

Damage Prevention

Jeff Quirante

quirantej@michigan.gov

(517) 284-8282

Kristen Lawless

lawlessk@michigan.gov

(517) 331-6554

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Agenda

- Rulemaking Process
- Damage Prevention Statistics
- MPSC Updates
- Damage Prevention Complaints
- Enforcement Activity
- Strategic Plan
- PHMSA Audit
- Damage Prevention Summit
- Show Cause Cases

Rulemaking Process

Rulemaking Process

**November
26, 2013**

- Public Act 174 of 2013 signed into law

**April
1, 2014**

- Public Act 174 of 2013 became effective
- The Commission sought permission from the Office of Performance and Transformation to adopt rules

**May
3, 2016**

- Commission issued an order in Case U-18078 providing the public with an opportunity to comment on the proposed rules

**December
20, 2016**

- Commission issued an order in U-18078 adopting final rules

**December
21, 2016**

- Final rules filed with the Secretary of State's Office of the Great Seal
- Final rules became effective

Damage Prevention Statistics

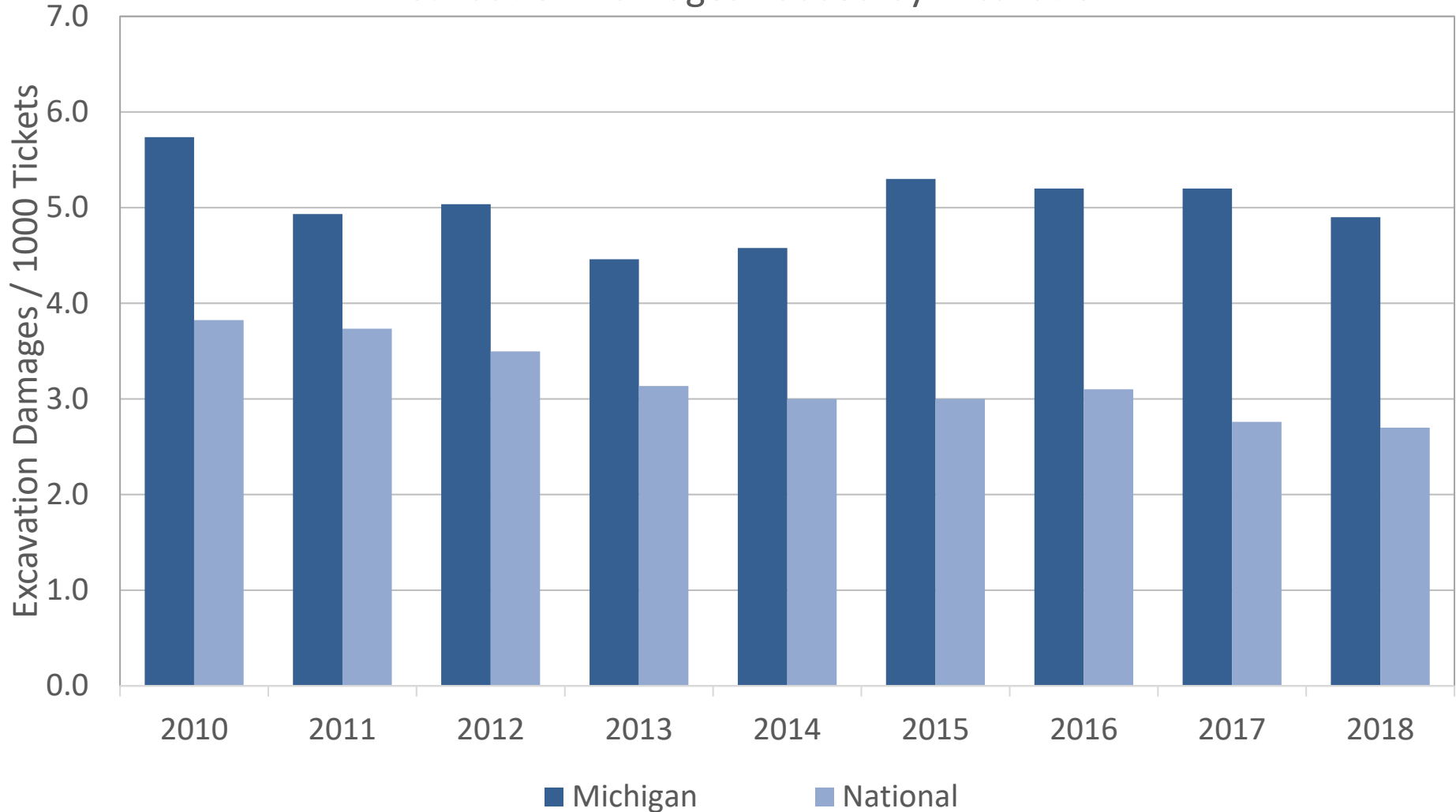
Damage Prevention Statistics

Michigan	
Excavation Damages	4,054
Excavation Tickets	819,538
Excavation Damages / 1000 Tickets	4.9

