

NiSource Mobile Device Policy Implementation & Results

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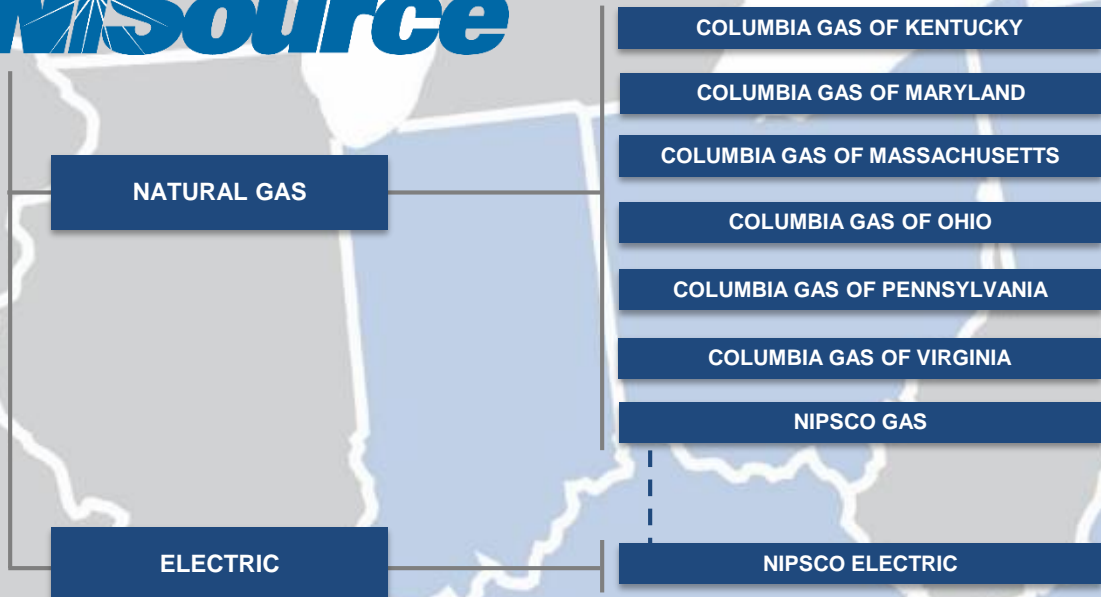
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NiSource – A Premier Regulated Utility



NI
LISTED
NYSE

- ~3.5M Gas Customers
- ~500K Electric Customers
- ~8,000 Employees

One of the Nation's Largest Natural Gas Distribution Companies

Fleet Landscape



~6,500 fleet vehicles

~50 million miles travelled annually

~6 million gallons of fuel used annually

~100,000 emergency calls annually

Why is it So Hard to be Safe?

Core Value
Everyone Well Trained
Knows How to be Safe
Told Safety Comes First



WHY do we still take
CHANCES and get
INJURED?

I am unsafe, but it...

- Saves time
- Feels comfortable
- Feels efficient
- Is easier and quicker

I am safe, but it...

- Takes too much time
- Causes physical and social discomfort
- Is more difficult
- Costs more

I am likely to...

- Be overconfident
- Overestimate ability
- Underestimate risk
- Believe nothing bad will happen

WE WANT TO CHANGE ...



How it feels to be safe.

Shift our Safety Culture

We want employees to feel good when they are taking the time to behave safely.

We want employees to feel uncomfortable when they're not doing the right things.

Mobile Device Timeline

Overall

Preventable vehicle collisions decreasing year over year

2016

Top decile by 2017, aspire to be an industry leader in safety

Summer 2016

Mobile Device Policy pilot with executives

Fall 2016

Mobile Device Policy implementation, Life Saving Rules

2016 and beyond

Monitoring, Coaching, Correcting

Peer & Employee Feedback

- **Many questioned our approach**
 - Employees
 - Peers/Business Partners
 - Friends and Family
- **While others applauded the effort**
 - It's about time
 - I didn't feel safe
 - Thank you
- **And many “what ifs”**
 - Emergencies?
 - Personal cell?
 - Can I eat, drink, use the radio?
 - Can I talk to a passenger?
 - Can a passenger take a call?



