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BGE's Response to Struck Gas Main at Fort Avenue

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Monday - November 7, 2011

- 10:30am- BGE receives a call that a contractor working on the Fort Avenue bridge has struck a 12" low pressure main
 - First indication - 1,277 premises affected
- 11:00am – BGE declares Management Level 3 Event (National Incident Management System -NIMS) GP308
- 11:33am- BGE makes a telephonic notice to the National Response Center – PHMSA (Pipeline and Hazardous Material Safety Administration)
 - (standard operating procedure for an event of this magnitude)
 - BGE begins canvassing the area to turn off all gas meters on low pressure main
- 12:12pm- gas off safely to low pressure main
- BGE initiates repair plans
 - Repair 12"low pressure main
 - Remove all infrastructure from bridge
 - Install District regulator for HP line to low pressure line
 - West of bridge – turn off gas meters to 116 homes
 - East side of bridge – turn off gas meters to 1,175 homes



1:00pm - First Predictive Dialer message sent

“This is an important message from BGE. This morning a contractor not associated with BGE, struck a gas main in your area, interrupting the natural gas service to your home and approximately 1,200 customers along Fort Avenue in South Baltimore. BGE crews have turned off the gas supply to the damaged gas main to begin to safely make repairs. However, in order to safely complete this work, beginning this evening BGE will have to access all homes in the area to physically disconnect gas service. After the gas main has successfully been repaired, a BGE technician will need to once again enter your home to relight all of your natural gas appliances and restart gas service. A BGE service technician will knock on your door to make these arrangements over the next few days, however this process is anticipated to be a multi-day restoration effort. If you have any questions or if you experience a strong odor of gas, leave the premises immediately and then call BGE at 1-800-685-0123. For information on gas safety, please visit bge.com. We thank you for your cooperation and understanding.”

- The success rate was 85%
- The advantage is customer receives consistent message from BGE



Monday - November 7, 2011

- 2:00pm- BGE secures lot for assembling Command Center
- BGE implemented plan for engaging Mutual Assistance
 - Washington Gas Light
 - Delmarva Power
 - PECO Energy
 - Philadelphia Gas Works
 - New Jersey Natural Gas
 - Orange & Rockland
- 6:00pm- BGE continues to increase staffing of emergency response personnel: 1 Manager, 4 Supervisors and 72 Gas and Electric Field Technicians on site
 - After further canvassing, total of 816 premises affected, the other 359 had been converted to HP within the last few months.
- 11:00pm- reduced workforce for home visits to 1 Manager, 2 Supervisors and 16 technicians due to hour of night



View of outage area



New 20 ft. section of 12" pipe



Tuesday, November 8, 2011

- 8:00am- 80 technicians (BGE) canvassing to turn gas meters off on East Side
- 8:30am- new 20 ft / 12" gas line installed
- 1:00pm – Second Predictive Dialer message sent
 - “This is an important message from BGE. BGE continues to make repairs to a gas main break on East Fort Ave. Customers are reminded that BGE will need to access homes twice during the restoration process, once to turn off gas service and once to restore service following repairs. To provide an update on our efforts and address any questions or concerns, BGE will hold a community meeting tonight at 7:30 p.m. at the Church of Redemption, located at 1401 Towson Street in Locust Point. Thank you.”
- 2:00pm- all 116 gas meters off on West Side of bridge
- 2:15pm- purge process taking place
- 4:00pm- relights begin for the 116 premises West of bridge
- 6:00pm- all relights completed - except 16 homes (completed by 11/9)
- 7:30pm- BGE attended Locust Point Community meeting
- 11:00pm – reduced manpower on street due to customer availability and fatigue



Wednesday, November 9, 2011

- 8:00am – District regulator installed
 - BGE technicians still trying to enter homes to turn off gas meters (6 homes)
- 8:30am – All out-of-state Mutual Assistance resources (48) in Operator Qualification (OQ) training
- 10:00am - 1412 Towson Street – service dug-up in street after customer refused entry
- 4:00pm – All gas meters are off
- 6:00pm - All purging has been completed
 - 1216 Cooksie Street – customer willing to cooperate with purging from house
- 6:30pm - Relight process beginning on East Side of bridge (combined crews of BGE and Mutual Assistance companies)
- 10:00pm – 300 customers restored
- 11:00pm – reduced manpower on street due to time and fatigue
 - If customers call after hours a workforce on site to respond and turn on



Thursday, November 10, 2011

- 6:00am – 523 customers restored on East Side and 101 West Side
 - 128 cgi's on East Side and 15 on West Side
- 8:00am - remaining cgi's (Can't Get In) to be worked during day
 - Left cards, spoke with neighbors, and called on telephone
- 12:00pm- Third Predictive Dialer call
 - “This is an important message from BGE. Nearly all customers affected by Monday’s gas main strike have had their natural gas service restored. If your gas service has not been restored, please call BGE at 410-685-0123. If your gas service has been restored, we thank you for your patience and cooperation with letting us into your homes. Work to complete the restoration of roads affected by this work will continue until all repairs have been made. If you have any questions, please call 410-685-0123. Thank you.”
- 5:30pm – Fort Ave outage has been stepped down from a Management Level 3
 - Mobile Command Center closed
 - All calls are directed to Dispatch for relights



Friday – November 11, 2011

- 5:30 am – Update
 - 28 homes still remaining for relight
 - Final homes sent registered letter to contact BGE
 - 3 homes on East Side of bridge place in service using gas trailer
 - Removed from trailer November 18th after new piping installed



Lessons Learned

Strengths

- Points of contact with Baltimore City
- Staging area for BGE materials
- BGE's Auto-Dialer for customer outreach
- Locust Point Community Meeting
- Internal and External communications (media outreach and YouTube video)

[BGE Works to Repair Fort Avenue Natural Gas Main on Fort Avenue - YouTube](#)

- BGE Technicians walked house-to-house to discuss event with customers
- Worked in teams 24 hour for duration of event
- Mutual Assistance program

Opportunities

- Handheld radios
- Specific meetings with City officials
- Better documentation of reports