National	
Excavation Damages / 1000 Tickets	2.7

Damage Prevention Statistics

Distribution Damages Caused by Excavation



Damage Prevention Statistics

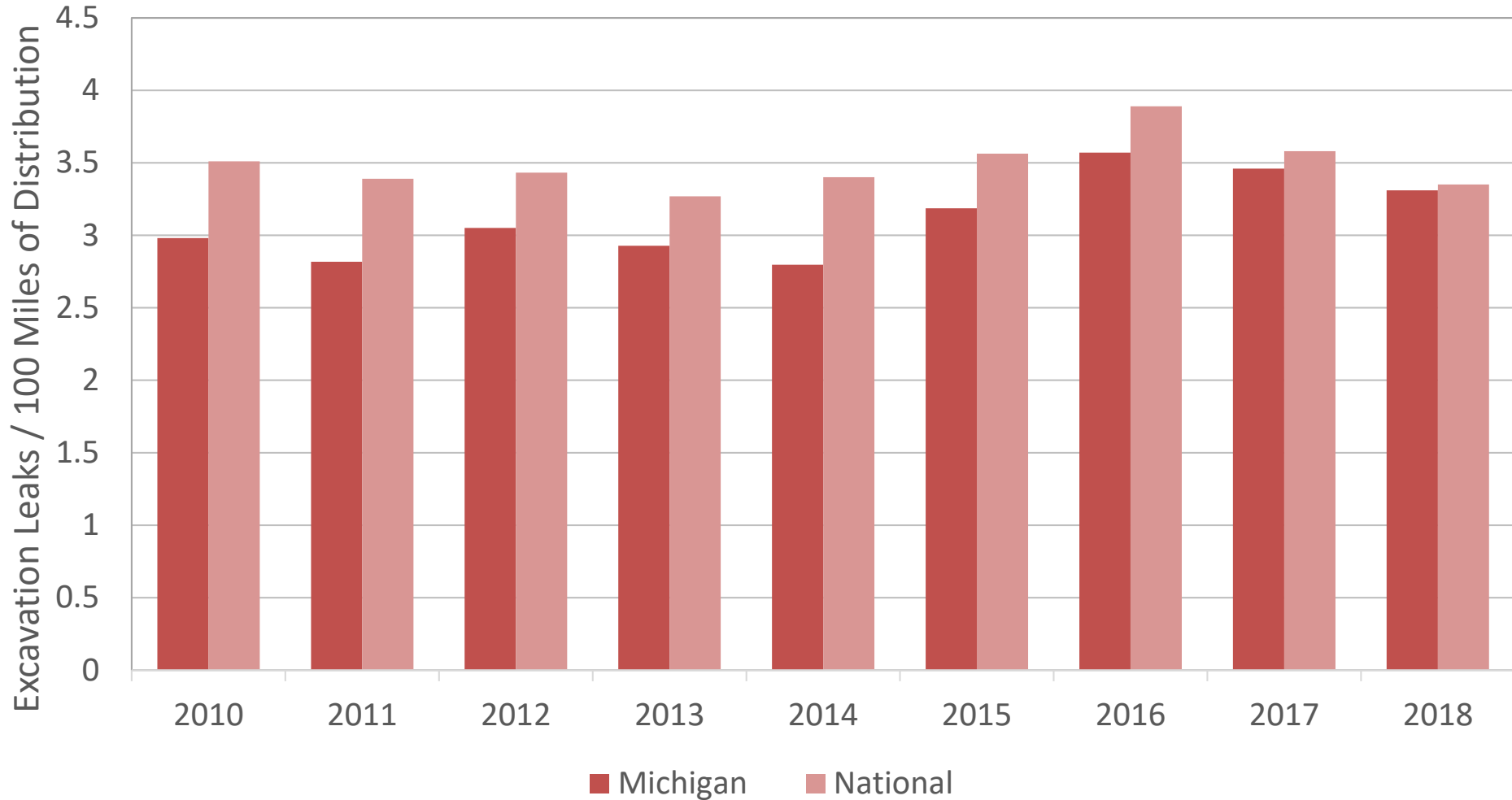
Michigan Leak Summary

Mains	
Excavation Leaks	493
Leaks / 100 Miles of Main	0.83

Services	
Excavation Leaks	3235
Leaks / 1000 Services	0.98

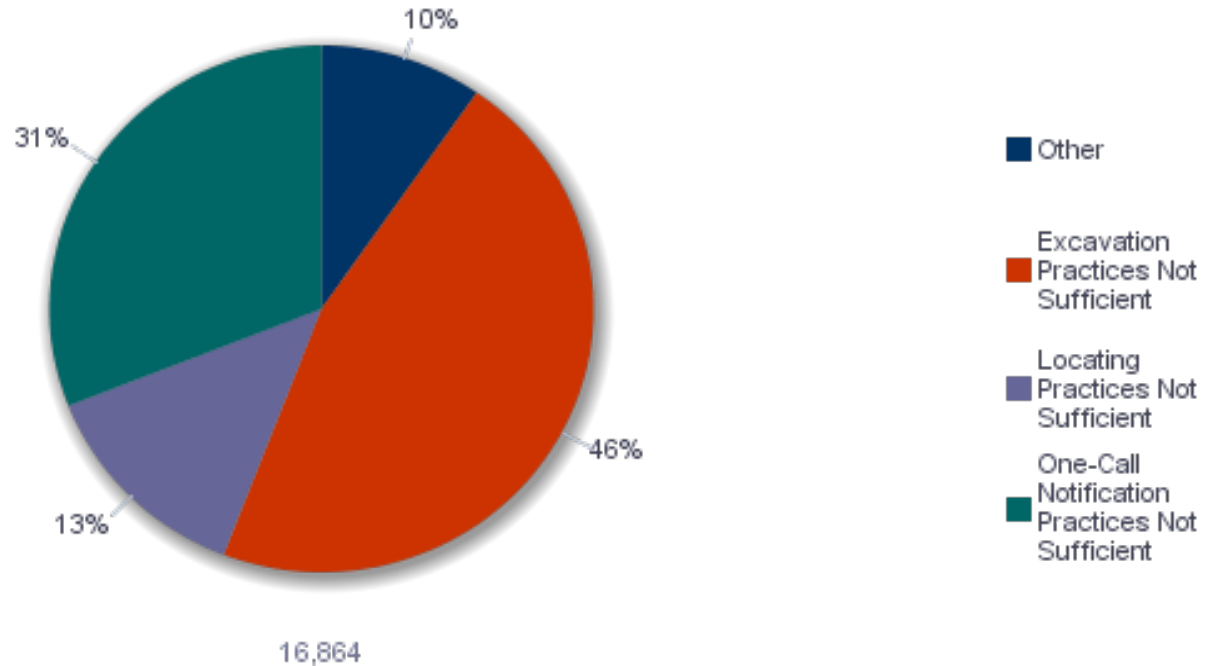
Damage Prevention Statistics

Distribution Leaks Caused by Excavation



Damage Prevention Statistics

Michigan Gas Distribution Pipeline Excavation Damages by Root Cause



Calendar Year	Number of Excavation Tickets	Number of Excavation Damages	One-Call Notification Practices Not Sufficient	Locating Practices Not Sufficient	Excavation Practices Not Sufficient	Other	One-Call Notification Practices Not Sufficient	Locating Practices Not Sufficient	Excavation Practices Not Sufficient	Other
2018	819,538	4,054	1,177	633	1,954	290	29%	16%	48%	7%
2017	822,578	4,271	1,238	636	2,108	289	29%	15%	49%	7%
2016	827,516	4,272	1,361	466	1,999	446	32%	11%	47%	10%
2015	796,641	4,267	1,451	481	1,727	608	34%	11%	40%	14%

Source: US DOT Pipeline and Hazardous Materials Safety Administration

MPSC Updates



MPSC Updates

- On April 15, 2019, the MPSC launched a new pipeline safety database.
- All formal and informal correspondence will be delivered from the database.
- Utilizes the Operations email account (LARA-MPSC-Operations@michigan.gov) for the Email-to-Case function.
 - Replies to database emails should contain the case threading information (e.g., “ref:_00Dr08vPn._500r04lQ1o:ref”).
 - Will deliver the response to the Operations account, then be redirected to the appropriate database case for review by Staff.
 - Any email sent without case threading reference information to the Operations account will automatically create a new case.
- All new DP Complaint cases and Quarterly Damage data submittals are also generated through the new database.

- On April 18, 2019 the MPSC adopted an updated Damage Prevention Complaint Form through Case U-17497.
- Reduces the number of information fields while still collecting the most relevant information for investigative purposes.
- Update Damage Prevention Complaint Form is available on the MPSC website: www.michigan.gov/MPSC
 - Users must use a browser other than Internet Explorer
- Attachments can be provided via replying to the complaint submission confirmation email.



Damage Prevention Complaint Form

Who is submitting this information?

Who is Filing the Complaint?

Contact Name

Filed on Behalf of (Company)

Phone Number

Email

Damage or Event Details

Event Date

Address

City

State

Was There Damage to a Facility

What Type of Facility Operation Was Affected

MPSC Updates

- In 2018, the Common Ground Alliance made significant changes to the Damage Information Reporting Tool (DIRT) field form.
- Effective January 1, 2020, MPSC will adopt these changes.
 - Updated Damage Reporting Manual and CSV File available on MPSC website or upon request.
 - Damage Sate submission deadlines will change as follows:

Reporting Period	Due Date
First Quarter	May 15 th
Second Quarter	August 15 th
Third Quarter	November 15 th
Fourth Quarter	February 15 th

- Changes to MPSC Damage Reporting Manual

New Fields

- TypeOfEvent
- CrossBore
- DepthFromGrade
- MemberOfOneCallExempt
- ActivityOrExcavatorExempt
- WhiteLined

Removed Fields

- FacilityMarks
- FacilityMarksCorrect
- FacilityDamage
- PeopleInjured
- Fatalities

Updated Fields

- Downtime
- EstDowntimeCost
- InterruptionDuration
- CustomersAffected
- CostOfDamage
- RootCause

- Red fields are or were required
- 98/NOTCOL/Data Not Collected was removed throughout the entire form.

