NiSource Mobile Device Policy
Implementation & Results

Dave Monte
Senior Vice President of Safety, Environment and Training, NiSource

Phil Wilson
Vice President and General Manager, Columbia Gas of Virginia
NiSource – A Premier Regulated Utility

One of the Nation’s Largest Natural Gas Distribution Companies

NiSource | NYSE: NI | nisource.com |
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
NiSource 10 Year PVC Improvement

*2017 Current as of 6.30.2017

PVCs

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PVC Rate

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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