



SGN manages the gas distribution network (GDN) across Scotland and the south of England, providing gas to over 5.9 million people through a 74,000km gas pipeline network. Part of its responsibility to provide gas to its customers includes ensuring the safety of its asset network from accidental damage from third parties working near the pipeline.



# Case Study - Gas

## SGN improves its asset protection through LSBUD's safe digging plan portal

### The Project

SGN was looking for a solution to reduce third party damages as a result of work being carried out by people who were not following safe digging practices and did not have the relevant utility pipe location information. SGN wanted an online solution to enhance the customer experience by providing a hassle-free way of getting information on the location of its pipes so that all parties could make informed decisions.



SGN chose the LSBUD solution to address these requirements.

### The following results were found:

Stage	Number of enquiries received	Average response time
Before LSBUD	2,500 per month 30,000 per annum	15 days
<b>With LSBUD</b>	<b>40,000+ per month</b> <b>1600% improvement</b>	<b>4 minutes</b> <b>540,000% improvement</b>

**lsbud.co.uk | 0845 437 7365**

Eliot Park Innovation Centre, Barling Way, Nuneaton, Warwickshire, CV10 7RH



# Outcomes



# Case Study - Gas

Through the automated plan response software option provided by LSBUD, SGN was able to instantly **respond to over 40,000 third party mapping requests per month** and since then, this has **increased further to over 60,000 per month**. These requests have come from utility companies, contractors, councils, consultants, developers and the general public and represents **over 16 times the number of enquiries that the team was previously receiving**. Furthermore, SGN is able to respond to these enquiries far more quickly. Pre LSBUD, the average response time for a asset location enquiry was over 15 days. Since the introduction of the new LSBUD system, this has reduced significantly to an **average response time of just four minutes**.

As a result, third parties can access SGN's pipe location information and safety guidance quickly and easily, allowing them to work safely and efficiently thereby achieving SGN's desired outcome for the project.

## Further asset management benefits

SGN uses the system as an active asset management platform to not just provide the plans but also understand more about what works are taking place near its network. Through configurable settings, its Plant Protection Officers are alerted when particular types of work are taking place near various asset types. For example, if there are deep excavation works planned near a high pressure gas main, the relevant SGN officers are made aware of the work and can engage with the third party at an early stage to provide advice and support on digging safely.

LSBUD is working with SGN to ensure further enhancements can be made to assess the multitude of works taking place near its network. Being able to analyse data on a large scale through LSBUD will help further support SGN's asset management policy in years to come, ensuring the continued safety of its network and the general public.

### AT A GLANCE

60,000+

party mapping requests per month

4 mins

average response time



successful online solution

*“Since going into partnership with LSBUD, we have significantly increased the efficiency of our plant protection service. We’re now able to share safety information and asset maps in minutes instead of days. What’s more, significantly more people are accessing this information, which means thousands more individuals and companies are working more safely around our network than before.”*

Tamsin Morgan - Project Lead, Safety Manager SGN

**lsbud.co.uk | 0845 437 7365**

Eliot Park Innovation Centre, Barling Way, Nuneaton, Warwickshire, CV10 7RH

