ISSUE
NUMBER
TWENTY ONE

Excavation SAFETY

GUIDE & DIRECTORY™

PIPELINE EDITION

Pipeline Association *for* Public Awareness

2026

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Watch PAPA's NEW Excavation Safety Video, complete the quiz, and get entered to win a $500 gift card.

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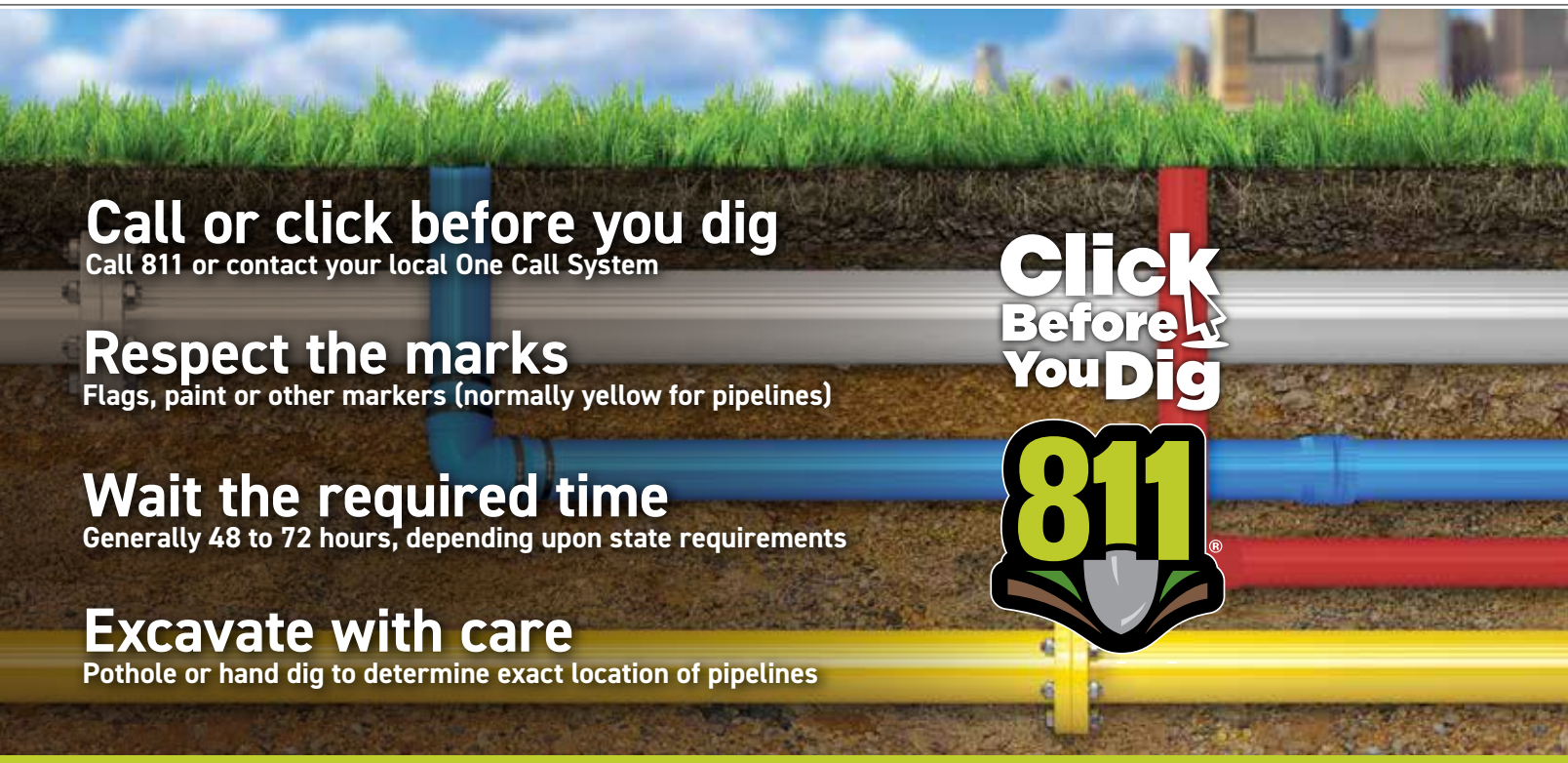

Safe digging isn't just good practice—it's good business.

Know the hazards

- Natural gas and other petroleum products will ignite and burn.
- If exposed to the skin, serious irritations may occur.
- Escaping gases can displace oxygen.

Recognize unsafe conditions

- Pipelines that are: leaking, damaged, insufficiently supported, exposed to high heat, or threatened by natural forces are all unsafe conditions.
- Any damaged or weakened pipeline must always be checked by the pipeline company for remaining strength. Even very minor damages can cause future leaks or ruptures and must be investigated.
- Pools of liquid, blowing dirt, hissing sounds, vapor clouds, gaseous odors, bubbles in standing water, dead vegetation and frozen soil or ice next to pipelines are all signs of a pipeline leak and should be treated as an emergency.

Respond immediately

- Immediately leave the area while avoiding any action that may cause sparks. Abandon all equipment and get a safe distance away.
- Call 911 and then immediately notify the pipeline company.
- Keep others away until emergency officials arrive. Stay upwind, do not attempt to operate pipeline valves or extinguish any pipeline fires.

As an excavation professional, ensuring safe digging practices starts when you call or click 811 before breaking ground. This step is not only required by most state laws, but it's also a free and simple way to protect your team and avoid costly damages or project delays. When you call or click 811, you are connected with your local One Call center and details about your excavation are shared with operators of underground utilities near your site. These operators will promptly mark the location of their facilities according to state regulations, helping you avoid potential hazards, and maintain project timelines. For emergency contact information, always connect directly with the utility operator or consult nearby pipeline markers.

Pipelines are essential to our nation's infrastructure, delivering the gas and liquid products that power homes, businesses, and industries. While pipeline companies conduct routine maintenance to keep their systems reliable, your role in protecting this infrastructure is important as well. By staying alert and reporting any unusual conditions or suspicious activities near pipelines, you contribute to the safety and integrity of the entire energy network. Immediate reporting to local law enforcement or the pipeline operator can prevent incidents and keep your team and community safe. By following these essential safety practices, including the vital step to call or click 811, you help prevent pipeline emergencies, protect your workforce, and ensure your projects run smoothly.

Llame al 811 o contacte su sistema local de One Call

Conozca los peligros

- Gas natural y otros productos petróleos pueden encenderse y quemar.
- Si expuesta a la piel, serias irritaciones pueden ocurrir.
- Gases escapados pueden desplazar el oxígeno.

Conozca las condiciones peligrosas

- Condiciones peligrosas son: gasoductos u oleoductos que tienen escapes, están dañados, el soporte es insuficiente, están expuestos a temperatura muy alta, o amenazados por las fuerzas de la naturaleza.
- Cualquier gasoducto u oleoducto dañado o frágil siempre debe ser revisado por la compañía que los dirige para determinar la resistencia restante. Incluso daños menores en los gasoductos u oleoductos tienen que ser investigados porque pueden causar escapes o rupturas en el futuro.
- Indicios de un escape en un gasoducto u oleoducto son: charcos de líquido, tierra soplada, sonido de silbidos, nubes de vapor, olores a gas, burbujas en agua estancada, vegetación completamente seca, y tierra congelada o hielo alrededor de ella. Todos estos indicios deben ser tratados como una emergencia.

Actúe de inmediato

- Aléjese del área inmediatamente y evite cualquier acción que pueda causar chispas. Abandone todo el equipo y manténgase a una distancia segura.
- Llame al número de emergencia 911 y luego de inmediato notifique a la compañía que dirige el gasoducto u oleoducto.
- No deje que otras personas se acerquen hasta que llegue el personal de emergencia. Manténgase contra el viento y no intente manejar las válvulas ni extinguir incendios en el gasoducto u oleoducto.

Como profesional de excavación, usted garantiza prácticas de excavación seguras al llamar o hacer clic en 811 antes de comenzar una excavación. Este paso no solo lo exige la mayoría de las leyes estatales, sino que también es una forma gratuita y sencilla de proteger a su equipo y evitar daños costosos y retrasos en sus proyectos. Al llamar o hacer clic en 811, usted se conecta con su centro de One Call local y los detalles de su excavación se compartirán con los operadores de servicios subterráneos cerca de su sitio. Estos operadores marcarán rápidamente la ubicación de sus instalaciones de acuerdo con las regulaciones estatales, lo que ayuda a evitar posibles peligros y a mantener los plazos del proyecto. Para obtener información de contacto en caso de emergencia, conéctese siempre directamente con el operador de servicios públicos o consulte los marcadores de tuberías cercanos. Al seguir estas prácticas de seguridad esenciales, incluido el paso esencial de llamar o hacer clic en 811, usted ayuda a prevenir emergencias en las tuberías, protege a su fuerza laboral y garantiza que sus proyectos se desarrollen sin problemas.

Las tuberías son esenciales para la infraestructura de nuestra nación, ya que suministran los productos de gas y líquidos que alimentan hogares, empresas e industrias. Aunque las compañías de tuberías realizan mantenimiento rutinario para mantener sus sistemas en un estado confiable, usted también tiene un papel importante en la protección de esta infraestructura. Al mantenerse alerta e informar cualquier condición irregular o actividad sospechosa cerca de las tuberías, contribuye a la seguridad e integridad de toda la red energética. El aviso inmediato a las fuerzas de seguridad locales o al operador de la tubería puede prevenir incidentes y mantener seguro a su equipo y también a su comunidad.

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2026 EXCAVATION SAFETY GUIDE & DIRECTORY

BEFORE YOU DIG

What you need to know and what you need to do before you dig.

LOCATING & MARKING

The importance of accuracy in locating and marking buried facilities.

DIGGING SAFELY

Technologies and techniques to stay safe and avoid damage.

WHEN THINGS GO WRONG

What to do in the event of underground damage.

FEATURING CURRENT PRACTICES AND TECHNOLOGICAL INSIGHTS FROM INDUSTRY EXPERTS!

RESOURCE DIRECTORY

A collection of invaluable information and access to resources.

The Excavation Safety Guide is designed to be a reference for readers to use all year long. The articles are concise, to the point and focus on current industry trends and technologies. The resources include the CGA Excavation Best Practices, a complete Notification Center listing along with the state laws and provisions, a pull-out Emergency Response poster plus much more. Protecting the buried infrastructure is becoming more of a challenge every day and this guide will help you navigate through these challenges.

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This manual is an informational and educational guide, but it is not intended to provide you with any definitive information regarding legal issues. You need to follow your specific state laws and OSHA rules. If you have any questions on issues raised in this guide, please consult with legal counsel and/or your state Notification Center.

FREE

Excavation Emergencies Poster

Scan Me English

Scan Me Spanish

Download a PDF version of the poster in English and Spanish!

LOOK ON PAGE 23 TO FIND YOUR COMPLIMENTARY PULL-OUT POSTER with information on how to recognize and respond to the hazards inherent in utility excavation.

Provided by Pipeline Association for Public Awareness

PipelineAwareness.org

Where Can You Get Bilingual 811 Resources?

PAPA offers Spanish resources such as training videos and an Excavation Safety Checklist at: https://pipelineawareness.org/digsafesp

You will also find Spanish translation on pages 3, 11, 12, and 23 of this guide.

PAPA ofrece recursos en español, como videos de capacitación y una lista de verificación de seguridad en excavaciones, en: https://pipelineawareness.org/digsafesp

También encontrará traducción al español en las páginas 3, 11, 12 y 23 de esta guía.

When safety information is offered in more than one language:

- Crews ask questions more comfortably
- Instructions are followed more accurately
- Work moves forward with fewer mistakes or rework
- Trust is built across the team

Simple Takeaways for the Field:

- Make sure every person knows what the markings mean before digging
- Use bilingual materials during orientation, tailgate meetings, and toolbox talks
- Give people space to ask questions in the language they are comfortable speaking
- Understanding leads to safer crews and safer work

Why Excavation Safety Around Pipelines Matters and What Every Crew Needs to Know

Introducing Powerful New Training

BY KESLEY TWEED, EXECUTIVE DIRECTOR, PIPELINE ASSOCIATION FOR PUBLIC AWARENESS

Introducing Powerful New Training Videos Filmed on Active Job Sites

Every time you dig you're making decisions that affect lives, communities, and critical infrastructure. Across the U.S., underground pipelines transport vital energy resources—natural gas, oil, ammonia, CO_2, and more. And every year, damage during excavation is still one of the top causes of pipeline accidents.

That's why a new national excavation safety video series produced by the Pipeline Association for Public Awareness (PAPA) is being released in 2026. It was filmed on location in Colorado Springs, Colorado, and other job sites across the country.

Real Operators. Real Excavators. Real Examples.

This isn't just another training clip—it's a powerful look at what's at stake, what to watch for, and how to protect your crew and your job site.

Why You Should Watch the New Excavation Safety Videos

Here's what you'll gain in just a few minutes:

Quick Refreshers on Critical Safety Practices

- When and why to call 811—especially for ongoing jobs
- How to identify and protect the tolerance zone
- Proper use of vacuum excavation and potholing
- What to do if your locate is late

Real-World Insight from Crews Like Yours

- Operators and excavators share lessons from the field
- Near-miss stories and how work can be impacted
- What damage really looks like—and why it's never "just a scratch"

Life-Saving Awareness

- Learn the signs of a leak—beyond just smell
- Understand different products—and how to stay safe in the event of a hit pipeline
- Know the immediate steps to take in case of emergency

Practical Takeaways You Can Use on the Job

- The most common digging mistakes—and how to avoid them
- Why visual pipeline markers aren't enough
- How operators and excavators can partner for safety—not just compliance

The Goal: Everyone Goes Home Safe
The videos are more than a requirement—they are a reminder that safety isn't a box to check. It's a culture.

PAPA is sending this important reminder through the videos:
Every operator, every contractor, every laborer—**everyone has a role in preventing damage** and ensuring we all return home safely at the end of the day.

Whether you're a seasoned pro or new to the field, these training videos are powerful tools you can carry into the work zone. ESG

Watch the videos now on the PAPA website, and share it with your crew!

Enter to Win!

Watch PAPA's NEW Excavation Safety Video, complete the quiz,and get entered to win a $500 gift card.

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www.pipelineawareness.org/excavator-resources

Why Safety Culture and Pipeline Safety Matter in Rural Excavation

BY LINDSEY PERUSICH, PIPELINE SAFETY & COMPLIANCE,
KERN RIVER GAS TRANSMISSION COMPANY

When you think about excavation, you might picture the roar of a backhoe, the crunch of dirt under steel tracks, and the hum of a project running smoothly. However, under many of those sites, pipelines carry natural gas, crude oil, or hazardous liquids that keep our world running. Whether you're a contractor, farmer, or equipment operator, your daily work brings you close to these underground systems. When safety slips, even for a moment, the results can be detrimental.

Most pipeline incidents caused by excavation begin with everyday tasks, such as installing drain tile, digging a trench, replacing a fence, deep ripping, clearing drainage, or leveling the ground for a building. Pipelines are not visible, and their depth can shift over time due to plowing, erosion, or past excavation. Even if you've worked the same field for years, conditions may have changed, and assumptions can be dangerous.

A safety culture is a shared understanding that safety matters above all else. It's the attitude that guides decisions every day, not just when someone is watching. On a strong, safety-focused site, people consistently call 811 before every dig, slow down when approaching utility markings, use hand tools or soft digging methods near marked lines, stop immediately if anything unexpected is found, and communicate clearly and openly about hazards. These habits aren't just good practice; they prevent accidents and protect everyone on the job and in the surrounding community.

