

CGA Energy Nexus & Annual Technical Conference 2024

Fuelling the Future

One Intentional Action At A Time

Tanya Kowalenko



October 7–10, 2024 | Toronto, ON | #CGATEchnicalConference #CGAEnergyNexus #FuellingTheFuture

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Our Performance in 2023

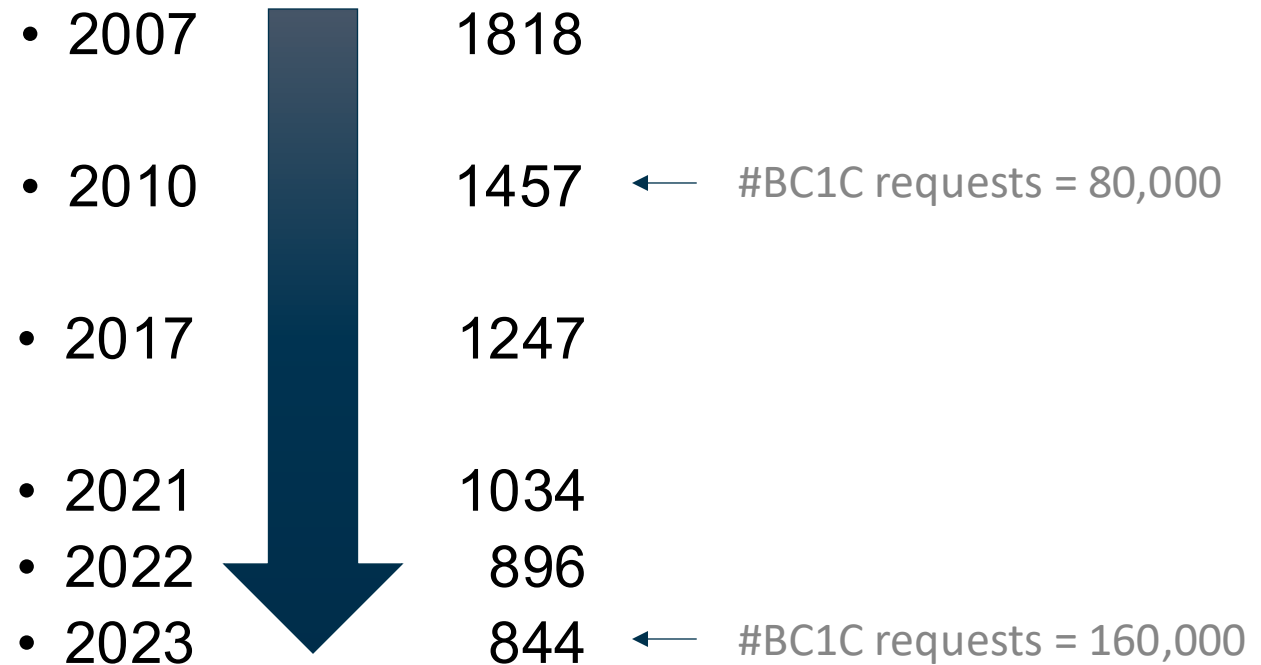
'We experienced 844 hits to our gas lines, representing an exciting 20-year low with 158,478 BC One Call tickets. This stands as a reminder of the importance of educating the public about minimizing the impact on our energy assets'.

Source: A message from Roger (Our Performance in 2023 Connector Article)

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Gas Line Damages



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Background

Started in 2021 to focus our efforts based on the below categories:

- **Category A:** 3rd Parties who did contact BC 1 Call but still they did hit our Gas lines
 - *In 2023, approximately 36% of people who had ticket on their hand, but still they hit our gas line*
- **Category B:** 3rd Parties who did NOT contact BC 1 Call
 - *In 2023, approximately 64% of damages had no BC 1 Call ticket*
- **Category C:** General