MPSC Updates

New Root Cause values

ID	Abbreviation	Description
15	INSUFEX	Improper excavation practice not listed above
25	EXBADINFO	Excavator provided incorrect notification information
26	EXDUGOUT	Excavator dug outside area described on ticket
27	EXDUGBEFORE	Excavator dug prior to valid start date/time
28	EXDUGAFTER	Excavator dug after valid ticket expired
29	LOCERROR	Facility not marked due to locator error
30	NORESPLOC	Facility not marked due to no response from operator/locator
31	INCOMPLETE	Site marked but incomplete at damage location
32	TRACEWIRE	Facility not marked due to tracer wire issue
33	INACCABAN	Facility marked inaccurately due to abandoned facility
34	INACCBADMAP	Facility marked inaccurately due to incorrect facility record/map
35	INACCLOCERR	Facility marked inaccurately due to locator error
36	INACCTRAREW	Facility marked inaccurately due to tracer wire issue
37	NOMARKABAN	Facility not marked due to abandoned facility

Removed Root Cause values

ID	Abbreviation	Description
1	NOTLOCATED	Facility was not located or marked
4	INSUFMARKING	Facility marking or location not sufficient
10	ABANDONED	Abandoned facility
11	BADMAP	Incorrect facility records/maps
12	WRONGINFO	Wrong information provided
14	INSUFCALL	Notification to one-call center made but not sufficient
22	EXHANDTOOL	Failure to use hand tools where required
98	NOTCOL	Data Not Collected

- In July, Dennis D'Antonio was hired as a Damage Prevention Engineer.
 - dantioniod@michigan.gov
 - (517) 243-8622
- In September, Eleanor Mundorf named temporary Damage Prevention Manager.
 - mundorfe@michigan.gov
 - (517) 899-4436

- MISS DIG 811 Updates
 - E-Suite: esuite.missdig.org
 - e-Locate, e-Nearby, e-OHA, e-Plan
 - Tickets without Borders
 - Tickets crossing township, county borders
 - Marine Ticket
 - Positive Response Codes requiring comments
 - 003, 005, 006, 009, 011

Damage Prevention Complaints

Damage Prevention Complaints

- 158 complaints filed since PA 174 became effective on April 1, 2014.

Year	Complaints Received	Issued NOPV with Penalty	Issued NOPV	Resolved
2016	24	3	3	18
2017	23	10	2	11
2018	30	7	3	20
2019	29	2	0	1
Total	106	22	8	50

Enforcement Activity

Enforcement Activity

- In 2016, 39 cases involving damage prevention received compliance actions.
 - 2 cases resulted in compliance actions for both the excavator and operator.
 - No penalties were assessed.

Type of Letter	Excavator	Operator	Total
NOPV	26	16	43

Enforcement Activity

- In 2017, 39 cases involving damage prevention received compliance actions.
 - 1 case resulted in compliance actions for both the excavator and operator.
 - A total of \$16,000 in penalties were assessed.

Type of Letter	Excavator	Operator	Total
NOPV with Penalty	9	4	13
NOPV	14	13	27
Total	23	17	40

Enforcement Activity

- In 2018, 74 cases involving damage prevention received compliance actions.
 - 9 cases resulted in compliance actions for both the excavator and operator.
 - A total of \$146,000 in penalties were assessed.

Type of Letter	Excavator	Operator	Total
NOPV with Penalty	29	23	52
NOPV	16	14	30
Total	45	37	82

Enforcement Activity

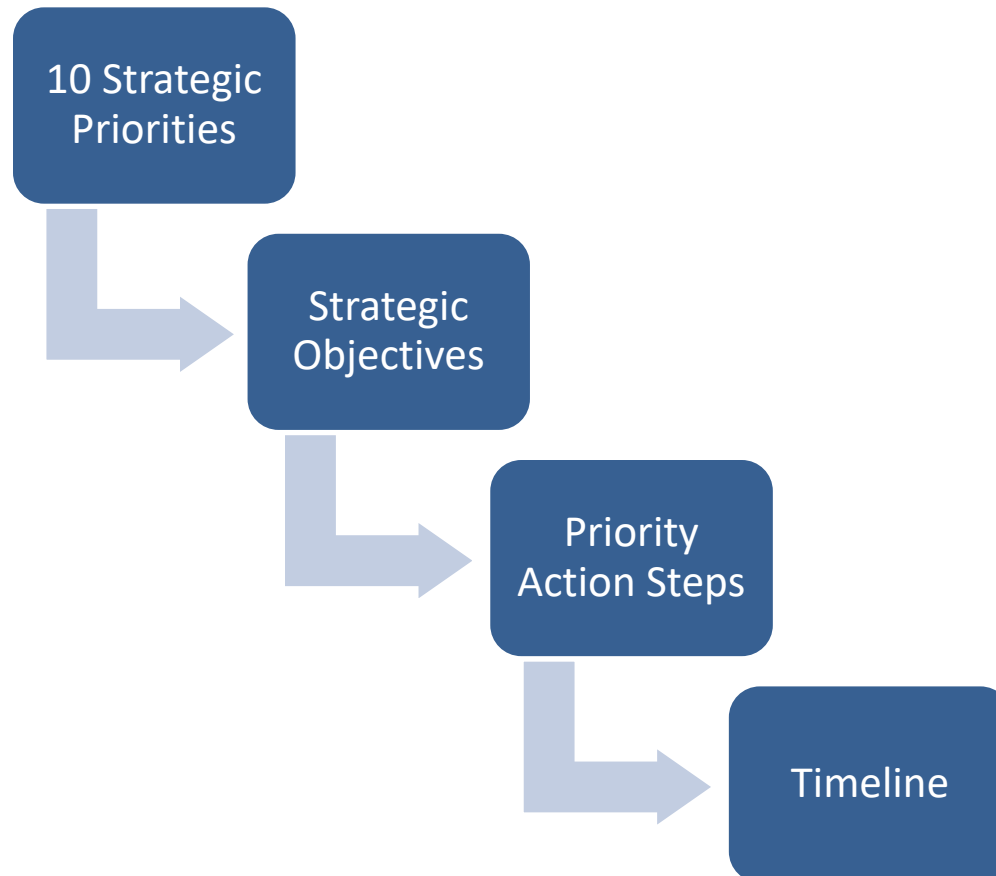
- Currently in 2019, 15 cases involving damage prevention received compliance actions.
 - 1 case resulted in compliance actions for both the excavator and operator.
 - A total of \$42,000 in penalties were assessed.

