

Partnership with the Lightning Protection Institute An Overview of Communications Strategies

LPI/ULPA 2013 Annual Conference Aria Resort and Casino, Las Vegas, Nevada Thursday, February 28, 2013

Jeanne M. Salvatore, SVP, Public Affairs, Insurance Information Institute 110 William Street New York, NY 10038 Tel: 212.346.5520 Fax: (212) 732-1916 www.iii.org

Presentation Outline: Overview of Communications Strategies

1) Incorporated a significant amount of lightning related information into the I.I.I. website.

- --- Facts and Statistics
- --- Consumer Articles
- --- Videos
- 2) Highlights of 2012 Accomplishments and Ongoing Partnership Activities
- 3) 2013 Plans

LPI Featured on Front Page of I.I.I. Web site this week



Lightning related information is in four places on the front page of the I.I.I. website

The I.I.I. website in 2012 has 1,909,764 page views



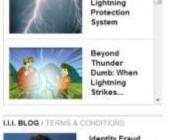
de-cluttering your home, good insurance coverage is the answer to

protecting your belongings

Protection Systems Are Encouraged To Contact The Lightning

Reporters Looking For Experts On Lightning Safety And

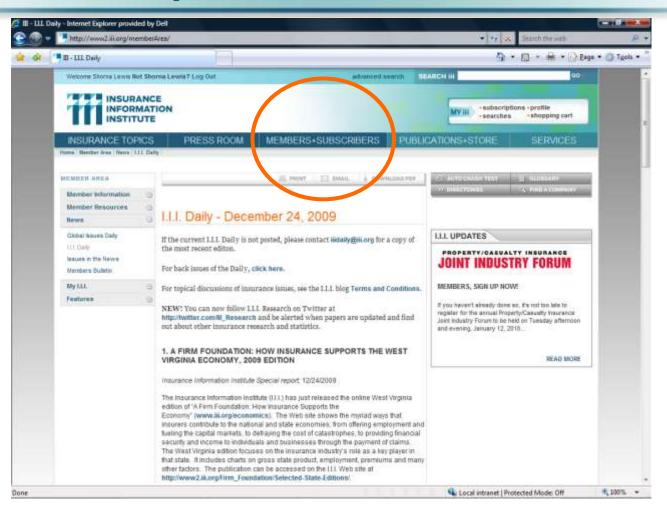
Protection Institute





Identity Fraud Incidents Continue Upward Trend One million more consumers became victims of identity fraud in 2012

Use I.I.I. Website to Promote LPI work to **Insurance Companies**



INFORMATION

INSTITUTE

Lightning information is fully into the I.I.I. Website

Z Z INSURANCE

INSURANCE INFORMATION

Lighting facts and statistics are updated and featured on the I.I.I. website with a link to the <u>LPI</u>.

Topics	Memb	ers Press	Publications	Services	En Español -	Tools-	CONNEC	1 8 2
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Latest Studies		Catastrophes: U.S.						Lightning
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All Coverage En Esp	sfiol	Crime						single
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		Energy			17	All Facts & Stat	istics	
		Financial Services						
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		Highway Safety						consumers be victims of ide
		Homeowners and Re		2.5				in 2012,
			and Market Share by Sta	ite				
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		Litigiousness Long-Term Care Insu				Sector Contraction		

Data in Facts & Statistics



The I.I.I. has been tracking lightning claims since 2004. Archived data is available on the website. It shows that claims paid fell by 33 percent from 2004 to 2011, but average cost per claim rose by 93 percent due to damage to expensive electronics.

Lightning

In 2011 there were 26 lightning fatalities, three fewer than the 2010 total of 29 deaths and 11 fewer than the 10-year average of 37 fatalities, according to data from the National Oceanic and Atmospheric Administration.

HOMEOWNERS INSURANCE CLAIMS AND PAYOUT FOR LIGHTNING LOSSES, 2007-2011

						Percent change	
	2007	2008	2009	2010	2011	2007-2011	2010-2011
Number of paid claims	177,100.0	246,200.0	185,789.0	213,278.0	186,307.0	5.2%	-12.6%
Insured losses (\$ millions)	\$942.4	\$1,065.5	\$798.0	\$1,033.5	\$952.4	1.1%	-7.8%
Average cost per claim	\$5,321.0	\$4,329.0	\$4,296.0	\$4,846.0	\$5,112.0	-3.9%	5.5%

Source: Insurance Information Institute.

