



Winter 2026

nationalgrid

# The Pipeline Safety Pulse



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## A message from Richard Delaney

Welcome to the Winter 2026 edition of *The Pipeline Safety Pulse* newsletter. As winter fades away and gas construction season picks up, it's a great time to remember why we all care so much about working safely, efficiently, and keeping things affordable for our customers, partners, and regulators.

### Our safety journey

Back in 2017, National Grid started using the API RP 1173 Pipeline Safety Management System. We took this step to get more organized and focused about

safety everywhere we work. Since then, we've seen some real improvements – fewer incidents, better relationships with regulators, and a safer workplace for everyone.

### Getting back to basics

Even with all this progress, we know it's smart to revisit the basics. The good work we do should keep driving down incidents and cutting down on service interruptions. Lately, news stories from around the country have talked about more serious incidents at gas companies in different states. Most of these have happened because of third-party damages, problems with records, and unusual operating conditions.

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## A message from Richard Delaney

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### Always improving

Here at National Grid, we're always looking for ways to do things better. We're working on improving how we get the job done, making our maps and records clearer, and encouraging everyone to keep learning. Technology is helping, too – like the Key to GPSC app, now available to all National Grid users, which helps us get info faster and more accurately.

### Performing and communicating

At the end of the day, our success relies on getting better at what we do and staying open with each other. When we work together, we all get home safe, our customers can count on us, and we stay on track with all the rules.

### Get involved!

We invite every team member to jump in and be part of our safety efforts, share your best ideas, and always be on the lookout for risks. Your dedication to safety, always getting better, and keeping the lines of communication open is what makes us successful. Let's make this season a standout for pipeline safety and reliability – because every little thing we do matters. Got ideas, feedback, or questions? Talk to your supervisor or the Pipeline Safety team. Together, we can make our future even safer!



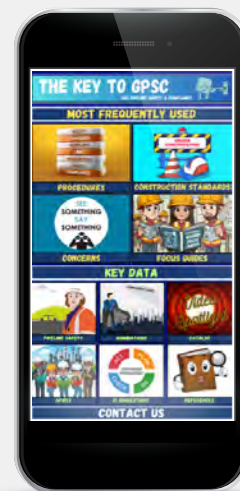
## ***The Key to GPSC:*** Unlocking the future of compliance

Since its launch, **The Key to GPSC** app has transformed the way our teams access critical compliance resources right at their fingertips. What began as a vision to simplify and centralize compliance tools has become a cornerstone of how we operate, communicate, and continuously improve across Gas Pipeline Safety & Compliance.

Over the past year, the app has earned recognition across the business for its user-friendly design, real-time accessibility, and direct alignment with API 1173's principles of safety management systems. From field crews to supervisors to directors, employees now rely on the app to quickly locate procedures, lessons learned, focus guides, and other compliance programs that strengthen our culture of safety and compliance every day.

The feedback has been overwhelmingly positive. Field teams have shared how the app has saved time in the field and made compliance updates easier to follow. Supervisors appreciate being able to reinforce conversations with the most current materials to make sure we don't become complacent in regular tasks. Leadership has highlighted *The Key to GPSC* as a model for innovation that bridges technology and culture, a true example of "compliance made easy."

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## The Key to GPSC: Unlocking the future of compliance

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But innovation doesn't stop here. As we look to the future, *The Key to GPSC* platform is evolving once again. Our next phase of development is focused on integrating advanced technologies like Microsoft Copilot and its agents. These tools will help us analyze trends, anticipate needs, and provide intelligent, real-time support to users, further enhancing functionality, accessibility, and overall compliance performance.

Imagine being able to ask an in-app AI assistant questions like “What’s the latest update to this standard?” or “Show me all procedures related to valve operations,” and getting answers instantly. This next chapter of Key to GPSC is not about replacing human judgment, it’s about empowering it, enabling our teams to spend less time searching for information and more time doing what matters most: keeping our communities safe.

As the app continues to grow, so does its impact. *The Key to GPSC* has become more than a digital tool – it’s a reflection of our shared commitment to continuous improvement, innovation, and a stronger safety culture across Gas Pipeline Safety & Compliance.

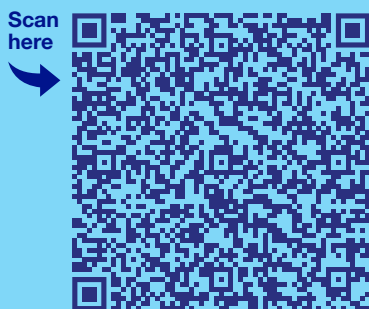
### How can I get *The Key to GPSC* on my device?

