

Pb:

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3 electrical cable cuts in 5 years

Background :

Cutting 6kV power cable mistaken for HDPE pipe

Customer Impact :

Over the next 30 days, crews will only be able to carry out 90% of their usual work.

Impact Enterprise :

100% of "leak" interventions will be handled by one team instead of 2.

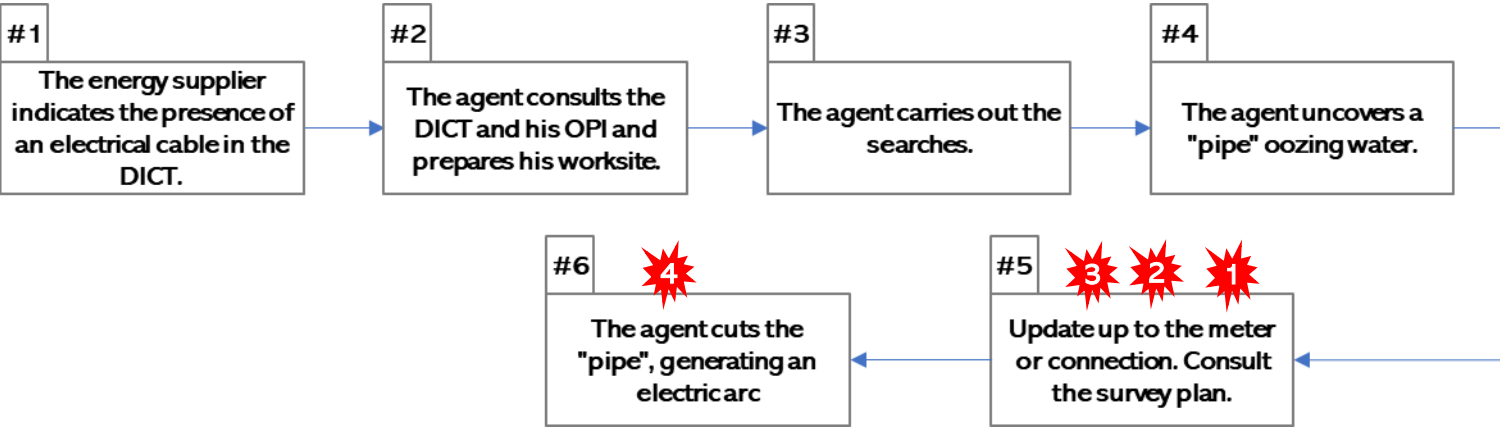
Human impact :




Thierry had a near-death experience. Will work on a modified shift for 1 month.









Societal/Environmental impact :

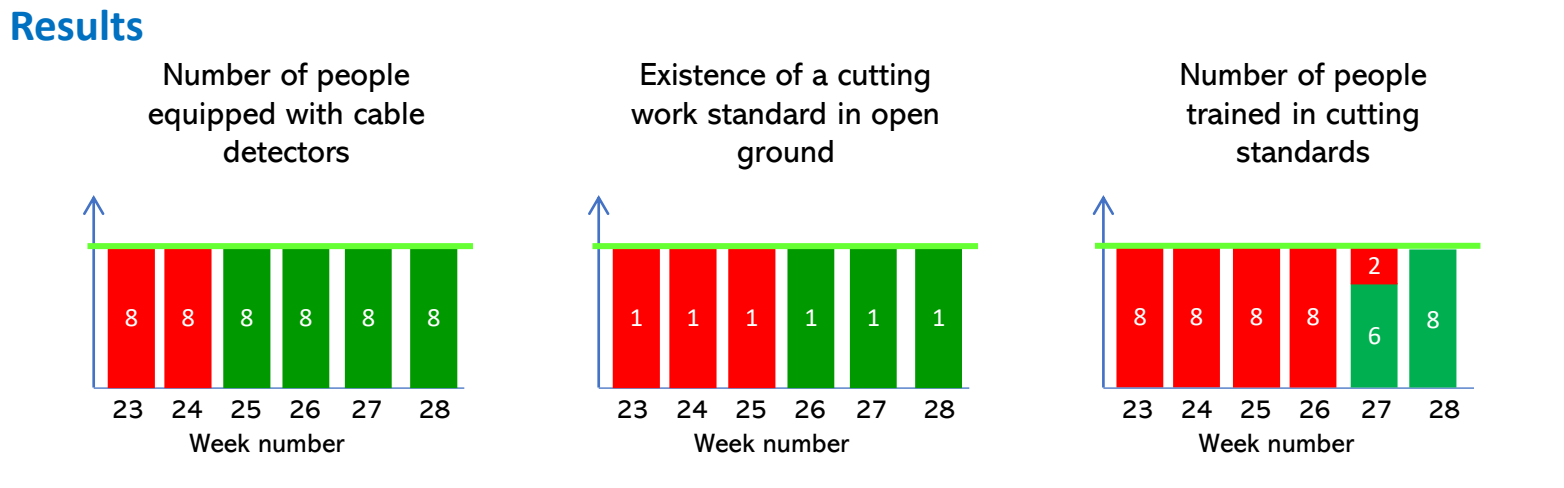
None

Process or work standard



Actions	Action to be tested	Expected result	Who	Start/end	OK/KO
#					
 a	Create a standard for pipe cutting during excavations	To be able to train people in the best practice known to the team for cutting a tap water pipe safely with minimum waste.	Team	S24	S24
 b	Purchase of an electric cable detector: GARRET pointer II. One for each person carrying out excavations or pipe work, i.e. 8 in all.	Everyone has a tool for identifying the presence of metal in a pipe.	Team manager	S24	S26
 c	Workstation training on standard pipe cutting in excavation	Each person is trained in the best practice known to the team for safely cutting a tap water pipe with minimum waste.	The team's most competent operator on the standard	S27	S28

	Causal hypothesis	How can the hypothesis be validated? + Observations	OK/KO?
	Control method unsuited to the situation?	Ask Thierry how he went about identifying the leaking pipe: <i>"Moving it made the water meter move."</i> Why did the water meter move while the electric cable did? Because the two were stuck together on a section still buried underground. Why this method? Because we rely on the plans and experience of people in the field, and because "it's always worked". > Lack of work standards and adapted tools <	
	Informal or untaught control method	Ask the technicians. <i>Training courses completed for all less than 6 months ago.</i>	
	Electrical hazard training not done or too far away?	Ask the technicians. <i>Training courses completed for all less than 6 months ago.</i>	
	Agent not in full possession of his means	Ask about sleep, alcohol or drugs. <i>He slept well the night before. He declares that he has not taken alcohol for at least 48 hours, nor drugs of any kind.</i>	



Acting on our practices / Lessons learned

Set up a skill matrix for each person and identify the key competencies for each of them, based on their workstation.  
Initial training of new arrivals to team standards on key competencies  
Periodic standard training (once a year) on key skills.