Note: 2012 Numbers will be updated as soon as the NAIC issues market share data estimated to be released in early April



Feature Data from the National Fire Protection Association

Lightning Fires in Residential Vs. Non-Residential Properties

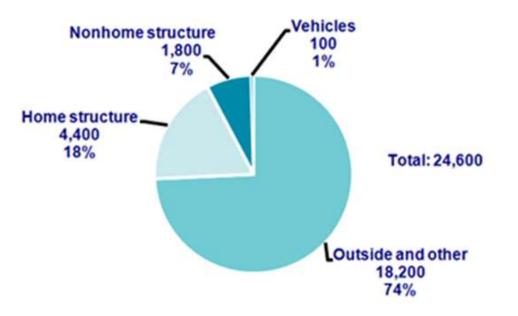
During 2004 to 2008, U.S. local fire departments responded to an average of 24,600 fires per year that were started by lighting, according to an analysis by the National Fire Protection Association (NFPA). These fires caused an average of 12 civilian deaths and \$407 million in direct property damage per year, according to the NFPA. Home fires accounted for 18 percent of the lightning fires, fires in non-residential structures, including businesses and other non-residential properties accounted for 7 percent; vehicle fires accounted for 1 percent. The remaining 74 percent were in outdoor and unclassified properties.

Lightning fires in non-residential properties caused an average of \$90 million in direct property damage each year from 2004 to 2008, according to the survey. The average annual damage in non-residential properties includes:

- \$21 million in storage facilities.
- \$19 million in places of assembly, such as houses of worship and restaurants.
- \$18 million in nonhome residential properties such as hotels and motels.
- \$15 million in mercantile and business properties such as offices, specialty shops and department stores.
- \$10 million in industrial and manufacturing facilities.
- The remainder were in outside properties (\$3 million) and educational and healthcare facilities (\$4 billion).



FIRES STARTED BY LIGHTNING BY TYPE OF STRUCTURE, 2004-2008 (1)



(1) Reported to local fire departments.

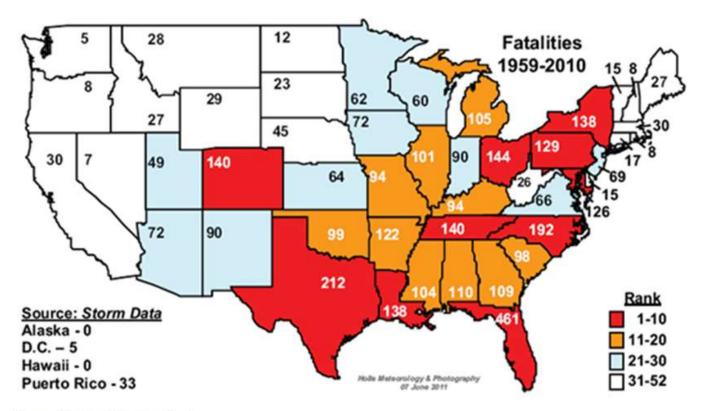
Source: National Fire Protection Association.

View Archived Graphs

Note: Archived data available back to 2002

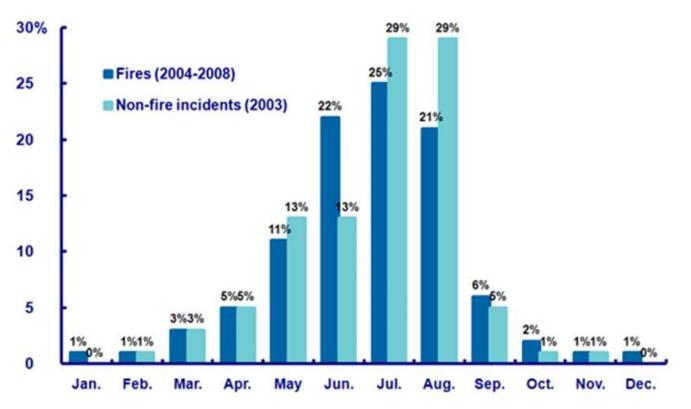


LIGHTNING FATALITIES BY STATE, 1959-2010



Source: National Weather Service.

LIGHTNING INCIDENTS BY MONTH



Source: National Fire Protection Association.

