

Announcer ([00:02](#)):

You are listening to the Safety Moment Podcast by Utility Safety Partners. Safety is always a good conversation and it's a click away. Here's your host, Mike Sullivan.

Mike Sullivan ([00:15](#)):

Welcome to the podcast. My guests today are Jim and James from Coffee with Jim and James, A successful podcast series that began during the pandemic and was focused on the natural gas industry. Gentlemen, thanks for doing this with me today. Welcome to Utility Safety Partners, the Safety Moment podcast.

James Cross ([00:37](#)):

Hey, Mike, thanks for having us.

Mike Sullivan ([00:40](#)):

Being here. Well, I've been following you guys a little bit, and for those who aren't aware, you have your own podcast Coffee with Jim and James or James and Jim or Jim and Jim. Jim Squared. I'm not sure exactly what you

James Cross ([00:52](#)):

Really can't go wrong in this situation, Mike. No, you can't. You throw a James out there, Jim. It's a win-win. Yeah, we

Mike Sullivan ([00:59](#)):

All answered everything. Yeah, I'm kind of the same. Yeah. I mean, my producer, Doug Downs from the Stories and Strategies, he convinced me, I don't know how, must be two and a half, three years ago now, Mike, you should do a podcast. I said, well, why would I want to do that? And here we are and whatever, two years later and we're still doing it then it seems to work. So how did you get, well, before we even get into the whole podcast, maybe tell us a little about yourselves. James Cross, let me start with you. Tell me a little bit about yourself.

James Cross ([01:29](#)):

You bet, man, where do I start? So it was a cold day in October, 1979. No, I'm just kidding. Well, I like to tell people I'm not always from, and where we represented is more the natural gas side of the utility industry, but I, I'm not from here, but I got here fast as I could. I reside in Texas. I grew up in West Texas, and so oil and gas definitely wasn't anything new to us out there. And so anyhow, relocated. I actually got involved in technology code for a number of years, did everything you could think on that side of the world from writing code to databases to quality assurance and everything in between. Was blessed to get to do that and found myself in Dallas-Fort Worth area and got involved with a company called Energy Worldnet that worked out of a little sleepy town here in Texas, north Texas called Decatur. And I happen to live in it, and the rest is history. About seven and a half years for myself here at Energy World Net. And never looked back. I thought I left the technology world, but I realized I walked right into a technology company that we provide training, compliance, but really behind it all is technology. So kind of been doing that and I'm sure we'll get into the podcast, but podcast has been a new wrinkle just the last three or four years.

([03:15](#)):

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A lot of similar stories out there of starting things when the Pandemic, I just listened to one of y'all's episodes and y'all were talking about the changeover, I think in the call centre, and that being one of the catalysts that made us do things. I think the show was the same way.

Mike Sullivan ([03:31](#)):

Great to hear. And Jim, how about you tell me a little bit about yourself.

Jim Schauer ([03:35](#)):

I'll give you the quick tour. I actually started in the energy sector in the late nineties before a lot of people in our industry now were even born, but I was actually a contractor helping energy companies become E D I, electronic Data interchange up and running with that. And lo and behold, one of the major operators of the United States wanted me to come on board. So I joined them right at the end of 2001, early 2002. And I have been directly in the energy business ever since. I spent about 12, 13 years with a major operator across the many parts of the United States in their territory. I then became c e o of A L N G Virtual Pipeline Company 2015 to 15, 16, 17, and 18, and then joined Energy Worldnet about five and a half years ago. Love what I do. I love the industry. I have a passion for everything that we do in our natural gas industry and wake up every day. Some days are a little different than others, but I really do love what I do. And James and I, we'll get into the podcast, but the podcast is really not just in these formats, but also doing them live at events at natural gas conferences has been just an unbelievable experience for us being able to connect folks in the industry.

