



2025 CPUC PIPELINE SAFETY SEMINAR

SoCalGas Damage Prevention
Program – August 19, 2025



SoCalGas At A Glance

- » Nation's largest natural gas distribution utility.
- » Service territory encompasses approximately 24,000 sq. miles
- » Deliver clean, safe, and reliable energy to 21.1 million consumers
- » 5.9 million meters
- » Serve more than 500 communities



SoCalGas Damage Prevention Program

- » Program was developed to address safe excavation and the reduction of excavation incidents to the infrastructure
- » Focus is on Engagement, Education, Enhancements, and Enforcement
- » Improve safety to the community, excavators, 1st responders, and SoCalGas employees
- » Active participant with various groups
 - Common Ground Alliance (CGA)
 - California Regional Common Ground Alliance (CARCGA)
 - Underground Safety Board (USB)
 - American Gas Association (AGA)
 - Pipeline and Hazardous Materials Safety Administration (PHMSA)



SoCalGas Damage Prevention

- » Manager, Supervisors, Damage Prevention Analysts (DPA)
- » Close collaboration with Distribution and Transmission Operations
 - Locate and Mark and Stand-By
- » Field interactions with excavators
- » Excavation incident review
- » Support of Public Awareness



How It Looks

- » DPAs are the boots on the ground
- » Utilize an in-house built ticket risk assessment tool based in GIS
 - All incoming 811 tickets are modeled and assigned a risk
 - DPAs can filter on various risk factors to plan their engagements
- » Engagements include building relationships; education of Gov Code 4216; safe excavation tips and reminders; opportunities for outreach to larger audiences
- » Investigation and review of excavation incidents to determine root cause
- » Patrolling for active excavation work that may not have a valid 811 ticket
- » 811 Ambassador Program



Public Awareness – Activities Beyond Compliance

- » Partnerships with nonprofit organizations, cities, counties and organizations such as the Los Angeles Angels, LA Kings and Ontario Reign
- » Good Neighbor Program – Raises 811 awareness by sending safety postcards to neighbors in high-risk areas, educating them on utility markings and the importance of contacting 811
- » 811 Ambassador Program – Empowers SoCalGas employees to report unsafe excavation activities that may or may not have an 811 ticket



Public Awareness – Activities Beyond Compliance

- » Mailers
 - Solar and Electrical
- » Campaigns
 - Social ads
 - Radio



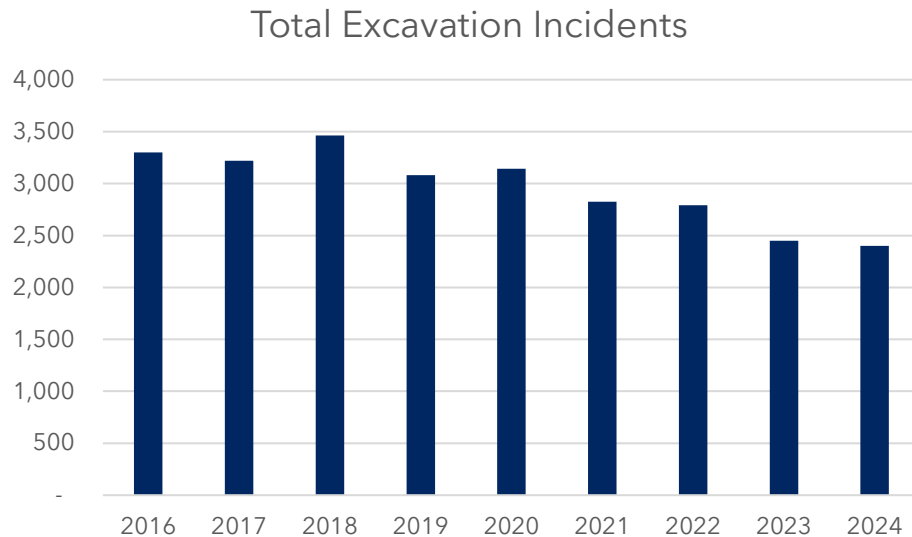
Public Awareness – Activities Beyond Compliance