Impact on Community



- Keeping our communities safe
- Employees are noticing unsafe driving behaviors
- Passing along to family and friends

Impact on Business

- We plan our days differently
- We find safer places to take calls while on the road
- We respect each other for not being able to make calls/meetings or running late
- We have mutual respect out of safety
- We're having more efficient meetings – 60 min. to 30 min.

“Thank you! I felt rushed or like I always HAD to be on a call. Now my colleagues have a mutual understanding if I’m running late or simply cannot join.”

- NiSource employee

Other Safety Initiatives at Play

Telematics, Smith Driving and Training



GREENROAD

Smarter drivers. Safer roads.

BEYOND *the*  **CLASSROOM** 

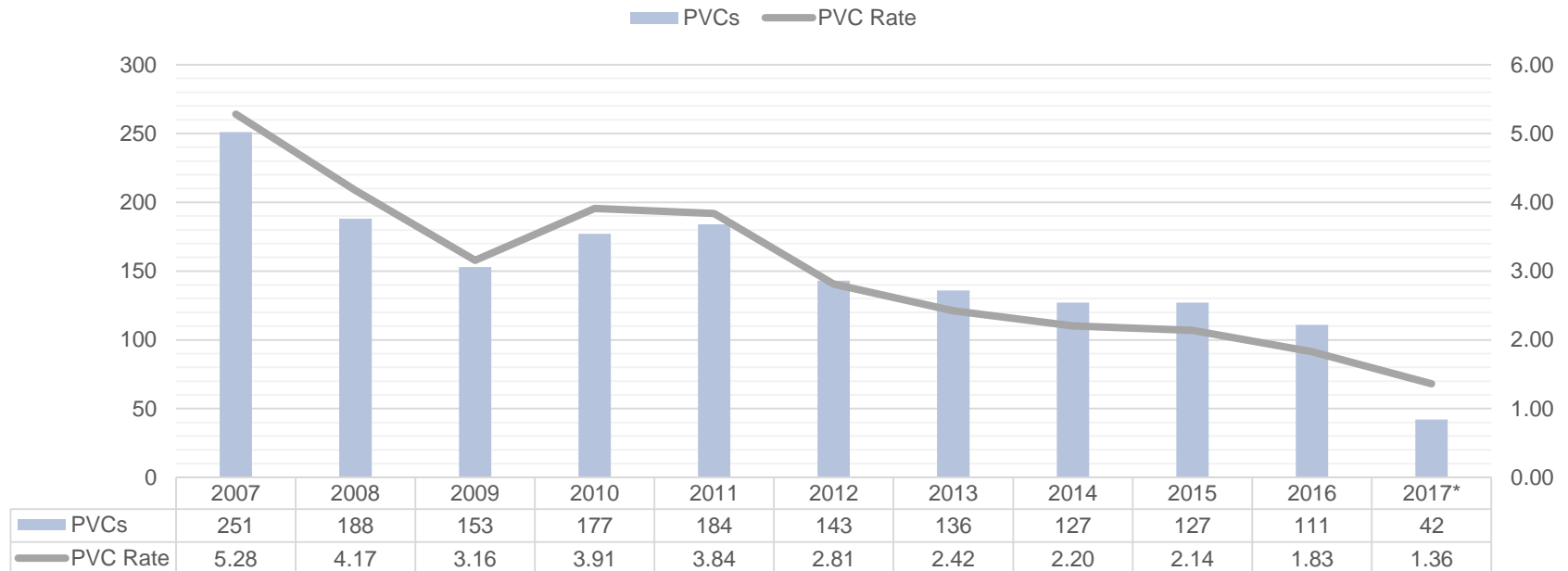


SMITH
SYSTEM.
Drive Different. Save Lives:

Preventable Vehicle Collisions (PVC) – 10 Year Look

NiSource 10 Year PVC Improvement

*2017 Current as of 6.30.2017



All data reflects NiSource as currently constructed.

NiSource is currently on pace to conclude 2017 at an all-time low in preventable vehicle collisions

It's Not Perfect

**WORK
IN PROGRESS**