Type of Letter	Excavator	Operator	Total
NOPV with Penalty	5	6	11
NOPV	5	0	5
Total	10	6	16

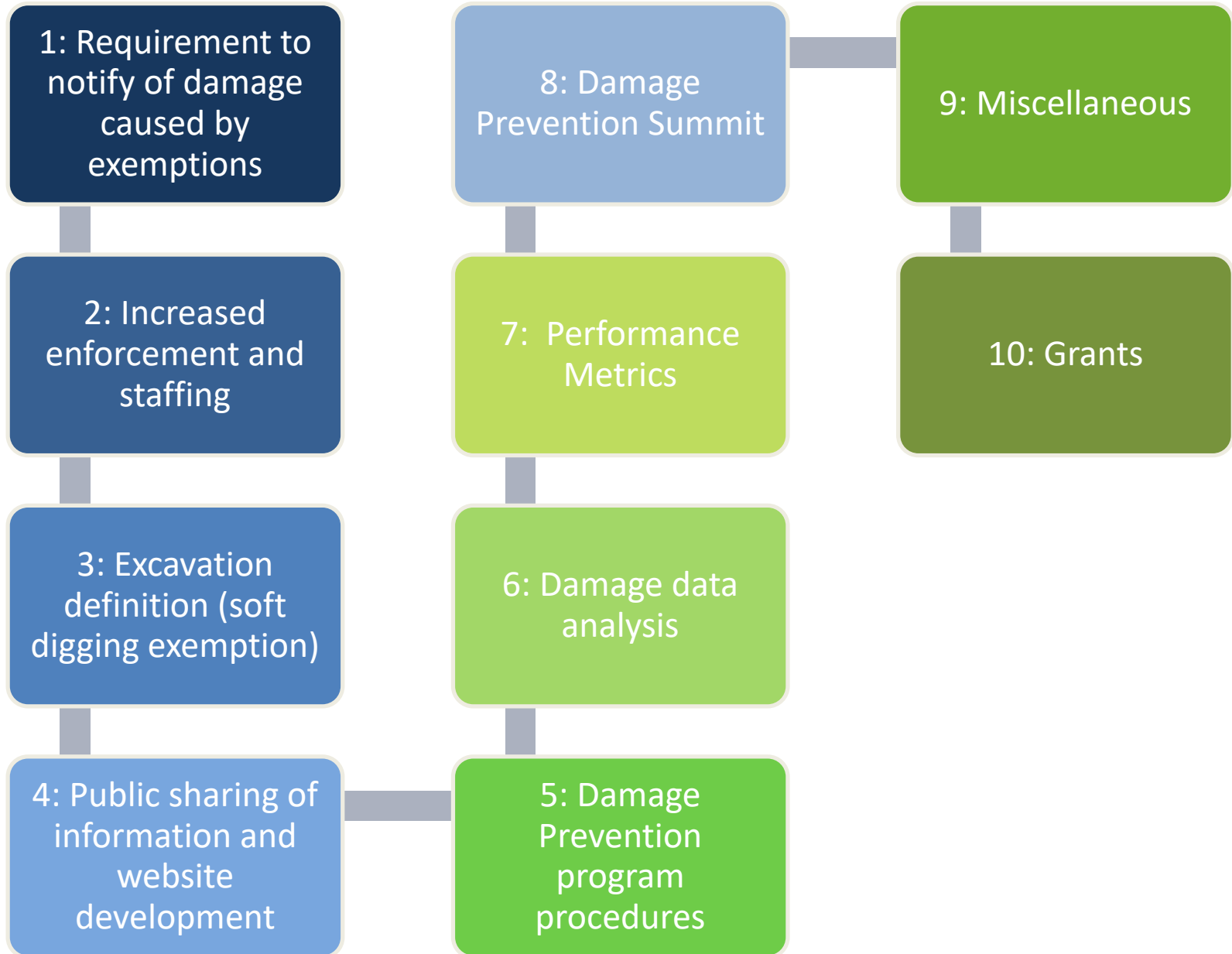
Strategic Plan

Strategic Plan

- In October 2018, Staff developed a strategic plan to help further develop the damage prevention program and guide future efforts.



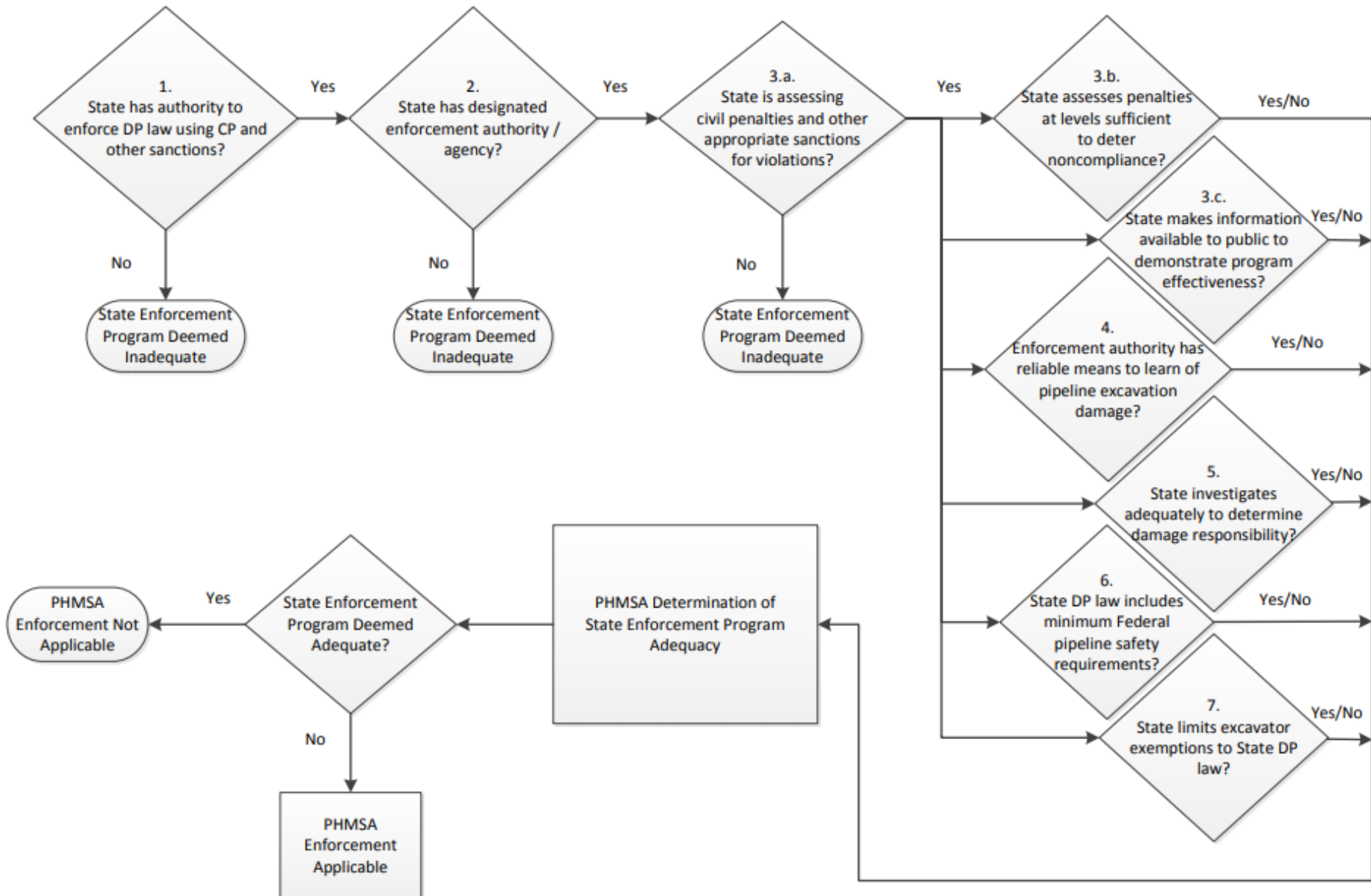
Strategic Plan



PHMSA Audit



PHMSA Audit



- PHMSA Conducted an Adequacy Evaluation of Michigan's Enforcement of PA 174 on October 10, 2018.
 - Program was deemed adequate on October 29, 2018.
- Audit for Calendar Year 2018 is pending.

