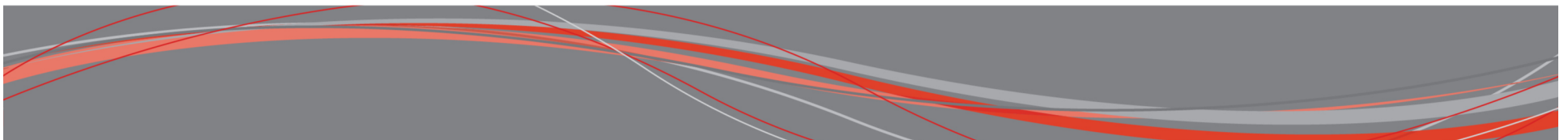




# Xcel Energy Damage Prevention

Protecting Infrastructure From 3<sup>rd</sup> Party Damage



# Who are we....

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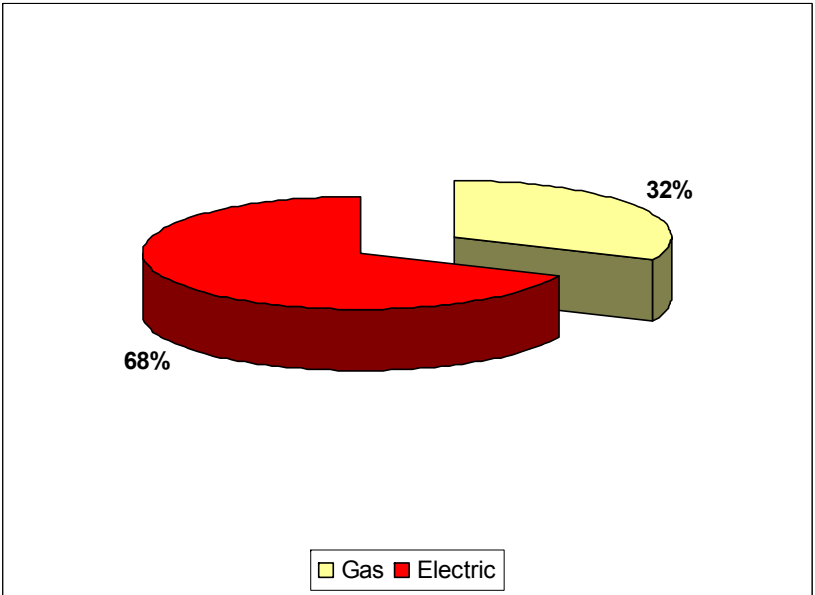
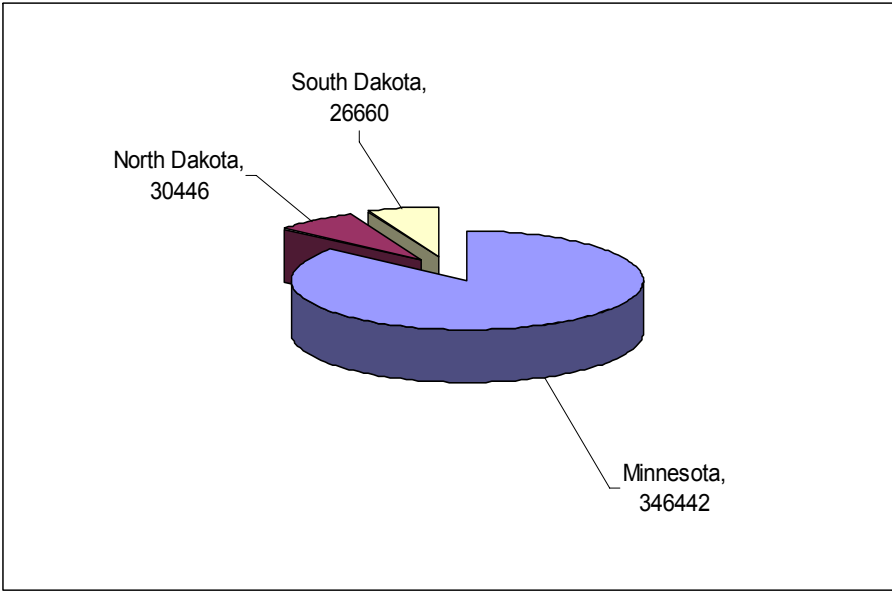
- **Xcel Energy has approximately 3.4 million electric 1.9 million gas customers**
- **Xcel Energy serves 8 states with over 12,000 employees**
- **We have over 35,000 miles of gas pipeline and 278,000+ conductor miles of distribution and transmission electric**

