

# Enhancing Video Quality Control for Pipeline Inspections at a Leading Gas and Electric Utility



## ABOUT THE CLIENT

Our client is a leading natural gas and electric utility that services around 16 million people across northern and central California. Their core business revolves around the safe and efficient transmission and delivery of energy.

## Challenge

Our client urgently needed to review and manage 52,000 pipeline video inspections to ensure the absence of cross bores, an intersection between gas and sewer lines that can pose a significant risk to public safety if left unchecked.

To tackle this challenge, they needed a partner with the necessary expertise and resources to handle a large-scale task. Their goal was to ensure timely identification and documentation of potential safety hazards in accordance with their company standards.

## Solution

Evergreen established a custom video quality control program complete with an on-site program manager to minimize redundancies, maximize efficiency, and propel the project toward completion.

### Evergreen's Streamlined Approach

- Onboarded, trained, and deployed a 20-person team to review inspection videos and document cross bore discoveries
- Implemented a comprehensive database system to track all footage and its findings
- Devised a creative workflow to expedite the project, optimizing every step from inventory control to video review to data entry

Evergreen is the client's partner of choice when it comes to delivering comprehensive quality control programs.

335

Cross Bores Reported to the Client

2.57M

Minutes of Video Content Watched

99.5%

Quality Rate