Results Of Our Increased Education and Awareness

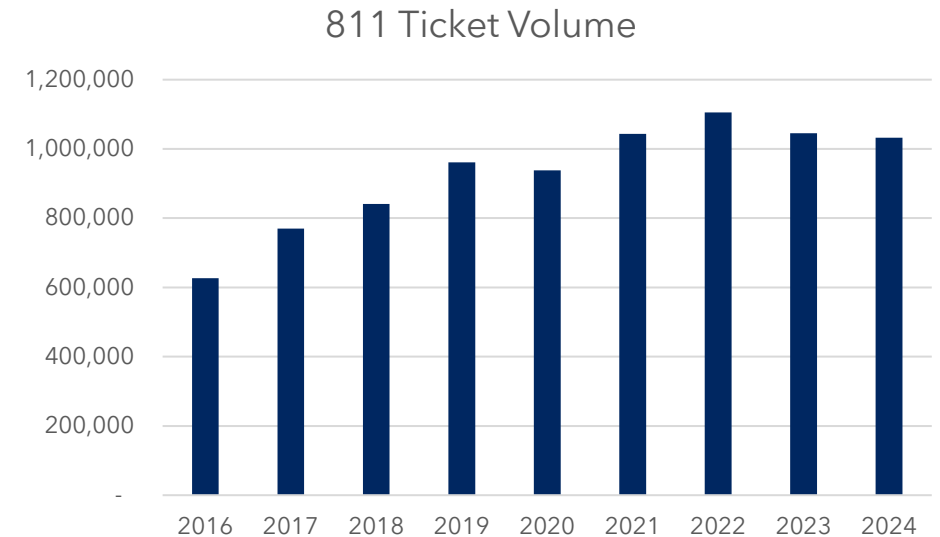
» Reduction in excavation incidents

- 27% decrease



» Increase in 811 tickets

- 39% increase



PHMSA Pilot

- » May 2023 – began a pilot with PHMSA and identified potential areas of risk and opportunities for improvement
 - Incidents without 811 Tickets
 - Utilization of Emergency Tickets (Sewer work)
 - Repeat Offenders
 - Use of potholing
 - Late tickets
- » 90-day check-ins to provide updates on action items

Sewer Work Emergency Tickets

- » Review of 120 excavation incidents caused by sewer work in 2023
 - 9 - believed to be emergency
 - 78 - No 811 ticket
 - 42 - Had an 811 ticket but failed to excavate safely
- » After discussion, this action item was closed

Ticket Number: CSA252090473D		Previous Ticket:	
Message Type: NEW NORM POLY LREQ		Sequence: 7	
Original Call Date: 7/28/2025 11:16:00 AM		Transmit Date: 7/28/2025 11:16:36 AM	
Work to Begin Date: 8/4/2025 8:00:00 AM		Due Date: 8/4/2025 8:00:00 AM	
Expiration Date: 8/25/2025 11:59:00 PM		Meet Date:	
Work Information			
Street: [REDACTED]		County: LOS ANGELES	
Intersection: [REDACTED]		State: CA Zip: 90007	
City: LOS ANGELES		OCC Map Link: https://newtin.digalert.org/newtinweb/map_tkt.nap?TRG=2DilkEhMXPZKVJe8e6l	
Nature of Work: REPAIR SEWER			
Done For: [REDACTED]		Easement: No	
Duration:		Railroad ROW: No	
Right of Way: No		White Paint: Yes	
Explosives: No		Trenching: No	
Boring: No		Offset: No	
Underground: No		Crew On-Site: No	
Overhead: No			
Legal Given: No			
Work Location:			
Location:			
1 Year: N Boring: N Street/Sidewalk: Y Vacuum: N Explosives: N Pavement Only: N			
Company Information			
Company: [REDACTED]		State: CA Zip: 91201	
Address: [REDACTED]		Company Fax:	
City: GLENDALE		Contact Email:	
Company Phone: [REDACTED]		Contact Cell Phone:	
Contact: [REDACTED]		Alt Contact:	
Contact Phone: [REDACTED]		Callback:	
Contact Other Phone:			
Alt Phone: [REDACTED]			

Repeat Offenders

- » Repeat Offender – more than 2 at-fault incidents in a 12-month running period
- » Shared our process and steps
 - Communication – letter, phone, email
 - Excavation Safety Awareness education
 - Enforcement
- » After discussion, this action item was closed

