

February 15, 2021

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 2020*
- *Quarterly Damage Comparison Report: October - December 2020 compared to 2019*

**Report Highlights:**

The third-party damage performance metrics during the 4th quarter of 2020 are as follows:

- Damages: 705
- Locates: 221,780
- Damages /1000 Locates: 3.18

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

- 1.71 damages were due to the Excavator being at fault
  - 0.57 Excavator error damages were due to Excavating Without a Valid Locate Ticket
  - 0.99 Excavator error damages were due to Damaging within the Tolerance Zone
  - 0.15 Excavator error damages were due to other causes such as Failure to Preserve Marks, etc.
- 0.14\* damages were due to Excavator – Municipal Error
  - 0.09 Municipal error damages were due to damaging within the tolerance zone
  - 0.05 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.(\* Variance due to rounding)
- 0.96 damages were due to Locator Error
  - 0.42 Locator error damages were due to Marking Error
  - 0.50 Locator error damages were due to Failure to Mark the Facility
  - 0.04 Locator error damages were due potholing to verify locate marks
- 0.20 damages were due to Unknown Damagers

- 0.17 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
  - 0.02 AGLC error damages were due to damaging within the tolerance zone
  - 0.00 AGLC error damages were due to other causes such as shallow service, late kill service order completion, etc.
  - 0.00 AGLC Contractor error damages were due to Failure to Mark the Facility or Marking Error
  - 0.02 AGLC Contractor error damages were due to damaging within the tolerance zone

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 7,881 excavators and locators were trained on the dig law, etc. through formal and tailgate sessions from October 1 through December 31, 2020.
  - 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 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 66.67 and in 2019 ratio of 30.79 compared to 2020 4th Quarter ratio of 21.83 in damages associated with Verizon fiber-related construction. AGLC continues to work towards expanding the Watch and Protect program to include identifying high risk tickets for all excavation work through the use of predictive analytics, and deploying Watch and Protect resources to the riskiest of those sites for direct and immediate intervention.