2011 WEATHER EVENTS, FATALITIES, INJURIES AND DAMAGES (1)

Weather events	Fatalities	Injuries	Property damage (\$ millions)	Crop damage (\$ millions)	Total damage (\$ millions)
Lightning	26	187	\$45.32	\$0.11	\$45.44
Tornado	553	5,483	9,463.35	29.60	9,492.95
Thunderstorm wind	56	384	375.89	137.48	513.38
Hail	0	31	450.53	81.85	532.38
Total	635	6,085	\$10,335.09	\$249.04	\$10,584.15

(1) Includes the 50 states, Puerto Rico, Guam and the Virgin Islands.

Source: National Weather Service.

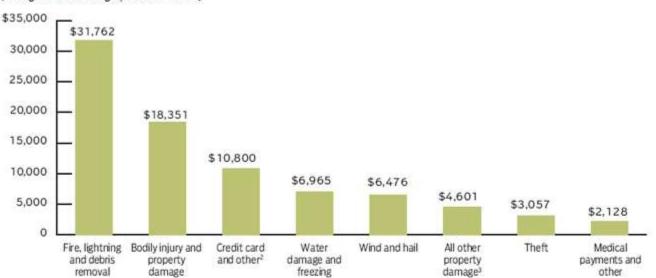
View Archived Tables

For more information on lightning, please see The Lightning Protection Institute.

Encourage web users to contact LPI for additional information by linking its website

Data in Facts and Statistics – Homeowners Insurance

HOMEOWNERS LOSSES RANKED BY CLAIMS SEVERITY (AVERAGE CLAIM), 2006-2010 (1)



(Weighted average, 2006-2010)

(1) For homeowners multiple peril policies. Excludes tenants and condominium owners policies. Accident year incurred losses, excluding loss adjustment expenses, i.e., indemnity costs per accident year incurred claims.

(2) Includes coverage for unauthorized use of various cards, forgery, counterfeit money and losses not otherwise classified.

(3) Includes vandalism and malicious mischief.

Source: ISO, a Verisk Analytics company.

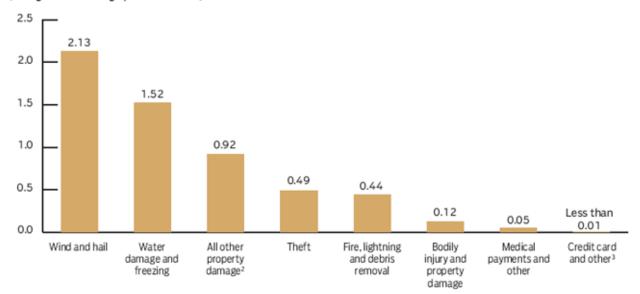
View Archived Graphs



Data in Facts and Statistics – Homeowners Insurance



HOMEOWNERS LOSSES RANKED BY CLAIMS FREQUENCY, 2006-2010 (1)



(Weighted average, 2006-2010)

(1) Claims per 100 house years (policies). For homeowners multiple peril policies. Excludes tenants and condominium owners policies.

(2) Includes vandalism and malicious mischief.

(3) Includes coverage for unauthorized use of various cards, forgery, counterfeit money and losses not otherwise classified.

Source: ISO, a Verisk Analytics company.

View Archived Graphs

Consumer Articles



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Lightning Coverage and Safety

Damage caused by lightning, such as fire, is covered by standard homeowners and business insurance policies. Some home and business insurance policies provide coverage for power surges that are the direct result of lightning striking a home or business. There is also coverage for lightning damage under the comprehensive portion of an auto insurance policy.

With the explosion in the number and value of consumer electronics in homes, such as flat screen TVs, home entertainment centers, multiple computers, gaming systems and other expensive devices, it is more important than ever to take precautions.

Preventing Losses

The I.I.I. offers the following tips to protect homes and businesses agains power surges and lightning strikes:

1. Install a lightning protection system. A lightning protection system supplies structural protection by providing a specified path on which lightning can travel. When a building is equipped with a lightning protection system, the destructive power of the lightning strike is directed safely into the ground, leaving the structure and its contents undamaged. The system includes a lightning rod or air terminals at the top of the house that can be disguised to look like a weather vane and wires to carry the current down to grounding rods at the bottom of the house. According to the lastitute for Purinees & Home Sofety (LPHC), the lightning protection electrical discharges that can damage a building's electrical system, computers, appliances and other systems. UL-listed transient voltage surge suppressors can also be installed to protect specific pieces of electronic equipment. Keep in mind that power strips offer little protection from electrical power surges.