Building this kind of culture doesn't require fancy programs or complicated systems. It starts with consistent habits: call before digging, verify what's in the ground, dig carefully near marked lines, communicate often, share near misses, and be ready for emergencies. These behaviors become second nature when leaders set the example, and crews see the benefits firsthand. Over time, they become part of how we work - that foundation of safety protects everyone, from the equipment operator in the cab to the family living miles down the pipeline.

Planning is the first step. Before any equipment moves, crews should call 811 (well in advance) for accurate locates.

Call 811 before any ground distrubing work

Keep pipeline markers visible

Report unusual smells or dead vegetation

Communicate with pipeline operators

By following those four simple steps in the box on the left, you are actively contributing to community safety. These habits save lives, prevent costly damage, and create stronger, more resilient rural communities. Working safely prevents tragedies, strengthens trust, and keeps job sites productive.

Whether on a farm, a small contracting crew, or a large excavation project, leadership drives safety culture. Leaders who encourage open communication, take concerns seriously, and refuse to cut corners build a culture where workers feel empowered to act safely. Simple gestures, such as asking whether a situation looks safe or confirming that everyone understands the plan, will reinforce habits that protect lives and property.

Even with precautions, accidents can happen. Crews should be trained and know how to respond. Work stops immediately, the area is evacuated, emergency services and the pipeline operator are contacted, and the site is secured. Practicing these steps makes a real difference when seconds matter.

Fewer accidents can reduce insurance claims and downtime. Modern tools, such as GPS mapping of utilities, digital 811 ticketing, vacuum excavation equipment, drone surveys, and online or on-site training, can help workers stay safe. But no technology can replace human awareness and judgment. Tools work only when crews commit to using them safely and responsibly. Pipeline operators and clients value contractors who prioritize safety. Workers are more likely to stay with crews where they feel protected, and neighbors and regulators respect operations that demonstrate responsibility.

Drain tile installation is a common and essential task for farmers, but it can be high-risk when pipelines run underneath. Tile plows cover large areas and dig deeply, so assuming safe depth or ignoring markings is dangerous. Farmers who call 811, confirm right-of-way areas, and coordinate with operators demonstrate community-level safety culture. Their care protects their land, crews, and neighbors.

Safety isn't just a requirement; it is a right, responsibility, and obligation to those around you, and it's one of the most valuable parts of the job. For contractors, it prevents costly downtime, damaged equipment, and legal trouble. For farmers, it protects their land, livestock, and operations. For workers, it means they go home at the end of the day in the same condition they arrived. And for pipeline operators, it reduces the risk of leaks, outages, and community impacts. When safety becomes a natural part of everyday thinking (not just a rulebook), people look out for each other, leading to the job getting done with fewer surprises and emergencies.

When everyone values preparation, communication, and careful execution, pipelines remain intact, workers go home safely, and communities are protected. Simple steps, including calling 811, verifying markings, slowing down near utilities, and speaking up when something feels wrong, may seem small. Still, together they form the foundation of a strong, life-saving safety culture.

A strong safety culture ensures that the work we do today doesn't create hazards for tomorrow. By working together and looking out for each other, we protect not only ourselves but the people and communities around us. ESC

BEFORE YOU DIG

Pre-Excavation Checklist

Before EVERY Excavation

Click Before You Dig 811

In the Office

- ○ Review all drawings, plans, engineering blueprints for existing buried facilities
- ○ Proposed excavation area has been marked in white paint and/or flags
- ○ Call 811 at least 2-3 business days before excavation (check your state One Call laws)
- ○ Locate ticket number is posted at the work location
- ○ Onsite meeting scheduled with all high profile facilities in locate area (gas/oil pipelines, high-voltage cables, fiber optic)

Onsite

Complete a pre-excavation walkthrough of the entire jobsite and adjacent areas

Visually Inspect the Jobsite

- ○ Signs or marking posts
  - Pavement markers (stamped nails, pavement decals, A-tags)
  - Surface markers
- ○ Other surface signage for landscaped areas
- ○ Locate marks
- ○ Consult any maps or field sketches of the location
- ○ Identify all services to buildings such as:
  - Gas meters
  - Farm taps
  - Pipeline valves
  - Cable pedestals
  - Electric cables
  - Water valves
  - Telephone closures
- ○ Look for the evidence of trench lines from the previous exavation
- ○ Look for the cleared pipeline ROWs
- ○ Talk with the property owner or general contractor to identify potential private facilities that may not be marked:
  - Lighting
  - Outbuildings
  - Pools/Spas
  - Irrigation
  - Sewer laterals
  - Propane tanks
  - Communications lines

Document the Jobsite

- ○ Compare actual jobsite to One Call ticket
  - One Call ticket covers the scope of the work
  - One Call ticket "Work to Begin" date is valid
  - All utilities have responded
  - All facilities are marked within the excavation area
- ○ Photograph the jobsite
  - Locate marks and flags from 360°
  - Permanent signage and location relative to the dig area:
    - Note location, height, and operator of overhead lines
    - Note all required safety signage
  - Video and/or sketches where pertinent

Get more *FREE* training tools and safety resources

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Before You Dig

- ○ Review safety information with anyone working the job
- ○ Confirm with facility owner vacuum or hydro excavation is scheduled for all pipelines impacted
- ○ Locations for hand digging within the tolerance zone are noted
- ○ Emergency equipment available when hazardous atmospheres are potentially present
- ○ List of all emergency contact numbers for assets in and adjacent to the dig zone is readily available
- ○ The location and route to the nearest hospital is known by onsite supervisors
- ○ When possible before any excavation, do a sweep with a locator to identify any foreign lines that are not marked
- ○ Representatives for all critical facilities are present

Lista de Verificación Para la Excavación

Antes de CADA Excavación

En la Oficina

- ☐ Revisar todos los dibujos, planos y especificaciones de ingeniería de las instalaciones subterráneas actuales
- ☐ El área de excavación propuesta ha sido marcado con pintura blanca y/o banderitas
- ☐ Marque al 811 por lo menos 2 o 3 días hábiles antes de la excavación (consulte las leyes de One Call de su estado)
- ☐ l número de solicitud está colocado en el sitio de trabajo
- ☐ Reunión programada con todas las instalaciones prominentes en el área de la localización (tuberias de gas y aciete, cables de alto voltaje, y fibra óptica)

Sitio de Trabajo

Realice una inspección exhaustiva antes de la excavación en S todo el sitio de trabajo y las zonas vecinas

Inspección visual del Sitio de Trabajo

- ☐ Letreros o postes de señalización
  - Marcadores de pavimento (clavos estampados, calcomanías de pavimento, etiquetas A)
  - Marcadores superficiales
- ☐ Señalizaciones de superficie para áreas ajardinadas
- ☐ Marcas de localización
- ☐ Consultar mapas o dibujos del sitio
- ☐ Identificar todos los servicios a edificios como:
  - Medidores de gas
  - Válvulas agrícolas
  - Válvulas de tubería
  - Soportes para cables
  - Cables eléctricos
  - Válvulas de agua
  - Conexiones telefònicas
- ☐ Busque rastros de las líneas de trinchera de la excavación previa
- ☐ Revise que las filas de paso de la tubería están despejadas
- ☐ Hable con el propietario o el contratista general para identificar posibles instalaciones privadas que no estan marcadas
  - Luces
  - Otros Edificios
  - Piscinas/Spas
  - Sistemas de riego
  - Laterales de alcantarillado
  - Tanques de propano
  - Líneas de comunicación

Documentación del Sitio de Trabajo

- ☐ Comparar el sitio de trabajo con el ticket de One Call
  - El alcance del trabajo se refleja en el ticket de One Call
  - La fecha de inicio anotada es válida
  - Todas las compañías de servicios públicos han contestado
  - Todas las instalaciones se encuentran señalizadas dentro del área de excavación
- ☐ Fotografía del sitio de trabajo
  - Localización de marcas y banderas en 360°
  - Señalización permanente y su ubicación relativa a la excavación:
    - Anotar la ubicación, altura y operador de las líneas aéreas
    - Anotar toda la señalización de seguridad necesaria
  - Videos y/o bocetos cuando sea pertinente

Obtenga más capacitación y recursos de seguridad *GRATIS*

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Antes de Excavar

- ☐ Revise la información de seguridad con todos los empleados
- ☐ Confirmar con el propietario que excavación hidráulica o al vacío para todas las tuberías afectadas ha sido programado
- ☐ Anotar ubicaciones para la excavación manual dentro de la zona de tolerancia
- ☐ Equipo de emergencia esta disponible cuando hay posibilidad de atmósferas peligrosas
- ☐ La lista de todos los números de contacto de emergencia para los bienes dentro de la zona de excavación y sus zonas vecinas está disponible
- ☐ Los supervisores locales conocen la ubicación del hospital más cercano y como llegar
- ☐ Cuando sea posible, haga una inspección con equipo de localización para identificar líneas que no están
- ☐ Representantes de las instalaciones esenciales están presentes

Pipeline Location Information

PIPELINE MARKERS

Include the word WARNING, DANGER OR CAUTION

Identify the material being transported

Provide a number to reach the company in event of an emergency

Provide the name of the pipeline company

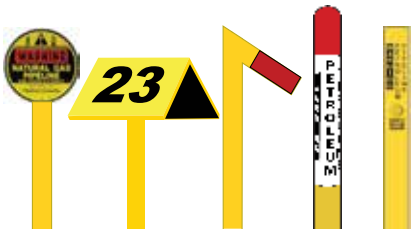
Pipelines are buried in areas called rights-of-way. Pipeline markers are used to designate the general route of the pipeline. Markers can also be found where a pipeline crosses a street or railroad, emerges from the ground, or in waterways.

BE AWARE: Pipeline markers will not designate the exact location, depth or number of pipelines in the area. Markers come in different shapes and sizes, but will always:

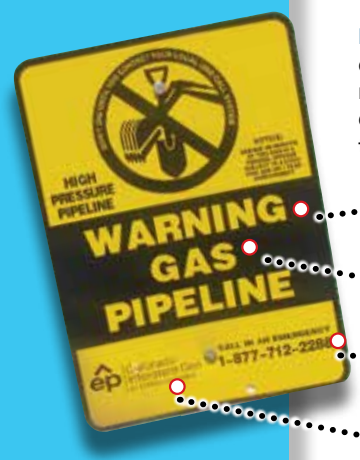
Gathering pipelines are normally located in rural areas and transport crude oil or natural gas from wellheads and production facilities to processing facilities where the oil, gas and water are separated and processed.

Transmission pipelines move refined liquid products and natural gas from refineries to marketing and distribution terminals typically using larger diameter, high-pressure lines. The general location of all transmission pipelines can be viewed in the National Pipeline Mapping System at www.npms.phmsa.dot.gov

Distribution pipelines are normally located in populated areas and carry natural gas or propane from a transmission pipeline or storage facility directly to residential and industrial customers. Some companies have included the location of their pipelines in a mobile friendly web application called Pipelines Nearby, which can be accessed at www.pipelinesnearby.org



MARCADORES DE TUBERÍA



Incluye la palabra WARNING, DANGER OR CAUTION (aviso, peligro o precaución)

Identifica el material siendo transportado

Da el número de la compañía en case de emergencia

Da el nombre de la compañía de tubería

Las tuberías son enterradas en áreas llamadas derecho de paso (ROW por sus siglas en ingles). Los marcadores de tubería se usan para designar la ruta general de la tubería. Los marcadores también pueden ser encontrados donde una tubería cruza una calle o riel de tren, donde sale del suelo, o en vías navegables.

ESTÉ CONSCIENTE: Los marcadores no dan la ubicación exacta, profundidad ni número de tuberías en el área. Los marcadores vienen en diferentes formas y tamaños, pero siempre incluyen:

Tuberías **Recolectoras** están situadas en zonas rurales y transportan normalmente petróleo crudo o el gas natural de manantiales y de instalaciones de producción a centros de procesamiento donde se separan y se procesan aceite, gas y agua.

Las tuberías de **Transmisión** mueven productos y gas natural líquidos refinados desde refinerías a terminales comerciales y de distribución típicamente usando líneas de alta presión con diámetro más grande. La ubicación general de todas las tuberías de transmisión se puede ver en el sistema de trazado nacional de tubería en www.npms.phmsa.dot.gov

Las tuberías de **Distribución** están situadas en áreas pobladas y llevan normalmente el gas natural o propano de una tubería de transmisión o instalación de almacenamiento directamente a clientes residenciales e industriales. Algunas compañías han incluido la ubicación de sus tuberías en una aplicación web móvil llamada Pipelines Nearby, que puede ser accedida en www.pipelinesnearby.org

COLOR CODE IDENTIFIERS

WHITE	Proposed Excavation
PINK	Temporary Survey Markings
RED	Electric Power Lines, Cables, Conduit, and Lighting Cables
YELLOW	Gas, Oil, Steam, Petroleum, or Gaseous
ORANGE	Communication, Alarm or Signal Lines, Cables, or Conduit
BLUE	Potable Water
PURPLE	Reclaimed Water, Irrigation, and Slurry Lines
GREEN	Sewers and Drain Lines

FACILITY IDENTIFIER			
CH	Chemical	E	Electric
FO	Fiber Optic	G	Gas
LPG	Liquefied Petroleum Gas	PP	Petroleum Products
RR	Railroad Signal	S	Sewer
SD	Storm Drain	SL	Street Lightning
STM	Steam	SP	Slurry System
SS	Storm Sewer	TEL	Telephone
TS	Traffic Signal	TV	Television
W	Reclaimed Water "Purple"	W	Water

UNDERGROUND CONSTRUCTION DESCRIPTIONS			
C	Conduit	CDR	Corridor
D	Distribution Facility	DB	Direct Buried
DE	Dead End	JT	Joint Trench
HP	High Pressure	HH	Hand Hole
MH	Manhole	PB	Pull Box
R	Radius	STR	Structure (vaults, junction boxes, inlets, lift stations)
T	Transmission Facility		

INFRASTRUCTURE MATERIAL			
ABS	Acrylonitrile - Butadiene - Styrene	ACP	Asbestos Cement Pipe
CI	Cast Iron	CMC	Cement Mortar Coated
CML	Cement Mortar Lined	CPP	Corrugated Plastic Pipe
CMP	Corrugated Metal Pipe	CU	Copper
	Cresote Wood Duct		High Density Polyethylene
MTD	Multiple Tile Duct	PLA	Plastic (conduit or pipe)
RCB	Reinforced Concrete Box	RCP	Reinforced Concrete Pipe
RF	Reinforced Fiberglass		Steel Cylinder Concrete Pipe
STL	Steel	VCP	Vertrified Clay Pipe

Understanding the Marks: Locating and Marking Practices

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Chapters from CGA Best Practices.
For the complete Understanding the Marks: Locating and Marking Best Practices, See CGA Best Practices at
BestPractices.CommonGroundAlliance.com

4. Locating and Marking
4.01 Available Records
4.02 Corrections and Updates
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4.20A Locating and Marking in Navigable Waterways
4.20B Locating and Marking in Navigable Waterways
4.21 Service Lines
4.22 Marking Newly Installed Facilities
4.23 Trouble Locate (Unlocatable) Resolution Protocol

Introducing New Project Best Practices for Underwater Utility and Pipeline Safety

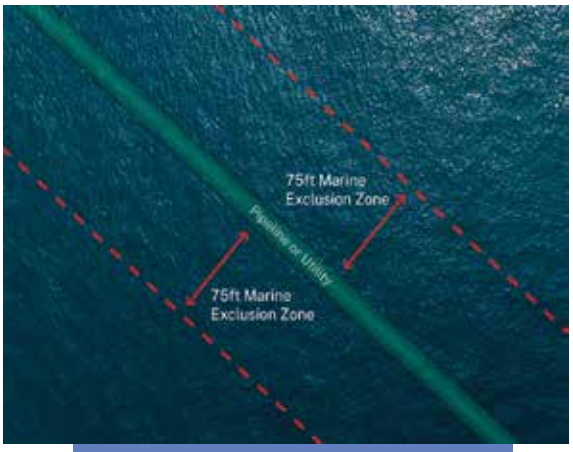
ED LANDGRAF, DIRECTOR, MARINESAFE811

The National Transportation Safety Board issued recommendations to the industry for CAMO/MarineSafe811, pipeline regulators and contractors to update and enhance new project and construction best practices after the 2020 Corpus Christi five fatality pipeline accident.