Mike Sullivan ([05:02](#)):

I haven't tried that yet, the live podcast and when we're having an event, don't

James Cross ([05:06](#)):

Do it, Mike. Don't do it.

Mike Sullivan ([05:09](#)):

I know Doug, again, our producer is, he's been poking me and to trying to direct me to go that way. But when I'm at a conference, I just don't know where I would find the time to do it. So I don't know how you guys are finding the time to do it. Yeah,

James Cross ([05:22](#)):

Don't tell anyone, it's a lot of hours. No, and a lot of those are spent just setting up and testing sound right, Jim? Only to find out that we screwed it up. But no, Mike, it's been a journey. Like we said, we started the podcast during the pandemic, honestly almost like a support group for us to, we didn't have anywhere to go. We couldn't get out to the conferences, couldn't do anything. And so Jim was somebody who traveled to, what do you think, Jimmy? 30, 40 shows a year, something like that. A year.

Jim Schauer ([05:58](#)):

I am definitely part of the outreach of Energy World net.

James Cross ([06:02](#)):

Absolutely. And this guy's just rocking in the corner. I've got to give him something to do. So we talked about it and honestly in that conversation it was like, we can't be the only ones that feel this way right

now. Other people just like us that travel and we're out there doing the work. And so I said, what if we recorded it? I don't even know what it is. And we just threw it out there and saw. And at the time we were, I mean, a lot of our work is done on LinkedIn and at the time I think there was a 10 minute caps may still be of size limitation on video. And so that was our only parameter was 10 minutes. It has to be shorter than 10 minutes. I think it was nine minutes, 59 seconds. We

Mike Sullivan ([06:56](#)):

Do you find though, I mean, and that's in terms of technology limitations, but do you find the listener their ability to focus is getting smaller and smaller and shrinking?

Jim Schauer ([07:08](#)):

Yeah, without a doubt. James, lemme just jump in here just to tell a little bit of the fun story. So we had these at first, the first year, two years, two and a half years long events that we would do also when we went to live events about a year and a half ago, we did a whole bunch of little segments and then we grouped them together. It was like 90 minutes long. And we realized after a while that people would go and find their segment or want to

James Cross ([07:34](#)):

Share once, two minutes.

Jim Schauer ([07:36](#)):

Yeah. So it's really, we're down to the, when we're at live events, we tell folks when they come up, let's plan on three to five minutes, let's, let's get our point across, do it and we'll sign off and a short sign off too.

Mike Sullivan ([07:52](#)):

And we are somewhat responsible for that diminishing attention span, right? I mean, the more we do or the more we can deliver in that short soundbite, the more it's expected and then the longer sound bite, they're just not listening to it anymore. I had a similar start in the industry compared to you guys, and it sounds like I've been around a little bit longer, believe it or not, or not.

James Cross ([08:17](#)):

Tell me more, Mike. Tell me more.

Mike Sullivan ([08:20](#)):

I got my start in the early nineties in the energy industry. And prior to that I was with the railway industry, but here in Alberta, which is kind of the Canadian version of Texas, heavy oil and gas, we have hundreds of thousands of kilometers of buried transmission pipelines in the province. And I got my start with the energy regulator for the National Energy Regulator at the time for transmission pipelines. I cut my teeth there and I was primarily doing construction inspections for major pipelines and then got involved in damage prevention and public awareness. But really that was not my area of, I wouldn't say expertise. I had some expertise there at SS m e, but that wasn't my primary focus. And then I got in with a major transmission pipeline company. And now here I am with Utility Safety Partners, formerly Alberta one called Corporation, which has been around for just about 40 years.

([09:23](#)):

So I've done the public, the government work, I've done the private, and now I'm doing nonprofit. And so I've seen it from all angles as well. And we fire on all cylinders. As you can appreciate from the energy industry, natural gas, the ability to promote awareness. You can't just rely on one or two mediums. It's got to be everything all the time. All the time. And when I came to Alberta one call, we had a social media strategy. It was prior to when I started here about 12 years ago, it was considered the anti-social media. And so just don't get involved. But we really got involved. And today we have more Twitter followers, for example, than the Common Ground Alliance in the us. And that's something that we really work on and we really promote and obviously LinkedIn and Facebook and Instagram, the whole thing.