Highlight Success between 2021 – 2023

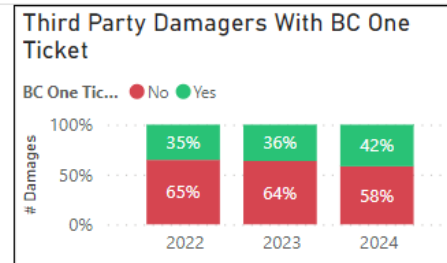
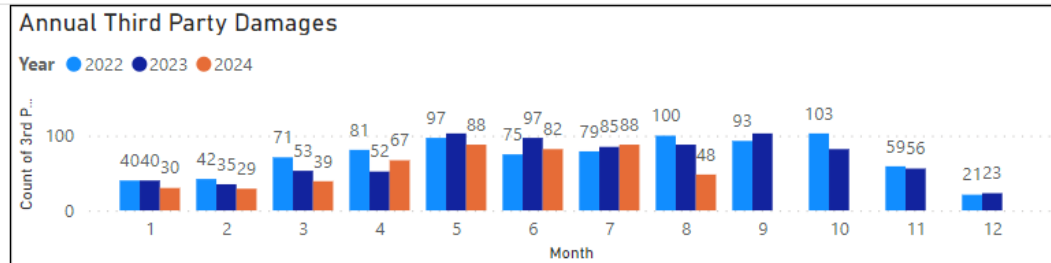
“One intentional action at a time”

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Damage Prevention Dashboard

Our accountability captured and available to inform all employees



DISCLAIMER
This data is pulled directly from the source system, and the number of third party hits is not audited.

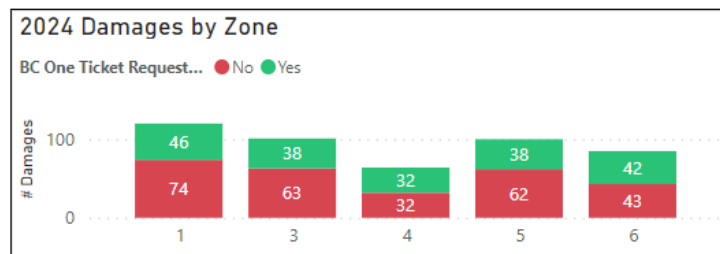
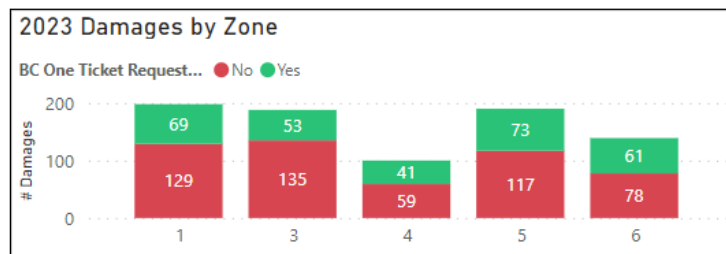
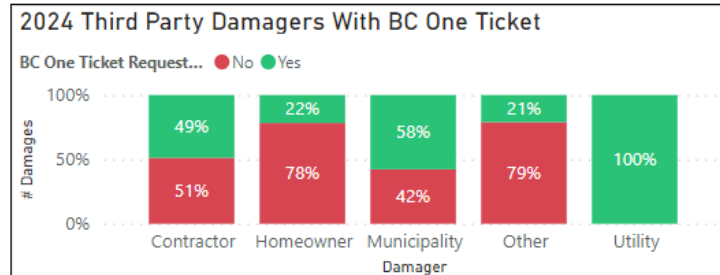
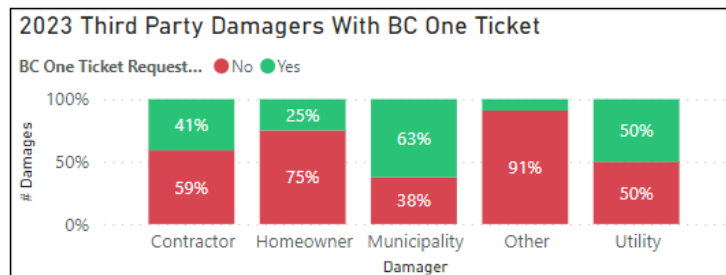
Please reference the tab 'Official Numbers' for the correct number of third party hits.