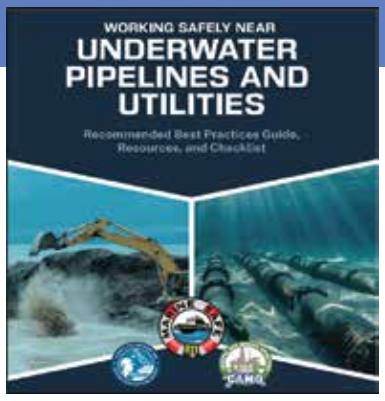
The recommendations are also being incorporated in the National Common Ground Alliance Best Practices Manual. This provided an additional opportunity to update all the practices and be more inclusive of utility protections, not just pipelines. It's important to note that many of these practices can be applied to on land infrastructure as well.

A few specific focus areas include a seven-day advance waterway excavation notice to the 811 Center notification process (all 811 waterway and marine notifications need to be made to the state 811 center where the work will be occurring). The seven-day advance notice allows the utility or pipeline company a greater amount of time to respond and mark the lines which can typically take much longer in marine environments. It should be noted that many marine contractors would rather have "electronic" marks such as GPS, KML, KMZ files verse markers in the field. Buoys, cane poles, etc. can easily be moved or removed and obviously paint does not work on water.

Another key component is the accuracy of the marks in marine areas. Underwater marking and surveying of lines is much less accurate than on-land. Therefore, the best practice recommendation is that the lines be marked within 15 feet of their actual location on either side of the line. The "Marine Exclusion Zone" which is commonly referred to as a "Tolerance Zone" on land is also enhanced in the best practices. That distance is a minimum of 75 feet on either side of the line.



The cost of a waterway accident is at least 10 times greater than an on-land incident. Downtime and emergency response are 10 times longer in a marine environment than on land. These are factors that need to be calculated in your risk assessments and project planning.



There are many other key practices that have been updated throughout the entire manual. It encouraged utility owners, pipeline operators, 811 personnel, contractors and associated stakeholders to take the online training in English or Spanish. The training is aligned with the best practices and has received very good reviews. All resources, support materials and training are FREE and can be accessed at **www.MarineSafe811.org**. Other notable additions and tools include the field excavation checklist which covers project planning, excavation guidelines and emergency response. Additionally, for those who want to learn more about the different types of waterway excavation equipment, methods, projects and terminology, there is a "Marine Construction and Dredging 101" document with pictures on the **MarineSafe811.org** site.

MarineSafe811 is a national non-profit program funded by Pipeline, Utility and 811 industry members. The initiative is gaining ground across much of the United States and even Canada. Recently, our first ever safety engagements hosted with a variety of marine stakeholders, contractors, emergency responders and regulators in multiple east coast states, had excellent reviews. In 2026 more engagements will be planned across the United States. All stakeholders need to understand, although waterway accidents don't occur often, when they do, even the smallest event has significant impacts.

There are three primary goals of the MarineSafe811 program:

1. **Protect Lives**
2. **Protect the Environment**
3. **Protect Infrastructure** ESG

To learn more, go to www.MarineSafe811.org and join the MarineSafe811 program.

"I Called 811" is Not Enough

BY ROGER COX, PRESIDENT, ACTS NOW, INC.

You know that as an excavator you must follow the laws of the state where you're digging, and never have the differences been so great. Not only are the dig laws different in each state but they may have changed since the last time you worked in that state. Additionally, within each state, municipalities or utility districts may have enacted stricter rules and penalties within their jurisdiction.

Because of the differences in "locate-by times", tolerance zones, white lining requirements, HDD restrictions, and enforcement rules, going into any state without first familiarizing yourself with the local 811 website and available free training is risking failure.

Locate-By Times

A deadline by which utility companies must have their facilities marked. The only way to know the answer in the state you're working in is to contact your local 811 center. It varies by state and it matters.

Tolerance Zones

The required distance from the marked utility where no mechanical equipment can dig (typically 18 – 24 inches on either side of the mark), but it varies by state.

Ticket Lifespans

The life of an 811 ticket easily ranges from 10 to 30 days. You need to know this one.

White Lining Requirements

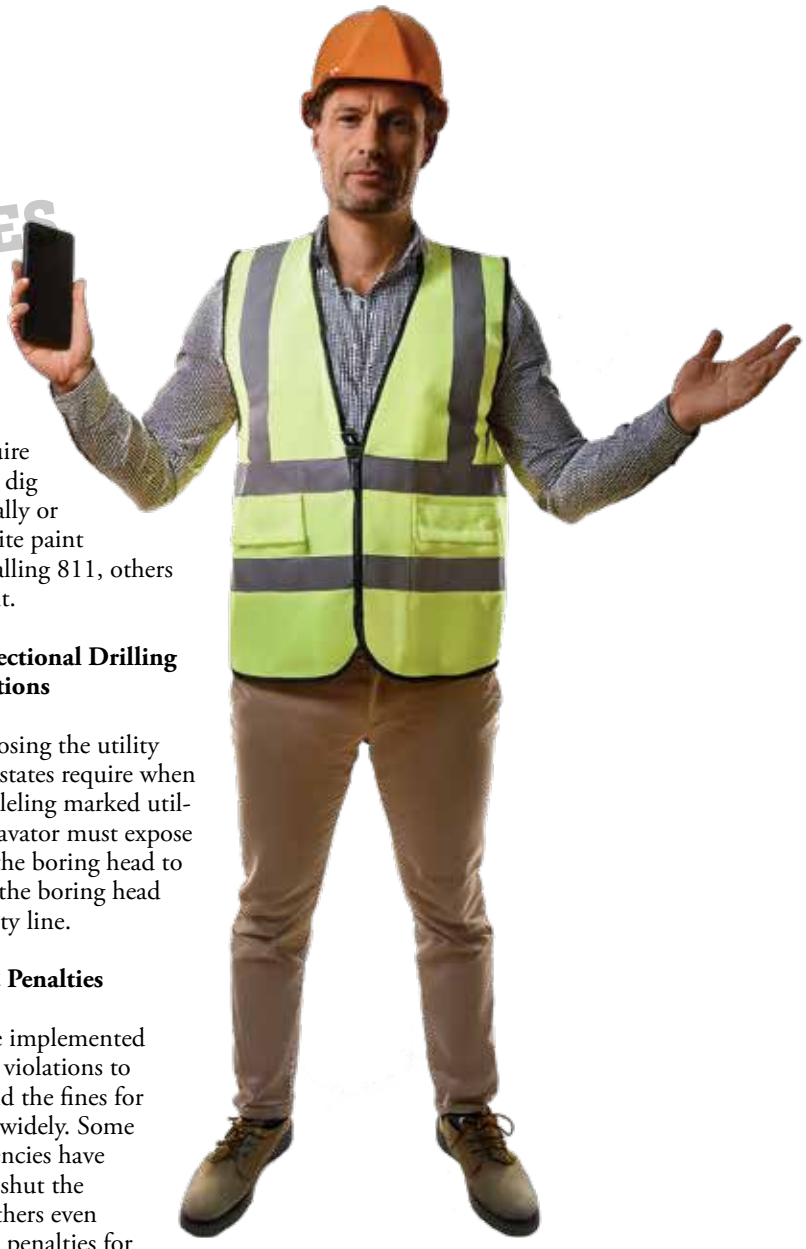
Some states require pre-marking the dig area either virtually or physically in white paint or flags before calling 811, others only encourage it.

Horizontal Directional Drilling (HDD) Restrictions

Rather than exposing the utility you cross, some states require when crossing or paralleling marked utility lines, the excavator must expose to the depth of the boring head to visually observe the boring head clearing the utility line.

Enforcement & Penalties

More states have implemented enforcement for violations to their dig laws and the fines for violations differ widely. Some enforcement agencies have the authority to shut the job down and others even include criminal penalties for willful damage.



Calling 811 is a great first step in avoiding damage to underground utilities, but before you put a bucket or drill head in the ground, it's not enough to know what's below; you must know the law!

Your safety and your company's bottom line will depend on it. ESG

When Hand Digging Is Required

Keeping in Mind State Laws Vary

BY BLAIRE PROUGH, DAMAGE PREVENTION LIAISON, PENNSYLVANIA 811

Excavation is an essential part of construction, utility maintenance and public infrastructure projects. From installing underground lines to simple landscaping, digging safely is critical to protecting workers, property, and the public. One of the most important safety practices, sometimes required by law, is knowing when and how to hand dig**.**

Striking a buried utility can cause serious injuries, service outages, property damage, and costly fines. A single incident can shut down a jobsite, disrupt essential services such as 911 centers, and put workers at risk. Understanding when hand digging is required and how to do it correctly, is a fundamental part of excavation safety.

Hand digging allows for precise exposure of underground utilities. Unlike mechanical equipment, which can apply tremendous force in seconds, hand tools enable workers to remove soil gradually and with control. That careful approach minimizes the risk of striking or damaging buried facilities.

Think of hand digging as the final few inches of safety before you reach a utility line. It's the precision step; the one that trades speed for certainty. When your excavator bucket is too big and the risk is too high, switching to hand tools is the right move.

Although the rules differ slightly from state to state, the principle is the same everywhere: if you're near a buried line, slow down, switch tools, and expose it safely.

Before any digging project begins, every state requires contacting 811, the national "Call Before You Dig" number. Once a ticket is submitted, local utility companies visit the site and mark their lines with color-coded paint or flags.

These markings are essential, but they don't provide exact locations or depths. They indicate only an approximate path for each buried line. That's why states establish what's called a tolerance zone, a buffer area on either side of the markings where extra caution must be used. The tolerance zone typically extends 18" to 24" on either side of the utility, though some states go as wide as 36". Within this

area, mechanical excavation is restricted, and hand digging or approved soft-digging methods are required.

You can think of the tolerance zone as your area to proceed with extreme caution. Once your machine bucket touches that space, the law and common sense says it's time to stop and start hand digging. Hand digging means using manual tools such as shovels, spades, picks, or trenching tools, instead of powered equipment. The goal is to carefully expose utilities without causing damage.

There's also a related method known as soft digging, which uses low-pressure water or air to loosen the soil. The loosened soil is then vacuumed away, allowing workers to see and uncover buried facilities without direct contact. Both techniques aim to protect what's underground while allowing excavation to continue safely.

Regulations do vary, but there are consistent situations where hand digging is required or strongly recommended across all states.

- **Inside the Tolerance Zone:** Once you're within the tolerance zone buffer area, use of mechanical equipment must stop. The rest of the excavation must be done by hand or with a soft-digging method. Markings only show the approximate location, so it's critical to expose the utility visually before proceeding.

- **When Utility Marks Are Conflicting:** If the markings on-site are unclear or contradictory, proceed as if a utility could be anywhere in your excavation area. Use hand tools or vacuum excavation until the buried line is found and confirmed.

- **When Crossing Over or Under Known Utilities:** If your work requires crossing an existing line, hand dig to locate it first. Expose the line completely to verify its depth and position before digging above or below it.

- **In Congested Utility Areas:** Urban areas and older neighborhoods often have multiple utilities stacked in the right-of-way. Mechanized equipment is risky in these conditions. Hand digging allows the precision needed to separate and identify each facility safely.

- **In Unstable or Wet Soil:** When the ground is soft, saturated, or unstable, mechanical digging can cause cave-ins or sudden shifts that damage utilities. Hand digging allows you to control how the soil is removed and keeps the excavation stable.

- **When Required by the Facility Owner:** Some utility companies have their own stricter rules requiring hand exposure within specific distances from their lines. Always follow each company's instructions, even if they exceed the state's minimum requirements.

Hand digging might sound simple, but it requires proper training and awareness. Workers must know how to read utility markings, interpret jobsite maps, and recognize warning signs of potential hazards. They must also understand when to stop work and call for help if something doesn't look right. In excavation, hesitation can be a good thing. Taking the time to verify conditions could prevent a major accident.

While hand digging is a manual process, modern technology is helping make it safer and more efficient. Ground-penetrating radar, electromagnetic locators, and GPS mapping tools can identify and record underground utilities before any excavation occurs. Some companies now document precise coordinates and depths of exposed lines for future mapping.

But even with advanced technology, physical verification through hand digging remains crucial. Soil conditions, interference, or outdated records can make electronic data unreliable. The only way to confirm a utility's exact position is to uncover it by hand.

Hand digging is more than just a regulatory requirement, it's a protection from the unknown underground. Every year in the U.S., thousands of utility strikes occur, leading to injuries, outages, and millions of dollars in damage. Many of these incidents could be prevented simply by following hand digging protocols near marked lines.

When excavation work involves buried utilities, safety depends on precision and patience. Following the law, understanding tolerance zones, and using the right techniques help protect not only the crew on-site but the communities those utilities serve. Hand digging takes more time, but it saves lives, prevents costly damage and keeps projects moving safely. By respecting state regulations, training crews properly, and never assuming a mark is correct, contractors can dig smarter and safer.

So, when is hand digging required?

Whenever you're close enough to a buried utility that mechanical equipment could cause damage. In excavation, success is measured not by what you hit—but by what you don't. ESG

Why Strong Communication Between Utility Locators and Excavators Saves Time, Money, and Lives

BY ADAM ZECIRI, FOUNDER, SUB-T AND LOCATING DYNAMICS

There was a time not long ago when the world of utility locating and excavation seemed to be nothing but a blame game for who was at fault for a utility damage. There was no culpability, no teamwork, just a lot of finger pointing. While that may still be the case today in some instances, from what I've seen in the past 25 plus years of my career, there has been a positive shift towards more cooperation and collaboration between utility owners, locators and excavators. A key difference between "back then" and today is more communication. Modern technologies, including ticket management software, certainly play a role in greasing the cogs of the ever grinding damage prevention machine. But what makes communication effective?

In the world of underground utilities, the space between what we assume, and what is actually in the ground can be perilously thin. Every day, preventable utility strikes disrupt operations, damage infrastructure and most critically, put workers at risk. While technology, training and regulatory frameworks all play essential roles, one factor consistently rises to the top: communication. Effective, clear and well-documented communication between utility locators and excavators can be considered the true linchpin of damage prevention.

Despite the technical nature of utility locating, the most impactful improvements often come from simple, human-centered practices: talking, confirming, documenting and ensuring everyone involved shares the same understanding. This is the essence of what safety professionals often call three-way communication.

In its simplest form, three-way communication is a structured loop where:

- One person states information clearly
- The second person repeats it back in their own words and
- The first person confirms the accuracy of what was repeated

This method, widely used in the military, aviation, medicine and industrial safety, eliminates assumptions and prevents "I thought you meant…" mishaps. When a locator tells an excavator, "The gas line runs east-west three feet off the curb" and the excavator repeats back, "Copy, gas line east-west, three feet off the curb," both parties ensure that the information is heard, understood and verified. While this is a hypothetical situation involving a set of walkie-talkies, the benefits of three-way communication can be carried beyond to a simple phone call. Roger?