[\(10:21\)](#):

So when, again, our producer dug down, the stories and strategies reached out to me and he said, Mike, I think you should do a podcast. I don't think he saw my face, but I'm probably rolled my eyes several times. Okay, Doug, why? And he said, well, I think you got a good story to tell. And anyway, he convinced me and I figured we'd try it for a season. And then all of a sudden you have, I don't know how many downloads that first year, but something he said stuck with me. And I'm assuming you're looking at it the same way for every download of the podcast. It's like you're having a cup of coffee with that listener. And if they're driving in their car, if they're on their combine, if they're in their truck, if they're out for a walk, if they're fly fishing and they're listening to that podcast, whatever they may be doing, you're right there with them.

[\(11:13\)](#):

And that sold me because the ability to reach out to one person is really hard to do. You can have passive awareness by, again, social media and even traditional media, whether it's TV advertising or newsprint, and it's really just passive. But if somebody is downloading your episode, they are reaching out to you and they're pulling your message in. So here we are again. I think this is our third year. It's kind of a blur pandemic wise as well. And we're going to keep going. So I was really interested to take some time and chat with you guys to find out how it started and who's listening to you. Who is downloading? Who is your audience?

James Cross [\(12:02\)](#):

Good question. I think it's just my mom a bunch of times is what I'm learning. Mine too, and relatives and people that I pay or people that work for me that have no choice,

Mike Sullivan [\(12:14\)](#):

It's in their performance review, right?

James Cross [\(12:16\)](#):

Yeah, right. You check that box. I'm a simple man. No, it's been a journey, Mike. As we've went through it, we realize, I mean, and it changes segment by segment, but in ours in particular, we have a lot of lurkers that kind of hang back and they don't really comment or engage and maybe don't even listen to it as a podcast, only see the videos that come across. And so what changed for us is we do get to travel out quite a bit and see a bunch of folks between Jim and I both. And so there's so many times, Jim, I know you can think of them as I say 'em, that we would be in an event and going into the event that we're recording at, we're sitting here going, I don't know if we should keep doing this podcast. I mean, what

Mike Sullivan [\(13:11\)](#):

Were we thinking?

James Cross ([13:12](#)):

Half the people just leave two minutes in and they're not even the stats tell me, no way on earth this is worth your time. Right? I mean, I'm just saying I'm kidding. But in the beginning it is. It's about reps in the beginning. Sure. I mean, it's about reps and reps and reps, and now everybody gets it and they're like, oh, it's cool, but for two and a half years, you're just grunting it out and grinding it out in the middle of the pandemic. And so when we were able to take the show out and really lean in there, of course we had questioned ourself as we went into it, but there was always somebody that came up and I'm so glad you said that, Mike, because it's so hard to get people's ears these days. It's in eyes, right? I mean, you got to pay work through all these different things.

([14:02](#)):

And so the fact that somebody would download and really you'd be able to be in their ear and their commute and while they're drinking their morning coffee or getting ready for work or whatever it might be, or on the job site that keeps us going. And to be able to hear people while we're out that come up and say, Hey, I appreciate everything y'all do. Y'all put such a great light on our industry that otherwise people aren't always happy about and y'all showcase jobs and people and companies and stories that we don't get to hear. One of our favourite things to talk about is the origin stories of people and how many people have come on and been like, I was the male guy or I in the trench and I worked my way up and this is how I got there. And somebody gave me a chance 35 years ago, and here I am like that. I'll get cold chills just thinking about it. But that kept us moving forward for sure.

