Atlanta Gas Light

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November 11, 2025

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*: July – September 2025
- *Quarterly Damage Comparison Report*: July – September 2025 compared to 2024

Report Highlights:

The third-party damage performance metrics during the 3rd quarter of 2025 are as follows:

- **Damages**: 1,004
- **Locates**: 220,996
- **Damages /1000 Locates**: 4.54

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

- **2.80 damages were due to the Excavator being at fault**
  - 0.58 Excavator error damages due to Excavate Without Valid Ticket
  - 0.62 Excavator error damages due to Excavator damaged while exclusively hand digging - State Law does not require notification to One Call
  - 0.04 Excavator error damages due to Excavator dug outside area described on ticket
  - 0.10 Excavator error damages due to Excavator dug prior to valid start date/time
  - 0.51 Excavator error damages due to Excavator dug prior to verifying marks by test-hole (pothole)
  - 0.48 Excavator error damages due to Excavator failed to maintain clearance after verifying marks
  - 0.10 Excavator error damages due to Excavator failed to protect/shore/support facilities
  - 0.02 Excavator error damages due to Excavator provided incorrect notification information
  - 0.00 Excavator error damages due to Facility not marked due to Locator error
  - 0.19 Excavator error damages due to Improper excavation practice not listed above
  - 0.04 Excavator error damages due to Marks faded or not maintained
  - 0.11 Excavator error damages due to Other

- **.20 damages were due to Excavator – Municipal Error**

- 0.04 Municipal error damages were due to Excavate Without Valid Ticket
- 0.01 Municipal error damages were due to Excavator damaged while exclusively hand digging State Law does not require notification to One Call
- 0.00 Municipal error damages were due to Excavator dug outside area described on ticket
- 0.01 Municipal error damages were due to Excavator dug prior to valid start date/time
- 0.05 Municipal error damages were due to Excavator dug prior to verifying marks by test-hole (pothole)
- 0.03 Municipal error damages were due to Excavator failed to maintain clearance after verifying marks
- 0.01 Municipal error damages were due to Excavator failed to protect/shore/support facilities
- 0.04 Municipal error damages were due to Improper excavation practice not listed above
- 0.00 Municipal error damages were due to Marks faded or not maintained
- 0.00 Municipal error damages were due to Other

- **1.25 damages were due to Locator Error**
  - 0.03 Locator error damages due to Excavator damage while exclusively hand digging -State Law does not require notification to One Call
  - 0.01 Locator error damages due to Excavator failed to protect/shore/support facilities
  - 0.52 Locator error damages due to Facility marked inaccurately due to Locator error
  - 0.00 Locator error damages due to Facility marked inaccurately due to Tracer wire issue
  - 0.09 Locator error damages due to Facility not marked due to Incomplete marks at damage location
  - 0.42 Locator error damages due to Facility not marked due to Locator error
  - 0.13 Locator error damages due to Facility not marked due to No response from operator/contract locator
  - 0.03 Locator error damages due to Improper excavation practice not listed above
  - 0.02 Locator error damages due to Other

- **0.12 damages were due to Unknown Damagers**
  - 0.06 Excavate Without Valid Ticket
  - 0.02 Excavator damaged while exclusively hand digging -State Law does not require notification to One Call
  - 0.00 Previous Damage
  - 0.03 Other

- **0.17 damages were due to AGLC or AGLC Contractor Error**
  - 0.00 AGLC error damages were due to Excavate Without Valid Ticket
  - 0.02 AGLC error damages were due to Excavator failed to maintain clearance after verifying marks
  - 0.02 AGLC error damages were due to Facility marked inaccurately due to Incorrect facility records/maps
  - 0.00 AGLC error damages were due to Tracer wire issue.
  - 0.02 AGLC error damages were due to Facility not marked due to Abandoned facility
  - 0.05 AGLC error damages were due to Facility not marked due to Incorrect facility records/maps
  - 0.01 AGLC error damages were due to Facility not marked due to Unlocatable Facility
  - 0.00 AGLC error damages were due to Improper excavation practice not listed above
  - 0.02 Other

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 modern 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 it locate contractors (USIC & Stake Center Locating) in the areas of Locator at Fault Damages and On-Time Performance. The split of "Large Project" locates 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 13,353 excavators and locators were trained on the dig law, etc. through formal and tailgate sessions from July through September 30th, 2025.
    - 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**: AGLC continues to utilize the Watch and Protect program (W&P) to identify elevated risk tickets for all excavation work through the use of predictive analytics. AGLC deploys W&P resources to the riskiest of those sites for direct and immediate intervention. While the predictive analytics model continues to learn, AGLC continues to realize the benefits of this approach. In comparison to the 2024 Q2 Combined LP & Production damage ratio of 4.24, the 2025 Q2 Combined LP & Production damage ratio is 4.54. The increase in damage ratio was due to a mix of factors, AGLC's expectation is that, as the model continues to learn, the efficacy of the actionable data will improve.

If you have questions or if I may be of further assistance, please contact me. I can be contacted by telephone on my cell phone - (706) 214-1801

Sincerely,

Brandon Simmons

Brandon Simmons
Manager, Asset Protection

Enclosures
CC: Commissioner Tricia Pridemore
Commissioner Tim Echols
Commissioner Lauren McDonald, Jr.
Commissioner Jason Shaw
Commissioner Fitz Johnson

Mr. Pedro Cherry
Mr. Don Carter
Mr. Jim Fletcher
Mr. Rick Lonn
Mr. Tim Brown
Mr. Blake O'Farrow
Mr. Emeka Igwilo