#### Step 1: Learning link training

1. Go to MyHub > MyLearning
2. Search for “GAS098”
3. Enroll in “Key to GPSC Training”
4. Complete the 0.5-hour course



#### Step 2: Download the app\*

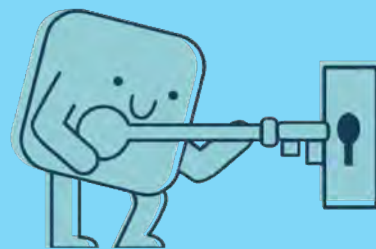


\*Make sure Power Apps is downloaded on your phone.

#### Step 3: Need help? Want to learn more?

Contact Compliance excellence to host an in-person training:

[Alyssa.Gonzales@nationalgrid.com](mailto:Alyssa.Gonzales@nationalgrid.com)  
[Catherine.Martinez@nationalgrid.com](mailto:Catherine.Martinez@nationalgrid.com)  
[Box.KeytoGPSC@nationalgrid.com](mailto:Box.KeytoGPSC@nationalgrid.com)







# Back to Basics:

## Reinforcing pipeline safety through collaboration

### What is Back to Basics?

Back to Basics is a cross-collaborative initiative designed to refocus on the core principles of Pipeline Safety and strengthen communication between GPSC and field employees. This campaign promotes proactive measures to reduce incidents and prevent injuries, ensuring safety remains at the forefront of everything we do.

### How does it work?

- One-Page PDF (1st Monday of the month)
- Video Content (3rd Monday of the month)

### Why it matters

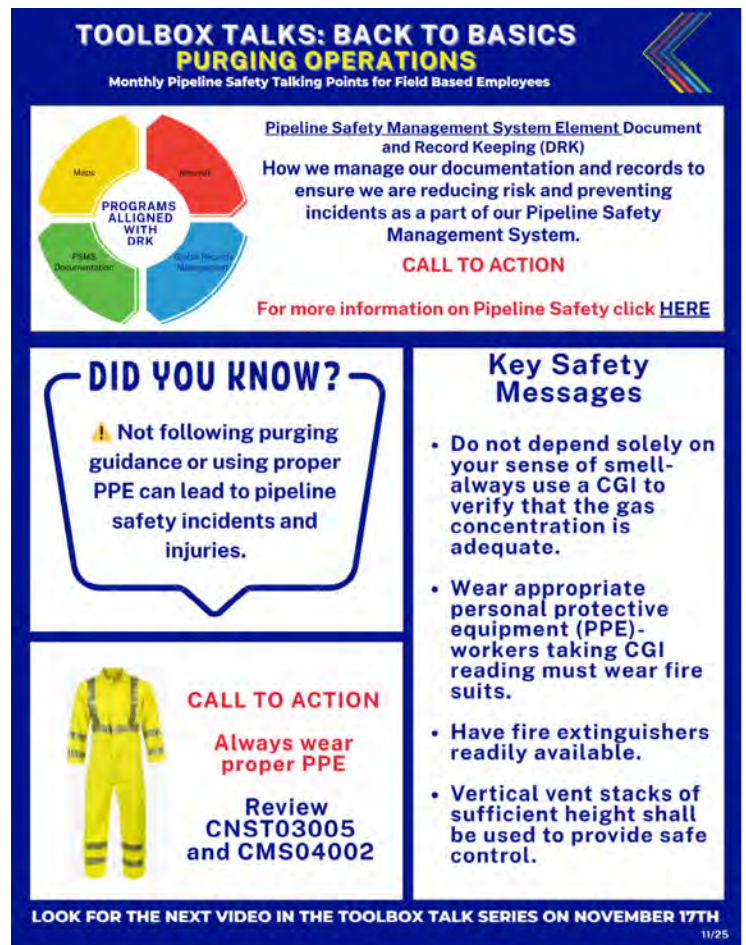
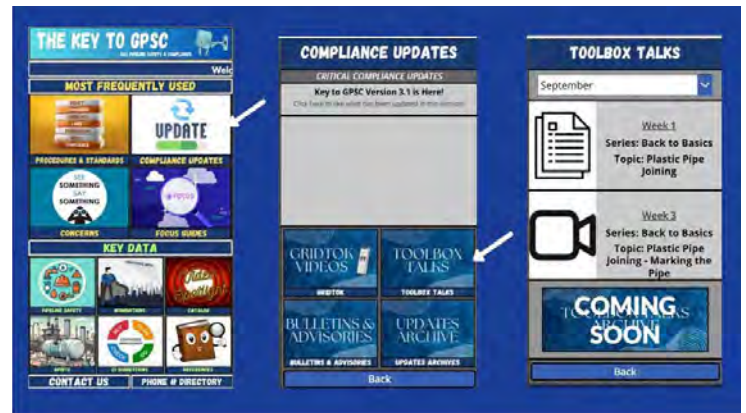
Our goal is simple:

- Reinforce essential safety practices
- Share lessons learned from past dig-in incidents during tailboards and team huddles.
- Empower teams to take proactive steps toward incident prevention

### Get connected

To access these resources, see the blue box on the [previous page](#).