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, 2020  
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   | 6,620              | 23            | 3.47                      | 7                       | 30.4%                    | 1.06              | 4                   | 17.4%                    |
| Atlanta   | USIC/S&N   | 19,890             | 121           | 6.08                      | 40                      | 33.1%                    | 2.01              | 20                  | 16.5%                    |
| Augusta   | USIC/S&N   | 8,047              | 35            | 4.35                      | 7                       | 20.0%                    | 0.87              | 8                   | 22.9%                    |
| Brunswick   | USIC/S&N   | 3,398              | 11            | 3.24                      | 3                       | 27.3%                    | 0.88              | 2                   | 18.2%                    |
| Carrollton  | USIC/S&N   | 14,860             | 33            | 2.22                      | 6                       | 18.2%                    | 0.40              | 9                   | 27.3%                    |
| Cherokee  | USIC/S&N   | 14,009             | 34            | 2.43                      | 11                      | 32.4%                    | 0.79              | 4                   | 11.8%                    |
| Clayton   | USIC/S&N   | 25,941             | 66            | 2.54                      | 22                      | 33.3%                    | 0.85              | 10                  | 15.2%                    |
| Conyers   | USIC/S&N   | 7,660              | 29            | 3.79                      | 8                       | 27.6%                    | 1.04              | 8                   | 27.6%                    |
| Cumming   | USIC/S&N   | 26,408             | 57            | 2.16                      | 15                      | 26.3%                    | 0.57              | 7                   | 12.3%                    |
| Griffin   | USIC/S&N   | 3,034              | 15            | 4.94                      | 9                       | 60.0%                    | 2.97              | 2                   | 13.3%                    |
| Gwinnett  | USIC/S&N   | 16,989             | 42            | 2.47                      | 14                      | 33.3%                    | 0.82              | 3                   | 7.1%                     |
| Hall Co.  | USIC/S&N   | 10,115             | 12            | 1.19                      | 3                       | 25.0%                    | 0.30              | 1                   | 8.3%                     |
| Jesup   | USIC-S&N   | 1,009              | 8             | 7.93                      | 2                       | 25.0%                    | 1.98              | 5                   | 62.5%                    |
| Macon   | USIC/S&N   | 3,994              | 28            | 7.01                      | 9                       | 32.1%                    | 2.25              | 2                   | 7.1%                     |
| Marietta  | USIC/S&N   | 22,187             | 62            | 2.79                      | 15                      | 24.2%                    | 0.68              | 14                  | 22.6%                    |
| Milledgeville                                       | USIC/S&N   | 1,017              | 7             | 6.88                      | 4                       | 57.1%                    | 3.93              | 1                   | 14.3%                    |
| Newnan  | USIC/S&N   | 8,533              | 15            | 1.76                      | 3                       | 20.0%                    | 0.35              | 2                   | 13.3%                    |
| NW GA   | USIC/S&N   | 6,483              | 18            | 2.78                      | 6                       | 33.3%                    | 0.93              | 4                   | 22.2%                    |
| Peachtree   | USIC/S&N   | 11,413             | 42            | 3.68                      | 16                      | 38.1%                    | 1.40              | 7                   | 16.7%                    |
| Savannah  | USIC/S&N   | 7,469              | 31            | 4.15                      | 6                       | 19.4%                    | 0.80              | 16                  | 51.6%                    |
| Valdosta  | USIC/S&N   | 1,821              | 13            | 7.14                      | 5                       | 38.5%                    | 2.75              | 2                   | 15.4%                    |
| Vidalia   | USIC/S&N   | 1,090              | 2             | 1.83                      | 0                       | 0.0%                     | 0.00              | 2                   | 100.0%                   |
| Waycross  | USIC/S&N   | 841                | 1             | 1.19                      | 1                       | 100.0%                   | 1.19              | 0                   | 0.0%                     |
| <b>Total</b>  |            | <b>222,828</b>     | <b>705</b>    | <b>3.16</b>               | <b>212</b>              | <b>30.1%</b>             | <b>0.95</b>       | <b>133</b>          | <b>18.9%</b>             |
| *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 | Total               | Percent of Total Damages |
| Q-1          | Chattanooga  | USIC       | 0                | 13,375             | 13,375        | 38            | 2.84                      | 5                       | 13.2%                    | 0.37              | 14                  | 36.8%                    |
| Q-2          | Chattanooga  | USIC       | 0                | 16,061             | 16,061        | 72            | 4.48                      | 7                       | 9.7%                     | 0.44              | 47                  | 65.3%                    |
| Q-3          | Chattanooga  | USIC       | 0                | 15,100             | 15,100        | 75            | 4.97                      | 6                       | 8.0%                     | 0.40              | 39                  | 52.0%                    |
| Q-4          | Chattanooga  | USIC       | 0                | 14,297             | 14,297        | 44            | 3.08                      | 5                       | 11.4%                    | 0.35              | 25                  | 56.8%                    |
| <b>Total</b> |              |            | 0                | 58,833             | 58,833        | 229           | 3.89                      | 23                      | 10.0%                    | 0.39              | 125                 | 54.6%                    |

### Quarterly Damage Comparison Report

| Quarter                          | Service Area | Contractor | Total Locates |        | Total Damages |      | Locator Errors: Damages |      | No Locate Requested |      |
|----------------------------------|--------------|------------|---------------|--------|---------------|------|-------------------------|------|---------------------|------|
|                                  |              |            | 2020          | 2019   | 2020          | 2019 | 2020                    | 2019 | 2020                | 2019 |
| Q-1                              | Chattanooga  | USIC       | 13,375        | 13,434 | 38            | 52   | 5                       | 5    | 14                  | 18   |
| Q-2                              | Chattanooga  | USIC       | 16,061        | 14,251 | 72            | 70   | 7                       | 5    | 47                  | 37   |
| Q-3                              | Chattanooga  | USIC       | 15,100        | 14,471 | 75            | 67   | 6                       | 8    | 39                  | 29   |
| Q-4                              | Chattanooga  | USIC       | 14,297        | 13,686 | 44            | 46   | 5                       | 5    | 25                  | 23   |
| <b>Total</b>                     |              |            | 58,833        | 55,842 | 229           | 235  | 23                      | 23   | 125                 | 107  |
| <b># YOY Increase / Decrease</b> |              |            | 2,991         |        | -6            |      | 0                       |      | 18                  |      |
| <b>% YOY Increase / Decrease</b> |              |            | 5.4%          |        | -3%           |      | 0%                      |      | 17%                 |      |