- Areas to focus on:
 - Hand digging and soft excavation damages
 - Specifically occurring with tickets
 - Making enforcement actions publicly available
 - Locator performance
 - Mismarks
 - Late marking
 - 1st and 2nd party damages
 - Data quality
 - Unknown/Other
 - Utilities not reporting damages

Damage Prevention Summit

Damage Prevention Summit

- In April 2019, a summit was held to discuss damage prevention trends and issues.
 - MPSC Damage Prevention Staff
 - 7 utility operators
 - Open discussion format

Damage Prevention Summit

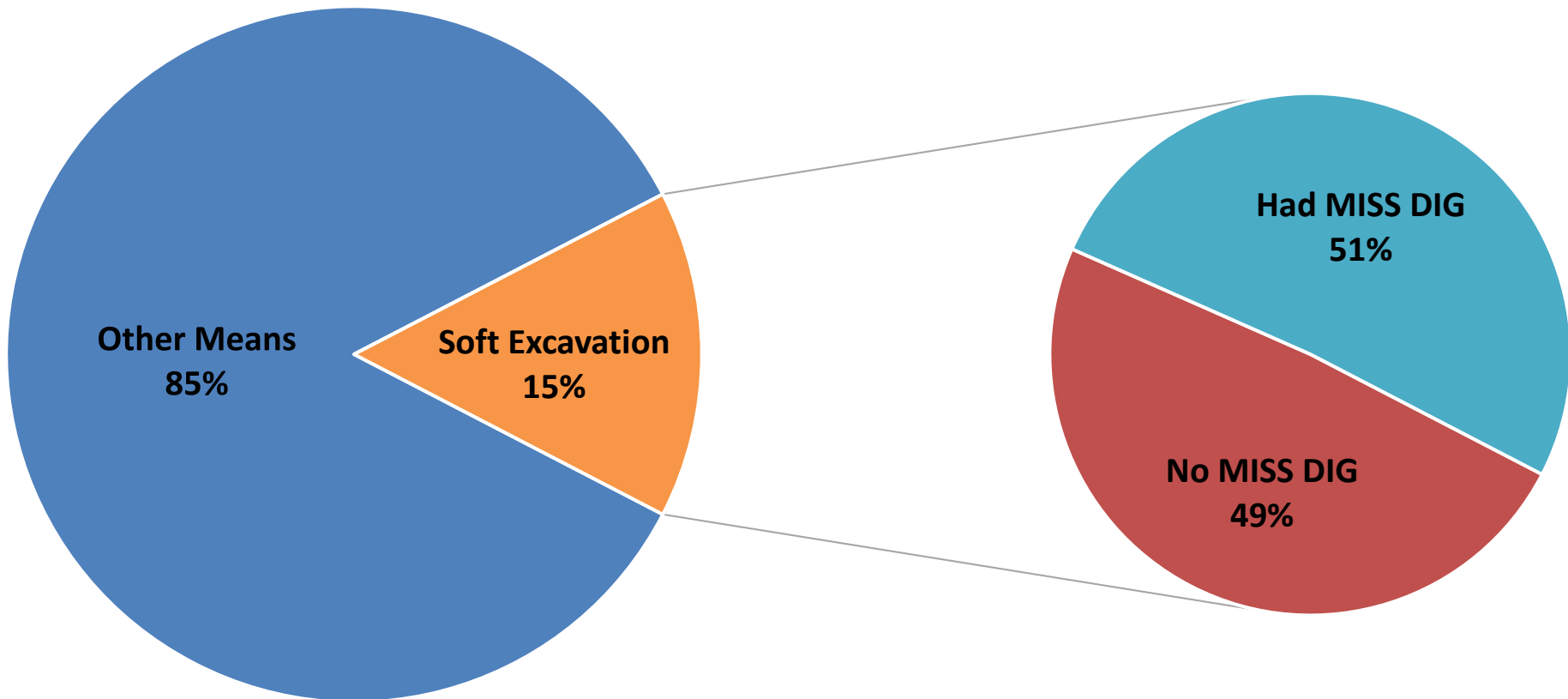
- a. Soft Excavation Damages and the Exemption
- b. Public Education
- c. Dispatch Information
- d. MPSC Staffing
- e. “999” Tickets
- f. 2nd Party Damages
- g. MPSC Damage Prevention Website
- h. Damages
- i. Metrics
- j. Locator Performance
- k. Ride-a-longs
- l. Abandoned Facilities