2023 Third Party Damages

Damager	1	2	3	4	5	6	7	8	9	10	11	12	Total
Contractor	30	27	37	39	59	70	52	65	68	59	37	15	558
Homeowner	7	3	13	9	33	21	30	17	30	22	12	3	200
Municipality	1	3	2	1	1	5	1	4	1		3	2	24
Other	2	2	1	2	10	1	2	2	3	1	4	3	33
Utility					1					1			2
Total	40	35	53	52	103	97	85	88	103	82	56	23	817

2024 Third Party Damages

Damager	1	2	3	4	5	6	7	8	Total
Contractor	23	20	23	42	57	62	59	28	314
Homeowner	2	3	10	19	21	13	17	7	92
Municipality	1	4	4	3	3	1	9	1	26
Other	4	1	2	3	7	6	3	12	38
Utility			1						1
Total	30	29	39	67	88	82	88	48	471



YTD
☐ Yes
Last Refreshed
22-Aug-24

BC1 Ticket
☐ No
☐ Yes
Hand Expose
☐ No
☐ Yes

Safe digging practice
☐ No
☐ Yes

Damager Company
All

Zone
All

City
All

Filters

Search

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Damager
is not 1st Party or 2nd Party

ZS Notification
is (All)

Filters on all pages

Year
is greater than 2017

MAT
is not Meter / Station

# of Damages					
Type of Work Causing Damage	2021	2022	2023	2024	Total
Agriculture	12	13	12	7	44
Building Construction	179	174	145	99	597
Building Demolition	15	15	6	6	42
Cable	4	3	5		12
Electric	83	65	69	16	233
Fencing	59	54	47	30	190
Landscaping	197	147	168	98	610
Natural Gas	17	15	7	2	41
Other	84	94	67	59	304
Power Pole	5	4	6	3	18
Roadwork	46	38	32	18	134
Sewer San / Storm	146	132	142	77	497
Survey Work	4	4	6		14
Telecommunications	19	10	18	3	50
Vehicle Accident			2	4	6
Water	101	91	83	53	328
Total	971	861	817	471	3120

BC One Ticket Requested 2021-2024		
Type of Work	No	Yes
Agriculture	80%	20%
Building Construction	67%	33%
Building Demolition	74%	26%
Cable	50%	50%
Electric	54%	46%
Fencing	79%	21%
Landscaping	76%	24%
Natural Gas	46%	54%
Other	77%	23%
Power Pole	61%	39%
Roadwork	32%	68%
Sewer San / Storm	46%	54%
Survey Work	79%	21%
Telecommunications	32%	68%
Vehicle Accident	100%	
Water	49%	51%
Total	62%	38%

Safe Digging Practice Followed 2021-2024		
Type of Work	No	Yes
Agriculture	82%	18%
Building Construction	81%	19%
Building Demolition	79%	21%
Cable	75%	25%
Electric	83%	17%
Fencing	84%	16%
Landscaping	81%	19%
Natural Gas	90%	10%
Other	70%	30%
Power Pole	72%	28%
Roadwork	92%	8%
Sewer San / Storm	86%	14%
Survey Work	57%	43%
Telecommunications	90%	10%
Vehicle Accident	67%	33%
Water	86%	14%
Total	82%	18%

Properly Hand Exposed 2021-2024		
Type of Work	No	Yes
Agriculture	86%	14%
Building Construction	87%	13%
Building Demolition	90%	10%
Cable	100%	
Electric	87%	13%
Fencing	79%	21%
Landscaping	82%	18%
Natural Gas	41%	59%
Other	84%	16%
Power Pole	67%	33%
Roadwork	86%	14%
Sewer San / Storm	82%	18%
Survey Work	93%	7%
Telecommunications	80%	20%
Vehicle Accident	83%	17%
Water	82%	18%
Total	83%	17%

YTD

☐ Yes

Damager

All

Type of Work

All

BC1 Ticket

All

Safe digging p...