Why Multi-Channel Communication Matters

Relying on a single form of communication—such as leaving paint on the ground—can create blind spots. Rain washes markings away. Vehicle and pedestrian traffic disturbs flags. Messages get lost in busy jobsite noise. To counteract these realities, the most effective professionals use multiple communication channels, each reinforcing the others.

1. Notes on the 811 Ticket

Adding short, simple and concise comments to the ticket is one of the most underused methods of strengthening communication. Notes provide a permanent, time-stamped record of issues such as limited access, critical facilities, high-risk anomalies, non-locatable facilities, or requests for field meets. You don't have to write a novel, just try and capture the key points of the conversation. Because the 811 ticket is often the central document for all stakeholders, anything written there becomes part of the official record and is useful for both safety and liability clarity (CYA).

2. Text Messages, Email, and Messenger Apps

Digital communication adds depth. A quick text such as, "Markings completed on south section—unable to access west lot due to locked gate" ensures the excavator receives information promptly and directly. Email or messenger apps allow for photos, sketches, GPS screenshots and additional detail that paint alone cannot convey. These methods also create a verifiable communication trail if questions arise later.

3. On-Site Dialogue

Nothing replaces face-to-face conversation. Locators and excavators should actively seek brief, purposeful interactions whenever possible. These exchanges support three-way communication and allow for immediate clarification of complex or unusual site conditions.

4. Physical Markings and Flags

Paint and flags remain the visual foundation of utility communication. They show the excavator where utilities lie in relation to the dig site. However, they should be viewed as only one part of a layered communication system and not the entire system.

5. Properly Closing the Ticket

Closing a ticket is more than just completing the task; it is a declaration that communication has occurred. Clear, descriptive notes in the ticket reduce disputes and improve transparency.

The Payoff: Safer Jobsites and Stronger Collaboration

When locators and excavators embrace multi-channel communication and commit to three-way confirmation, the result is a safer, more predictable excavation environment. Misunderstandings shrink. Re-marks decline. Downtime decreases. And most importantly, crews go home safely at the end of the day.

In the damage-prevention world, communication is not an optional courtesy, it is a professional responsibility. By embracing layered communication practices, locators and excavators strengthen the integrity of their work and contribute to more reliable, resilient underground infrastructure. After all, there is a very strong chance they will see each other again soon, on another job site. Wouldn't you prefer to greet a friend and colleague working towards a common goal, rather than an enemy? ESG

Digging Safely, Understanding the Risks

BY AMANDA EADES, MANAGER, DAMAGE PREVENTION AND PUBLIC AWARENESS, DELTA UTILITIES

Natural gas is a vital energy source powering homes and businesses across the United States. Natural gas is lighter than air, odorless in its natural state, and displaces oxygen. To aid in leak detection, an odorant is added, often described as smelling like rotten eggs. Excavators must be vigilant for signs of a leak, including bubbling in standing water, dead vegetation, hissing or roaring sounds, and the distinct sulfur-like odor.

If a leak is suspected, evacuate the area immediately on foot. Avoid using electronics or anything that could spark ignition. From a safe space, call 911 and your local utility.

Safe Digging Practices
Damage prevention is a shared responsibility. Here are five essential steps to ensure safe digging:

1. **Plan Your Project:** Use white paint or flags to mark the dig area. Provide accurate site details and avoid unnecessary locate requests.
2. **Call 811:** This free, national service ensures underground utilities are marked before digging. This step is required by law.
3. **Wait the Required Time:** Allow at least two full working days for utilities to respond. Confirm all marks and perform a site walk.
4. **Protect the Marks:** Avoid disturbing paint or flags. If marks fade, circle them in white and request a remark.
5. **Excavate with Care:** Always pothole to verify depth and location. Use hand tools within the tolerance zone and maintain an 18-inch buffer around marked utilities. Keep in mind state laws vary. Tolerance zones specifications can differ by state. Make sure to verify your state tolerance zone specifications before digging.

Responding to Emergencies
In the event of a gas leak or fire, DO NOT attempt to repair or operate pipeline valves. Let ignited gas burn. It's safer than risking reignition. Federal regulations require that only trained and qualified personnel handle gas line repairs. Even minor damage like scrapes or dents must be reported to the utility and 811 within one hour. If product is released, 911 must also be contacted.

Building a Safety Partnership
Excavators should start with utilizing local resources to help learn the laws in the state they are excavating in. The state One Call centers and utilities are more than happy to provide free presentations, information on their state dig laws, and many also provide free online training.

The State of Louisiana recently enacted a law requiring that at least one excavator on any dig site must have successfully completed the free online training provided by Louisiana 811. An electronic certificate is issued after the completion of the course and is used as proof of adhering to this requirement.

Positive Response
A positive response to a One Call (811) ticket is a communication from utility operators to the excavator, indicating the status of their locate request. The response confirms whether underground utilities have been:

- Marked
- Cleared (no conflict)
- Require further coordination
- Not marked due to specific reasons

Positive response systems close the communication loop between excavators and utility operators. Instead of relying solely on visual confirmation at the job site, excavators can check the status online or through apps to know:

- If it's safe to dig
- If markings are complete
- If additional steps are needed before excavation

Common types of positive responses, depending on the state or utility system, may include codes or messages such as:

- **Marked –** All utilities have been located and marked
- **No Conflict –** No utilities are in the excavation area
- **Ongoing Coordination –** Further communication is needed before digging
- **Unable to Access –** Locator couldn't access the site and will follow up

In summary, before digging always plan your project, call 811 before you dig, verify utility locates via positive response, pothole and hand dig within the tolerance zone, and protect the locate marks while digging. ESG

Rethinking Trench Safety: Clarifying OSHA Misinterpretations and Prioritizing Protection

BY BRUCE MAGEE, REGION PRODUCT DEVELOPMENT MANAGER, UNITED RENTALS

Excavation work can be complex and is made even more confusing, not by a lack of rules, but by "false knowledge" and commonly repeated misinterpretations. When training your workforce, it is crucial to share facts, not misinformation. A comprehensive review of OSHA standards, technical manuals, and manufacturer guidelines reveals several critical areas where shared misrepresentations put workers at risk. These distortions range from when a registered professional engineer is needed, to the appropriate use of trench shields, to when it is necessary to test for atmospheric hazards.

Debunking the 20-Foot Engineering "Rule"

Perhaps the most persistent misconception in trench safety revolves around when an engineer must be involved. The perceived "20 Foot 'Rule'" often leads excavators to believe that if an excavation is less than 20 feet deep, an RPE design is automatically unnecessary. That is not true.

While it is true that every trench deeper than 20 feet must use a protective system designed by an RPE (Registered Professional Engineer), the converse—that engineer involvement is unnecessary when working less than 20 feet deep—is false.

The requirement for an RPE input is driven not just by depth, but also when deviating from limits of use established for any given system, and every system does have limitations. OSHA 1926 Subpart P, which covers sloping/benching, timber shoring, and aluminum hydraulic shoring, provides charts and tables that are valid only up to 20 feet. However, written RPE approval is required, regardless of depth, when utilizing OSHA options but exceeding their limits of use. Another common protective system is a trench box, where the limits of use are found in the manufacturer's tabulated data. Any deviation from the OSHA charts or tabulated data requires written RPE approval, irrespective of the depth of the excavation.

MAPS with fall protection, ladder and guard rail

Specific instances requiring RPE involvement—even in shallow trenches (less than 20 feet)—include:

- Using a manufactured protective system for which there is no manufacturer's tabulated data, such as cantilevered or beam-braced steel sheeting, or beam and plate
- Deviating from any notes, charts, warnings, or limitations found in OSHA Appendices B, C, or D, or Manufacturer's Tabulated Data, such as:
    - Placing materials (like plates or steel sheeting) behind a shield to extend its height or depth, which adds uncalculated loads
    - Using unapproved methods of closing off the end of a shield
    - Using a system in a soil type for which it was not rated

Bottom line - know that RPE help is required whenever the selected protective system is used beyond its limitations.

Understanding the Effects of Surcharge Loads

Protective systems, such as trench shields, are designed to support vertical soil walls by accounting for the lateral earth pressures from the soil only, ranging from 25 PSF per foot of depth to 80 PSF per foot of depth. Trench shield users often incorrectly assume that the shield will support the soil wall *and* any adjacent surcharge. These surcharges can come from equipment, spoil piles, buildings, roadways, and similar sources, and may not be included in the depth rating

Steel shield

calculations. Manufacturers that do include surcharges never factor in more than 72 PSF. Some do not factor in any surcharge loads into their calculations. Any allowable surcharge values will be listed in the system's tabulated data. No manufactured system, nor any OSHA depth-rating chart, includes surcharges from vehicular traffic. Whenever surcharges are present in the adjacent area, a qualified engineer must be consulted.

Avoiding Critical Trench Shield Usage Mistakes

Trench shields are often misused, which places workers at greater risk. OSHA mandates that protective systems must have the capacity, and to be maintained in a way, to resist all reasonably expected loads.

Common mistakes related to trench shield handling and usage include:

1. **Improper Lifting/Handling:** Shields have designated lifting points. Tabulated data specifies that the user is not to lift a shield by the spreader bars, spreader sockets, or stacking pockets, and to never pull a shield by its spreaders.
2. **Mismanagement of Soil at the End of the Shield:** Conventional trench shields were designed to be open-ended, meaning the soil at the end should be sloped away. Any capping of the end of a box in a way not approved in the tabulated data requires RPE approval.
3. **Interchangeability of Spreaders:** Trench shield walls are held in place by pipe, often 8" schedule 80. Some manufacturers allow pipe spreaders up to 20' in length, but not all. Maximum pipe spreader length will be specified by the tabulated data. Using longer spreaders without written RPE approval can result in immediate failure and is a dangerous practice.

When Manufacturer Data Conflicts with OSHA

Manufacturers produce protective systems, such as trench shields, which may offer advantages over the options available in OSHA's charts. However, when using manufactured systems, the key rule is this: **if OSHA's regulations conflict with the manufacturer's tabulated data, the tabulated data takes precedence.** OSHA makes it clear that employers must follow the manufacturer's instructions for safe use, and those instructions govern how the system can be used in the field.

Manufacturers may choose to be more restrictive than OSHA. Examples of situations where manufacturer data may conflict with OSHA include:

- Tabulated data requiring employees to exit a box when it is being moved.
- Tabulated data limiting the use of a trench shield with a vertically sided lower portion combined with a sloped upper portion.

Are Excavations Confined Spaces?

The short answer is no. The Confined Spaces in Construction standard OSHA 1926 Subpart AA tells us that work regulated by subpart P is exempt from the confined space rules. This should not be construed to mean that an excavation cannot have a hazardous atmosphere. Mandatory atmospheric testing is required in excavations 4 feet or more in depth if it is reasonable to expect a hazardous atmosphere to exist or develop. It is entirely reasonable to think that a hazardous atmosphere exists, or will develop, in performing sewer work or in areas where petroleum distillates are handled. In those instances, testing must be performed prior to entry. With the pump-equipped gas monitor in hand, lower the attached wand into the trench to draw atmosphere, testing in four-foot increments in the direction of travel, and allowing sufficient time for the atmosphere to travel through the tubing. If controls like ventilation are used, testing must continue. In excavations, hazardous atmospheres are defined by conditions such as oxygen levels below 19.5% or flammable gas exceeding 20% of the lower flammable limit.

If ventilation is required, adequate positive-forced fresh air flow from a known source must be provided. The space must be purged prior to entry, and the air changes per hour must be a minimum of 20. Follow the ventilation manufacturer's instructions for proper use. Emergency rescue equipment, such as retrieval systems, must also be available when a hazard is reasonably expected to exist or develop.

In summary, effective trench safety demands specific, fact-based training for all workers, to ensure they are aware of all existing and predictable hazards, and to know what corrective measures should be in place. Adherence to these requirements and limitations is the path to protecting workers. ESG

SR with fall protection

Scan Me

Excavation Best Practices

Chapters from CGA Best Practices 22.0.
For the complete Excavation Best Practices, see CGA Best Practices 22.0 at BestPractices.CommonGroundAlliance.com

DIRECTRICES PARA REACCIONAR EN EMERGENCIAS

811

Click Before You Dig

PÓSTER DE SEGURIDAD PROVEIDO POR PIPELINE ASSOCIATION FOR PUBLIC AWARENESS

CONOZCA LOS PELIGROS

- El gas natural y otros productos de petróleo son inflamables y queman. Si la piel está expuesta, serias irritaciones pueden ocurrir. Los gases escapados pueden desplazar el oxígeno.
- La electricidad hará descargas o cortocircuito a tierra produciendo temperaturas que son cuatro veces más intensas que la temperatura del sol. Como mínimo quemaría la piel y dañaría los organos internos. Los altos voltajes de electricidad pueden hacer arco a distancias considerables a través del aire. Usted debe estar consiente de cables aéros de alto voltaje y aleje cualquier parte del equipo por lo menos a 10 pies de distancia de los cables aéreos.
- El agua a alta presión pueden causar heridas graves. Las aguas residuales contienen bacterias que puede ser de alto riesgo para la salud. Los gases del alcantarillado son inflamables y queman.

RECONOZCA LAS CONDICIONES PELIGROSAS

- Los charcos de liquido, la tierra soplando, los sonidos siseantes, las nubes de vapor, los olores a gas, las burbujas en agua estancada, la vegetación completamente seca, y la tierra congelada o hielo alrededor de gasoductos/ oleoductos son todas señales de escapes de gas natural o petróleo y deben de ser tratadas como una emergencia.
- Trate el contacto con cualquier cable eléctrico como una emergencia sin tener en cuenta si aparece dañado o no o si está cortado. Ésto incluye el contacto con cables aéreos de alto voltaje.
- Con frecuencia los servicios usan zanjas conjuntamente poniéndolo a usted en un mayor riesgo en las zanjas que támbien tienen electricidad.
- La tierra mojada o descolorida es un indicio de un escape de agua/alcantarillado y debe ser tratada como una condición de emergencia potencial.

EXCAVATION EMERGENCIES

PROVIDED BY PIPELINE ASSOCIATION FOR PUBLIC AWARENESS

KNOW THE HAZARDS

- Natural gas and other petroleum products will ignite and burn. If exposed to the skin, serious irritations may occur. Escaping gases can displace oxygen.
- Electricity will arc or short to ground producing heat that is up to four times greater than the heat of the sun. At a minimum, it will burn skin and damage internal organs. High voltage electricity can arc significant distances through the air. Be aware of all aboveground high voltage lines and keep any part of the equipment at least 10 feet away from overhead lines.
- Water under high pressure can cause serious injury. Wastewater contains bacteria that can be a significant health risk. Sewer gas will ignite and burn.

RECOGNIZE UNSAFE CONDITIONS

- Pools of liquid, blowing dirt, hissing sounds, vapor clouds, gaseous odors, bubbles in standing water, dead vegetation, and frozen soil or ice next to pipelines are all signs of a natural gas or petroleum pipeline leak and should be treated as an emergency.
- Treat contact with any electric line as an emergency regardless of whether it appears undamaged, damaged or severed. This includes contact with aboveground high voltage lines.
- Utilities often jointly use trenches placing you at greater risk in trenches that also have electricity.
- Wet or discolored soil is an indication of a water/sewer leak and should be treated as a potential emergency condition.

EMERGENCY CONDITIONS INVOLVING UNDERGROUND FACILITIES INCLUDE:

Leaks, ruptures, explosions, fires, severe settling or soil movement, weakened or damaged facilities and similar instances where immediate action is necessary to prevent loss of life, injury to persons, or damage to property and the environment. Every situation is different and must be evaluated on the individual circumstances. Below are general emergency response guidelines for various emergency/damage situations involving underground facilities.

