

WHAT AEGIS LOSS CONTROL CAN DO FOR YOU

Tony Tetto

*Senior Utility Consultant – Loss Control*  
AEGIS Insurance Services, Inc.

Derek Boyd

*Director, Security & Risk Management*  
Atmos Energy Corporation

Gregg Basnight

*National Machinery Supervisor – Loss Control*  
AEGIS Insurance Services, Inc.

Mike Higley

*Senior Manager, Risk Management*  
Kansas City Power & Light Company

MODERATED BY

Juan Toribio

*Manager – Loss Control Property Operations*  
AEGIS Insurance Services, Inc.

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## WHAT AEGIS LOSS CONTROL CAN DO FOR YOU

### Mission Statement

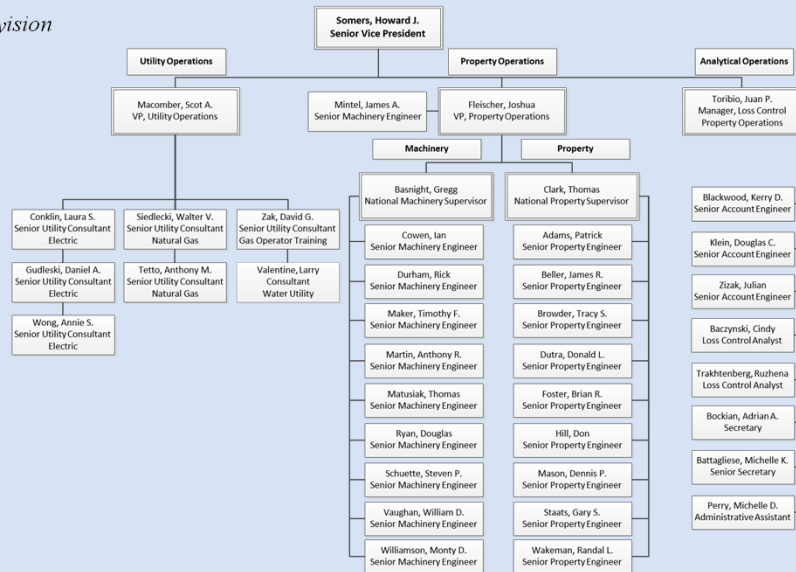
- To assist AEGIS member companies in maintaining effective and safe operating systems while reducing their overall long-term cost of risk, by developing and providing products, services and training specifically for this purpose.

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## LOSS CONTROL ORGANIZATIONAL CHART

### Loss Control Division



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## **WHAT AEGIS LOSS CONTROL CAN DO FOR YOU**

### *Products and Services*

- Risk Assessments
- Self-Administered Risk Assessment Guides
- Occupational Safety & Workers' Compensation Program Assessment
- On-Site Training – Gas Operator
  - First response
  - Investigation of gas-related incidents
  - Leakage program management
  - Gas leak pinpointing
  - Customer contact
  - Utility locating

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## **WHAT AEGIS LOSS CONTROL CAN DO FOR YOU**

### *Products and Services*

- On-site training – workshops
  - Natural Gas Incident Investigation Workshop
  - Electric Incident Investigation Workshop
  - Electrical Safety Training
- Webinars
- Publications and guides
- Focused Services® consultations
- Review of Major Liability Losses – RMLLs

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## **WHAT AEGIS LOSS CONTROL CAN DO FOR YOU**

*Lessons Learned Video Series – Natural Gas*

- Pressure Point
- The Smell Of Danger (revised 2018)
- A Toxic Tale
- Hidden Danger
- First Line Of Defense / A Call For Help
- Recognizing & Avoiding The Hazards (I & II)
- Emergency Exercise – A Look In The Mirror
- People Don't Know What They Don't Know
- Public Safety – Communication & Emergency Response

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## **WHAT AEGIS LOSS CONTROL CAN DO FOR YOU**

*Lessons Learned Video Series – Electric*

- A Call For Help
- Within A Child's Reach
- Incident Response
- Deadly Trap
- Dangerously Close
- Deadly Playground
- Danger Within
- Electricity – Recognizing & Avoiding the Hazards

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## **WHAT AEGIS LOSS CONTROL CAN DO FOR YOU**

### *Products and Services*

- First Responder Emergency Response Tip Cards
- Hazardous Conditions (Red Tag) Procedures
- Employee Public Safety Awareness Program
- Call Center Assessment
- Media Relations at Utility Incident Scenes seminar
- Informational webcast sessions