 Unplug expensive electronic equipment. As an added precaution, unplug expensive electronic equipment such as TVs, computers and the like if you know a storm is approaching.

Do's and Don'ts for Lightning Safety

 When Thunder Roars...GO INDOORS! Take shelter in a home, large building or substantial fully enclosed building, preferably protected with a lightning protection system. Hard topped-vehicles are generally safe shelters, as well.

2. Avoid areas where you will be the highest object. If you are caught in an open field with no nearby shelter, and your hair begins to stand on end (an indication that lightning is about to strike) drop down and crouch with hands on knees, rocking up on the balls of your feet. (The idea is to make as little contact with the ground as possible.) Never lie down flat or place your hands on the ground.

3. Certain locations are extremely hazardous during thunderstorms. Avoid lakes, beaches or open water, fishing from a boat or dock, riding on golf carts, farm equipment, motor cycles or bicycles. Take shelter in tunnels, subways, even ditches or caves if necessary—but never under a tree!

4. If caught on high ground or in an open area, seek shelter in a low area and stay away from trees. A small grove of bushes or shrubs is preferable to lone trees.

 To avoid side flashes (voltage from a nearby struck object) stay clear of fences or isolated trees. Keep away from telephone poles, power lines, pipelines or other electrically conductive objects.

 Stay off the telephone! In your home, don't stand near open windows, doorways or metal piping. Stay away from the TV, plumbing,

Web Video



Lightning Myths



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LIGHTNING MYTHS: TIPS TO STAY SAFE

Jeanne Salvatore dispels common myths about lightning safety and provides the basic tips for staying safe when a storm approaches.

GET EMBED CODE DOWNLOAD YOUTUBE

Watch Video

Podcasts and Video

INSURANCE INFORMATION INSTITUTE

How to Pick a Lightning Protection System





Lightning can be a dangerous hazard to your home with a single bolt carrying as much as 30 million volts of electricity. Fortunately there are lightning protection systems available to keep your home safe. Find out how to choose the right system from the right professionals to protect yourself from disaster.

GET EMBED CODE DOWNLOAD YOUTUBE



I.I.I. VIDEO



Lightning Myths: Tips to Stay Safe Jeanne Salvatore

Corporate Social

International Corporate

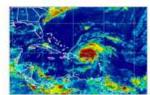
Philanthropy Day. The

Responsibility February 27 is

P/C

dispels common myths about lightning safety...

FACTS & STATISTICS



Catastrophes: U.S. Insured U.S. CAT losses totaled \$35.9B in 2011, well above...

All Facts & Statistics

I.I.I. BLOG / TERMS & CONDITIONS



Buffett's Insurance Commandments

-

Warren Buffett had some words of wisdom for insurers and underwriters...

Watch Video





Watch Video

Video: b-roll/bites





LIGHTNING, B-ROLL/BITES

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All Facts & Statistics



Highlights of 2012 Accomplishments and Ongoing Partnership Activities

Fun and Entertaining Videos

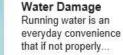
INSURANCE INFORMATION

Beyond Thunder Dumb: When Lightning Strikes...



Your Home From Water Damage Water damage is one of the most common and costly disasters ...





Fire This week marks the 10th anniversary of The Station

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I.I.I. BLOG / TERMS & CONDITIONS



Identity Fraud Incidents Continue Upward Trend One million more consumers became victims of identity fraud in 2012,...

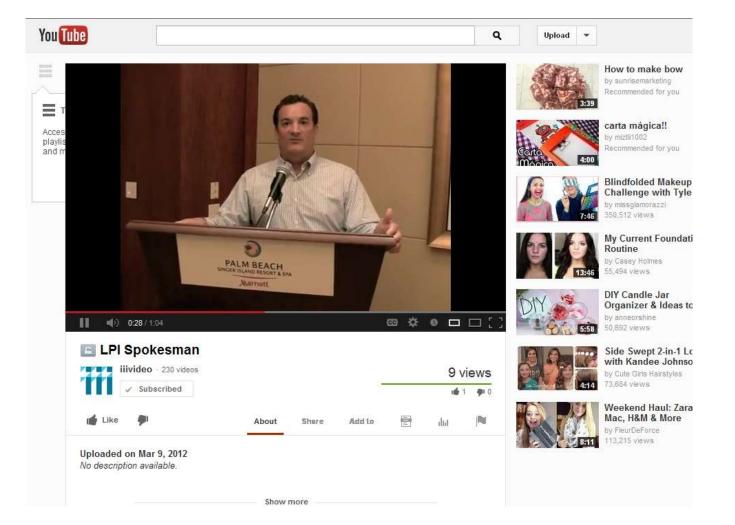
http://www2.iii.org/video/beyond-thunder-dumb-whenlightning-strikes.html