Potholing

- » Potholing of unlocatable or hard to locate facilities
- » Shared process and data indicating potholing occurs
- » After discussion, this item was closed

Late Tickets

- » 2017 a process was developed to improve 811 ticket response
- » Timely email notifications sent as tickets approach the legal start date / time
 - 2 hr – Field Supervisor receives notification
 - 1 hr – Field Supervisor and Field Team Lead receives notification
 - 30 min – Field Supervisor, Field Team Lead and Area Manager receives notification
 - Communication with field locator is made to ensure 811 ticket is addressed on time
- » On-time response has improved significantly
- » After several updates, action item was closed as SCG reports quarterly to CPUC

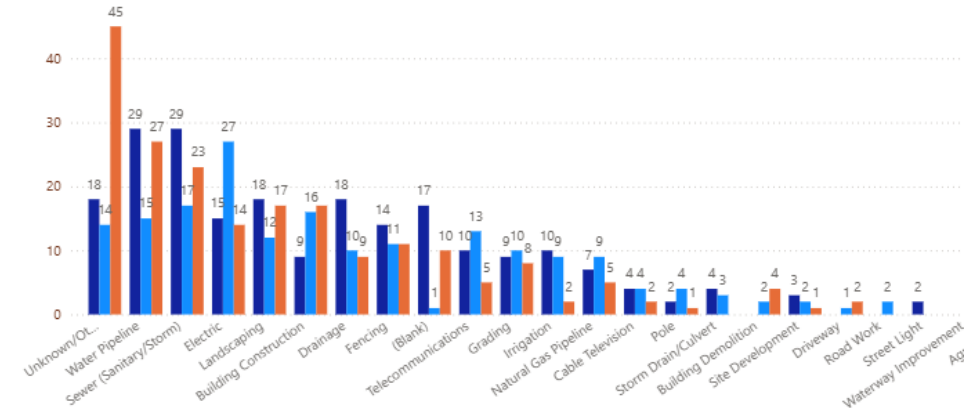
Incidents without 811 Tickets

- » Approximately 55%-60% of SCG's excavation incidents are a result of no 811 notification
- » SCG and Underground Safety Board have collaborated to create a process for California Operators to report incidents without 811 tickets
 - Streamlined investigation process by USB
 - Completed investigations are presented to the Board and provided penalty recommendations
 - For licensed contractors, CSLB will determine final assessment
- » Underground Safety Board is still in "pilot" mode for this effort

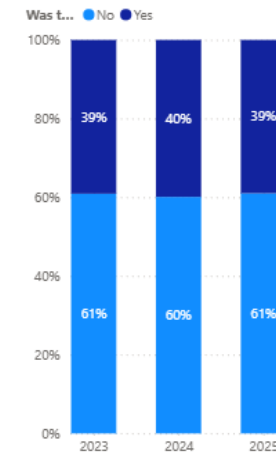


What's Next?

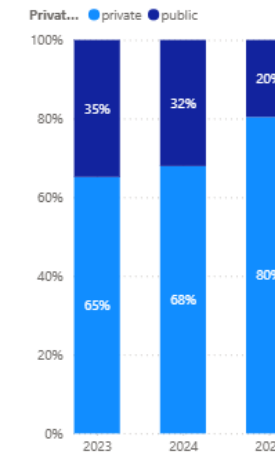
- » SoCalGas strives for continuous improvement with damage prevention
 - Learn from the collected data and proactively address current trends
 - Partner with State natural gas peers
 - Learn from other peers in the natural gas industry and integrate activities showing effectiveness into our own program
 - Continue communication and outreach with the excavation community to promote the importance of 811 and safe excavation practices



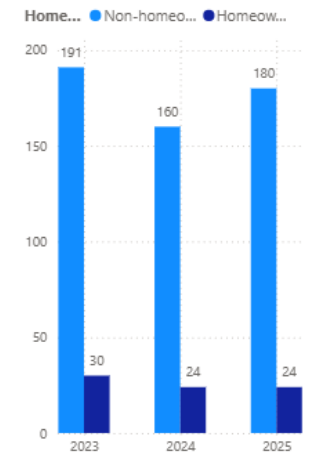
Was there a USA?



Private or Public Property



Homeowner



Questions?