*Help spread awareness of the Back to Basics campaign!*





## Boost your team's pipeline safety knowledge!

Are you looking for an impactful way to strengthen your team's understanding of our Pipeline Safety Management System based on API RP 1173? Schedule a 60-minute interactive Placemat Workshop today!



Joint UNY QA/CA workshop

This workshop is designed for managers and supervisors to:

- Gain practical knowledge of the 10 API 1173 elements and how they connect to everyday work.
- Leave with a Placemat reference document for ongoing use.

### Why schedule now?

This workshop helps build a solid understanding of our Pipeline Safety Management system – a key driver for a strong safety culture.

### Ready to book?

[Click here](#), scan the QR code below, or contact **Beth McDonough** or **Jana Linhart** (NE), **Mauricio Ramirez** (DNY), or **Jennifer Senf** (UNY).



DNY CMS/GFO Placemat workshop



NE Placemat workshop





## Effective safety discussion:

### Good catch – adapting to poor records and ensuring future reliability

**Description:** While excavating for a 4" Cast Iron LP main encroachment, the crew discovered the main was mapped incorrectly. The main was plotted as a straight line down the street. However, it was discovered that there was an offset around a catch basin in the sidewalk. The crew had to extend the excavation for the tie-in, which eliminated the offset and update records.



#### Key takeaways:

- 1 Field verification is essential**
  - Even with existing maps, field crews must verify actual pipe locations.
  - Unexpected deviations can occur due to historical adjustments (e.g., avoiding a catch basin/manhole).
- 2 Adaptability in the field**
  - The crew responded effectively by extending the excavation to locate a suitable tie-in point.
  - Flexibility and problem-solving are key traits for field teams.
- 3 Documentation and correction**
  - The crew leader plans to update the map post-installation, which ensures future crews won't face the same issue.
  - This reinforces the value of closing the loop with documentation and corrections.

Remember to use the [Gas Work Methods site](#) to access the following pipeline safety element standards:

Gas work  
methods



	Leadership and Management Commitment	<a href="#">LMC Standard_v6.0</a>
	Stakeholder Engagement	<a href="#">SE Standard_v2.0</a>
	Risk Management	<a href="#">RM Standard_v3</a>
	Operational Controls	<a href="#">OC_Standard_v3.0</a>
	Incident Investigation, Evaluation and Lessons Learned	<a href="#">OC_Standard_v3.0</a>
	Management Review and Continuous Improvement	<a href="#">MRCI Standard</a>
	Safety Assurance	<a href="#">SA_Standard_v3.0</a>
	Emergency Preparedness and Response	<a href="#">EPR Standard_v2.0</a>
	Competence, Awareness and Training	<a href="#">EPR Standard_v2.0</a>
	Documentation and Recordkeeping	<a href="#">DRK_Standard_v3.0</a>





Lessons  
learned/ESD

## SOP discrepancies identified in field (July 2025)

### Incident type:

Gas Pipeline Incident

### Incident analysis (IA) level:

Standard

### Description:

A National Grid Gas Contractor Oversight Inspector received an updated SOP sketch from Engineering prior to tie-in work. Upon review, the Inspector noted the sketch did not match the approved SOP in the database. The contractor confirmed the SOP sketch discrepancy. Work was immediately stopped, Engineering and GSO were notified, and the SOP status was changed from “Approved” to “Not Approved” until the issue was resolved.

### Key causal factors:

- **Primary causal factor:** SOP approved with an incorrect sketch that did not match the associated tie-in procedures.
  - **Root cause:** Management System – SPAC controls not used; accountability improvement needed.
- **Causal factor:** Procedures and sketches reflected incorrect connection details.
  - **Root cause:** Procedures – wrong facts.
- **Causal factor:** Draft field change (Revision 3) shared prior to formal SOP approval.
  - **Root cause:** Communication – late or missing communication.
  - **Root cause:** Work direction – incomplete work package/permit.

### Key corrective actions:

- Review and reinforce work package documents and SOPs to ensure only controlled, approved versions are distributed to the field.
- Share near-miss details and potential consequences with GSO SOP approvers and key stakeholders.
- Improve revision traceability throughout the SOP development and approval process.
- Reinforce stop-work expectations when discrepancies are identified.
- Share this lesson learned during weekly GSO, Engineering, and Contractor Oversight meetings.

### Key lessons learned:

- Thorough SOP development, review, and approval are critical to safely performing live-gas work.
- Field-issued SOPs must accurately reflect the approved work plan, and any discrepancies must be escalated immediately.



### Contact us

Please reach out with questions or inquiries to [box.psms@nationalgrid.com](mailto:box.psms@nationalgrid.com).



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