



# National Grid

## National Grid identifies 35% more hazards with Itron Worker Safety

### EXECUTIVE SUMMARY

Since 2021, National Grid has used Itron Worker Safety to protect workers at gas complex construction projects in the Northeastern United States. Through the study period ending in early 2022, utility supervisors and field teams successfully identified 35% more hazards using Itron than inspectors and contractors previously identified without Itron.

In turn, the improved hazard recognition empowered those crews to implement 44% more direct controls, creating capacity to fail safely and preventing serious injuries and fatalities (SIFs).

### Key Results

- » 35% more safety hazards identified utilizing Itron
- » 44% more direct controls implemented
- » 4.8/5 rating from supervisors on Itron accuracy & usefulness

### Challenge

Building and maintaining critical energy infrastructure can involve serious risk to workers' safety. To advance continuous improvement in its safety outcomes,

National Grid undertook a full review of safety incident history in 2019 for the company's New England and New York gas complex construction division.

Through this process, National Grid identified an opportunity to provide field teams and supervisors additional support for hazard recognition. In New York, supervisors responsible for worker safety were overseeing 35 to 40 large-scale projects each year, with each project often spanning multiple locations. New England was developing 10 to 20 projects each year.

### CUSTOMER National Grid

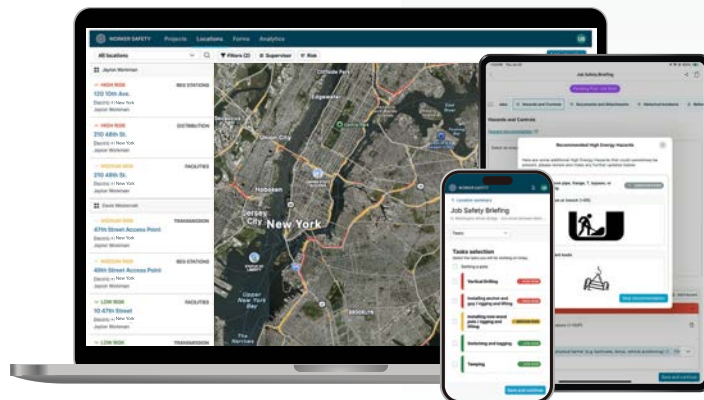
### OVERVIEW

National Grid is a multinational electric and gas utility with U.S. operations in New York and Massachusetts. It provides service to more than 20 million homes and businesses via 37,000 miles of gas pipeline and 9,000 miles of electric transmission lines.

One of the largest investor-owned utilities, National Grid employs over 17,000 staff in the U.S., including thousands of field workers who face significant safety hazards through the nature of their work.

### SOLUTION

» Itron Worker Safety





Taken together, the cost of these construction projects totals over \$500 million a year. The tight schedule and large scale of these projects has the potential to leave safety hazards unrecognized, despite best practices.

Even the most experienced workers can only identify 45% of worksite hazards on their own.<sup>2</sup> National Grid needed a solution that augmented supervisors' expertise with advanced technology to help crews identify more hazards and implement more direct controls to mitigate them. They also needed a tool that centralized this information to share with all supervisors and field crews across all project locations.

### **SOLUTION**

National Grid partnered with Itron to deploy its Worker Safety solution across its complex gas pipeline construction projects in New York and Massachusetts.

“[Field teams] have a conversation around ‘What’s the work we’re going to do today?’ What are the hazards that could show up today?’ And then, ‘How do we mitigate those hazards?’

All of that’s done through conversation and through the experience of the people on site. And because they’re all human beings, they might miss something.”

— *Walter Fromm, Vice President of Gas Asset Management & Engineering, National Grid*

Itron Worker Safety leverages artificial intelligence and safety science to identify the highest-risk safety threats to workers—days in advance.

The solution draws on comprehensive data to calculate the risk of a work activity resulting in a SIF, including:

- » Utility historical data
- » Work schedules
- » Environmental conditions
- » The Energy Wheel
- » EEI's Safety Classification and Learning model of high-energy hazards

By analyzing this information, Itron Worker Safety is able to deliver insights around which upcoming work activities are disproportionately likely to result in a SIF (and which ones can safely proceed).

Understanding the real exposure that workers face, National Grid staff and contractors are empowered to take preventive actions to keep them safe, such as:

- » Implementing a direct control
- » Stopping work
- » Dedicating additional resources to higher risk activities and locations

Beyond the technology, a critical part of the solution is the partnership between Itron and its customers. Through this close collaboration, National Grid has been able to calibrate the solution for its unique needs, implement it successfully in the field and drive continuous improvement in safety outcomes.

### **RESULTS**

Since 2021, National Grid has used Itron Worker Safety to significantly improve its safety hazard identification and mitigation. With Itron, National Grid field teams have been able to identify 35% more hazards present on job sites than inspectors and contractor crews are able to recognize without Itron.

Likewise, National Grid has used Itron to propose 44% more direct controls for those hazards, creating capacity to fail safely and preventing SIFs.

Itron Worker Safety has also streamlined key elements of



supervisors' workflow, reducing the time spent filling out inspection paperwork.

In turn, National Grid's complex construction division has seen:

- » Time savings
- » Improved performance management
- » Improved contract performance

#### **CONCLUSION**

Itron is proud to partner with National Grid in innovating to keep utility workers safe.

Together, Itron and National Grid are pioneering a new approach to safety for utility field workers that is better protecting workers, organizations, and the community while building toward a world with zero safety incidents.

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**“By stepping up and being an early adopter of this technology, National Grid is not only helping to protect workers, but also serving as an industry pioneer. This is an important step toward standardizing and transforming safety across the entire industry, and National Grid is on the forefront of that.”**

*— Corey Capasso, SVP - Resiliency Solutions | Itron*

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