# Damage Prevention Xcel Energy NSP(M)

- **The NSP(M) operating company of Xcel Energy services the states of Minnesota, North Dakota, and South Dakota**
- **In-House resources - 36**
  - **27 Locators, 4 dispatch/admin support, 3 Supervisors, 1 Analyst, 1 Manager**
  - **Internal resources maintain critical areas (Metro Downtown, Airport, etc.)**
- **Contract Resources**
  - **2 Contract locate providers**
  - **Overflow work**

# Locate ticket volumes

## Ticket Volume NSP(M)



# Infrastructure protection from 3<sup>rd</sup> party damage

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- What is critical?
- Who is qualified to protect it?
- Who are your partners?
- Who is the “customer?”
- What’s your message?

# What is critical?

- Regulator pits
- Explosives being used
- Exposed metallic pipe
- Un-locatable facility
  - Map correction
- Transmission or large diameter pipe
- Facility depth
- Critical Customers
- Major projects

# Critical Events Notification sheet

FIELD EVENTS			
<input type="checkbox"/> Explosives used within 1000' of Gas Line			
<input type="checkbox"/> Transmission Gas Line	Voice notification required Date/time called		Name of CED Rep.
<input type="checkbox"/> Transmission Electric Line	Voice notification required Date/time called		Name of CED Rep.
<input type="checkbox"/> Distribution 8" Diameter or Greater			
<input type="checkbox"/> Propane Gas Line within 50' (Xcel Energy owned)	Voice notification required Date/time called		Name of CED Rep.
<input type="checkbox"/> Regulator Stations			
<input type="checkbox"/> Excavator digging with no locate request	Voice notification required Date/time called		Name of CED Rep.
<input type="checkbox"/> Facility installed at an abnormal depth, shallow or deep. Depth : _____			
<input type="checkbox"/> Excavation exposing cast iron pipelines			
<input type="checkbox"/> Electronically unlocatable Gas Line (Include "Map Correction Form") <input type="checkbox"/> Plastic <input type="checkbox"/> Metallic <input type="checkbox"/> Unknown			
<input type="checkbox"/> Exposed Metallic Gas Line (Include "Xcel Energy Gas Distribution Maintenance Form")			
	Pipe Type: _____	Pipe Coating Condition: <input type="checkbox"/> Good <input type="checkbox"/> Fair <input type="checkbox"/> Poor <input type="checkbox"/> Damaged <input type="checkbox"/> Not coated	Map #: _____  <b>Voice notification required</b>
<input type="checkbox"/> Failure/Improper Support of Gas Line			
	Pipe Type: <input type="checkbox"/> Steel <input type="checkbox"/> Plastic	Pipe Size: _____	
<input type="checkbox"/> Other (Explain) _____			
_____			

# Xcel Energy Critical Events Communication Process

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- **Critical Events Desk receives Critical Event Notification**
  - **Both internal and contract resources**
- **Sends Critical Event Notification to appropriate Division Managers and Supervisors to inspect as needed**
- **Documented in Database**



# Who is qualified?

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- **Network areas in metro Downtown and MSP Airport handled by internal resources**
- **Transmission gas/electric handled by both contract and internal resources**
- **Operator Qualification (OQ) sufficient and up to date?**

# Watch and protect process

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- **Critical Event Notification**
- **Locator schedules watch and protect**
- **Exposed metallic pipe requires gas professional to inspect and document**
- **Documented in database**

# Who are your partners?

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- **Other Operators**
- **Contract locate providers**
  - **Accountabilities**
  - **Contract Incentives/Penalties**
  - **Compensation**
- **The regulating authority**

# Who is the “customer”?

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- Homeowners
- Builders
- Excavators
- Other operators
- Internal crews

# What's your message?

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- **Frequent damagers**
- **Small excavation and landscape firms**
- **Large Excavators**
- **Internally**
- **Contract resource**

# Xcel Energy's solution

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- **Identify critical infrastructure and areas and build a process around it**
- **Find the right contract locate partner use incentives and penalties**
- **Everyone that digs is a customer – don't be the "Locate Police"**
- **Use the regulating authority to help with problem excavators**
- **Get your message out to everyone.**
  - **Be consistent – don't say one thing with your mouth and another with your wallet**
  - **Engage other operators**

# Did it work?

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- **Xcel Energy NSP(M) has reduced overall damages by 49% since 2006**
  - **Gas by 48% and electric by 49%.**
- **Xcel Energy NSP(M) has reduced mis-locates by 61% since 2006**
  - **Gas by 72% and electric by 52%.**

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**Questions?**