Damage Prevention Summit

a. Soft Excavation and the Exemption

2018 Total Excavation Damages

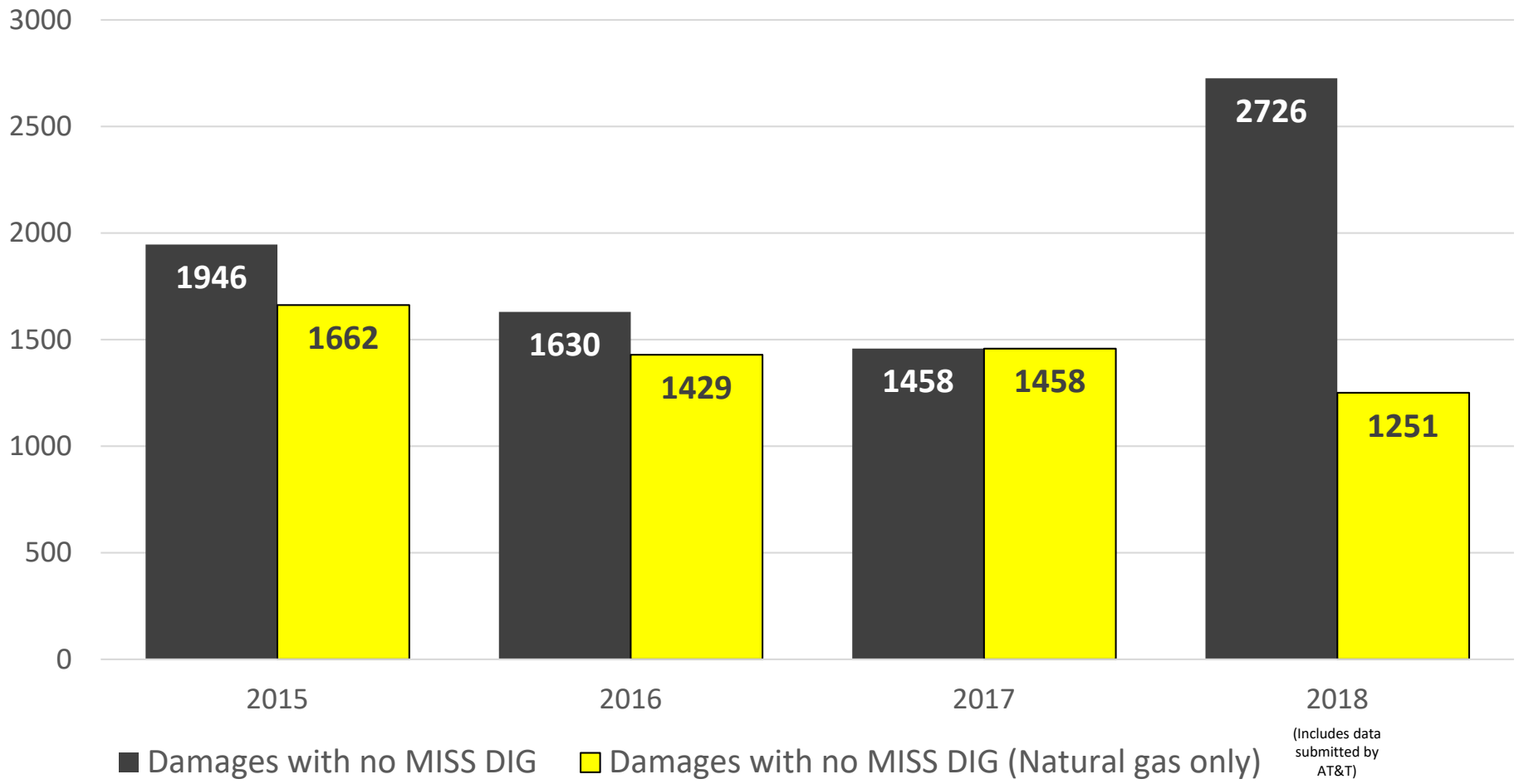
Excavation Equipment Used



Damage Prevention Summit

a. Soft Excavation and the Exemption

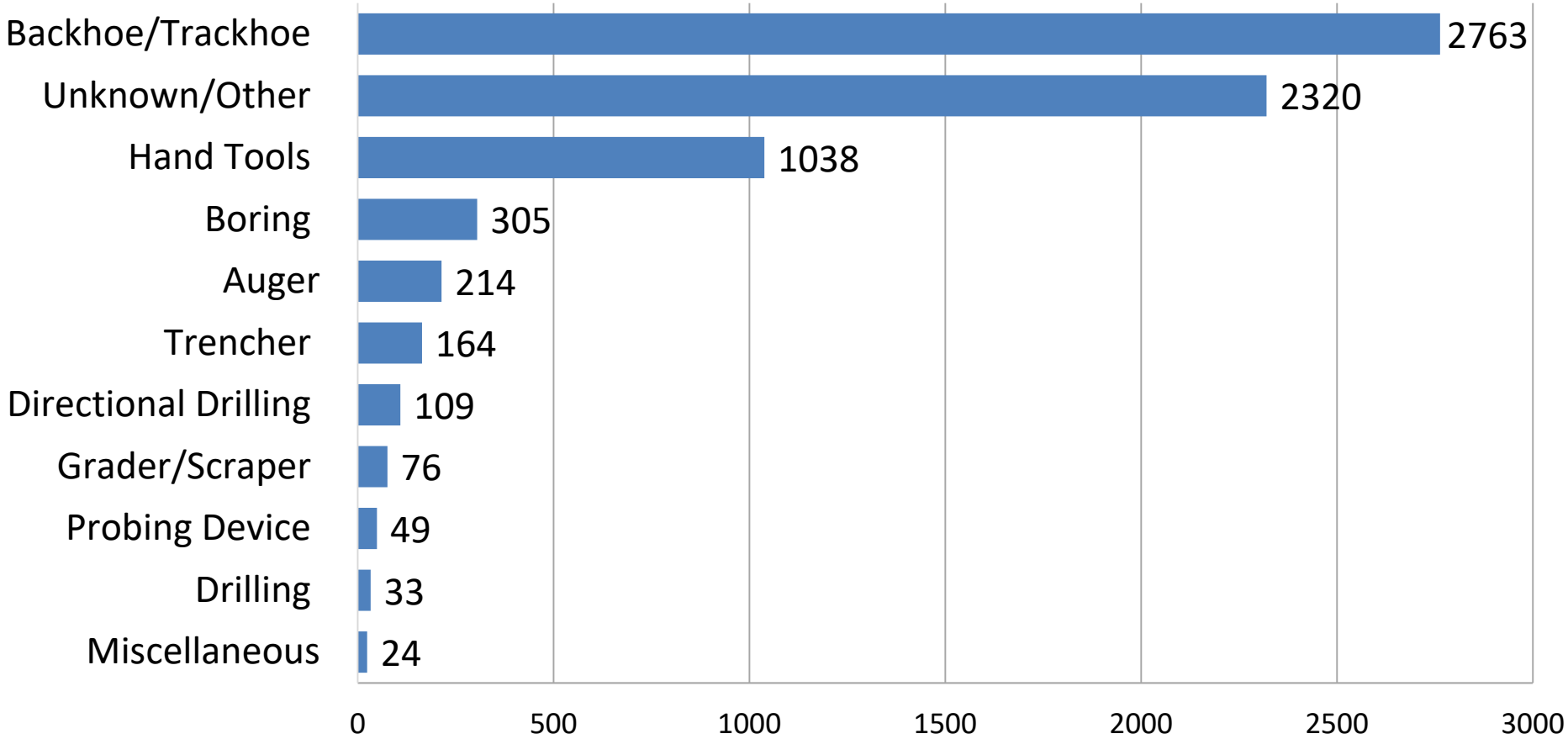
Damages with no MISS DIG



Damage Prevention Summit

a. Soft Excavation and the Exemption

2018 Excavation Damages by Excavation Equipment



Damage Prevention Summit

- a. Soft Excavation and the Exemption
 - i. Are unreported damages by soft excavation an applicable issue that we need to review for enforcement?
 - ii. How can we effectively learn about these types damages and take timely enforcement, if needed?
 - iii. Are there a high number of damages related to soft excavation damages?
 - iv. Are there any thoughts or concerns with keeping this exemption?

Damage Prevention Summit

b. Public Education

- i. What additional education or training programs do operators employ above that which is done by MISS DIG to outreach to excavators, homeowners, etc.?
- ii. Does this training include the topic of reporting damages immediately?

Damage Prevention Summit

c. Dispatch Information

- i. Pursue immediate excavation damage dispatch information from operators in order to investigate damages as they occur.
- ii. Is this a process operators already have in place?

