

# Empowering Worker Safety and Customer Loyalty Through Innovative Technology

For Tri-City Electric Company—an electrical contractor with over 128 years of experience and 1,500 employees—worker safety and customer loyalty are foundational. Despite a strong safety record and compliance with NFPA-70E, human errors and near-misses persisted. A shock injury in March 2023 underscored the need for a proactive solution to prevent future incidents.

“The incident left us shaken. We pride ourselves on our safety record, but this highlighted a gap in our processes that needed urgent attention.” – Travis Keeney, Director of Risk Management, Tri-City Electric

## Core Challenges:

Tri-City Electric needed a proactive alert system to warn technicians before they encountered energized equipment. Existing training and protocols were robust, but not fully capable of eliminating human error in complex, evolving conditions.

- Human assumptions and complacency in high-risk environments
- Difficulty detecting changes post-LOTO and verification
- Inaccurate or outdated documentation leading to near misses
- Ensuring a final line of defense when other safeguards fail

## Our Solution: Proxxi Band

Tri-City Electric implemented the Proxxi Band, part of the Proxxi by Grace solution. This wrist-worn sensor detects energized equipment at a safe distance. With Proxxi’s support, Tri-City Electric customized the solution and trained employees, providing them a reliable last line of defense.



*“Proxxi’s solution stood out for its effectiveness and compatibility with our work environment...we successfully integrated the technology into our safety protocols.”*

– Travis Keeney, Director of Risk Management,  
Tri-City Electric

## Upholding a Culture of Safety

Real-time alerts kept workers vigilant, reduced risks, and reinforced the company’s reputation for dependability—enhancing both employee welfare and customer loyalty.

“Our partnership with Proxxi has revolutionized our approach to worker safety... We look forward to a safer future for all our employees.”

– Travis Keeney, Director of Risk Management,  
Tri-City Electric

## About Tri-City Electric Company

As one of the nation’s leading electrical contractors, Tri-City Electric’s commitment to training and safety is well-established. Despite this foundation, repetitive tasks and complex work environments required an additional layer of protection that only innovative technology could provide.

## Conclusion

By integrating the Proxxi Band, Tri-City Electric transformed a critical incident into an opportunity for lasting improvement, ensuring both worker safety and the trust of its customers, and paving the way for continued operational excellence.