RESPOND IMMEDIATELY

NATURAL GAS & PETROLEUM LIQUIDS

1. Turn off equipment, if it can be done safely.
2. Abandon all equipment and get a safe distance away.
3. Avoid open flames or anything that might start a fire. Do not start motor vehicles or electrical equipment. Remove all ignition sources (cigarettes, cell phones, or anything that could create a spark or static electricity).
4. Evacuate the area and keep people out.
5. Do not make contact with escaping liquids.
6. Do not operate any pipeline valves.
7. Call 911 or your local fire, police, or sheriff's office.
8. Do not try to put out a fire. If it's burning, let it burn; ask local firefighters to observe and protect adjacent property.
9. Contact the facility operator immediately to report the condition.

ELECTRICITY

1. Only move equipment in contact with overhead or underground electric lines if you can move it away safely.
2. If excavator equipment remains in contact with electric equipment, it's safest to stay on equipment (unless on fire) until rescue workers arrive; keep others away. If you must abandon equipment, jump clear of it, landing with both feet on the ground at the same time, and then only shuffle or hop away.
3. If a buried electrical line is struck in wet soil/conditions, the ground may become energized for a large area around the strike. *(Hopping or shuffling away will help reduce your risk to step potential.)*
4. Contact the facility operator immediately to report the condition.
5. If appropriate, call 911 for local emergency response.

WATER/SEWER

1. Evacuate the area immediately and keep people out. Leaking water can fill a trench quickly making escape extremely difficult.
2. Do not close valves in order to stop flooding. Closing the wrong valve may affect fire flows and/or possible containment of potable systems.
3. Be careful of damaged high-pressure water lines because even the slightest scratch or vibration can cause pipelines to break.
4. Move carefully around trenches with wet walls. Wet soil can easily cause suffocation.
5. Avoid contact with wastewater. Do not wade in or work around wastewater.
6. Sewer gas is flammable; avoid open flames or anything that might start a fire.
7. Contact the facility operator immediately to report the condition.

FIBER/COMMUNICATION

1. If a fiber optic cable is cut, do not look into the end of it. Serious eye damage may occur.
2. Contact the facility operator and report the condition.

NEVER BURY A DAMAGED FACILITY!

Even a minor scrape, nick, cut, tear, break, or dent should be reported to the facility owner immediately. If not promptly repaired, it could result in a future leak, service outage, explosion, accident, injury, or death.

CONDICIONES DE EMERGENCIA que afectan las instalaciones subterráneas incluyen: escapes, rupturas, explosiones, incendios, hundimiento severo o movimiento de tierra, debilitamiento y daño de gasoductos/oleoductos/acueductos, y casos similares donde es necesaria la acción inmediata para impedir pérdida de vidas, heridas a personas, o daños a propiedad y el medio ambiente. Cada situación es diferente y debe ser evaluada individualmente según las circunstancias. A continuación se dan directrices generales de emergencia para reaccionar ante varias emergencias/situaciones donde hay daños que afectan las instalaciones subterráneas.

REACCIONE INMEDIATAMENTE

GAS NATURAL Y LÍQUIDOS DERIVADOS DEL PETROLEO

1. Apague el equipo, si lo puede hacer con seguridad.
2. Abandone todo el equipo y aléjese a una distancia segura.
3. Evite llamas abiertas o cualquier cosa que pueda prender fuego. No arranque vehículos de motor o equipo eléctrico. Retire todas las fuentes de ignición (cigarrillos, teléfonos celulares, o cualquier cosa que pueda crear una chispa o electricidad estática).
4. Evacúe el área y no deje pasar a la gente.
5. No haga contacto con escapes de líquidos.
6. No maneje las válvulas de gasoductos/oleoductos.
7. Llame al número de emergencia 911 o llame a las oficinas locales del cuerpo de bomberos, policía, o sheriff.
8. No trate de apagar el fuego. Si está ardiendo déjelo quemar; pídale a los bomberos que observen y protejan la propiedad adyacente.
9. Inmediatamente póngase en contacto con a la compañía que opera los gasoductos/oleoductos para reportar las condiciones.

ELECTRICIDAD

1. Sólo mueva equipo que esté en contacto con cables eléctricos aéreos o subterráneos si usted lo puede mover con seguridad.
2. Si el equipo excavador continúa en contacto con equipo eléctrico, es más seguro quedarse en el equipo (a no ser que esté en llamas) hasta que lleguen los trabajadores de rescate: no deje que otros se acerquen. Si tiene que abandonar el equipo, salte lejos del equipo, cayendo con ambos pies a la misma vez, y luego sólo aléjese arrastrando los pies o saltando
3. Si hay impacto con un cable enterrado y la tierra está mojada, la tierra en el área alrededor del impacto puede estar energizada. (Reduzca el riesgo de electrocutarse alejándose saltando o arrastrando los pies.)
4. Inmediatamente póngase en contacto con la compañía que opera las instalaciones para reportar la emergencia
5. Si es apropiado llame al número de emegencia 911 para ayuda local.

ACUEDUCTO/ALCANTARILLADO

1. Evacúe el área de inmediato y no deje que la gente se acerque. Un escape de agua puede llenar una zanja rápidamente haciendo su escape sumamente difícil.
2. No cierre las válvulas para impedir inundaciones. Cerrar la válvula equivocada puede impedir que el agua pase por los ductos de agua que usan los bomberos para apagar fuegos y/o posiblemente contaminar el sistema de agua potable.
3. Tenga cuidado con los ductos de agua de alta presión debido a que cualquier leve rasguño o vibración puede causar una ruptura.
4. Muévase con cuidado alrededor de zanjas que tienen las paredes mojadas. Tierra mojada puede derrumbarse fácilmente y causar asfixia.
5. Evite contacto con aguas residuales. No camine o trabaje alrededor de aguas residuales.
6. Los gases del alcantarillado son inflamables; evite llamas abiertas o cualquier cosa que pueda iniciar un incendio.
7. Inmediatamente póngase en contacto con la compañía que opera los acueductos y alcantarillados para reportar la emergencia.

FIBRA ÓPTICA/COMUNICACIÓN

1. Si el cable de fibra óptica está cortado, no mire adentro de la punta del cable. Graves daños a los ojos pueden ocurrir.
2. Inmediatamente póngase en contacto con la compañía que opera la fibra óptica para reportar la situación.

NUNCA ENTIERRE EQUIPO DAÑADO

Nunca entierre equipo dañado como cables eléctricos, gasoductos, oleoductos, o ductos de cualquier tipo. Informe de inmediato a la compañía afectada cualquier leve rasguño, corte, rotura, o abolladura. Si la reparación no es hecha rápidamente en el futuro pueden resultar escapes, interrupción de servicios, explosiones, accidentes, heridas, o muerte.

The Lexington Incident: Cross-Bore Risk, Excavation Responsibility, and Industry Lessons

STAFF REPORT

On April 9, 2025, a natural gas explosion occurred in Lexington, Missouri following an underground utility strike during a fiber-optic installation project. The blast destroyed multiple homes, claimed the life of a five-year-old child, and left his father and ten-year-old sister with life-altering injuries.

This impact is a sobering reminder that underground incidents do not stop at the job site. When failures occur below ground, the consequences can extend directly into homes and families. Respect for those affected requires that the excavation and utility industry extract clear lessons—and apply them consistently.

What Happened (Preliminary)
Available information indicates that a natural gas distribution line was compromised during horizontal directional drilling (HDD) activities. Following the strike, gas migrated through surrounding soil and along a path of least resistance, entering a nearby residence through existing utility pathways. Gas accumulated until ignition triggered a catastrophic explosion.

Investigators are reviewing locating practices, verification methods, and post-strike response, including whether subsurface conflicts such as cross-bores contributed to the outcome.

Cross-Bores: A Known, High-Consequence Risk
Cross-bores—where one utility is unintentionally drilled through another, often a gas line intersecting a sewer or service lateral—are a documented hazard associated with trenchless installation methods. Many remain undetected for years, becoming catastrophic only when disturbed or when gas migrates into confined spaces.

This incident reflects several established cross-bore risk factors:

- Trenchless installation in residential or developed areas
- Incomplete records or undocumented laterals
- Reliance on surface locates without depth verification
- Gas migration into structures through utility or sewer pathways

Cross-bores are especially dangerous because they may present no immediate warning signs and can bypass traditional assumptions about gas behavior.

Key Lessons for Excavators

1. Trenchless Does Not Mean Low Risk
HDD reduces surface disruption but increases subsurface uncertainty. When bore paths intersect undocumented or inaccurately mapped utilities, cross-bore risk rises significantly.

Field takeaway: Treat trenchless work near gas infrastructure as high-risk. Adjust bore plans when uncertainty exists—not after.

2. Locates Are Indicators, Not Protection
Standard locating practices often miss private laterals, depth variance, and

Continued on page 35

Lessons from the R.M. Palmer Tragedy: Recognizing the Signs and Responding Fast

STAFF REPORT

A catastrophic explosion at the R.M. Palmer Co. chocolate factory in 2023, which tragically killed seven people, serves as a powerful reminder for excavators that underground safety isn't just about hitting a line—it's about the environment around those lines. An NTSB investigation revealed that the disaster was caused by a "cascading failure" where a corroded steam pipe cracked, heating up and eventually failing a nearby natural gas fitting.

For the excavation community, the most critical takeaway from this tragedy is that **underground utilities are interconnected.** A problem with one system can quickly become a life-threatening failure in another.

Knowing the Signs: It's More Than Just a Hit

In the years leading up to the explosion, a crew replacing gas lines was alerted to the presence of the corroded steam pipe but did not notify safety managers to assess how that heat might impact the gas infrastructure.

For the Excavator:

- **Identify Anomalies:** If you uncover a utility that looks heavily corroded, damaged, or out of place, report it—even if it isn't the line you are currently working on.
- **Watch for "Shared Risks":** Be aware that steam lines, high-voltage cables, or other "hot" utilities can degrade nearby plastic gas fittings.
- **Trust Your Senses:** Before the explosion, employees reported smelling gas. On a job site, a "rotten egg" odor, a hissing sound, or bubbling in wet soil are non-negotiable warning signs that the site is no longer safe.

How to Respond: "Get Out" vs. "Investigate"

The NTSB found that the factory's greatest failure was its emergency response. Rather than evacuating immediately when the smell of gas was detected, the company's policy was to "investigate and determine if evacuation is necessary." This delay proved fatal.

Overhead image of the accident. (Source: Western Berks Fie Department.)

The Excavator's Emergency Protocol:

1. **Stop and Evacuate Immediately:** If you smell gas or suspect a leak, do not attempt to "find" the source or determine the severity. Your only job is to get yourself and your crew to a safe, upwind location.
2. **Abandon Equipment:** Do not take the time to shut down engines or move trucks if a leak is suspected; the equipment itself can act as an ignition source.
3. **Call 911 and the Operator:** Once you are in a safe location, notify emergency services and the utility company.
4. **Never "Close" a Valve:** Never attempt to operate utility valves yourself to stop a leak. This can cause pressure changes that lead to further failures.

The Foundation of Safety Culture

The R.M. Palmer tragedy proves that no technology can replace human awareness. As an excavator, you are the eyes and ears on the ground. By reporting suspicious infrastructure and treating the smell of gas as an immediate signal to evacuate, you ensure that a "cascading failure" stops with you. Remember: **When you smell gas, the investigation is over—it's time to get out.** ESG

[Michael Rubinkam]. "**[Deadly Berks Co. chocolate factory explosion caused by faulty gas fitting, safety board finds].**" NBC Philadelphia. [Updated December 11, 2024]. *https://www.nbcphiladelphia.com/news/local/r-m-palmer-chocoloate-factory-explosion-cause-gas-leakntsb-report/4050991/.*



Recognizing a Pipeline Leak

In the unlikely event of a pipeline leak, one or any combination of the items listed below can typically help you recognize a leak.

You might see:

- Colored liquid on the ground
- Flames, if a leak has ignited
- Oily rainbow-like sheen on water surfaces
- Continuous bubbling in a wet area
- Discolored snow or vegetation in an otherwise green area
- A steam-like cloud or fog
- Unexpected frost buildup on the ground
- Dirt being blown or appearing to be thrown into the air

You might hear:

- An unusual roaring, blowing or hissing sound

You might smell:

- An unusual odor similar to diesel fuel, gasoline, sulfur or rotten egg

Responding to a Pipeline Leak

DO

- ✓ **First, leave the immediate area on foot!** Move in a crosswind direction away from the leak or vapor cloud and maintain a safe distance. Abandon any equipment being used in or near the area.
- ✓ **Then, go directly to a safe location and then call 911** and the pipeline operator's emergency number that is located on the nearest pipeline marker or on page 8 of this brochure.
- ✓ **Warn others to stay away from the leak.**

DO NOT

- ✗ **Cause any open flame or other potential source of ignition** such as an electrical switch, vehicle ignition, lighting a match, ringing a doorbell, etc.
- ✗ **Come into direct contact** with any escaping liquids or gas.
- ✗ **Drive into a leak or vapor cloud** while leaving the area.
- ✗ **Attempt to operate any pipeline valves** yourself. You may inadvertently route more product to the leak or cause a secondary incident.
- ✗ **Attempt to extinguish a natural gas fire.**
- ✗ **Use telephones (including cell phones)** or anything that could cause a spark.
- ✗ **Use email, text or the internet to contact the company** about a leak, and never assume someone has reported the leak.

Liaison with Excavators

Pipeline operators strive to educate excavators and share resources to prevent digging accidents. Our resources for excavators are available on our website, ***pipelineawareness.org.***

Potential Hazards Associated with Pipeline and Pipeline Facility Leaks

Natural Gas

- A gas that is colorless, odorless, lighter than air
- Flammable and easily ignited
- Will displace oxygen and can cause asphyxiation or dizziness
- May produce irritating and/or toxic gasses

Petroleum Gas

- A gas that is colorless, odorless, tasteless, heavier than air
- Flammable and easily ignited
- Will displace oxygen and can cause asphyxiation or dizziness
- May cause burns, injury, frostbite
- May produce irritating and/or toxic gas

Petroleum Liquids

- Liquids and vapors are heavier than air
- Flammable and easily ignited
- May cause burns, injury, frostbite
- May produce irritating and/or toxic gas
- Runoff may cause pollution

Anhydrous Ammonia

- Colorless gas or liquids with pungent odor and heavier than air
- Will displace oxygen and can cause asphyxiation
- May cause burns, injury, frostbite
- Toxic and may be fatal
- Runoff may cause pollution

Carbon Dioxide

- A heavy gas that is colorless, odorless, tasteless, and heavier than air
- Will displace oxygen and can cause asphyxiation and dizziness
- May cause burns, injury, frostbite

Ethanol

- A colorless liquid that is heavier than air
- Flammable and easily ignited
- May cause burns, injury, frostbite
- May produce irritating and/or toxic gas
- Runoff may cause pollution

Hydrogen Gas

- A gas that is colorless, odorless and lighter than air
- Flammable and easily ignited
- Will displace oxygen and can cause asphyxiation and dizziness
- May cause burns, injury, frostbite
- May produce irritating and/or toxic gasses

Sour Crude Oil

- Corrosive contaminant found in crude oil that has an odor like the smell of rotten eggs or a burnt match and is heavier than air.
- Flammable and easily ignited
- Toxic and may be fatal
- Extremely irritating, toxic and corrosive
- Runoff may cause pollution

Sour Gas

- Corrosive contaminant found in natural gas that has an odor like the smell of rotten eggs or a burnt match and is heavier than air.
- Flammable and easily ignited
- Will displace oxygen and can cause asphyxiation
- May cause burns, injury, frostbite
- Toxic and may be fatal
- Extremely irritating, toxic and corrosive
- Runoff may cause pollution

2025 CHANGES TO THE LAWS IN YOUR STATE

SUMMARY OF DAMAGE PREVENTION LAWS

JENNIFER REAMS, UNDERGROUND TECHNICAL ADVISOR
INFRASTRUCTURE COMPLIANCE CONCEPTS | JREAMS.ICC@GMAIL.COM

As states start to form various types of enforcement for their damage prevention laws, recognizing changes to these laws are becoming a little more complicated. Due to this, it is recommended that you stay involved with your state one call, review state codes, administrative codes, enforcement authority rule making decisions, state resolutions, and (of course) "Changes to the Laws in Your State" article that is produced yearly.