BEYOND THUNDER DUMB: WHEN LIGHTNING STRIKES

More than 80% of lightning fatalities are men who did not seek shelter from an approaching storm, but instead kept on fishing, boating, golfing, biking, or working outdoors. Be prepared by recognizing danger and knowing what to do and what not to do. If you can hear thunder, even a distant rumble, lightning is close enough to strike you. Immediately seek shelter in a substantial building or a metal-topped vehicle. Voices by: Michael Barry and Justin Shaddix Script by James P Ballot

Recorded and Edited a Web Video at 2012 Conference





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Issue News Releases – Since I.I.I. began Partnering with the UPLA/LPI 15 releases were issued and posted to our website with four issued last year



Content Type	Result	Ranking
Press Release	Believing <mark>Lightning</mark> Myths Is Dangerous, Especially In Florida; Get The Facts To Protect Yourself And Your Property	****
	Everyday storms during summer months may cause people to disregard lightning, and that could have deadly consequences. On average, lightning is responsible for more weather-related deaths in Florida than all other weather hazards combined, and Florida has the highest number of lightning casualties of all 50 states. POSTED: JUNE 15, 2011	
Press Room Landing	Press Room	****
Press Release	Lightning Is an Underrated Killer; Knowing Fact From Fiction Can Save Lives and Prevent Injuries	****
	<mark>Lightning</mark> safety tips. POSTED: JUNE 13, 2011	
Press Release	Claim Costs From Lightning Continue to Rise; the Culprit Is Often Expensive Electronics	*****
	Lightning claims costs on the rise. POSTED: JUNE 20, 2011	
Press Release	<mark>Lightning</mark> Protection Institute Hosts "Search For Storm Heroes" During <mark>Lightning</mark> Safety Awareness Week	****
	Lightning Protection Institute offers tips for protecting homes against damage from <mark>lightning</mark> . POSTED: JUNE 18, 2010	
Press Release	Lightning Protection Systems Offer A Key Form Of Fire Prevention POSTED: OCTOBER 04, 2010	****
Press Release	Lightning Striking Again and Again: New I.I.I. Study Finds Increase in Lightning Claim Costs POSTED: JUNE 21, 2007	****

Issued News Releases in English and Spanish to Announce New Lighting Claim Stats and Promote Lightning Safety Awareness Week

INSURANCE INFORMATION

Distributed information through I.I.I.'s social media network. On Facebook alone we reached 68,201 users

Claim Costs From Lightning Continue to Rise: the Culprit Is Often Expensive Electronics

INDUSTRY SEES MORE THAN \$1 BILLION IN INSURED LOSSES, 111. STUDY FINDS

Ung 21, 2011

INSURANCE INFORMATION INSTITUTE New York Press Office: (212) 346-5500; modia@iii.org

NEW YORK, June 20, 2011 - While the deadly tornadoes that have caused massive destruction in multiple states have been making the headlines recently, interac lightning storms have also done extensive damage. In fact, lightning strikes cost more than \$1 billion in insured leases in 2010-a significant increase from 2000, according to the insurance ELLI) eutitent restauro (LLI).

An analysis of homeowners insurance data by the LLL found there were more than 213,000 lightning claims in 2010, up nearly 15 percent from 2000. These losses ranged from damage to expensive electronic equipme to structural fires that destroyed entire homes

The LLL puts the average lightning claim at \$4,846. By comparison, in 2009, there were about 185,000 lightning claims, which caused nearly \$800 million in insured leases with the average claim totaling \$4,396. The average cost per claim rose nearly 13 percent from 2000 to 2010, and more than \$0 percent from 2004 to 2010, even as the actual number of claims fell by a little over 23 percent in the six-year period.

"The number of claims is down, but the average cost per claim continues to rise, in part because of the buge increase in the number and value of sumer electronies in homes," said Lowis Wotws, vice president of the III. "Plasma and high-definition television sets, home entertainment conters, multiple computer households, gaming systems and other espensive devices-which can all be destroyed by power surges-are having a significant impact on claims losses."