All

Hand Expose

All

Zone

All

City

All

Year

All

Equipment

All

Filters

Search

Filters on this page

Damager

is not 1st Party or 2nd Party

Year

is not 2018, 2019, or 2020

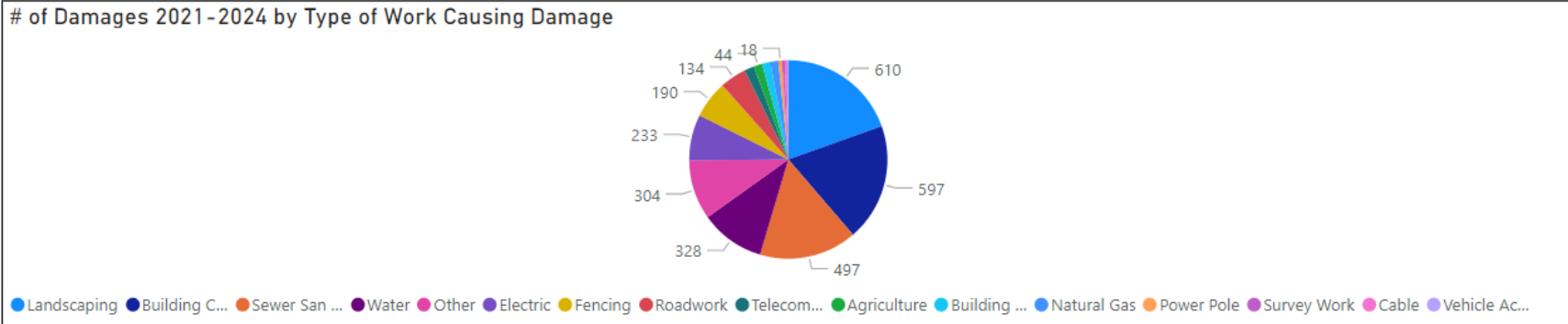
Filters on all pages

Year

is greater than 2017

MAT

is not Meter / Station



# of Damages					
Equipment	2021	2022	2023	2024	Total
Auger	18	26	13	7	64
Backhoe	123	104	85	44	356
Directional Drill	10	2	1	1	14
Drilling	2	2	3	4	11
Excavator	214	208	195	125	742
Excavator Mini	315	289	268	132	1004
Farm Equipment	9	9	9	5	32
Grater/Scraper	7	5	8	2	22
Hand Tools	188	123	155	84	550
Other	79	81	69	60	289
Probing Device	1	5	4	2	12
Trencher	5	7	7	3	22
Vacuum Truck				2	2
Total	971	861	817	471	3120

BC One Ticket Requested 2021-2024		
Equipment	No	Yes
Auger	64%	36%
Backhoe	52%	48%
Directional Drill	50%	50%
Drilling	73%	27%
Excavator	48%	52%
Excavator Mini	64%	36%
Farm Equipment	94%	6%
Grater/Scraper	64%	36%
Hand Tools	73%	27%
Other	80%	20%
Probing Device	92%	8%
Trencher	68%	32%
Vacuum Truck	50%	50%
Total	62%	38%

Safe Digging Practice Followed 2021-2024		
Equipment	No	Yes
Auger	75%	25%
Backhoe	88%	12%
Directional Drill	93%	7%
Drilling	73%	27%
Excavator	83%	17%
Excavator Mini	83%	17%
Farm Equipment	88%	13%
Grater/Scraper	91%	9%
Hand Tools	83%	17%
Other	69%	31%
Probing Device	92%	8%
Trencher	77%	23%
Vacuum Truck	100%	
Total	82%	18%

Properly Hand Exposed 2021-2024		
Equipment	No	Yes
Auger	91%	9%
Backhoe	91%	9%
Directional Drill	79%	21%
Drilling	100%	
Excavator	89%	11%
Excavator Mini	92%	8%
Farm Equipment	94%	6%
Grater/Scraper	86%	14%
Hand Tools	50%	50%
Other	85%	15%
Probing Device	83%	17%
Trencher	95%	5%
Vacuum Truck	100%	
Total	83%	17%

YTD

☐ Yes

Damager

All

Type of Work

All

BC1 Ticket

All

Safe digging p...

All

Hand Expose

All

Zone

All

City

All

Year

All

Type of Work ...