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## **WHAT AEGIS LOSS CONTROL CAN DO FOR YOU**

### *Risk Assessment Process*

- Assist the member company to understand its potential general liability risk exposures
- Provide the member with an independent review of its organization's loss control practices and procedures
- Provide the member with suggested ways to establish or enhance practices and procedures based on our years of experience in natural gas and electric operations and on what we see when we visit utility companies around the country
- Conduct assessments every three years (on average)
- Templates are continuously updated to reflect industry regulatory changes and current developing topics
- Member company is asked to respond to suggestions made within six months
- Approximately 80% of suggestions made are addressed or taken under consideration
- A copy of the assessment report is available to the member and the AEGIS underwriter

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## WHAT AEGIS LOSS CONTROL CAN DO FOR YOU

*Risk Assessment Process – Topic Elements Discussed in a Natural Gas Assessment*

- Damage prevention
- Pressure control
- Odorization
- System inspections
- Customer premises practices
- Customer & public safety awareness program
- Distribution integrity management
- O&M and emergency plan
- Contractor safety review & evaluation
- Occupational safety
- Transmission integrity management
- Call center operations
- LNG / gas storage

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## WHAT AEGIS LOSS CONTROL CAN DO FOR YOU

*Risk Assessment Process – Topics Discussed in an Electric Risk Assessment*

- Substation design, construction & inspections
- Transmission design, construction & inspections
- Distribution design, construction & inspections
- Vegetation management
- Pole inspection
- Joint use practices
- Downed wire dispatch procedures
- Call handling practices & procedures
- Public safety and awareness
- Environmental programs
- Dam operations
- Contractor safety review & evaluation
- Occupational safety

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## LOSS CONTROL DIVISION

*Most Utility Companies Have Required Programs In Place...But*

- Are company procedures being adhered to in the field on a routine day-to-day basis?
- What actions do you take to develop a high level of confidence that procedures are followed?
- What assurances do you have that your operating personnel follow company procedures under high-stress / hazardous situations?
  - **These are some of the biggest challenges company management faces**

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WHAT AEGIS LOSS CONTROL CAN DO FOR YOU

# Derek Boyd

*Director, Risk Management*

Atmos Energy Corporation

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## ATMOS ENERGY CORPORATION

- Multi-state, 100% regulated natural gas delivery company
- Headquartered in Dallas, Texas
- Serves more than three million natural gas distribution customers
- 1,400 communities in eight states
- ~71,000 miles of distribution and transmission mains
- ~5,600 mile intrastate pipeline – Texas
- Focused on investing in
  - System, public, and employee safety
- 2018 capital expenditures ~ \$1.4 billion
- 2018 pipe replacement mileage
  - ~ 600 – 700 distribution miles
  - ~ 150 – 225 transmission miles

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## VALUE OF WORKING WITH AEGIS LOSS CONTROL

- Partnership
- AEGIS vs commercial market
  - Loss Control team understands our business
  - Employee perspective – capability, trust & loyalty
- Loss Control visits
  - Risk assessment
  - Safety presentation
  - Tabletop
- Recommendations
  - When beneficial
  - On our timeline

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# Q&A

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## Gregg Basnight

*National Machinery Supervisor – Loss Control*

AEGIS Insurance Services, Inc.

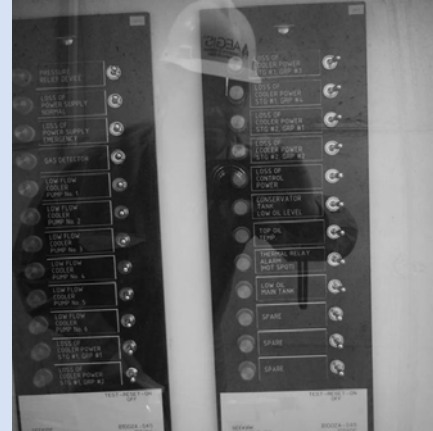
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## LOSS CONTROL DIVISION – PROPERTY OPERATIONS

*What AEGIS Property Loss Control Can Do For You*

- As a service of the industry mutual, Loss Control Property Operations partners with members to identify, quantify, and mitigate risk
- We conduct risk assessments annually for more than one third of our members throughout the US and Canada
- Highly skilled and experienced staff focused on the utility industry, aware of trends, issues and developing concerns
- We offer products and services to the members at [www.AEGISlink.com](http://www.AEGISlink.com)