Arkansas

SB401 ACT 448 Passed 04/07/2025 Modifies notification requirements to include exemption for "tools only manipulated by human power to a depth of not greater than twelve inches (12") within twelve inches (12") of the operator's terminal for other purposes"

SB492 ACT 699 Passed 04/18/2025 This bill puts in place a process for utility relocation for Department of Transportation facility or right of way projects. It includes protocols, procedures, timelines and civil penalties for non-compliance.

HB1735 ACT 813 Passed 04/17/2025 Puts in place an escalating penalty structure for operators of underground facilities that do not participate in membership of the One Call Center. Note: operators can apply for a waiver under circumstances through the Arkansas Public Service Commission.

https://www.ar811.org/
https://arkansasag.gov/divisions/public-protection/file-an-811-complaint/
https://apsc.arkansas.gov/utilities/pipeline-safety/

California

SB778 Passed 09/22/2024; Effective 01/01/2025: Damage prevention law changes are as follows: **(a)** Modifies excavation notification procedures in the event an excavation ticket expires., **(b)** Requires considerations when charging fees for locating obligations., **(c)** Revises requirements for the use of vacuum excavation equipment., **(d)** Revises damage notification requirements for excavators., **(e)** Revises some eligibility requirements to serve on the Californian Underground Facilities Safe Excavation Board., and **(f)** If an excavator requests additional locate information to determine the exact location; the utility operator shall provide this information within one working day if known.

Pending Policies Under the California Underground Safety Board

Docket No:#2025-07-PC 07/28/2025: California Underground Safety Board Releasing Draft Standard Safety Practices for Potholing

Docket No: 2025-07-01-PC 07/21/2025: California Underground Safety Board Releasing Draft Standard Safety Practices for Geographic Information Systems Regulatory Language

https://energysafety.ca.gov/what-we-do/undergroundsafetyboard/
https://www.usanorth811.org/
https://digalert.org/

Colorado

Underground Damage Prevention Safety Commission Regulations 7 C.C.R. 1101-18

Adopted 11/08/2024; Effective 01/01/2025. Signifigant updates to this regulation are as follows: **(a)** Adds dredging and other underwater earth moving to the definition of excavation., **(b)** Defines home rule entity., **(c)** Establishes and defines a review committee as " A group of 3-5 members of the Underground Damage Prevention Safety Commission appointed to review a complaint of an alleged violation of the Act.", **(d)** Empowers the Review Committee to determine if a complaint is frivolous., **(e)** Defines response required of the term "by date"., **(f)** Specifies that a complaint form must be complete prior to the form being processed and receiving a hearing schedule., **(g)** Requests for postponement of hearings may be requested until the response '"required by date"., **(h)** Adds procedures and document protocols for hearings., **(i)** Empowers the Safety Commission to establish enforceable standards for underground facility marking., and **(j)** Establishes a Damage Prevention fund and a Safety Commission Fund.

http://colorado811.org/
https://ops.colorado.gov/UDPSafetyCommission

Delaware

Final Rulemaking- Delaware Register 29DE Reg 548 12/01/2025 Clarifies and supplements the existing statute as follows: **(a)** Operators of underground pipeline facilities shall provide notice of damage from excavation as soon as practicable., **(b)** Formalization of reporting procedures for excavators., **(c)** Standardizes how the Public Service Commission will enforce reporting and damage prevention obligations.

https://depsc.delaware.gov/
https://delmarva811.com/

Florida

Special Notes:

Best Practice Update published 11/02/2025. Understanding ticket rules: Locate ticket can cover no more than one square mile of undeveloped land. Guidance about describing ticket areas and project scope.

Best Practice Update published 12/02/2025. Guidance about confirming marks, maintaining positive responses and continuing ticket best practices.

Best Practice Update published 01/08/2026. New Practices for using 3F positive response codes.

https://sunshine811.com/

CHANGES TO THE LAWS IN YOUR STATE!

Illinois

HB 5546 Passed 07/01/2024 Effective 01/01/2025: Illinois made extensive changes to their damage prevention law. First, there are substantial additions and modifications of the definitions within the new law. Some highlights to these are as follows: **(a)** Damages (Contact or dislocation of a facility during excavation that necessitates repair by the underground utility facility owner due to any partial or complete destruction of the facility, including, but not limited to, the protective coating, tracer wire, lateral support, cathodic protection, or housing for the line or device of the facility.), **(b)** Day ("Means any day, beginning at 12:00 a.m. and ending at 11:59 p.m. and does not include holidays recognized by JULIE, Saturdays, Sundays, and the day of the actual notice.), **(c)** Emergency notification request (means a request involving a condition (1) that constitutes an imminent danger to life, health, or property or a utility service outage (2) and that requires repair or action before the expiration of 2 days.), **(d)** Excavation (any operation in which earth, rock, or other material in or on the ground is moved, removed, or otherwise displaced by means of any tools, power equipment or explosives, and includes, without limitation, grading, trenching, digging, ditching, drilling, augering, boring, tunneling, scraping, cable or pipe plowing, saw cutting or roadway surface milling when penetrating into the base or subbase of a paved surface, and driving)., and **(e)** Adds several exclusions to the definition of excavation but notably adds this to the exclusions "(2) An exclusion to this Section in no way prohibits a request from being made for the marking of facilities. (3) Any exception to excavation contained within this Section is not intended to remove liability that may be imposed against an individual or entity because of damage caused to a facility.

Secondly, HB 5546 modified and introduced a great deal of procedural details to the damage prevention law as follows: **(a)** Specific excavation requirements that allows the facility owner to request to be on site during excavation near their facility. The excavator must comply with this request; however, the facility owner may not interfere with the excavation schedule., **(b)** Positive response requirements., **(c)** Obligations for design tickets., **(d)** Joint meet ticket obligations for excavators and facility owners., **(e)** Emergency ticket requirements and stakeholder obligations surrounding the emergency excavation., **(f)** Requires the excavator to notify the one call center of an exposed unmarked facility., **(g)** Marking requirements for submerged facilities., **(h)** Pre-marking requirements., **(i)** Allows the facility owner to request an additional two days to complete marking obligations under particular circumstances, **(j)** Service laterals on or after 01/01/2026 shall be locatable., and **(k)** Provides enforcement procedural timelines for the Illinois Commerce Commission.

Once again, Illinois has undergone extensive changes to their damage prevention law. Prior to excavation, it is highly recommended to refer to the state one call center website for education and additional training at the website below.
https://www.illinois1call.com/

Indiana

HB1122 Passed 03/11/2024; Effective 01/01/2025: This bill inserts some key points from IURC RM #22-03 (above) into code and builds upon this foundation as follows: **(a)** Clarification of tolerance zone to include the width of the underground facilities plus (2) feet; above, below, and in a full radius surrounding all outer limits of both the underground and aboveground facilities of the physical plant., **(b)** Working day hours are 7:00 a.m. to 6:00 p.m. et; prevailing time of Indianapolis, Indiana., **(c)** A provision that allows an excavator to start work prior to the two full working days if all affected operators have appropriately responded through the positive response.,**(d)** An excavation notice expires at 11:59 p.m. prevailing time (20) days after the date the notice is received by the association., **(e)** Underground utility operator will provide positive response., and **(f)** Excavator will provide an affirmative response to the one call that they have received positive response from all affected operators that were notified.

https://indiana811.org/

Louisiana

HB397 Passed 05/15/2024; Effective 01/01/2025: This bill modifies Louisiana Damage Prevention law by providing new definitions for large project excavation/demolition, marine excavator, and routine excavation/demolition. Further, the bill adds guidance to excavators and utility operators during large project excavations.

HB392 Passed 06/08/2025 Effective Mandatory 08/01/2025. This bill expands the definition of large project excavation to include timeline considerations, requires mandatory annual excavator training, **determines violation if the excavator fails to commence work within one hundred twenty hours of the mark-by-time, not counting weekends and holidays with limited exemptions.**

https://www.louisiana811.com/

Minnesota

HB3436 Passed 05/15/2024

Effective 01/01/2026: Operators that provide services to greater than 10,000 customers must use geospatial location information/equivalent technology to develop as-built drawings of newly installed or newly abandoned facilities if exposed in the excavation area. Other notable changes effective in 2026 are: **(a)** an excavator may provide electronic markings as an alternative to the physical markings if they provide the same level of information., **(b)** A utility operator may require that the excavator provide physical markings following submission of electronic marking.

Effective 01/01/2027: Operators that provide services to fewer than 10,000 customers must use geospatial location information/equivalent technology to develop as-built drawings of newly installed or newly abandoned facilities if exposed in the excavation area.

https://www.gopherstateonecall.org/

Mississippi

HB1191 Passed 03/12/2025; Effective 07/01/2025: For a second year in a row; Mississippi has made substantial changes to their damage prevention law as follows: **(a)** Added definitions for electronic premarking, large project excavation, marine exclusion zone, preconstruction meeting, preconstruction meeting ticket, submerged excavation, submerged facility, tolerance zone and web portal., **(b)** Extends ticket life from fourteen days to twenty days., **(c)** Allows for electronic white lining., **(d)** Clarifies that information on the notification ticket supersedes white lining., **(e)** Defines exemptions to white lining obligations., **(f)** Requirement for preservation of markings and notification obligation for remark if marks are destroyed., **(g)** Exemption of notification requirement for excavation due to electric

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power regeneration activities under particular circumstances., **(h)** Clarifies requirements for excavation activities within the tolerance zone., **(i)** Procedures and obligations when conducting submerged excavation for excavators and utility owners., **(j)** Provides underground facility locating timelines for standard excavation, submerged excavation, emergency excavation and impending emergency excavation (with limited exceptions)., **(k)** Excavators are required prior to excavation and during excavation to review jobsite for facility marks or evidence of unmarked facilities., **(l)** During an emergency excavation notification; excavator shall provide name of person on site with knowledge of emergency.

https://www.ms811.org/

Missouri

SB 133 Passed 07/14/2025: Missouri has made several signifigant changes to their underground damage prevention law as follows: **(a)** Several added definitions for best practices (special note: Common Ground Alliance best practices are meant to supplement Missouri law not supersede), careful and prudent, electronic white lining, detectible underground location device, locator strip, locator wire, reasonable care, and start date of work.**, (b)** Twenty-one day ticket life., **(c)** With limited exemption, all facilities installed after 8/28/2025 shall be locatable., **(d)** Clarification of Board of Directors make up and election process., **(e)** Approved use of electronic white lining., **(f)** Refined design request obligations to eliminate the "no more than ten day" requirement., and **(g)** Damage liability clarifications.

https://missouri-811.org/

North Carolina

HB247 Passed 06/26/2025; Effective 10/01/2025 This bill includes several changes and clarifications as follows: **(a)** Provides new definition for soft dig technologies that provides supplementation to nonmechanized equipment definition., **(b)** Clarifies the "horizontal measurement for tolerance zone., **(c)** Painted marks shall be at such a length to not be misinterpreted as a dot., **(d)** Any changes to marking requirements must be made by written agreement., **(e)** Time requirements for emergency and unmarked facility locates (3 hours)., **(f)** Excavation notifications changed to "no less than three working days prior to commencement" for non subaqueous facilities and "No less than ten to twenty working days prior to commencement" for subaqueous facilities., **(g)** Ticket life expanded to twenty-eight days after work start date., **(f)** Locates should be limited to an area that an excavator reasonably believes can be completed within twenty-eight days and not include completed construction areas., **(g)** Modified notification exemptions to activities with some exceptions., **(h)** Liability language when operator fails to fulfil obligations., **(g)** Claims and consequential damages shall be adjudicated in North Carolina court systems., **(h)** Provides enhanced operating guidelines for Underground Prevention Review Board in regards to quorums, reappointments, attendance, and replacement., **(i)** Board reconsideration process., and **(j)** Clarified role of the Public Utilities Commission.

https://nc811.org/

North Dakota

HB1153 Passed 03/25/2025-This bill modifies activities from being defined as excavation under the following circumstances: **(a)** "Normal maintenance of paved roads and streets if the maintenance does not extend deeper than the depth of the existing pavement.", **(b)** "Normal surface maintenance of gravel roads and streets if the maintenance does not involve the road ditch."

https://ndonecall.com/

New York

A06768 Passed 11/12/2025 Effective 05/11/2026 Requires any entity that leases construction equipment to provide education to the lessee of rented equipment regarding their responsibilities under state law to protect underground facilities.

https://law.justia.com/codes/new-york/pbs/article-6/119-b/
https://udigny.org/
https://newyork-811.com/

Oklahoma

HB1666 Approved 05/19/2025 Effective 11/01/2025 This bill modified "any grading or maintenance of county roads that does not change either the existing road grade or ditch flow line" from being defined as excavation.

https://okie811.org/

Oregon

OAR 952-001-0005 Approved 01/16/2025 Filed 02/28/2025–Created to identify the specific organizations that serve as board recruitment partners that are consulted to select members for the OUNC Board.
OAR 952-001-0010 (13) Approved 01/16/2025 Filed 02/28/2025 – Amends definition of "non-invasive methods" to enhance more specifically include hand digging, air cutting, vacuum excavation and hydro vacuum excavation.
OAR 952-001-0050 (2) Approved 01/16/2025 Filed 02/28/2025– Amends to exempt working within a facility enclosure (such as meter boxes and vaults) if not digging beneath the base of the structure
OAR 952-001-0010 (23) Approved 07/2025 Effective 01/01/2026 Filed 02/28/2025– this amendment adjusts the definition of ticket life from **45 days to 30 days**.

Temporary Rule change 07/2025 Address recommendations from the Oregon Public Utility Commission ruling (Order 25-093) on complaint NC-405 regarding sewer laterals. Adds a definition of "control over" to OAR 952-001-0010 to align with chapter 952, the Public Utility Commission, and Common Ground Alliance Best Practices 21.0 and recommendations. This ensures operators with expertise handle locates and OUNC subscription for their respective underground facilities. Temporary rule changes take effect right away, but with an expiration date. This change is intended to bridge the gap to a more permanent solution by early 2026.

https://sos.oregon.gov/Pages/index.aspx
https://digsafelyoregon.com/

South Carolina

H3571 Passed 05/27/2025- Act No. 65 Effective 05/22/2026 South Carolina made substantial changes as follows: **(a)** Added new

definitions for large project, large project facility agreement, notice, commencement date, private facility, pre-marking, project initiator, and soft digging., **(b)** More enhanced definition of excavation to include activities, types of excavation, and what is considered exempt from the definition of excavation., **(c)** Simplifies that all operators must become members of the association or receive violations for every month the operator is not a member., **(d) Significantly** enhanced responsibilities to the notification center to include: maintain positive response notifications, develop training, develop large project agreements, receive complaints forwarded by the Attorney General, investigate and mediate complaints within six months, make recommendations to the Attorney General., **(e)** When making the excavation notification, the day of call does not count towards excavation wait time., **(f)** A subcontractor may piggy back on a general contractor excavation notification if their name is listed on the ticket., **(g)** Ticket life is fifteen working days from commencement time and date provided by the excavator in one call notification., **(h)** A excavator that provides a subsequent notice (following same guidelines as initial notification) after the original fifteen working days only extends the commencement date and does not require operators to re-mark facilities unless otherwise required., **(i)** Ticket limits for projects that will exceed one mile and do not meet the definition of large project., **(j)** Ticket limits for projects less than one mile and do not meet the definition of large project., **(k)** Liability language., **(l)** Tolerance zone excavation restrictions to include facility circumference., **(m)** Operators must provide a quarterly excavation damage report to the notification board., **(n)** If an operator designates a representative to carry out obligations and there is a failure to fulfil the obligations; the operator is responsible for any civil penalty., **(o)** Operator must respond to an emergency ticket within three hours., **(p)** False claims of an emergency excavation is a violation., **(q)** Detailed procedures, fines and designations of roles for enforcement actions.

https://sc811.com/

South Dakota

South Dakota 811 modified Administrative Rules 20:25:30:05:01 Effective 01/01/2025: A current ticket may not be updated more than twice after the original ticket was requested or after 63 days have elapsed from the date the original ticket was requested.