All

Filters

Search

Filters on this page

Damager

is not 1st Party or 2nd Party

Year

is not 2018, 2019, or 2020

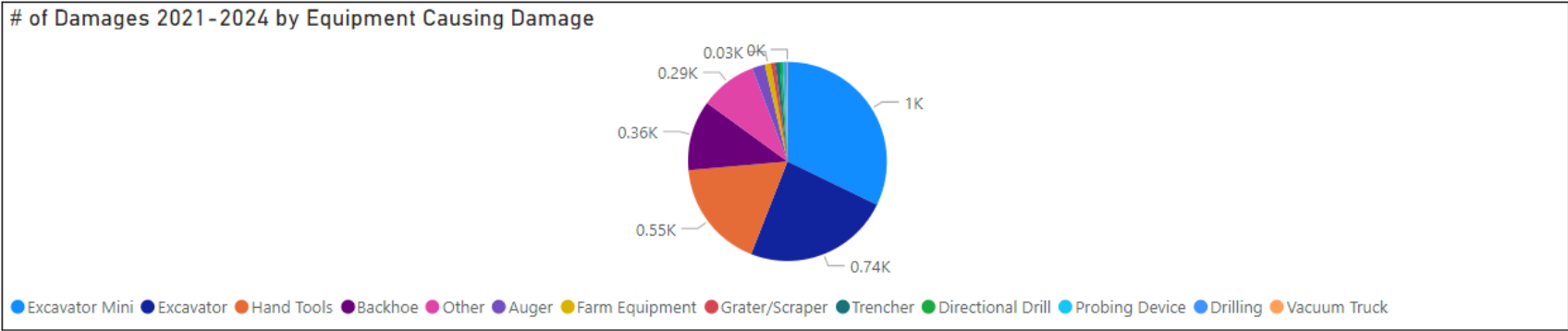
Filters on all pages

Year

is greater than 2017

MAT

is not Meter / Station



# of Damages by Damager Type					
Damager	2021	2022	2023	2024	Total
Contractor	700	606	558	314	2178
Homeowner	196	193	200	92	681
Municipality	35	26	24	26	111
Other	38	35	33	38	144
Utility	2	1	2	1	6
Total	971	861	817	471	3120

BC One Ticket Requested 2021-2024		
Damager	No	Yes
Contractor	58%	42%
Homeowner	76%	24%
Municipality	32%	68%
Other	83%	17%
Utility	50%	50%
Total	62%	38%

Safe Digging Practice Followed 2021-2024		
Damager	No	Yes
Contractor	84%	16%
Homeowner	81%	19%
Municipality	93%	7%
Other	53%	47%
Utility	83%	17%
Total	82%	18%

Properly Hand Exposed 2021-2024		
Damager	No	Yes
Contractor	86%	14%
Homeowner	75%	25%
Municipality	78%	22%
Other	89%	11%
Utility	83%	17%
Total	83%	17%

YTD

☐ Yes

Year

All

Damager

All

Type of Work Causing D...

