2025 SGA Awards Finalists: Emergency Management

Entry: Baltimore Gas & Electric Key Bridge Collapse Response

Your Company:

Baltimore Gas & Electric Co.

Linking people, ideas and information:

March 26, 2024, was a tragic day in Maryland's history as the cargo ship Dali struck the Francis Scott Key Bridge near the port of Baltimore. This caused the bridge to collapse resulting in the loss of six lives and a significant crisis and disaster recovery effort. BGE immediately joined forces with the Key Bridge Unified Command team consisting of federal, state, and local authorities to support the safe search, recovery, salvage, channel and port reopening activities over the next three months. The Dail ran aground in close proximity to BGE's 24 inch OHP gas transmission line traversing the riverbed parallel to the bridge. BGE's initial response required a unique and complex operation to isolate and purge natural gas from the pipeline and inject nitrogen into the pipeline while maintaining reliable service to over 165,000 customers connected to this two-mile section of main. Significant planning and engineering efforts coupled with 24/7 field operations support enabled a safe and successful completion ahead of schedule. BGE received numerous compliments from the Coast Guard, PHMSA, Army Corp of Engineers, Governor Moore and the Maryland PSC on the safe and timely completion of this critical path work. Over the next several months, BGE and Unified Command coordinated plans to maintain the integrity of the pipeline during the safe demolition, salvage, and removal of the Dali from channel to enable the reopening of the port to vital shipping traffic. In late June, BGE in collaboration with Unified Command, PHMSA, and MD PSC completed another critical and complex operation to fully restore the pipeline to normal operations. The actions of all involved during this three-month period mitigated the tragic consequences of the overall event in terms of loss of life, pipeline safety, and economic impact at the local, state, regional, and national levels.

Name of Your Project / Initiative

Baltimore Gas & Electric Key Bridge Collapse Response

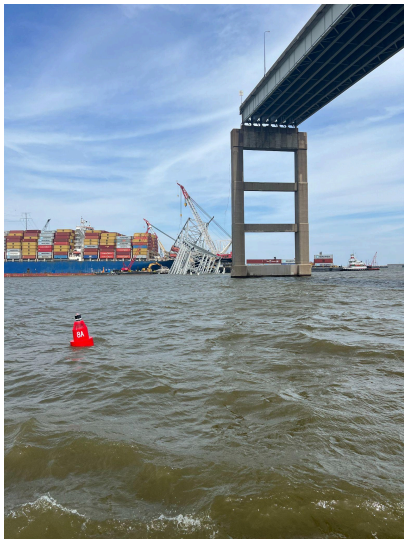
The Solution

The cargo ship Dali struck the Francis Scott Key Bridge, ultimately causing the bridge to fail and collapse. This caused the ship to run aground and become lodged near a 24" over high pressure transmission pipeline that ran under the Patapsco River parallel to the bridge. To

support federal response needs and to ensure the safety of personnel working on recovery efforts, BGE had to quickly isolate and inert the pipeline. BGE engineering and construction crews worked 24/7 to plan and perform the isolation and inertion of the pipeline while providing compressed natural gas service to several impacted customers. This critical task was accomplished in three days, which was technically, operationally, and logistically challenging. In support of ongoing salvage and re-opening plans, BGE engineering worked closely with Unified Command for several months to continuously monitor the pipeline and perform pipeline integrity analysis through specialized locating services, finite element analysis modeling incorporating naval architecture hull design and geotechnical data. Ultimately, BGE developed a recommissioning plan to reinstate the pipeline to full service requiring a second complex field operation. Three months after the incident, the pipeline was back to normal operations and the shipping channel and port of Baltimore was re-opened.

Results of Your Project / Initiative.