South Dakota 811 modified Administrative Rules 20:25:01:01 Effective 01/01/2025: Added positive response definitions and requirements.

HB1012 Passed 03/31/2025 This bill clarifies the status of the Statewide One-Call Notification Board as an agency administered by the Department of Public Safety and duties of the Board. Further, this bill breaks down the functional structure of the Board, established a state one call fund, and include penalties to operators who do not adhere to the chapter and rules.

https://sdonecall.com/

Vermont

30 V.S.A. § 7006 & 7006a § 6; 2025, No. 43, § 32, Effective June 2, 2025 The bill increases the notification wait time to 72 hours from 48 hours for initial one call notification, updated marking requests and remarking notification request.

https://legislature.vermont.gov/statutes/
https://www.digsafe.com/

Virginia

CASE NO. URS-2024-00068 20VAC5-309. Rules for Enforcement of the Underground Utility Damage Prevention Act (amending 20VAC5-309-190) Introduced 04/23/2024; Effective 07/22/2025:
The amendments enable the implementation of new electronic white lining technology, which will assist in defining planned areas of excavation for the further prevention of damage to underground utility lines.

https://va811.com/

Washington

SB5627 Passed 05/15/2025; Effective 07/27/2025 This bill made substantial changes as follows: (a) Legislatively requires locating to be free of charge unless the location is for design purposes. Operators may charge for design locates unless this is being performed for the Department of Transportation.,(b) Expands definition of emergency to include any unplanned disruption of facility under certain conditions., (c) Work to begin date must be on the one call ticket for it to be considered valid., (d) Enhances operator locating obligations to include name of operator and best known width of facility., (e) Added definitions for blind boring, contractor, force majeure, design locating, hard surface, physical exposure, positive response, potholing, safe and careful work methods, white lining and "work-to-begin" work date ("means an identified date not less than two full business days and not more than 10 full business days, not including Saturdays, Sundays, legal local, state, or federal holidays, from the date notice is given to a one-number locator service.")., (f) Special notification requirements for excavation activity that takes place within 700' of a transmission pipeline operator., (g) Special penalty structure for excavation involving hazardous liquid or gas pipeline operators to include per violation penalties of up to $5,000.00 for violations of law where damage does not occur and up to $25,000.00 if damage does occur. Further, excavations that begin prior to work start date or prior to receiving positive response are subject to misdemeanor charges., (h) Clarification for the enforcement for violations involving pipeline and for violations involving non-pipeline facilities., (i) One call notification center shall develop free web based applications., (j) Allows excavator to use third party entity to fulfil notification requirements, but excavator maintains compliance responsibilities., (k) Clarifications of special locating requirements for hazardous liquid and gas pipeline operators., (l) Clarifications of design locate request protocols., and (m) Created a new seat on the safety committee for a labor organization that historically represents workers who perform underground utility or excavation work.

Special Note: On and after January 1, 2026, an excavator may not commence excavation until the excavator has received positive response from all operators with underground facilities in the area identified in the notice.

https://www.utc.wa.gov/
https://digsafewashington.com/

Bills Introduced

Alabama SB95/HB298 Introduced 01/21/2026
Alabama SB205/HB322 Introduced 01/22/2026
Arizona SB1137 Introduced 01/15/2026
New Hampshire HB1169 12/01/2025; Committee 01/26/2026
New York A06879 Introduced 01/07/2026
Ohio HB227 Introduced 10/21/2025, Currently in Senate Hearings
Tennessee HB2024 Introduced 01/22/2026

Continued from page 27

historical installations—common contributors to cross-bores.

Field takeaway: Use potholing, camera inspections, or additional verification where cross-bore risk exists. Paint marks show position, not clearance.

3. Blind Boring Magnifies Consequences
Blind boring beneath foundations, driveways, or service corridors increases the likelihood of undetected cross-bores that may remain hazardous long after installation.

Field takeaway: Avoid blind boring in shared or uncertain corridors. Require additional checks when records are incomplete.

4. A Strike Is Not the End of the Event
In gas incidents, the most severe outcomes often occur after the strike. Migration through soil, conduits, or sewer systems may be delayed and invisible.

Field takeaway: Stop work immediately after any strike or suspected contact. Treat every gas release as mobile and escalate to emergency response without delay.

5. Cross-Bore Awareness Must Be Field-Level Knowledge
Cross-bores are not an abstract engineering issue—they are a practical field hazard.

Field takeaway: Incorporate cross-bore education into regular training and toolbox talks, including formation, warning signs, and response expectations.

Lessons for the Industry
Cross-Bore Risk Is a Shared Responsibility
Cross-bores often result from layered decisions across years, involving multiple contractors and utilities.

Industry takeaway: Coordinate cross-bore prevention and inspection programs. Clearly define responsibility for verification and post-installation review.

Speed Increases Risk
Aggressive fiber deployment and competitive build-outs increase the likelihood that verification steps are minimized—conditions under which cross-bores are most likely to occur.

Industry takeaway: Align schedules with verification requirements. Safety controls must scale with deployment pace.

Invisible Hazards Require Stronger Culture
Cross-bores represent one of the most dangerous hidden risks in underground work.

Industry takeaway: Measure success by risk reduction, not just incident counts. Reinforce that unseen hazards demand greater caution.

Moving Forward
The Lexington incident reinforces a fundamental truth of underground work: what we cannot see often poses the greatest danger. Cross-bores, gas migration, and subsurface conflicts demand disciplined verification, conservative decision-making, and immediate escalation when conditions change.

For excavators, the responsibility is clear: verify before boring, stop when uncertain, and respond without hesitation.

For the industry, the obligation is broader: design systems, contracts, and cultures that treat cross-bore risk as a critical, ongoing safety priority.

Learning from this incident is not about assigning blame—it is about preventing the next. ESG

STATE ENFORCEMENT AGENCIES

Enforcement of the damage prevention laws in your state can be a bit confusing to navigate. Questions such as: who is enforced, who enforces it, and what is enforceable are frequent throughout the US. To help you with your navigation below we have categorized states in accordance with enforcement venues. Please note some states have more than one avenue of enforcement and may appear more than once in the list below. The Pipeline Hazardous Materials Safety Administration also has complied extensive documentation for each state, which can be found at the following link:
https://primis.phmsa.dot.gov/comm/DamagePreventionSummary.htm?nocache=6529

- **Public Utilities Commission:** Alaska, Arizona, California, Connecticut, Delaware, Georgia, Hawaii, Illinois- Illinois Commerce Commission, Indiana- Indiana Utility Regulatory Commission, Kansas, Kentucky, Maine, Massachusetts, Michigan, Minnesota, Nebraska, Nevada, New Hampshire, New Jersey, New Mexico, New York, North Carolina, North Dakota, Ohio, Oklahoma, Oregon, Pennsylvania, Rhode Island, Tennessee, Utah, Vermont, Virginia, West Virginia, Washington, Wisconsin
- **Attorney General:** Arkansas, District of Columbia, Iowa, Nebraska, Nevada, South Carolina, Texas, Utah, Wyoming
- **Relevant County Court:** Alabama, Alaska, Arkansas, New Mexico,
- **Division of Occupational and Professional Licenses:** Idaho
- **Standalone Damage Prevention Boards/Committees/ Authorities:** Alabama, Colorado (Under the Department of Labor and Employment), Idaho, Maryland, Mississippi, North Carolina, Puerto Rico
- **Office of Energy Infrastructure Safety:** California,
- **Railroad Commission:** Texas
- **Department of Energy:** New Hampshire
- **Department of Labor:** Montana
- **Department of Public Safety:** South Dakota
- **Department of Natural Resources:** California, Louisiana
- **State One Call:** Iowa, North Dakota, South Carolina, South Dakota, Wyoming
- **Law Enforcement:** Florida
- **Federal Office of Pipeline Safety:** Alaska, Maine (may defer)
- **Department of Consumer and Regulatory Affairs:** District of Columbia ESG

Notification Center and State Law Directory

Informational purposes only. Information and laws are subject to change. Consult your local Notification Center website for updated information. ACTS Now, Inc attempted to verify all information as of publication date, and accepts no responsibility for missing or incorrect information.
Note: Voice tickets may also be another acceptable form of ticket submission.

You can reach your local Notification Center in the U.S. by dialing 811.

811 Know what's below. Call before you dig.

	TICKETS			STATE LAWS & PROVISIONS									NOTIFICATION EXEMPTIONS					NOTIFICATIONS ACCEPTED					
	FAX	Online	Mobile	Statewide Coverage	Civil Penalties	Emergency Clause	Mandatory Membership	Excavator Permits Issued	Mandatory Premarks	Positive Response	Hand Dig Clause	Damage Reporting	DOT	Homeowner	Railroad	Agriculture	Depth	Damage	Design	Emergency	Overhead	Large Projects	Tolerance Zone (either side of the utility plus the width of the utility)
ALABAMA / Alabama 811 / 800-292-8525 **Website:** www.al811.com **Hours:** 24 hours, 7 days **Advance Notice:** 2 full working days (not including day of notification) **Marks Valid:** 20 working days **Law Link:** https://al811.com/law	N	Y	Y	Y	Y	Y	Y	Y	N	Y	Y	Y	Y	N	Y	Y	12" *	Y	Y	Y	N	N	18"
*Agricultural purposes only																							
ALASKA / Alaska Dig Line, Inc. / 800-478-3121 or 907-278-3121 **Website:** www.811ak.com **Hours:** 8:00 AM - 5:00 PM, M-F/Emergency 24/7 **Advance Notice:** 2-10 business days based on location **Marks Valid:** 15-20 business days based on location **Law Link:** https://811ak.com/faq	N	Y	Y	Y	Y	Y	N	N	N	N	Y	N	N	N	N	Y	N	Y	Y	Y	N	Y	24"*
*24-30" based on proposed depth of dig																							
ARIZONA / Arizona 811 / 800-782-5348 **Website:** www.arizona811.com **Hours:** 6:00 AM - 5:00 PM, M-F **Advance Notice:** 2 full working days(excludes weekends and holidays) **Marks Valid:** 15 working days **Law Link:** https://arizona811.com/resources/	N	Y	Y	Y	Y	Y	Y	N	N	Y	Y	Y	N	N	N	Y	N	N	Y	Y	N	N	24"
ARKANSAS / Arkansas 811 / 800-482-8998 **Website:** www.arkansas811.com **Hours:** 24 hours, 7 days **Advance Notice:** 2 to 10 working days **Marks Valid:** 20 working days **Law Link:** https://arkonecall.com/statelaw/ statelaw.aspx	N	Y	Y	Y	Y	Y	Y	N	Y	Y	Y	N	N	N	N	N	N	N	Y	Y	N	Y	18"
CALIFORNIA **Underground Service Alert of Northern CA & NV** **USA North 811 / 800-642-2444** **Website:** www.usanorth811.org **Hours:** 24 x 7 **Advance Notice:** 2 working days, not including the day of notification **Marks Valid:** 28 days **Law Link:** www.usanorth811.org (Quick Links / Law & Excavation Manual)	N	Y	Y	N	Y	Y	Y*	Y	Y	Y	Y	Y	N	Y	N	N	N	Y	N	Y	N	Y	24"
Underground Service Alert of Southern California / 800-422-4133 **Website:** www.digalert.org **Hours:** 6:00 AM - 7:00 PM, M-F **Advance Notice:** 2 working days to 14 calendar days not including date of notice **Marks Valid:** 28 days **Law Link:** https://leginfo.legislature.ca.gov/faces/codes_displayText.xhtml?lawCode=GOV&division=5.&title=1.&part=&chapter=3.1.&article=2	N	Y	Y	N	Y	Y	Y*	Y	Y	Y	Y	Y	N	Y	N	N	N	Y	N	Y	N	Y	24"
*DOT and non-pressurized sewer lines, storm drains and drain lines exempt																							
COLORADO / Colorado 811 / 800-922-1987 **Website:** www.co811.org **Hours:** 24 hours **Advance Notice:** 2 days, not to include the day of notice **Marks Valid:** 30 days **Law Link:** https://ops.colorado.gov/sites/ops/files/2021-10/ud-safetycommissionstatutes101821.pdf	N	Y	Y	Y	Y	Y	Y	N	N	Y	N	Y	N	N	Y	Y	Y	Y	Y	Y	N	Y	18"
CONNECTICUT / Call Before You Dig / 800-922-4455 **Website:** www.cbyd.com **Hours:** 7:00 AM - 5:00 PM, M-F; Emergencies 24 Hours **Advance Notice:** 2 full working days up to 30 calendar days (excludes weekends, holidays and the day of notification) **Marks Valid:** 30 days **Law Link:** www.cbyd.com/resources/ct-cbyd-state-law-regulations#	N	Y	Y	Y	Y	Y	Y	N	Y	Y	Y	Y	N	N	N	Y	N	Y	Y	Y	N	Y	18"
DELAWARE / Delmarva811 / 800-282-8555 **Website:** https://delmarva811.com/ **Hours:** 24 hours, 7 days **Advance Notice:** 2 full business days **Marks Valid:** must start within 10 calendar days, no expiration as long as marks still visible and scope does not change. **Law Link:** https://delcode.delaware.gov/title26/c008/index.shtml	N	Y	Y	Y	Y	Y	Y	N	N	Y	Y	Y	N	Y*	N	N	N	N	Y	Y	N	N	24"
FLORIDA / Sunshine 811 / 800-432-4770 **Website:** www.sunshine811.com **Hours:** 7:00 AM - 6:00 PM **Advance Notice:** 2 full business days (10 if dig site is underwater) **Marks Valid:** 30 days **Law Link:** https://sunshine811.com/law	N	Y	Y	Y	Y	Y	Y	N	Y	Y	Y	Y	Y	Y	Y	Y	Y	N	Y	Y	N	N	24"

Notification Center and State Law Directory

HELP US STAY UP TO DATE.
Directory information is also available online at *actsnowinc.com*. Report any updates to this directory by calling 501-548-6363.

Note: Voice tickets may also be another acceptable form of ticket submission.