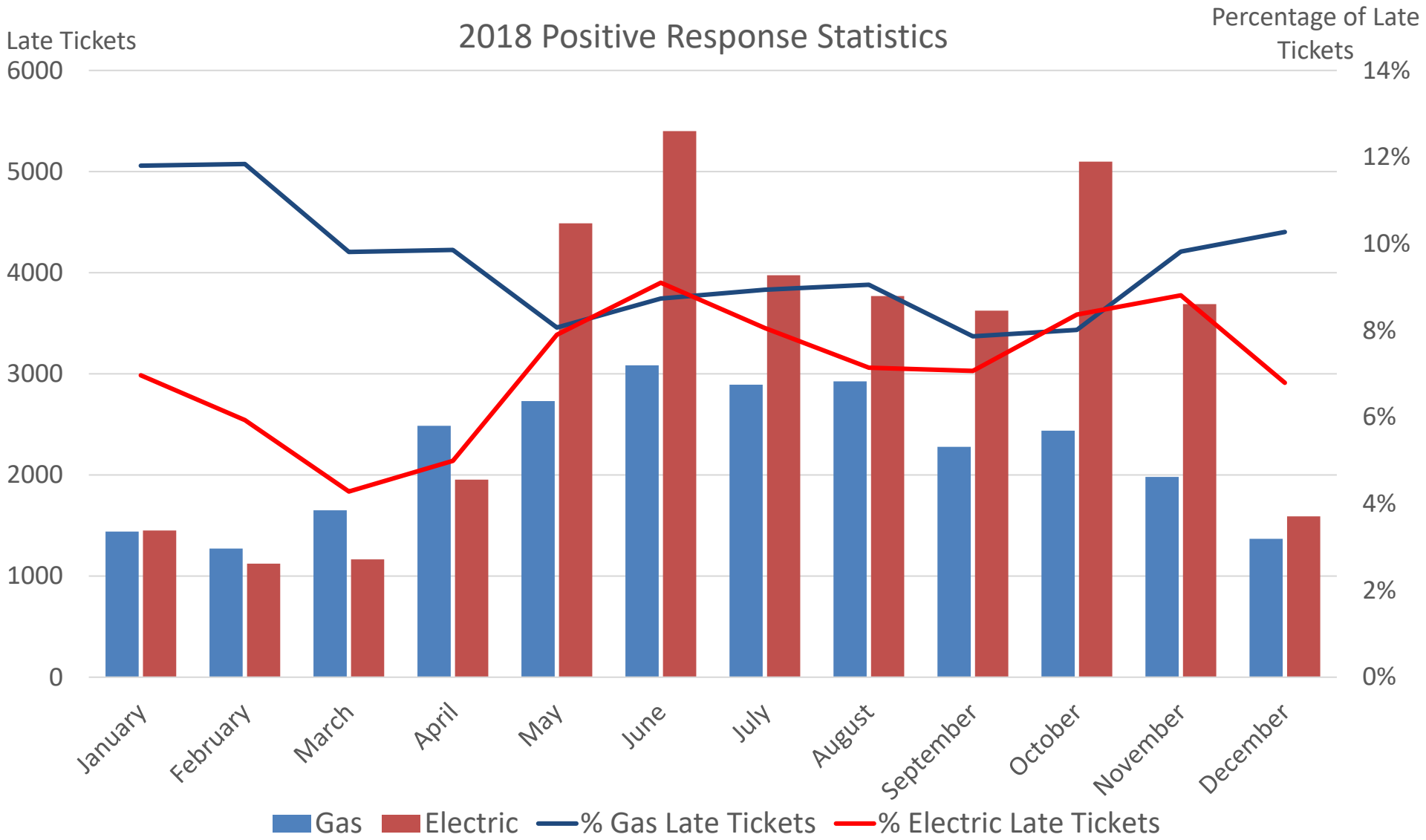
Damage Prevention Summit

- d. MPSC Staffing
 - i. Develop support for additional staffing requirements.

Damage Prevention Summit



e. "999" Tickets



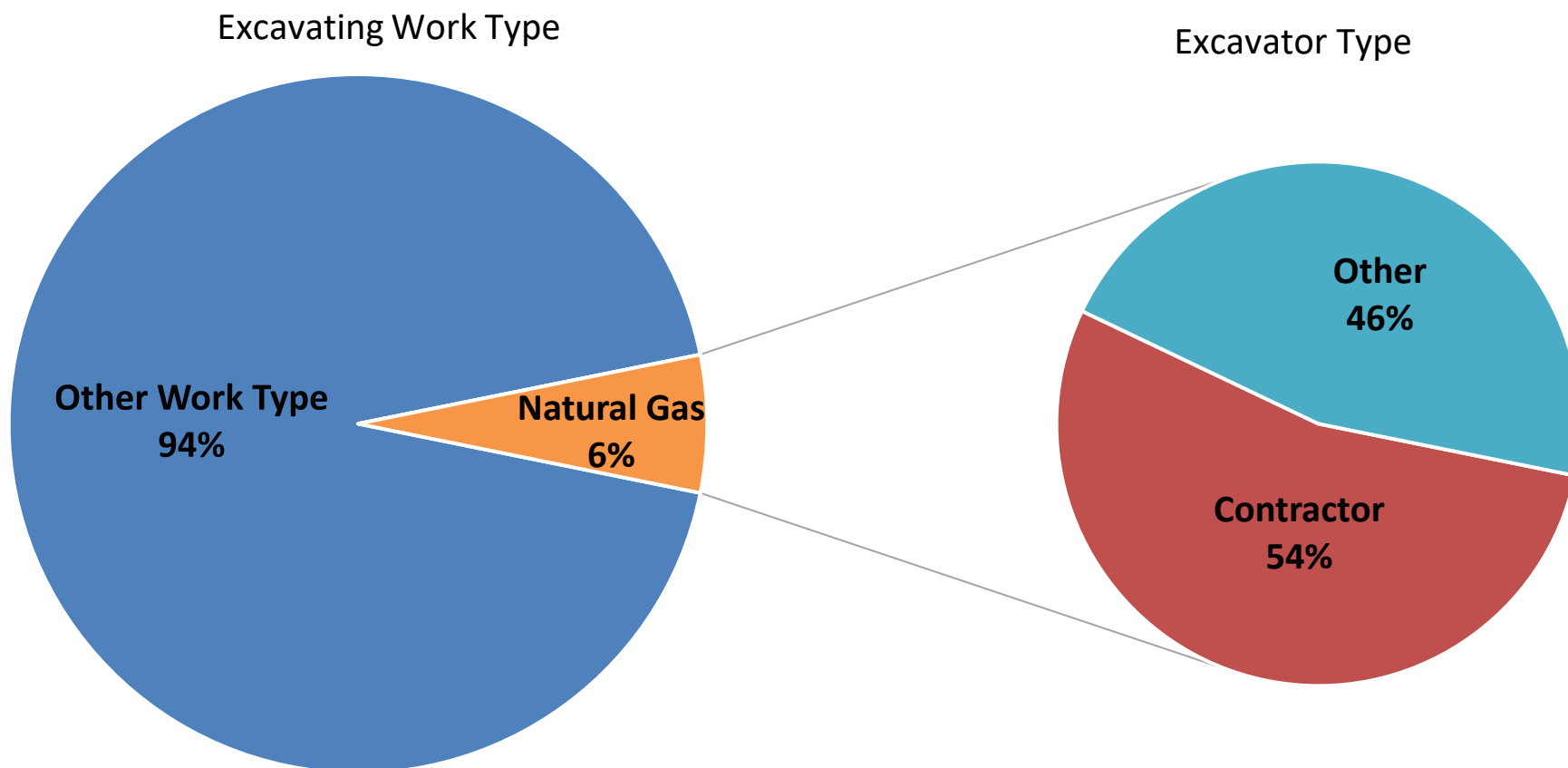
Damage Prevention Summit

- e. “999” Tickets
 - i. What challenges are operators experiencing with this? How do we improve these numbers? What do operators need from MPSC to improve?
 - ii. Develop a plan to improve going forward.

Damage Prevention Summit

f. 2nd Party Damages

2018 Apparent 2nd Party Damages (Natural Gas Only)



Damage Prevention Summit

- f. 2nd Party Damages
 - i. Discussion on the volume of 2nd Party Damages. What challenges do operators face? How can we reduce and prevent these?