HOMEOWNERS IN SURANCE CLAIMS AND PAYOUT FOR LIGHTNING LO88E8, 2004-2010

	2234	2022	2026	3337	200	200	2010	Percent change 3559-2010	Percent change 2004-2010
Number of paid claims	278.000	285.703	256.000	177.100	248,200	155,755	212.275	14.57%	-22.32%
(Smillore)	\$725.50	5519.60	5552.20	\$942.40	\$1,085.50	\$795.00	\$1,033.50	22.57%	42.50%
Average cost. per claim	\$2.645	\$1,054	\$1.44	\$3,221	\$4,225	\$4,228	\$4.545	12.87%	83.10%

"The record lesses are a result, in part, of the large number of storms occurring last year," said Worters. "Catastrophe losses in 2010 totaled \$13.6 billion

Worters noted that given last year's report ternade activity and the fact that ternadoes are usually accompanied by severe thunderstorms, it was not surprising that the number of such claims increased substantially in 0.010

Damage caused by lightning, such as fire, is covered by standard homeowners and business insurance policies. Some home and business insurance policies provide coverage for power surges that are the direct result of a lightning strike. There is also coverage for lightning damage









EN E SPANOL





















ravos continúan en aumento... amenudo los causantes son los equipos electrónicos

INSURANCE INFORMATION INSTITUTE

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Oficina de Pronas New York: 212-346-5500; media § iil.org Elianne E. González, Florida: 954-389-9517 o 954-684-4410

NEW YORK, 29 de junio de 2011 - Mentras los protagonistas de los

titulares de noticias han sido los tornados y sus deusstadores efectos, los

efectos de los rayos no han aido tan notable pero sí muy costoso. De

hothe, los efectos de las descargas de rayos costaron en el año 2010

Un análisis de les dates recepilados de reclamaciones de seguros de

213,000 roclamaciones de seguros debidas a rayos en 2010, un 15% de incremento con respecto al número de reclamos presentados en 2009. Las

pérdidas que tate tipo de fenômeno esuas van desde daños a equipos

electrónicos costosos hasta incendios que consumen casas entera-

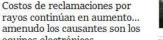
El 111 coloca en \$4.846 el monto promodio de una reclamación po

daños de rayos o termentas eléctricas. En comparación, en 2000 se registraron 185.000 reclamaciones por rayos a un costo promodio de

propietarios de viviendas (homeowners insurance) mostró más de

además es un sustancial incremente de los ecistos del año previo 2009,

pérdidas asceuradas nue sumaron más de \$1.000 millones, lo nue







Catastrophes: U.S. Insured U.S. CAT loss totaled \$35.92 in 2011.

Uninsured Motorists Drivers with no suto insurance coverage are

Al Carto & Cistation





Sels dudas que



EN ESPAÑOL

responderse ouando compre seguro para su vivienda

\$4.296 y con un total de \$800 millones de pérdidas cubiertas en todo el El costo promodio de las reelamaciones aumento un 13% entre 2009 y 2010 y más del 80% entre 2004 y 2010, inclusive cuando el número de reclamationes baié en un 22% en el mismo periodo de seja años. "El número de reclamaciones ha bajado pero el costo por reclamacione

sigue en sumento, en gran parte debide al enorme incremento del costo de los equipes electrónicos que boy dia hay en una vivienda", dijo Elevre E. Gonzáse, portavos del 1.1. "Televisores de plaama, equipes electrónicos, computadoras y juegos electrónicos, son sólo unos de los muchos equiper costosos que hoy día se encuentran en las essas y que están expuestos a a fiarse con los cambios bruscos de corriente eléctrica que suelen es las descargas de rayos y por tanto, han generado un impacto sustancial en el costo de las reelamaciones de seguros

RECLAMACIONES DE SEGUROS DE PROPIETARIOS DE VIVIENDA CAUSADAS POR RAYOS Y COSTO DE LOS PAGOS DESDE 2004 HASTA 2010



"Las pérdidas récord son el resultado en parte de la gran cantidad de stas cléctricas que ocurrieron el pasado año", esplicó Gonzáles "Las pérdidas catastróficas totalizaron los \$13.600 millones en 2010.

González destacó que las tormentas de rayos son parte de los aistemas de tormentas severas que acompañan a tornados y estos tuvieron actividad rézord el año pasado, por lo que no sorpretide que los rezlamos de rayos también hayan aumentado sustanzialmente en 2010.

