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EXECUTIVE SECRETARY
G.P.S.C.

Feb 14, 2020

Ms. Michelle Thebert
Director, Facility Protection Section
Georgia Public Service Commission
244 Washington Street, SW
Health Building, Suite 542H
Atlanta, GA 30334-5701

Dear Ms. Thebert:

Please find enclosed Atlanta Gas Light Company's (AGLC) two quarterly reports relating to continuing efforts to reduce the number of third party damages to our underground facilities in Georgia.

The reports included are as follows:

- *Damage Report Summary: October - December 2019*
- *Quarterly Damage Comparison Report: October - December 2019 compared to 2018*

Report Highlights:

The third-party damage performance metrics during the 4th quarter of 2019 are as follows:

- Damages: 700
- Locates: 210,019
- Damages /1000 Locates: 3.33

The cause of damage per 1000 locates during this quarter are as follows:

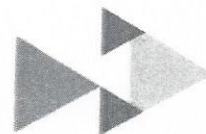
- 1.80 damages were due to the Excavator being at fault
 - 0.64 Excavator error damages were due to Excavating Without a Valid Locate Ticket
 - 1.00 Excavator error damages were due to Damaging within the Tolerance Zone
 - 0.16 Excavator error damages were due to other causes such as Failure to Preserve Marks, etc.
- 0.19 damages were due to Excavator – Municipal Error
 - 0.12 Municipal error damages were due to damaging within the tolerance zone
 - 0.06 Municipal error damages were due to excavating without a valid ticket
 - 0.01 Municipal error damages were due to other causes such as Failure to Preserve Marks, etc.
- 1.03* damages were due to Locator Error
 - 0.55 Locator error damages were due to Marking Error
 - 0.40 Locator error damages were due to Failure to Mark the Facility
 - 0.09 Locator error damages were due potholing to verify locate marks(* Variance due to rounding)
- 0.14 damages were due to Unknown Damagers

- 0.18* damages were due to AGLC or AGLC Contractor Error
 - 0.10 AGLC error damages were due to Inaccurate AGL Records
 - 0.02 AGLC error damages were due to Unlocatable Pipe
 - 0.00 AGLC error damages were due to other causes such as shallow service, late kill service order completion, etc.
 - 0.01 AGLC Contractor error damages were due to Failure to Mark the Facility or Marking Error
 - 0.04 AGLC Contractor error damages were due to damaging within the tolerance zone (* Variance due to rounding)

As part of our continuing commitment to damage prevention, AGLC continues to utilize and improve the following processes for the overall damage prevention program. They include the following.

- **Difficult to Locate Assistance:** When locators and contractors encounter problems with locating AGLC facilities, Asset Protection Specialists and Service Centers assist with the locate efforts to ensure damage does not occur. The Company continues to incorporate the Request For Assistance Form available through its internal SharePoint Site. Continued use of the Jameson Gas Line Tracer has proven to be effective. AGLC remains committed to exploring new technology and alternative methods for locating gas facilities.
- **High Profile Locate Process:** The High Profile Locate process remains in effect. Asset Protection Specialists and ROW Inspectors advise excavators that the scope of the project could include HP or critical facilities. The Specialists and Inspectors then educate the excavators on safe digging practices when working around gas lines. This process helps to raise awareness for excavators in the field.
- **Locator Error:** AGLC continues to work with its locate contractors (USIC & Stake Center Locating) in the areas of Locator at Fault Damages and On-Time Performance. The split of "Large Project" locate requests away from regular production locate requests has allowed for a more concentrated effort to address increased demand in the Large Project arena.
- **Focus on Education and Quality Audits:** The improved root cause analysis and statistically based audit process allows Asset Protection personnel to deliver additional and targeted education and training.
 - Approximately 4,884 excavators and locators were trained on the dig law, etc. through formal and tailgate sessions from October 1 through December 31, 2019.
 - AGL has continued contacting top damagers to schedule educational sessions. This has resulted in numerous safe digging sessions with excavators and locator training that would otherwise not have been possible.
- **Watch and Protect Pilot Program:** A Watch and Protect Pilot program was implemented in October 2018 to address the large volume of Verizon fiber-related construction in the metro Atlanta area. Since the inception of the pilot program, the damage ratio in 2018 was 65.17 compared to 2019 ratio of 28.87 in damages associated with Verizon fiber-related construction, and a decrease of 11% in the cost per damage incident, on average. AGLC has extended the Watch and Protect Pilot program through the end of 2019 and is working towards implementation of a more permanent and expansive Watch and Protect Program.

Should you have questions or if I may be of further assistance, please do not hesitate to contact me. I can be contacted by telephone at my office phone - (404) 584-4546, or my cell phone - (470) 889-3511.