Jim Schauer ([15:06](#)):

Lemme just climb on, keep that band going. That, James, you're absolutely right. I think that the people, the validation when, especially that person too, that we never see click alike or do anything and we don't really know 'em that well, but they know us and they say that one episode because most of our episodes are about best practices, safety, innovation, those types of things in our industry. Those are the things we want to bring to it. And James and I say to ourselves all the time, if we could just help one person do one thing better or safer, then we've done a good job, or we know we've done part of our quest. That's really ultimately what it is. And that was validation points and getting back to it. We thought we were going to do it for what, James? Two months, maybe six to eight weeks

James Cross ([15:52](#)):

At the beginning. So the pandemic was done so we could get back to

Jim Schauer ([15:55](#)):

Work. It was only going to last a few weeks. But I think it is that constant validation. And I would say too, that part of the time you and I would get on the phone and decompress and James would be traveling back from Oklahoma and call me and say, Jimmy, your outros were there. It was a 22 minute segment and your outro was 14 minutes. We got to cut that down. So we were always trying to do it

James Cross ([16:19](#)):

Better. We would think his everyone first grade pitch. Yeah, this guy, we had to work on intros and outros a lot. And then also everything was exciting. That was apparently our word.

Jim Schauer ([16:31](#)):

Very exciting. Exciting to be sure.

James Cross ([16:34](#)):

I'm sure you've dissected yourself plenty of times. I can add other people that love to pile on.

Mike Sullivan ([16:40](#)):

Yeah, I had one guest one time and everything was inspiring for him. Everything was inspiring. He was inspired by everything. Maybe my gray hair inspired him, but people get nervous, right? They're not used to it. And we're not professionals here. This is something, this is an add-on, right? I mean, this is not something we were hired to do, and yet the technology puts it in our hands, our capability, and away we go. But you're right, people, everybody has a story to tell. And if you can bring to light, I mean, some people have an amazing story to tell, and we always want to get those nuggets, but everybody has a story to tell and not everybody's willing to share it because they don't think it's worthwhile or whatever. But Jim, when you're mentioning promoting best practices, again, everything else we do to promote best practices is passive.

([17:39](#)):

We have a best practice guide. We have best practice meetings. We have the TR process. I mean, it gets kind of mundane and very slow, right? It's wordy, it's not fun. But when you have a podcast and you're going to explore something or other, a new TR that is being proposed, for example, something that is very near and dear to us here, not only in Alberta but in Canada, is the online locate request process. We've seen tremendous uptick in that. A vast majority of locate requests across Canada are now online over 85%. And our members and contractors, they are over 98% online. And not only is it okay, it's really easy to do 24 7, 365, we discovered a couple of years ago that an online locate request is less likely to result in damage than one over the phone. So that was something that, okay, this is interesting, right?

([18:48](#)):

We have some real information here. And then you take the, as I said, the slow, mundane, not overly sexy TR process and say, you know what? We're actually going to submit a TR to the Canadian Common Ground Alliance that to get rid of call before and get rid of that call to action call before you dig. It's old, yes, we still accept locate request, but the best practice based on data is to click before you dig. And it makes, it's so obvious now that we have this data, and yet the mechanism is slow, we have to submit this tr, then it goes to a committee, it's slow, but a podcast begins to shed some light on it and promote it and say, here's why we're doing it. Here's why it is kind of slow, because we take our time with this. We have to have everybody allowed the time to review this, to consider it.