Los daños causados por rayos, tales como los incendios que produces

Chart also translated

Lightning Information - Distributed to Florida-Specific Audiences



Press Release

Believing Lightning Myths Is Dangerous, Especially In Florida; Get The Facts To Protect Yourself And Your Property

Everyday storms during summer months may cause people to disregard lightning, and that could have deadly consequences. On average, lightning is responsible for more weather-related deaths in Florida than all other weather hazards combined, and Florida has the highest number of lightning casualties of all 50 states. Posted: June 15, 2011



Improving public understanding of insurance in Floridawhat it does and how it works

STRAIGHT TALK

Florida

Share This Story

Insured value

FEBRUARY 22, 2012 |

The value of understanding

today's real estate value, you will be

but this burnt you would have been

Blogging about insurance in

appraised value, real estate value &

If you matched your property's insured value to

underinsured. If you matched your insured

value to real estate value before the housing

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overinsured. Getting the insured value right on te money means you are properly protected so that you can rebuild if your home is damaged or destroyed.

1bne

MORE FROM THE STRAIGHT TALK BLOG

My mitigation education lessons from a home inspection (measurem page

INSURANCE 101

What percentage of Florida drivers are uninsured?

Florida ranks in the top 5 nationally for uninsured drivers. Although state law requires all drivers to have insurance. estimates are that 23.5 percent of drivers lack coverage. That's why you should consider uninsured/underinsured motorists coverage to be properly protected INFOGRAPHIC ON U.S. UNINSURED MOTORISTS

I.I.I. SOFTWARE



Home Inventory Know Your Stuffs Our free, Web-based software. can help make creating your home inventory a breeze. MORE

LLI, VIDEO



on the Road Drivers with no auto insurance coverage are more common than you think. And

Tracking of Traditional Media Coverage

Meltwater News reported that there were 1,212 mentions of the LPI in 2012.

Some of these hits were generated by news releases issued by the LPI and others were issued by the I.I.I. on behalf of the LPI.

Topics included: Ben and Franklin video, Homeowners Encouraged to ask about Insurance Discount for Lightning Protection Systems, Campaign to Build Lightning Safe Communities, Lightning Safety Awareness Week.

Full report has been provided to LPI.

Plans for 2013 – Outreach to Traditional Media

- Promote the 2013 Conference in a media advisory, draft news releases, promote conference via social media and tape a web video.
- Will promote Lightning Safety Awareness Week with updated insured lightning stats.
- Make Kim Loehr available to speak to I.I.I. member companies about your resources.
- Promote lightning safety during National Severe Weather Preparedness Week – March 3-9.
- Ask about discounts for lightning protection systems during a planned survey of other home insurance discounts.

Plans for 2013

Incorporate the importance of lighting protection systems when rebuilding a home – using Hurricane Sandy as a news hook.

- LPI/I.I.I. planning to meet with a number of fire safety organizations to create more partnerships and to encourage better data collection of lightning losses.
- Reissue news releases promoting the three videos (How to pick a lightning protection system, lightning myths and lightning safety)
- Track both traditional and social media coverage for the LPI.
- Lastly, long shot idea for a PSA with Richard Branson as his home was struck by lightning and is now being rebuilt with a lightning protection system.

2013: Issued a Media Advisory





FOR IMMEDIATE RELEASE New York Press Office: (212) 346-5500; media@iii.org

REPORTERS LOOKING FOR EXPERTS ON LIGHTNING SAFETY AND PROTECTION SYSTEMS ARE ENCOURAGED TO CONTACT THE LIGHTNING PROTECTION INSTITUTE

Contact: Kim Loehr / LPI Director of Communications/ LLpco@aol.com or 804-314-8955

LAS VEGAS, NEVADA, February 26, 2013 – Lightning protection experts, engineers and safety directors will be meeting in Las Vegas this week (2/26 – 3/2) at the Aria Resort and Casino to discuss the latest advances in lightning protection, according to the Lightning Protection Institute (LPI). The full meeting agenda can be found at the LPI website at www.lightning.org.

Topics will include:

- Lightning Protection Inspection Programs
- Proper Installation of Lightning Protection Systems
- Lightning Safe Communities Campaign

Distributed the advisory by PR Newswire, it appeared on over 300 websites of newspapers, radio and TV stations in the first 24 hours!

Tracking Lightning for Trends in Social Media in 2013





Insurance Information Institute Website

www.iii.org

http://twitter.com/JeanneSalvatore