Sincerely,

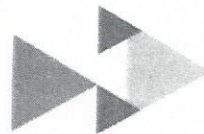


Karen Dias
Asset Protection Manager, SOPS

Enclosures

CC: Commissioner H. Doug Everett
Commissioner Lauren McDonald, Jr.
Commissioner Tim Echols
Commissioner Chuck Eaton
Commissioner Tricia Pridemore

Mr. Bryan Batson
Mr. Don Carter
Ms. David Weaver
Mr. Rick Lonn
Mr. Tim Brown
Mr. Billy Horne
Mr. Emeka Igwilo



October - December, 2019
Damage Report Summary

Service Area	Contractor	Contractor Locates		Total Damages		Locator Errors: Damages			No Locate Requested	
		Contractor Locates		Total Damages	Damages Per 1,000 Locates	Damages	Percent of Total Damages	Per 1,000 Locates	Total	Percent of Total Damages
Athens	USIC/S&N	6,182		13	2.10	3	23.1%	0.49	2	15.4%
Atlanta	USIC/S&N	22,173		123	5.55	41	33.3%	1.85	17	13.8%
Augusta	USIC/S&N	7,794		20	2.57	8	40.0%	1.03	1	5.0%
Brunswick	USIC/S&N	3,068		24	7.82	6	25.0%	1.96	8	33.3%
Carrollton	USIC/S&N	12,939		30	2.32	6	20.0%	0.46	9	30.0%
Cherokee	USIC/S&N	13,145		45	3.42	11	24.4%	0.84	10	22.2%
Clayton	USIC/S&N	24,592		65	2.64	21	32.3%	0.85	15	23.1%
Conyers	USIC/S&N	7,967		24	3.01	10	41.7%	1.26	5	20.8%
Cumming	USIC/S&N	22,953		50	2.18	16	32.0%	0.70	2	4.0%
Griffin	USIC/S&N	2,826		14	4.95	9	64.3%	3.18	1	7.1%
Gwinnett	USIC/S&N	15,627		43	2.75	6	14.0%	0.38	3	7.0%
Hall Co.	USIC/S&N	7,679		15	1.95	3	20.0%	0.39	1	6.7%
Jesup	USIC-S&N	973		6	6.17	1	16.7%	1.03	3	50.0%
Macon	USIC/S&N	4,215		15	3.56	8	53.3%	1.90	3	20.0%
Marietta	USIC/S&N	21,187		80	3.78	24	30.0%	1.13	16	20.0%
Milledgeville	USIC/S&N	971		4	4.12	3	75.0%	3.09	0	0.0%
Newnan	USIC/S&N	7,547		13	1.72	2	15.4%	0.27	6	46.2%
NW GA	USIC/S&N	6,405		26	4.06	6	23.1%	0.94	9	34.6%
Peachtree	USIC/S&N	11,547		48	4.16	18	37.5%	1.56	6	12.5%
Savannah	USIC/S&N	7,832		27	3.45	9	33.3%	1.15	9	33.3%
Valdosta	USIC/S&N	2,027		7	3.45	4	57.1%	1.97	2	28.6%
Vidalia	USIC/S&N	1,039		5	4.81	1	20.0%	0.96	2	40.0%
Waycross	USIC/S&N	628		3	4.78	0	0.0%	0.00	1	33.3%
Total		211,316		700	3.31	216	30.9%	1.02	131	18.7%

* Jesup is now handled by Contract Locating entirely

Note: The Contractor Locates Total, above, includes Large Project Locates

Quarterly Damage Report Summary

Quarter	Service Area	Contractor	Total Locates			Total Damages		Locator Errors: Damages		No Locate Requested	
			In-House Locates	Contractor Locates	Total Locates	Total Damages	Damages Per 1,000 Locates	Damages	Percent of Total Damages	Per 1,000 Locates	Percent of Total Damages
Q-1	Chattanooga	USIC	0	13,434	13,434	52	3.87	5	9.6%	0.37	34.6%
Q-2	Chattanooga	USIC	0	14,251	14,251	70	4.91	5	7.1%	0.35	52.9%
Q-3	Chattanooga	USIC	0	14,471	14,471	67	4.63	8	11.9%	0.55	43.3%
Q-4	Chattanooga	USIC	0	13,686	13,686	46	3.36	5	10.9%	0.37	50.0%
Total			0	55,842	55,842	235	4.21	23	9.8%	0.41	45.5%

Quarterly Damage Comparison Report

Quarter	Service Area	Contractor	Total Locates		Total Damages		Locator Errors: Damages		No Locate Requested	
			2019	2018	2019	2018	2019	2018	2019	2018
Q-1	Chattanooga	USIC	13,434	11,041	52	37	5	3	18	19
Q-2	Chattanooga	USIC	14,251	12,222	70	73	5	4	37	41
Q-3	Chattanooga	USIC	14,471	12,242	67	64	8	8	29	33
Q-4	Chattanooga	USIC	13,686	11,374	46	51	5	6	23	20
Total			55,842	46,879	235	225	23	21	107	113
# YOY Increase / Decrease			8,963		10		2		-6	
% YOY Increase / Decrease			19.1%		4%		10%		-5%	