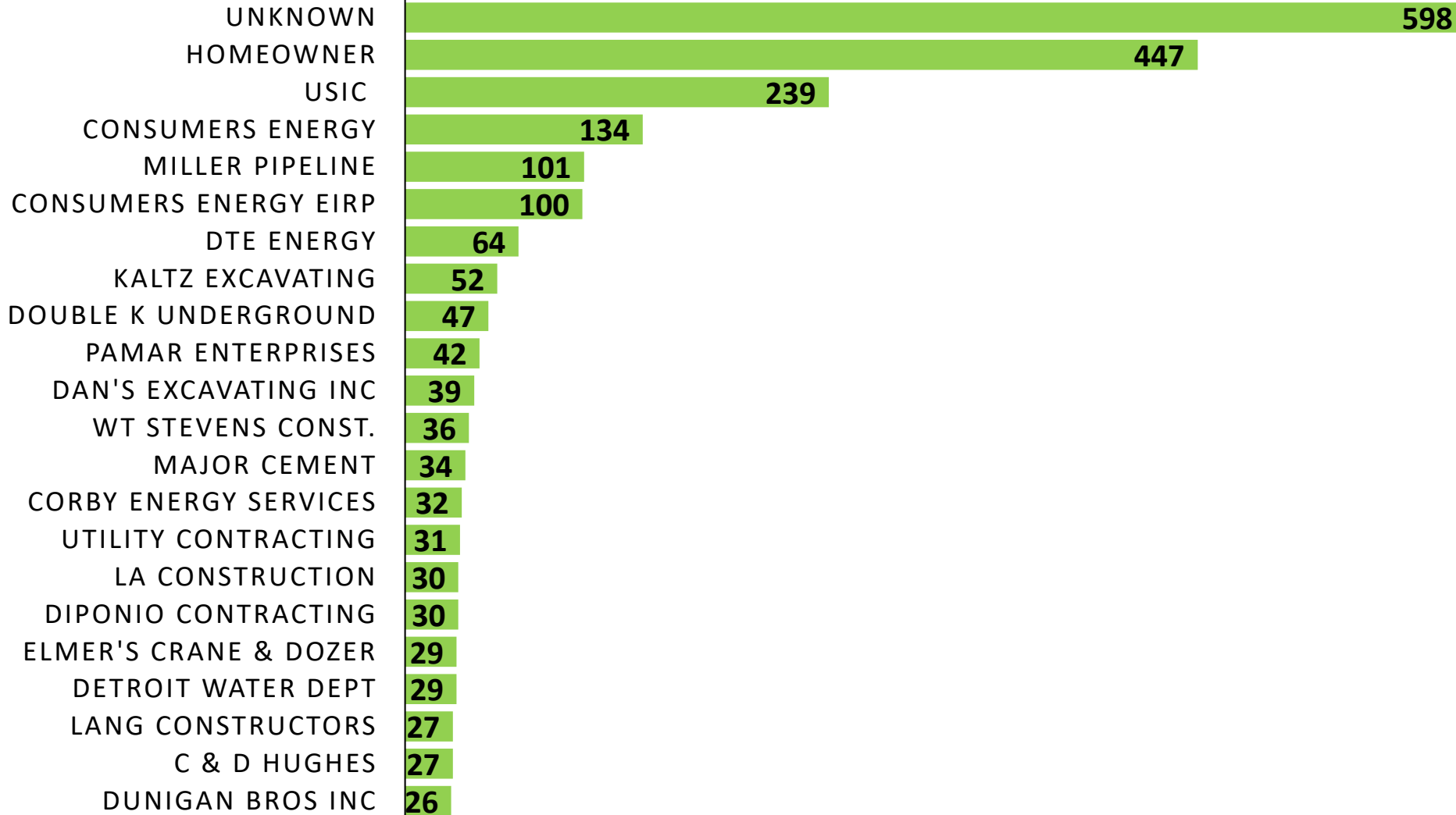
Damage Prevention Summit

- g. MPSC Damage Prevention Website [4.1] & [4.4]
 - i. How do operators feel about presenting violations in detail on the MI website?
 - ii. Are there any other statistics/information related to damages that you think would be valuable to share on the website?

Damage Prevention Summit

h. Damages

2018 Excavation Damages By Company



Damage Prevention Summit

h. Damages

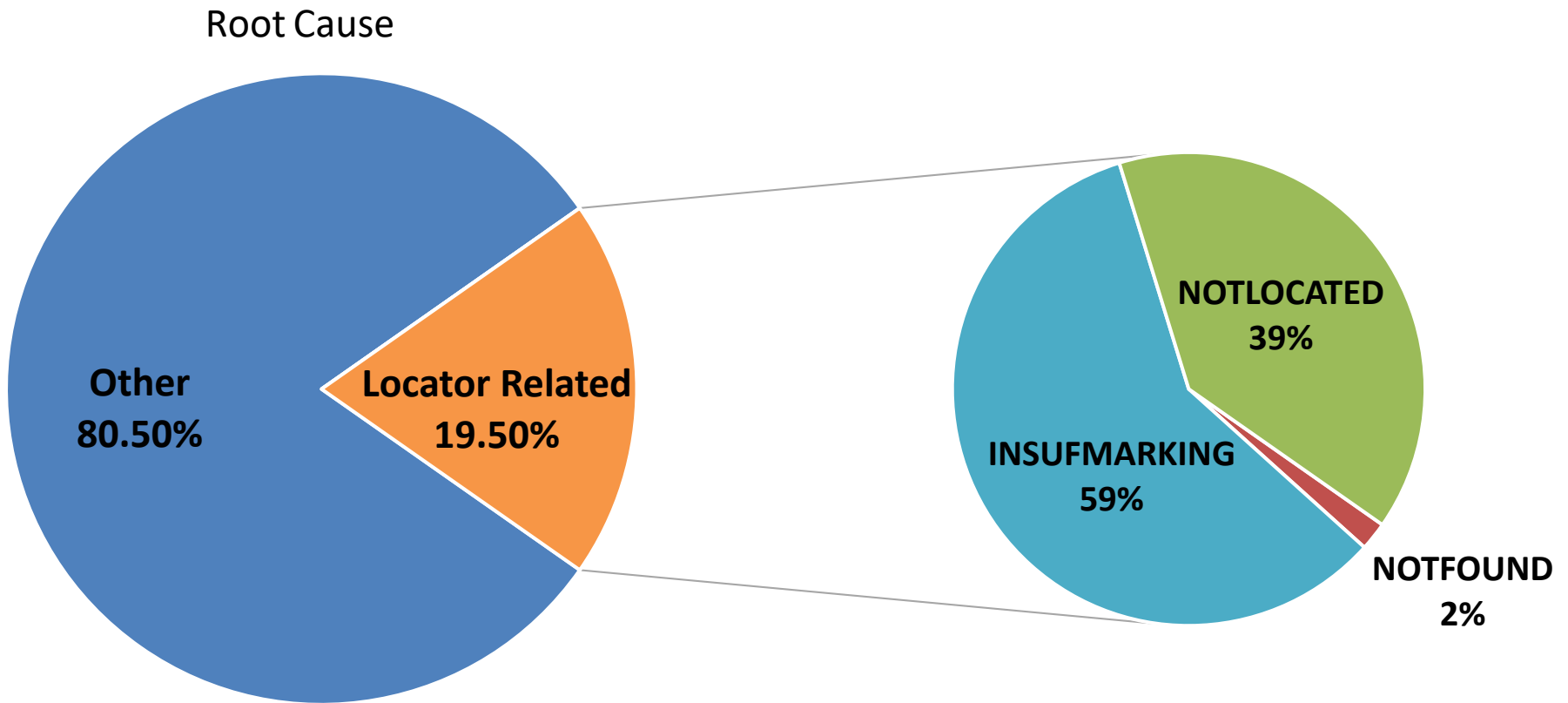
- i. The MPSC is getting a new database and data submissions will be tracked through it.
- ii. How do operators track and find “Frequent Damagers”?

Damage Prevention Summit

- i. Metrics
 - i. What types of internal and external metrics do operators maintain to track their own damage prevention program? Which metrics are most valuable?
 - ii. What goals do operators maintain and how is progress towards these goals tracked?

j. Locator Performance

2018 Excavation Damages by Root Cause



Damage Prevention Summit

- j. Locator Performance
 - i. Discuss locator performance.
 - ii. Discussion on how operators maintain, improve, address locator performance issues.

Damage Prevention Summit

- k. Ride-a-longs
 - i. Continue the partnership going forward.

- l. Abandoned Facilities
 - i. Have you been staking abandoned facilities?
 - ii. Have you been providing drawings showing abandoned facilities?
 - iii. Are you working with excavators on this subject?

Damage Prevention Summit

Future Plans

- Continue to hold yearly summits
 - Prior to digging season and possibly after
- Open to more operators

Show Cause Cases

Show Causes

- U-20520
 - 5/2/19 Docket opened.
 - 6/18/19 Staff filed testimony.
 - 7/10/19 Evidentiary hearing.
 - 8/29/19 Order was issued.
- U-20569
 - 6/7/19 Docket opened.
 - 6/28/19 Company filed testimony.
 - 6/28/19 Attorney General's Notice of Intervention.

Questions?