All

BC One Ticket Requested

All

Safe digging practice

All

Hand Expose

All

Zone

All

City

All

Equipment

All

Filters

Search

Filters on this page

Damager

is not 1st Party or 2nd Party

Year

is not 2018, 2019, or 2020

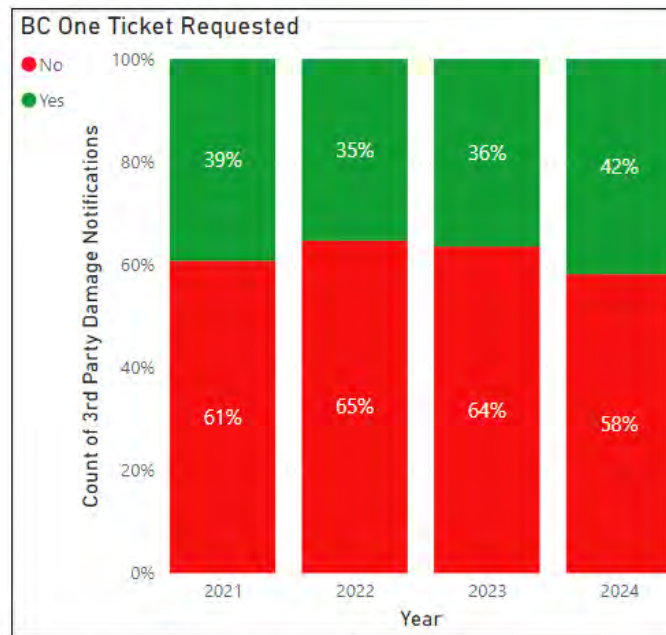
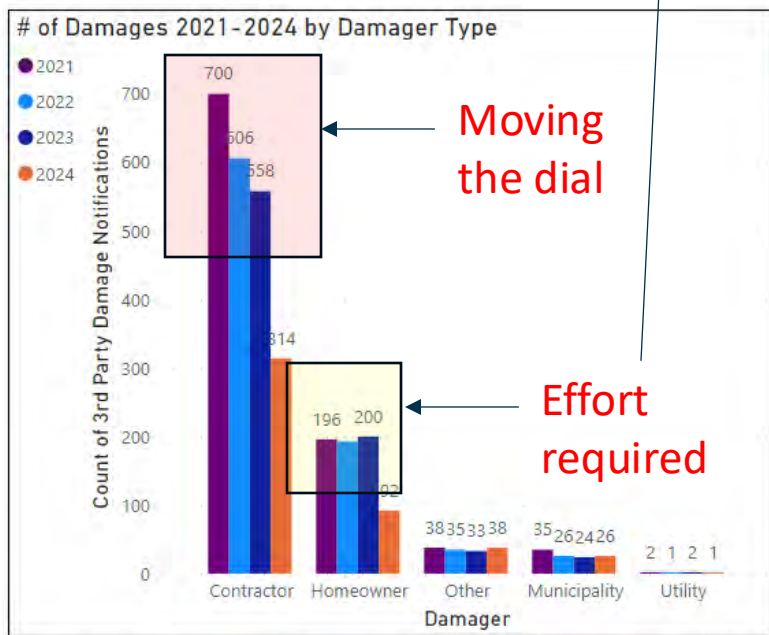
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Year

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MAT

is not Meter / Station



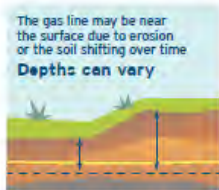
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New Safe Digging Guidelines

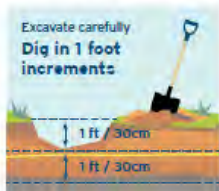
Important considerations before digging

- Erosion and shifting landscape mean that gas lines can potentially be very close to the surface.
- Hand dig within one metre on either side of the indicated gas line. Don't assume gas lines run in a straight line.



How to dig safely

- Carefully dig in increments of one foot (30 cm) and make sure your shovel is at a shallow angle (less than 45°).
- Remove small amounts of dirt at a time until the gas lines are visible.
- When the gas line has been located, brush dirt away manually—not with a power tool or equipment.



When in doubt, reach out

We're here to help keep you safe. If you need help understanding the information in this package, call us at **1-888-822-6555** Monday to Friday 7 a.m. to 4 p.m.

Want an overview of how to safely expose and work around gas lines? See our [how-to videos for homeowners and contractors](#).



Gas line location information



Please find attached the gas line location information you requested from FortisBC through BC ONE CALL. The attached plans include the location of gas lines in the area(s) where you've indicated you'll be excavating for underground work. If the information provided on your BC ONE CALL ticket does not correspond to the area in which you intend to work, please call us at **1-888-822-6555**.

When excavating, you must:

- keep gas line location information on-site at all times
- hand dig to expose the line at several locations to determine its exact location and depth before using any mechanized excavation equipment
- follow all provincial laws including WCB regulations for excavating near buried utilities
- If you have hand exposed within 1 metre on either side of the indicated gas line and you still cannot locate the gas line, OR if you encounter difficulties reading or reconciling our records information, call us at **1-888-822-6555**.

You may also visit our website at www.fortisbc.com, click Safety and outages > Natural Gas Safety > Click or call before you dig for more information.

[For Homeowners](#)

[For Excavating Professionals and Contractors](#)

You may also visit our website at www.fortisbc.com/safety-outages/natural-gas-safety for more information.