([19:50](#)):

And if it's implemented, there's some big changes have to be made. And it's not just at the one call center at the notification center. It's everybody. It's all utility owners, it's all members to try and change that vernacular. We had an incident occurred last week, well, it occurred back in January, but it came to light last week. A homeowner had submitted a locate request and the two utility safety partners and everything was done accordingly, properly. And they had additional utilities within their property that not registered with us. So they had a second party do a sweep. The second party missed some of those utilities, and they were struck by a company doing some pilings, \$60,000 in damage. And when we saw, when I was alerted about this, and we saw in the news, whether it's on television, was on television, and also on social media, call before you dig, call before you dig, call before you dig. And it's like, yeah, I get it. That's the vernacular. But boy, it takes a long time to change that paradigm, right? To change, move

that ship in the other direction. Have you registered for Utility Safety Partners 40th anniversary and safety conference at the Banff Springs Hotel in February? Yet? If you haven't, have I got a deal for you. If you register now before October 7th, you'll be automatically entered into a draw for two tickets that WestJet flies anywhere in North America.

[\(21:37\)](#):

Tell me, and putting on the spot here a little bit, but either one of you, tell me about one of your most memorable guests. What was one of your most memorable episodes? James,

James Cross [\(21:47\)](#):

Go ahead. I got two kind of examples. Is that fair, Mike? I don't get to be on this side much, but yeah, yeah. Okay. Oh, absolutely. Lemme start my dissertation. Take three. No, well, I'll start with one that really isn't a guest, but I would say it was an event. So when we came back from the pandemic, all we had was, I mean, the podcast is what we had done for probably what, 18 months at that point, Jim? Yes. Yep. Give or take. And so it was actually the American Gas Association's Biennial event. So every two years they have a big expo and has a huge floor. We just had it again in Dallas-Fort Worth area this past year. But this was what, 2021 in Orlando. And it was actually the first time we took the show live. We had a cool booth. Anyway, we dedicated a little like a 10 by 10 area of it to record. We didn't know what we were doing, Mike. I mean, producers. We didn't have producers, but did

Mike Sullivan [\(22:58\)](#):

You look professional? That's the key, right? Debatable.

James Cross [\(23:00\)](#):

Debatable, right? Yeah, depending on who you talk to. But what we did was we came with a plan. We did have a plan. It may not have seemed like it. We captured so many people, and it was the first time back for our industry really back after the pandemic. And we got to sit down with so many people during that time that honestly, Mike should never have sat down with us. These are the people that would not answer your email if you were to not have a podcast. And so we sat down with so many people in that two, two and a half days, and they cycled through there. And it was amazing. Just one after. And it was such validation for the work that we had done that I remember that night, I was on such a high after the first night, and we captured it all on video.

[\(23:56\)](#):

We had so many people there that were capturing it. It was real. And we sent all of it back. That was part of the night, was spent sending footage back so that we could get sizzle reels out the next day. And it was an impressive show. And we came out of it. And I remember I told my wife, I said, I don't know I've ever had a day like that in my career. The second one actually just happened, Mike. And so Jim doesn't even know where I'm going to go with this one. Maybe this. So we were just at the Louisiana Gas Association's Pipeline Safety Conference just this past week and great conference. And we, on the last day, sat down with the president, Sue Gitry from Target Resources. She's the president of the L G A. And the night before, we were chatting with her and begging her to come on, which she had been on before with us the year before.

[\(24:59\)](#):

So she agreed. But what we said was we would go and get Cafe Deon and we would bring Beignets back and we would sit down and enjoy it. And so we had somebody run that morning, and that morning we sat down with her and we just chatted and we drank coffee, and we did all the things. And I told Jim,

when we got done, it was so laid back and so cool. And everything that we had envisioned this to be, you said it earlier, Micah, that download means that somebody's lending us their ear for a little bit and that we get to share that cup of coffee in the morning. That was always the hope for the show. And when we sat down, and really, it's crazy because almost four, we're in season four. This isn't new territory for us. And I feel like we just hit the sweet spot of what it is we were building. And so that would be number two for me.

Jim Schauer ([26:00](#)):

Can I top that? I mean, James has this locked down. No, I'm going to give you two things too. The first one or more, and take this in the way that I'm presenting, it's more of this year. This year, the American Gas Association asked us to be part of the big biannual, the Common Ground Alliance asked us to be part of their big event this year as well as a P G A and others. And for me, it was just really that validation that we've been working hard for three years and a lot of times not understanding if we're always getting through or not, or the value or people liking it or what. But when you have those organizations ask us to be part of it, I mean, sometimes James and I would look at each other and we're like, did they really ask us to do this?