As a result of the project, BGE was able to accomplish several outstanding achievements, including:
• Successful isolation and inertion of approximately 2+ miles of 24” OHP transmission pipeline in three days
• No adverse impacts to ~165,000 customers on a single supply
• Maintained temporary CNG service to several impacted customers
• Maintained exceptional communication with federal, state and local officials in all aspects of the operation through on-site presence and hourly/daily communications
• Performed non-stop engineering analysis to evaluate pipeline integrity throughout ongoing salvage and disaster recovery efforts
• Developing and enacting a successful pipeline reinstatement plan to ensure integrity of pipeline before re-introduction of natural gas
• Safely and successfully executed a second complex operation to restore the pipeline to normal operations



Entry: Connected in Crisis: Summit's AlertMedia Rollout

Your Company: Summit Utilities, Inc.

Linking people, ideas and information:

The launch of AlertMedia at Summit Utilities, Inc. (Summit) transformed how we connect people, ideas, and critical information during emergency situations. Introduced in 2024, this tool bridges communication across departments, geographies, and job functions—ensuring timely, consistent, and actionable outreach when safety is on the line.

More than a mass messaging platform, AlertMedia creates meaningful connections by enabling two-way, multi-channel communication—via text, email, phone, Microsoft Teams, and mobile app—reaching all employees in seconds. Team members can confirm receipt, respond to check-ins, or provide updates from the field, creating a real-time feedback loop that informs leadership decisions and improves situational awareness.

A key feature that enhances both operational agility and employee safety is the platform's interactive map tool. Summit can now draw precise areas of impact during events such as severe weather or natural disasters and send targeted alerts to employees in affected regions. This functionality ensures we're delivering relevant information quickly, while also allowing us to check in on team members who may be at risk—strengthening care, accountability, and community connection.

The implementation process also fostered internal collaboration across IT, Safety, Operations Support, and Communications—bringing diverse expertise together to ensure a unified, effective rollout.

With AlertMedia, Summit doesn't just share information—we create clarity, build trust, and connect people to what matters most: their safety, their teams, and their communities.

Name of Your Project / Initiative

Connected in Crisis: Summit's AlertMedia Rollout

The Solution

In 2024, Summit launched AlertMedia, a mass emergency communication system designed to elevate our emergency preparedness, improve information flow, and prioritize the safety of both employees and customers.

Developed in response to employee feedback, the program aimed to solve a common challenge: how to rapidly and reliably communicate across a dispersed workforce during

time-sensitive events. Through AlertMedia, Summit can now deliver real-time messages via text, phone call, email, Microsoft Teams, and the AlertMedia mobile app—ensuring that all team members receive consistent information regardless of their location or role.

The platform's two-way communication capabilities allow employees to confirm message receipt, respond to pulse surveys, and share field-level updates. A key feature is the ability to draw geographic "impact zones" on an interactive map, enabling targeted alerts to employeesaffected by severe weather, natural disasters, or regional security threats. This ensures not only efficient communication, but compassionate outreach—allowing Summit to check in with team members in high-impact areas and support recovery or relocation efforts if needed.

The rollout was coordinated by a cross-functional team including IT, Operations Support, Safety, and Communications. Leadership teams were trained first, followed by clear and accessible communications for all employees explaining how the system works and when it would be used.

The program's thoughtful design and people-centered approach reflect Summit's PEAKS values—Pioneering, Excellence, Agility, Kindness, and Safety. AlertMedia enhances not just emergency response, but how we care for and communicate with our team—before, during, and after a crisis.

Results of Your Project / Initiative.

Since its launch in 2024, AlertMedia has already enhanced Summit's emergency communication capabilities, reinforcing our commitment to safety, transparency, and people-first response.

From the start, AlertMedia proved its value in speed, reach, and adaptability. The ability to track message delivery and confirm receipt in real time gave leadership insight into who received critical updates, and when.

Beyond efficiency, the program has deepened Summit's care for employees during high-stakes events. Using the platform's interactive mapping feature, Summit can now draw precise impact zones and send targeted alerts to employees in areas facing severe weather, wildfires, or other localized threats. This ensures that messaging is relevant and timely—and allows Summit to check in with potentially affected team members, offering resources, support, or relocation assistance if needed.

The program has already been used during seasonal storms to notify employees of changing conditions, and initiate check-ins with those in the storm's path.