Please read all the following information to ensure your workplace is as safe as it can possibly be:

What to do if you hit and rupture a gas line

- shut off all sources of ignition, including lit cigarettes, flares, welding torches, cell phones, power tools and equipment
- do not operate electrical switches — even the toggle on a light switch can generate a spark
- clear the area of all people and vehicles
- stop all engines and motors
- immediately call the FortisBC emergency line at **1-800-663-9911**.

Never attempt to make temporary repairs to a damaged gas line yourself. Do not operate any gas valves unless instructed to do so by FortisBC. **Never** backfill over ruptured or damaged gas pipes.

If there is danger of fire, call 911 or the fire department. If natural gas ignites, prevent the fire from spreading by wetting down all nearby structures.

If the pipe break or the leak is underground, warn people in nearby buildings. If the possibility exists that leaking natural gas is migrating into neighbouring buildings via sewer lines and drains, evacuate all occupants immediately.

Remember, always call the FortisBC emergency line at **1-800-663-9911** if you damage a gas line.

New version put user friendliness as key importance

Warning Tape

- Continue to help install them as they are useful!
(Two style warning tapes)

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Running line inside property on 85th Ave and 201 St, Langley

Caution tape saved the day!



Investigator Turning Reactive to Proactive

Investigators:

- Check out site of abandonments, help hang warning tag
- Contact/discuss with repeat offenders
- Pilot project to support Zone 6 South

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Contractor/Municipality Damage Prevention and Public Safety Sessions

- We used to pour in a lot of resources into 1 major event organized for 1 targeted city/town
- From 2021 onward, we have gone to 2 targeted cities/towns per Operations Zone



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Collaboration with Equipment Rental Companies

- Recognized a pattern of damages stemming from equipment borrowed from a few rental companies
 - The case of Nor Val / Sunbelt, and our collaboration with BC1C and these organizations



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2024 Initiatives

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BC 1 Call

- Enhanced media buy
- Strengthened relationship
- Sticker roll out
- Spring CBYD

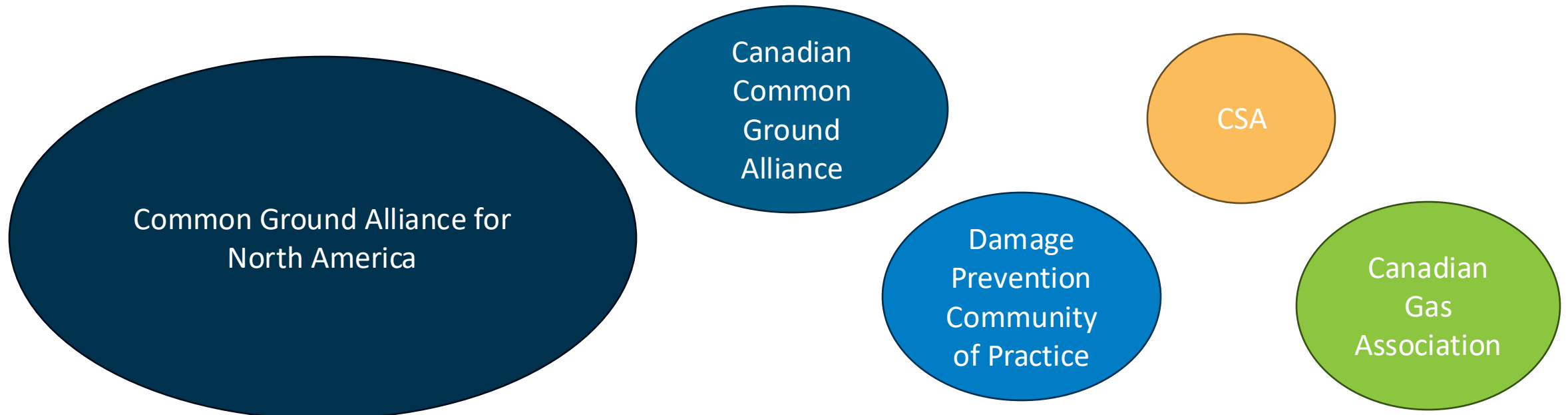


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Committee Work

- CCGA, BCCGA, CGA (North America), DPCoP, CGA, CSA



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Industry Outreach

- Influencing organizations such as BC Construction Safety Association to share damage prevention message with/for us
- Industry Outreach
- Investigators training via VIU, IUOE, etc.



