

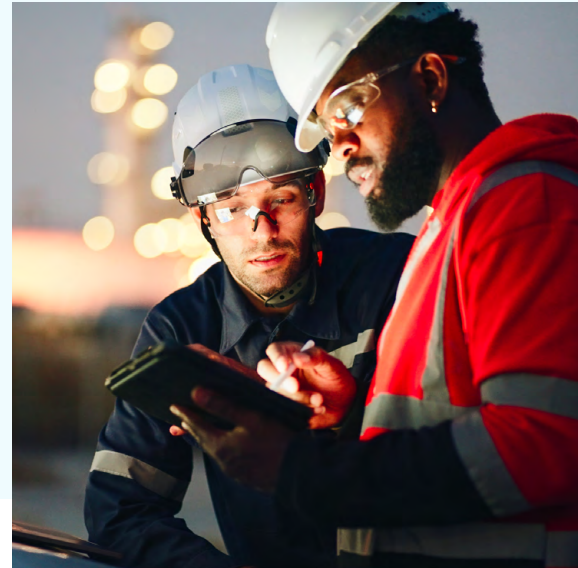
CASE STUDY | NATURAL GAS COMPANY

This leading natural gas utility company serves 2 million homes and businesses in multiple states, as well as operating underground storage facilities in others. Additionally, they provide natural gas supply and transportation services across the U.S., helping wholesale companies, utilities, and power generators balance supply and demand. With approximately 3,500 employees and a fleet of 2,700 vehicles, this organization prioritizes safety, reliability, and operational efficiency.



Natural Gas Utility
INDUSTRY

~3,500
EMPLOYEES



At a glance

CHALLENGES

- Managing a hazardous flammable product means there is high regulatory oversight from the Department of Transportation, Department of Energy, and each state's public service commissions.
- Acquisition-related coordination across multiple jurisdictions and legacy systems.
- Ensuring timely and accurate incident reporting.
- Aligning safety practices across diverse operational units.

SOLUTIONS

- Mobile app-based incident reporting with brief, user-friendly forms and talk-to-text functionality.
- Self-administered claims adjusters use Origami Risk for efficient data capture.
- Integrated tools and analytics that streamline the claims lifecycle from intake to closure.

OUTCOMES

- Expanded reporting and earlier identification of risks across operations.
- Significant acceleration of subrogation activity, improving recovery outcomes.
- Captive insurance models align financial incentives with safety outcomes, driving smarter risk decisions.
- Standardized processes adapted across diverse business units, supporting scalability and consistency.

Technology-driven incident reporting and safety observations

With safety as a core value across operations, this natural gas utility company has implemented initiatives that promote situational awareness and continuous improvement, including field safety observations and a “Good Catch” program that encourages reporting of minor incidents and near misses. Origami Risk supports these efforts by streamlining timely data capture and follow-up.

Field employees rely on Origami Mobile to report incidents quickly and easily, using dropdowns and talk-to-text features that simplify data entry. When a report is submitted, automated workflows notify supervisors and trigger investigations, helping ensure timely response and consistent follow-up.

According to their Vice President of Enterprise Risk, this combination of safety-focused initiatives and enabling technology has led to 2–3 incident reports per claim and more than 4,100 field safety observations logged in less than a year. This increased visibility into near misses and minor incidents — alongside reports that lead to claims — allows the team to identify risks earlier and improve both safety outcomes and claims performance.

Integrated and efficient claims management

This natural gas utility company self-administers claims through a dedicated team of adjusters (four for general claims and two for workers' compensation) using Origami Risk to streamline data capture, categorization, and claims handling. Given the nature of their operations, property damage is a key focus. Origami Risk helps identify accidental damage to customer property and track repairs performed by preferred vendors, improving efficiency and reducing the risk of additional claims.

The platform also supports recovery and enforcement efforts for damage to their pipelines caused by third-party excavators (“dig-ins”), enabling the same volume of applications for state enforcement in just one month that used to happen in a year.



Strategic collaboration that drives better outcomes

Origami Risk supports their collaborative risk strategy by enabling timely data sharing, streamlined workflows, and actionable insights. This facilitates improved collaboration with their utility-owned mutual insurer that provides coverage and loss control services. With access to incident and claims data, the insurer can perform more effective benchmarking and risk assessments, helping the natural gas utility company enhance safety practices and reduce losses.

Shared insights also support broader coordination with first responders through joint training and mock incident exercises, while industry associations leverage aggregated trends. Vendors and brokers contribute best practices through integrated reporting workflows.

Data-driven culture and continuous improvement

The organization fosters a data-driven safety culture through monthly company-wide meetings with leadership involvement. Safety metrics like field observations and motor vehicle accidents are tied to incentive plans, reinforcing accountability. By aligning safety, claims, and operation data, teams gain a more holistic risk view of risk performance, while benchmarking and trend analysis help identify areas for continuous improvement.

“Origami Risk really helps us move from being risk-aware to risk-capable. It allows us to efficiently process a high volume of incident data, respond quickly, and make informed decisions that improve safety and outcomes.”

VICE PRESIDENT
OF ENTERPRISE RISK

Leading natural gas
utility company



About Origami Risk

Origami Risk empowers leaders in insurance, risk, and safety with a purpose-built, cloud-native platform that optimizes workflows for better data, better insights, and better collaboration. Through highly configurable solutions integrated on a single platform, Origami Risk supports the management of the full lifecycle of risk, from prevention to recovery — helping the experts reduce harm and loss, and respond more rapidly and effectively when it happens. Grounded in continuous innovation and a foundational focus on client success, Origami Risk is trusted by leading organizations to enable greater resilience as they build for the future.

For more information, visit origamirisk.com

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