([26:46](#)):

And we would go and I mean, it was really fun to be part of those big teams and to do that. So I would say those this year, I would say it really kind of, I don't want to say skyrocketed by any means, but really validated for me that we were making a positive impact. So that's number one. Number two, I'm going to be shameless and very proud Papa. We've had my daughter summer shower on twice, and she represents the fifth generation of energy folks. We also had James's son on too. So we have had some really fun ones with our kids. My daughter's a little bit older. She graduated college and she's now entered the energy sector. So again, that represents fifth generations in my family that have been part of the energy legacy, and that just warms my heart as a father. So she probably, and she knows it. That was probably one of my favorite episodes. So

Mike Sullivan ([27:44](#)):

Where does the podcast take you? What's next for you guys?

Jim Schauer ([27:48](#)):

Short term or long term?

Mike Sullivan ([27:49](#)):

Both, I guess.

James Cross ([27:52](#)):

Yeah. Next week we'll be in Oklahoma and next month. No, we've been blessed to get on the road. Jimmy. That's the good thing is we're back out in the industry. So Jim's not shaking in the corner anymore. We've got a lot of invites this year. Like I said, we've been blessed to get out there and really get to see a lot of folks we've been talking to and representing. And so we're proud to do that more. Jimmy, I don't know, what is it? What does the future hold my friend?

Jim Schauer ([28:30](#)):

And you know what? The future, I don't think has been determined yet. And I think our short-term future, just by the amount of folks that have reached out and wanted us to be live at their events, is validation that what we're doing is making a difference. And as long as we're making a difference, a positive difference for a human being or our industry or whoever it is, I am a hundred percent in. Because again, I think this journey over the last three and a half years, four years, has taught me a lot about not just myself, but also the other folks that I interact with. And it really has brought so much to my plate that I, again, feel blessed to have done it. So I want to lean in and we're going to lean in more to these live events, and we're going to keep, again, I think we already have people asking us through next May of 2024 to come to their events. And I'm looking forward to those.

Mike Sullivan ([29:21](#)):

Are you familiar? Are you aware of our event that's happening in Beff, Alberta? Well, do tell us. I

James Cross ([29:28](#)):

Have heard February, Doug, I think Doug was trying to represent earlier. He told us a little bit about it. Yeah, Mike, we've heard about it. We've heard great things about it. And we might have to look at adding it to the schedule.

Mike Sullivan ([29:47](#)):

Well, the end of February in Alberta, in Banff, I mean, it's a beautiful place. People come from all over the world to see Banff Alberta, to see the Rocky Mountains. And it is being held at the Banff Springs Hotel, which is an icon in and of itself. And it's the castle of the Rockies, and it is truly breathtaking. And here we are, it's 90 minutes from my house, and we get to go there and see it on a regular basis and anything you take it for granted. But here we are, literally, we're inviting the world to come to the event. We have people coming from all over Canada and the US from Australia, and we are celebrating, it's our primarily, it's our 40th anniversary for Alberta One Call and now Utility Safety Partners. And so we're celebrating that. It's a milestone, but it's also our safety conference and we are celebrating that as well.

([30:44](#)):

So we do have, in terms of location, it's absolutely breathtaking in terms of capacity. There are limitations. So we're looking at 250, 300 people is about all we can do because of the size of the venues within this massive hotel. But the venues are not that big. It's very old, as you can imagine. So yeah, we're having that end of February. And if you're interested, it's something to look at for sure. We're going to have, I know Doug wants us to do a live podcast there as well. I'm going to try my best to find the time. And in terms of the future for us, we're kind of in the same boat. We keep going, but I am looking, there needs to be somebody to pass a torch to as the president of Utility Safety Partners. There's a lot of draw on my time, and it's a lot of work. So doing these podcasts, while I certainly enjoy it, and it's been an interesting journey, I need to look, okay, how are we going to keep doing this? We need to pass a torch. It's got to be the right person, but it's certainly something that has to continue, and that's where we're looking to.

