not readily detectable.
- Since the gas company performed and documented an odor-level test immediately after the incident, which indicated the odor was readily detectable at levels 3 times greater than minimum federal requirement, it was believed that the allegations would be difficult to prove.
- During the trial the odor meter was introduced as evidence. The flexible tubing that carries the samples to the instrument had a distinct odor of mercaptan.....it should have no odor.

Company SIR \$1,000,000 + AEGIS \$3,100,000 = \$4,100,000

Overview of Incident Investigation



Incident Investigation

Is The Emergency Over? # 1 Priority Protect Life



Incident Investigation

Case Study

A gas leak was called into the gas company with the caller stating “there is a strong odor of gas at the gas meter and its coming into my house.”

- A gas company first responder was dispatched three minutes after the company received the leak report and was heading to the scene when the home exploded, fatally injuring one and critically injuring another occupant.
- The first responder from the gas company arrived at the scene approximately 29 minutes following the explosion.
- Additional company personnel were dispatched to the incident scene and began searching for the source of the leaking gas.
- **About four hours after the initial explosion two other explosions in quick succession occurred, injuring two firefighters, a gas company employee and damaging several properties.**

Incident Investigation

Tailboards

Employee Personal Conduct

- ✓ Professional
- ✓ Keep Comments to Minimum – Don't Openly Speculate
- ✓ Expect Your Picture To Be Taken – PPE
- ✓ Dealing With Media
- ✓ Social Media / iPhone

Company

- ✓ Gate Keeper
- ✓ Company Protocols / Procedures / Check List



Overview of Incident Investigation



Post Incident

Company De-briefing

- Consult with Legal Department
- Debrief with all company employees at the scene as soon as possible.
- Keep questions to the point on what actions were taken by individual
- Are there any qualifications in question?



Post Incident

Time Line

- | | |
|-----------|--|
| 3:58-4:06 | Boring company hits service line |
| 4:06 | Company notified of damage |
| 4:13 | 1 st Responder arrives on scene |
| 4:20 | 3 other employees arrive – supervisor called need equipment |
| 4:41 | Equipment arrives and crew begins isolating the leak |
| 4:48 | Customers began calling in odorant detection – Company instructions are to leave |
| 5:37 | Service line is shut down |
| 5:44 | Explosion occurs |

Overview of Incident Investigation

Mock Emergencies

- ✓ Table Top Exercises
- ✓ Field Drills



Lessons Learned – From Gas Utility Incidents

Questions

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