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## LOSS CONTROL DIVISION – PROPERTY OPERATIONS

*What AEGIS Property Loss Control Can Do For You*

- Risk reduction programs
  - Housekeeping
  - Hot work program
  - Emergency organization
  - Fire protection system testing & maintenance
  - Fire protection impairment handling
  - Hazardous materials management
- Fire protection
  - Water supply & distribution
  - Fire protection systems & equipment
  - Fire signaling system
  - Fire detection systems
- Operations
  - Control room review
  - Operating procedures & training
  - Operational testing
- Maintenance
  - Maintenance management & training
  - Predictive maintenance (PdM)
  - Pressure vessels
  - Auxiliary safety valve maintenance
  - Electrical maintenance
  - Emergency battery

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## LOSS CONTROL DIVISION – PROPERTY OPERATIONS

*What AEGIS Property Loss Control Can Do For You*

### Risk Assessments

- Major equipment
  - Boilers and auxiliary equipment
  - Pollution control equipment
  - Steam turbines
  - Combustion turbines
  - Generators
  - Hydro turbines
  - Wind turbines
  - Internal combustion engines
  - Transformers
- Major systems
  - High-energy piping
  - Feedwater and condensate
  - Water treatment
  - Electrical / electronic room
  - Fuel handling systems
  - Cooling towers
  - Warehouses
  - Buildings and structures

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## LOSS CONTROL DIVISION – PROPERTY OPERATIONS

*What AEGIS Property Loss Control Can Do For You*

### Focused Services® consultations

- Steam turbine water induction system evaluations
- Hydrogen system evaluations
- Transformer / electrical apparatus reviews
- Flood / storm surge evaluations
- MFL / PML evaluation studies



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## LOSS CONTROL DIVISION – PROPERTY OPERATIONS

*What AEGIS Property Loss Control Can Do For You*

### **Focused Services® consultations**

- Boiler controls and safeguards evaluations (NFPA 85)
- Hydraulic analysis of sprinkler systems and water supplies
- Plan reviews for new construction or major renovation projects
- Water supply testing (e.g., fire pump testing)

### **Training**

- Fire protection training class
- Electrical safety training seminar based on NFPA 70E

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## LOSS CONTROL DIVISION – PROPERTY OPERATIONS

*What AEGIS Property Loss Control Can Do For You*

### 2017 / 2018 Property Webinar Topics

- Effective Loss Control Programs for the Power Generation Industry
- Prevention of Water Damage to Steam Turbines
- Recommended Practices for Combustible Dust/Coal Handling Area
- Hydrogen Systems for Power Plants – What you need to know, configuration and model practices
- Energy Storage Issues, Trends and Risk Management
- Steam Turbine Generator Life Extension
- In-Service Power Transformer Monitoring
- Loss Trends in Renewable Energy
- Electric Safety Training Primer NFPA 70E – What You Need to Know
- Developing Strategies for Energy Storage

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## LOSS CONTROL DIVISION – PROPERTY OPERATIONS

### *Field Observations (Near Misses)*

- Advised to inspect low-pressure turbine for cracked blades after noticing excessive starts/stops on steam turbine: unit taken offline and L-0 and L-1 buckets cracked
- Advised to remove unit from service for repair or replacement based on dissolved gas analysis for a generator step-up transformer
  - Transformer replaced; preventing random failure
- Reviewed original fire protection plans for steam turbine generator protection – wrong type of sprinkler heads for lube oil hazard
  - Piping and sprinkler heads modified

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## LOSS CONTROL DIVISION – PROPERTY OPERATIONS

### *What AEGIS Property Loss Control Can Do For You?*

#### **Industry Claims Analysis**

- Percent of reported claims
- Equipment failure trends
  - Description of incidents
  - Lessons Learned
- Loss by component
  - Boilers, generators, turbines (combustion, steam, wind), transformers, electrical, balance of plant
- Frequent communications with OEM, industry experts and technical committees



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## LOSS CONTROL DIVISION – PROPERTY OPERATIONS

*What Can AEGIS Property Loss Control do for You?*

- Fire Protection System Training Class
- Held annually for the benefit of member companies
- Next class is October 9 to 11
- Training held at Oklahoma State University
- Classroom and hands-on training environment
- Topics include
  - Power plant hazards review
  - Fire protection design concepts
  - Fire pumps and water supplies
  - Sprinkler systems
  - Detection systems



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# Michael Higley

*Senior Manager, Risk Management*

Kansas City Power & Light Company

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# Q&A

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