Internally, the program prompted an increased level of coordination between Safety, IT, Operations Support, and Communications. That collaboration led to clearer emergency communication protocols and increased cross-functional awareness. Leadership teams

received targeted training, and post-rollout communications ensured all employees knew how the system worked—and why it mattered.

While the system is still in its first year, early results are promising:

- Increased employee confidence in emergency preparedness
- Improved speed and accuracy of communication
- Integration into emergency protocols for ongoing use during wildfire season, hurricanes, and severe weather

Entry: Historic Winter Weather Sweeps Across Kansas

Your Company: Atmos Energy

Linking people, ideas and information:

When natural disasters occur, the media often focuses its attention on communities experiencing the greatest loss and the emergency response teams assisting those neighbors in. What isn't always focused on is the emergency preparation or actions taken to avoid major loss of life and property.

This January, the nation experienced Winter Storm Cora a week after a significant and expansive winter weather event produced blizzard conditions in regions ranging from the northern West Coast to Mid-Atlantic states. For instance, Olathe, Kan., received a record 13 inches of snow. In Feb., Winter Storm Illiana swept across Kansas and other parts of the country, bringing another wave of zero-to-single digit temperatures that lasted for three days. During these severe winter conditions, Atmos Energy teams in Olathe were able to respond to natural gas emergencies and monitor system pressures, only because preparations for an unknown storm began several months prior.

Throughout 2024, our teams were evaluating system readiness and identifying areas of concern from the previous winter. Our teams in Olathe may not make the headlines associated with crisis response during winter weather, but when Atmos Energy customers are able to escape the bitter cold to a home safely heated with efficient and reliable natural gas, we recognize the value in preparedness!

Name of Your Project / Initiative

Historic Winter Weather Sweeps Across Kansas

The Solution

Monitoring system pressures, grasping our system's abilities, and making appropriate adjustments in times of high demand involves a team effort of MIC techs and other field employees. Our supervisors engage each team and properly train for every scenario, even in the absence of remote monitoring. "Go Dark" scenarios prepare teams to manually monitor stations and physically alter pressure monitoring equipment. Stabilization of pressures throughout colder weather takes vigilance as well as collaborative relationships both internal and external. Our sales team also steps in when operations identify a need for our highest users to trim consumption. Having these customer relationships enables transparent conversations to encourage conservation and avoid fully curtailing customers.

Knowing individual systems across our service area also provides insight into cold weather mitigation. While we prioritize replacing problematic pipeline systems like the Central St. Project in Olathe, knowing where to monitor low-pressure systems and insulate, when necessary, helps prevent large-scale outages when temperatures pose a threat to life and property. Our team has plans in place for insulation of above ground facilities, such as meter sets, and stays alert for emergency orders that indicate key system issues.

Understanding our system helps us prepare in advance for the occurrence of complications associated with frigid conditions. Timely response to winter emergencies also takes preparation. With a workforce of over 100 employees reporting to the Olathe office, proactive arrangements for vehicle and employee readiness take center stage in late summer and early fall. Teams make sure salt, ice melt, fuel additives, and other winter-centric consumables are well-stocked. Sandbags are ordered and ready for use when additional traction is needed for icy conditions.

Results of Your Project / Initiative.

When several arctic blasts and extreme winter weather conditions appeared to be headed towards Olathe, our division relied on the planning and preparation made throughout the year for such events. Our employees remained confident in their ability to remotely monitor systems and stayed ready to respond in the face of deep snow that made statewide travel treacherous. Sub-freezing temperatures put our system to the test, but we were able to make the adjustments necessary to provide reliable, consistent natural gas service when customers needed it most. For example, out of approximately 100,000 customers in Olathe, only 12 experienced any service interruption during Winter Storm Illiana.

Our Olathe team is a shining example of preparations Atmos Energy makes ahead of bitterly cold weather. In an area that experiences a tremendous shift in temperatures, our Olathe team is well-prepared and eager to share lessons learned with other divisions across Atmos Energy's eight-state footprint.