

Dominion Energy



Dominion Energy®



The Customer

Dominion Energy is a Fortune 500 power and energy company headquartered in Richmond, Virginia. It services nearly 7.5 million customers in 18 states and has over 20,000 employees.



The Situation

Dominion Energy workers often work alone at plants and while completing repairs in the field or visiting customer homes. These lone worker scenarios require specific protocols and can present unsafe conditions. Dominion Energy wanted to improve employee safety by making it easy for workers to access pertinent information and request help when needed.



The Solution

Dominion Energy loaded the LiveSafe Mobile Platform with resources such as home entry videos, call scripts, and additional safety information. They also compiled a safety map so that workers can easily identify and avoid safety hazards, and encouraged workers to report unsafe conditions using the Tip Submit feature.



The Result

Utilizing the LiveSafe Mobile Platform significantly improved real-time visibility and safety of lone workers. Dominion Energy saw an increase in reporting of suspicious behavior, protest activity, and unsafe conditions. Further, Dominion Energy received strong positive feedback from users. LiveSafe enabled Dominion Energy to promote and improve employee preparedness and safety when working alone.

Utilities workers are 54% more likely than those in other industries to have daily worries about getting injured because of their job, according to a survey conducted by 360training.com.