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Targeted Public Safety Initiatives

- Targeted Public Safety Initiatives
 - Radio remotes
 - Rentals
 - Awards
 - Community Outreach team



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Environmental Operator Certification and Training Program (EOCP) Certification

- Training certificate received
- The course will provide attendees with credits
- 32 contractor ENGAGEMENT sessions completed in 2023 along, we would be done 19 by end of Q1 2024! (See next slide)



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Support from Internal Groups

- Huge shout out to Operations, Business Performance, Community Relations, etc.
- Few examples of collaboration with Operations and the appreciation received



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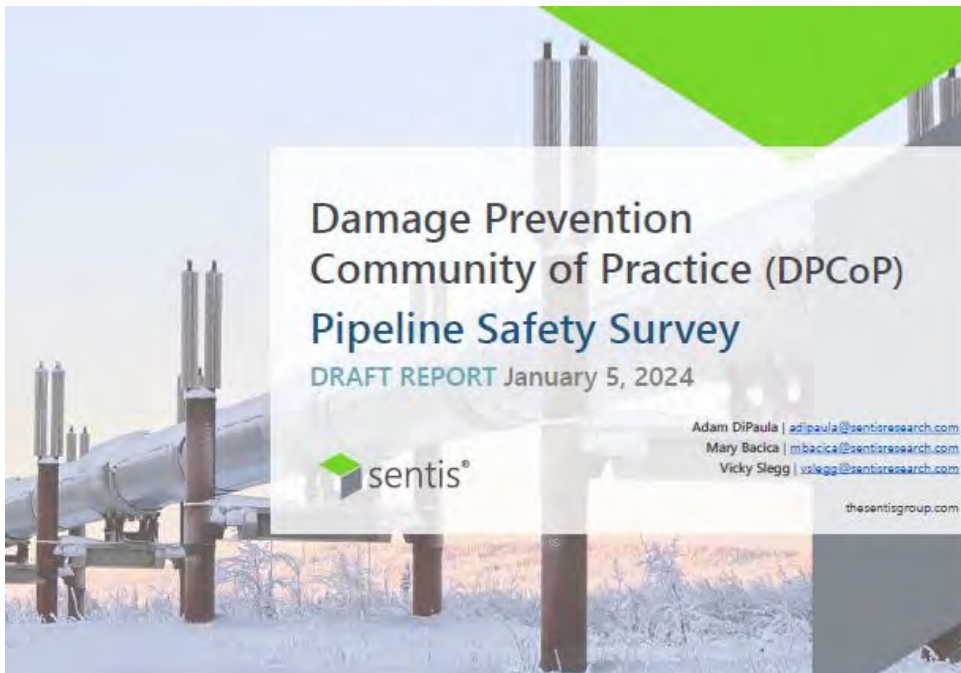


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Survey Findings

- FortisBC specific ones, and collaboration with DPCoP



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Collaboration with regulators

- WSBC, TSBC

Firm: B. Anderlini Excavating Inc.
Worksite: Maple Ridge
Current amount: \$5,443.83
Date imposed: January 25, 2024

WorkSafeBC attended this firm's construction worksite in response to an incident where the firm severed a gas line while mechanically digging for a storm sewer installation. WorkSafeBC determined the firm did not expose the gas line by hand to accurately identify its location and did not effectively mark or stake the surface above the line to ensure all workers were aware of the hazard. The firm failed to ensure excavation work in proximity to an underground utility service was undertaken according to the requirements of the utility service's owner. The firm also failed to ensure that the location of all underground utility services in the area were accurately determined and to control any danger to workers. These were both repeated violations.

Sector: Construction
Classification unit: Excavation, or Private Landfill or Transfer Station Operation
Updated to: February 29, 2024



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Conclusion / Ask

- Our successes come from face to face and in person relationship building
 - Pros: Opportunities do present themselves more readily
 - Cons: Risk in missed engagements

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Find FortisBC at:

fortisbc.com

talkingenergy.ca

604-576-7000

Connect with us