James Cross ([31:56](#)):

Yeah, Mike, I wanted to mention something that I would be remiss not to say, and I know Jim would foot stomp it too, is throughout this whole process, this whole show, as we've learned and been blessed to get to learn and craft and recraft and get better energy, world stood behind us and trusted to knuckleheads, and even when they saw the first product, they still gave us permission or we asked for

forgiveness. I'm not sure which order it was, right, but they allowed us to continue on. And not everybody got it the whole time, like we said, but to have had that permission to get out there and create something now that is really a vehicle for our industry, and they've allowed us to do it and continue to do it,

Jim Schauer ([32:57](#)):

Encourage us that's

James Cross ([32:58](#)):

Not lost.

Jim Schauer ([32:59](#)):

Encourage us.

James Cross ([32:59](#)):

Yeah, that's not lost on Gemini because like I said, Mike, you guys know it. Those first year and a half of stats don't tell you to keep going. They tell you

Mike Sullivan ([33:10](#)):

No, not at all. And contrary it tells you to, what the hell are you doing?

James Cross ([33:15](#)):

So even during those times, it's been great to have the support of a fantastic team. We've always had a great team behind us and continue to have, and then just the support, right? And the permission to get out there and do it, I think is unheard of sometimes. And you got to be independently wealthy or be the boss to make those decisions. And we've always had the support of everybody, which

Mike Sullivan ([33:40](#)):

Has a lot. I'm in the same boat. I mean, my board of directors, I have a 16 member board, and over the years, they've continually given me a lot of latitude, rope. I haven't hung myself yet, but a lot of latitude. And they've trusted me, and I certainly appreciate that. I mean, if you have trust, then there's so much you can do. There's so much latitude you have because you don't want to lose that trust. You want to use their agreement to move forward in the right way and represent the organization in the right way. And that is never lost on me, and clearly it's not lost on you. So gentlemen, congratulations on what you're doing and keep going. I really appreciate it having you on the podcast today. And I look forward, maybe we can do this again sometime. And if you're coming to Alberta, if you're coming to the conference, I'd love to see

Jim Schauer ([34:35](#)):

You there. Awesome. Thank you so much for the day.

James Cross ([34:37](#)):

We're looking forward to it, Mike. We're going to look into it and hey, we're offering it right now. We'd love to have you on soon to tell your story to our audience as well. Absolutely.

This transcript was exported on Aug 28, 2023 - view latest version [here](#).

Mike Sullivan ([34:49](#)):

I'm there when you need me.

James Cross ([34:50](#)):

Absolutely. I always appreciate the time on the mic, and man, I didn't get to say it, but I get to do it with one of the best ones too. This whole thing wouldn't have been half of what it was without Jim Shower.

Jim Schauer ([35:02](#)):

Likewise, James. It's a magic that we have and you can't make it. It just is. It's there and we found it.

Mike Sullivan ([35:11](#)):

Congratulations, gentlemen, and again, thanks so much for being on the podcast today.

([35:18](#)):

That's going to wrap things up on The Safety Moment podcast. I want to thank our producer stories and strategies, and I do hope you choose to follow this podcast on any directory you're listening on. Please do leave a rating. You can follow us on Twitter at Utility Safety, and we're also on Instagram and Facebook. If you'd like to send us a note, maybe you have an episode idea, please email us at info@utilitysafety.ca with podcast in the subject header. I'm Mike Sullivan, the president of Utility Safety Partners. Click to know what's above and below. One click costs you nothing. Not clicking could cost you everything.