

IntelliSpeX Services LLC Case Study Columbia Gas Operation Rapid Relight

Use Case: Inspection/ Assessment

When: October 31,- December 14, 2018

What: Support the conduct of safety and work scope assessments



The WGP call center operators for Operation Rapid Relight carried out two different roles as the operation progressed. First, they contacted the homeowners to schedule property assessments, and then as the assessments were completed the operators moved into the role of scheduling and overseeing the repair process. Through these two roles, in conjunction with the IntelliSpeX Admin Console, they were able to view assessments that were completed and were able to look at customer properties as they discussed the repair process and what it would entail while scheduling the repair calls.

As one of three main companies on the ground in Lawrence, MA, pairing the *IntelliSpeX* App with the assessors allowed WGP team to quickly complete their allotted assessments, begin repairs and then pick up additional assessments that the other companies had yet to complete.

WGP Associates, LLC

CHALLENGE

On Thursday, September 13, 2018 dozens of explosions attributed to the natural gas delivery system being over-pressurized, erupted in three towns in northern Massachusetts. As many as 70 fires, explosions, and suspected gas leaks were reported in Lawrence, Andover, and North Andover.

In a statement, Columbia Gas said a total of 8,600 customers would be without service until safety teams could ensure that their homes and businesses are leak-free. With cold weather imminent, a heightened sense of urgency accompanied the complex set of tasks needed to deploy hundreds of assessors and contractors into the field, make the necessary repairs and get homeowners safely back into their homes.

SOLUTIONS

IntelliSpeX shortened times, increased per capita assessment numbers, increased accountability and established a chronological record of assessment outputs and sign-off documentation.

IMPLEMENTATION

An intuitive app and hands on training provided quick mastery of the technology.

RESULTS

After implementing IntelliSpeX: 1) up to 120 assessments were completed / day using 12 assessors, 2) the assessments were invaluable in applying for permits, determining scope of work/repair, 3) providing evidence of assessment, and 4) setting the stage for the operation repair phase