You can reach your local Notification Center in the U.S. by dialing 811. Click Before You Dig.com

	TICKETS			STATE LAWS & PROVISIONS									NOTIFICATION EXEMPTIONS					NOTIFICATIONS ACCEPTED					Tolerance Zone (either side of the utility plus the width of the utility)
	FAX	Online	Mobile	Statewide Coverage	Civil Penalties	Emergency Clause	Mandatory Membership	Excavator Permits Issued	Mandatory Premarks	Positive Response	Hand Dig Clause	Damage Reporting	DOT	Homeowner	Railroad	Agriculture	Depth	Damage	Design	Emergency	Overhead	Large Projects	
GEORGIA / Georgia 811 / 800-282-7411																							
Website: www.Georgia811.com **Hours:** 7:00 AM - 6:00 PM, M-F • (24/7 emergency) **Advance Notice:** 2 business days (excluding day of call) **Marks Valid:** 30 calendar days **Law Link:** https://georgia811.com/index.php/laws-policies/	N	Y	Y	Y	Y	Y	N	Y	Y	Y	Y	Y	N*	N	N	N**	N	Y	Y	Y	Y	Y	18”
	* Routine road maintenance ** Farming activities																						
HAWAII / Hawaii One Call Center / 866-423-7287 / Tickets Fax: 877-695-2466																							
Website: www.callbeforeyoudig.org **Hours:** 24 hours, 7 days **Advance Notice:** 5 workings days, not to exceed 28 calendar days **Marks Valid:** 28 calendar days **Law Link:** https://callbeforeyoudig.org/law.htm	Y	Y	N	Y	Y	Y	Y	N	Y	Y	Y	N	N	Y	N	N	N	Y	Y	Y	N	N	30”
IDAHO																							
DIG LINE / 800-342-1585 **Website:** www.digline.com **Hours:** 24 hours, 7 days **Advance Notice:** 2 business days **Marks Valid:** 28 Days **Law Link:** https://legislature.idaho.gov/statutesrules/idstat/title55/T55CH22/	N	Y	Y	N	Y	Y	Y	N	Y	N	Y	Y	N	N	N	Y	15”	Y	Y	Y	Y	Y	24”
BONNER/BOUNDRY / 800-428-4950 **Website:** www.digsafeidaho811.com **Hours:** 24 hours, 7 days **Advance Notice:** 2 business days **Marks Valid:** 28 days **Law Link:** https://legislature.idaho.gov/statutesrules/idstat/title55/T55CH22/	N	Y	Y	N	Y	Y	Y	N	Y	N	Y	Y	N	N	N	Y	15”	Y	Y	Y	Y	N	24”
SHOSHONE/BENEWAH / 866-242-5844 **Website:** www.nid811.com **Hours:** 24 hours, 7 days **Advance Notice:** 2 business days **Marks Valid:** 28 days **Law Link:** https://legislature.idaho.gov/statutesrules/idstat/Title55/T55CH22/	N	Y	Y	N	Y	Y	Y	N	Y	N	Y	Y	N	N	N	Y	15”	Y	Y	Y	Y	N	24”
KOOTENAI COUNTY / 800-428-4950 **Website:** www.digsafenorthidaho811.com **Hours:** 24 hours, 7 days **Advance Notice:** 2 business days **Marks Valid:** 28 days **Law Link:** https://legislature.idaho.gov/statutesrules/idstat/Title55/T55CH22/	N	Y	Y	N	Y	Y	Y	N	Y	N	Y	Y	N	N	N	Y	15”	Y	Y	Y	N	Y	24”
ILLINOIS																							
JULIE, INC. / 800-892-0123 **Website:** www.illinois1call.com • **Hours:** 24 hours, 7 days **Advance Notice:** 48 hours notice (two business days), but no more than a 14 calendar day advance notice prior to the start of excavation. **Marks Valid:** 28 calendar days **Law Link**: https://illinois1call.com/lawandenforcement/	N	Y	N	N	Y	Y	Y	N	Y*	Y	Y	Y	N	N	Y	Y	N	Y	Y	Y	N	N	18”
811 CHICAGO / 312-744-7000 **Website:** www.ipi.cityofchicago.org/Digger **Hours:** 24 hours a day, 7 days a week **Advance Notice:** 48 hours • **Marks Valid:** 28 days **Law Link:** https://codelibrary.amlegal.com/codes/chicago/latest/chicago_il/0-0-0-2651040	N	Y	N	N	Y	Y	Y	Y	Y*	Y	Y	Y	N	N	Y	Y	N	Y	N	Y	N	N	18”
	*When possible																						
INDIANA / Indiana 811 / 800-382-5544																							
Website: www.indiana811.org • **Hours:** 24 hours, 365 days **Advance Notice:** 48 hours notice (two working days), but no more than a 20-calendar day advance notice prior to the start of excavation. **Marks Valid:** 20 calendar days **Law Link:** https://indiana811.org/wp-content/uploads/2019/06/IC-8-1-26-1.pdf	N	Y	Y	Y	Y	Y	Y	N	N	Y	Y	Y	N	N	Y	Y	N	Y	Y	Y	N	N	24”
IOWA / Iowa One Call / 800-292-8989																							
Website: www.iowaonecall.com • **Hours:** 24 hours, 7 days **Advance Notice:** 48 hours, excluding the day of notice, Saturdays, Sundays, and legal holidays **Marks Valid:** 25 calendar days **Law Link:** https://iowaonecall.com/Default.aspx?tabid=404#iowa	N	Y	Y	Y	Y	Y	Y	N	Y	Y	Y	Y	N	N	N	Y*	N	Y	Y	Y	N	Y	18”
	*Normal farm operations less than fifteen inches																						

Know what's below. Call before you dig.

Expand public awareness by visiting 811BeforeYouDig.com. You will find a variety of downloadable elements available for use free in your company/organization's existing campaigns.

Note: Voice tickets may also be another acceptable form of ticket submission.

811 Know what's below. Call before you dig.

	TICKETS			STATE LAWS & PROVISIONS										NOTIFICATION EXEMPTIONS					NOTIFICATIONS ACCEPTED					Tolerance Zone (either side of the utility plus the width of the utility)
	FAX	Online	Mobile	Statewide Coverage	Civil Penalties	Emergency Clause	Mandatory Membership	Excavator Permits Issued	Mandatory Premarks	Positive Response	Hand Dig Clause	Damage Reporting	DOT	Homeowner	Railroad	Agriculture	Depth	Damage	Design	Emergency	Overhead	Large Projects	
KANSAS / Kansas 811 / 800-344-7233																								
Website: www.kansas811.com **Hours:** 24 hours, 7 days **Advance Notice:** 2 full working days(not including day of notice) **Marks Valid:** 20 calendar days **Law Link:** https://kansas811.com (Resources/Other Helpful Links)	N	Y	Y	Y	Y	Y	Y	N	N*	Y	N	Y	N	Y*	Y	Y	N	Y	N	Y	N	N	24"
*Homeowner retains responsibility for any damages due to digging																								
KENTUCKY / Kentucky 811 / 800-752-6007																								
Website: www.kentucky811.org **Hours:** 24 hours/7 days **Advance Notice:** 2 working days **Marks Valid:** 21 calendar days **Law Link:** https://kentucky811.org/thediglaw	N	Y	Y	Y	Y	Y	N	N	N*	Y*	Y	Y**	Y***	N	Y	Y	N****	Y	Y	Y	N	Y	24"
*Unless requested by a facility operator KRS367.4911(11) **Only gas or PHMSA-regulated facilities have mandatory damage reporting to the state regulator. Damage reporting to the affected facility is required. Damage reporting to the call center is not required. ***Exempt from calling for routine road maintenance (defined in KRS 367.4903(10)) as preservation, including road repairs and resurfacing, and replacement of signs, posts, and guardrails at the exact same location when no additional penetration of existing grade is necessary, but does not include road construction, installation of signs, posts, and guardrails, or any activity that requires penetration of existing grade. ****Specific exemption exists for connection or disconnection of communications lines when non-intrusive excavation is used to a depth less that 12 inches KRS 367.4915(12)																							
LOUISIANA / Louisiana 811 / 800-272-3020																								
Website: www.louisiana811.com **Hours:** 7:00 AM - 6:00 PM, Emergency Locates 24/7 **Advance Notice:** 2 Business Days **Marks Valid:** 20 Days/30 Days for Agriculture, Forestry, Marine **Law Link:** https://www.louisiana811.com/dig-law/	N	Y	Y	Y	Y	Y	N	N	Y	Y	N	N	N	Y	N	Y	N	Y	Y	Y	N	Y	18"
MAINE / Dig Safe System, Inc. / 888-344-7233																								
Website: www.digsafe.com **Hours:** 24 hours, 7 days **Advance Notice:** 72 hours(excluding weekends and holidays) **Marks Valid:** 60 days; must start within 30 days **Law Link:** https://www.digsafe.com/laws_rules.php	N	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	N	N	N	Y	N	Y	N	Y	N	Y	18"
MARYLAND / Miss Utility (Western Shore) / 800-257-7777																								
Website: www.missutility.net **Hours:** 24 hours, 7 days **Advance Notice:** 2 full business days **Marks Valid:** 12 business days **Law Link:** www.missutility.net/maryland/	N	Y	Y	Y	Y	Y	Y	N	N	Y	Y	N	N	Y*	N	N	N	N	Y	Y	N	N	18"
*Hand dig only up to a depth of 6". Mechanized equipment must call.																								
Delmarva811 (Eastern Shore) / 800-441-8355 **Website:** www.missutilitydelmarva.com **Hours:** 24 hours, 7 days **Advance Notice:** 2 full business days **Marks Valid:** 12 business days **Law Link:** https://delmarva811.com/	N	Y	Y	Y	Y	Y	Y	N	N	Y	Y	N	N	Y*	Y	N	N	N	Y	Y	N	N	18"
*Hand dig only up to a depth of 6". Mechanized equipment must call.																								
MASSACHUSETTS / Dig Safe System, Inc. / 888-344-7233																								
Website: www.digsafe.com **Hours:** 24 hours, 7 days **Advance Notice:** 72 hours(excluding weekends and holidays) **Marks Valid:** 30 days **Law Link:** https://digsafe.com/laws_rules.php	N	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	N	N	N	Y	N	Y	N	Y	N	Y	18"
MICHIGAN / Miss Dig System, Inc. / 800-482-7171																								
Website: www.missdig811.org **Hours:** 24 hours **Advance Notice:** 3 business days(excluding weekends and holidays) **Marks Valid:** 3 weeks to 6 months **Law Link:** https://missdig811.org/education/public-act-174.html	N	Y	Y	Y	Y	Y	Y	N	N	Y	Y	Y	Y	N	N	N	N	N	Y	Y	N	Y	18"
MINNESOTA / Gopher State One Call / 800-252-1166 or 651-454-0002																								
Website: www.gopherstateonecall.org **Hours:** 24 hours **Advance Notice:** 48 hours(excluding weekends and holidays) **Marks Valid:** 14 days **Law Link:** https://revisor.leg.state.mn.us/statutes/?id=216D	N	Y	Y	Y	Y	Y	Y	N	Y	Y	Y	N	N	N	N	Y	N	N	Y	Y	N	Y	24"
MISSISSIPPI / Mississippi 811, Inc. / 800-227-6477 / Tickets Fax: 601-362-7533																								
Website: www.ms811.org **Hours:** 24 hours, 7 days **Advance Notice:** 3 working days **Marks Valid:** 20 working days **Law Link:** https://ms1call.org/One Call-law	Y	Y	Y	Y	Y	Y	Y	N	N	Y	Y	Y	N	Y	Y	24"	12"	Y	Y	Y	N	Y	18"
*Less than 16"																								
MISSOURI / Missouri 811/ 811																								
Website: www.missouri-811.org **Hours:** 24 hours, 7 days **Advance Notice:** 2 working days, not counting day of request **Marks Valid:** 21 calendar days **Law Link:** www.missouri-811.org/law	N	Y	Y	Y	Y	Y	Y	N	N	Y	Y	Y	N	N	Y	Y*	N	Y	Y	Y	N	N	24"

Notification Center and State Law Directory

Informational purposes only. Information and laws are subject to change. Contact your local Notification Center website for updated information. ACTS Now, Inc attempted to verify all information as of publication date, and accepts no responsibility for missing or incorrect information.

Note: Voice tickets may also be another acceptable form of ticket submission.

You can reach your local Notification Center in the U.S. by dialing 811. Click Before YouDig.com

	TICKETS			STATE LAWS & PROVISIONS									NOTIFICATION EXEMPTIONS					NOTIFICATIONS ACCEPTED					
	FAX	Online	Mobile	Statewide Coverage	Civil Penalties	Emergency Clause	Mandatory Membership	Excavator Permits Issued	Mandatory Premarks	Positive Response	Hand Dig Clause	Damage Reporting	DOT	Homeowner	Railroad	Agriculture	Depth	Damage	Design	Emergency	Overhead	Large Projects	Tolerance Zone (either side of the utility plus the width of the utility)
MONTANA/MONTANA 811/800-424-5555 **Website:** www.montana811.org **Hours:** 24 hours, 365 days **Advance Notice:** 2 business days **Marks Valid:** 30 days **Law Link:** https://montana811.org/montana-dig-law.htm	N	Y	Y	Y	Y	Y	Y	N	N	Y	Y	Y	N	Y*	N	Y	Y	Y	Y	Y	N	N	18”
	*Only under certain circumstances																						
NEBRASKA / Nebraska811 / 800-331-5666 **Website:** www.ne1call.com **Hours:** 24 hours, 365 days **Advance Notice:** 2 to 10 business days excluding holidays and weekends **Marks Valid:** 17 Days **Law Link:** https://ne1call.com/ne-law-enforcement/nebraska-statutes/	Y	Y	Y	Y	Y	Y	Y	N	N	Y	Y	Y	N	N	Y	Y	N	Y	Y	Y	N	N	18”
NEVADA / USA North 811 / 800-642-2444 **Underground Service Alert of Northern CA & NV** **Website:** www.usanorth811.org **Hours:** 24/7 **Advance Notice:** 2 working days, not including the date of notification **Marks Valid:** 28 days **Law Link:** https://usanorth811.org (Links/Law & Excavation Manual)	N	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	N	N	N	N	N	N	Y	N	Y	N	N	24”
NEW HAMPSHIRE / Dig Safe System, Inc. / 888-344-7233 **Website:** www.digsafe.com **Hours:** 24 hours, 7 days **Advance Notice:** 72 hours(exluding weekends and holidays) **Marks Valid:** 30 days **Law Link:** www.digsafe.com/laws_rules.php	N	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	N	N	N	Y	N	Y	N	Y	N	Y	18”
NEW JERSEY / New Jersey One Call / 800-272-1000 / Tickets Fax: 800-705-4559 **Website:** www.nj1-call.org **Hours:** 24 hours **Advance Notice:** 3 full business days **Marks Valid:** 45 business days **Law Link:** https://nj1-call.org/nj-law/	Y	Y	Y	Y	Y	Y	Y	N	N	Y	Y	Y	N	Y	N	Y	Y	Y	N	Y	N	N	24”
NEW MEXICO / New Mexico One Call, Inc. dba NM811 / 800-321-2537 / Tickets Fax: 800-727-8809 **Website:** www.nm811.org **Hours:** 7:00 AM - 5:00 PM, M-F / Emergencies & Damages: 24 hours **Advance Notice:** 2 working days, not including the day of the notification **Marks Valid:** 15 Days **Law Link:** www.nm811.org/new-mexico-811-law/	N	Y	Y	Y	Y	Y	Y	N	Y	Y	Y	Y	N	N	N	N	N	Y	Y	Y	N	Y	18”
NEW YORK **UDig NY/811 or 800-962-7962** **Website:** www.UDigNY.org **Hours:** 24/7/365 **Advance Notice:** 2 to 10 working days (excluding day of call) **Marks Valid:** Valid as long as excavator maintains marks **Law Link:** www.UDigNY.org/law	N	Y	N	N	Y	Y	Y	N	N	Y	Y	N	N	N	N	N	N	Y	Y	Y	N	N	24”
NEW YORK 811 / 800-272-4480 **Website:** www.newyork-811.com **Hours:** 24 hours, 7 days **Advance Notice:** 2 to 10 business days **Marks Valid:** 10 working days **Law Link:** https://newyork-811.com/excavators/code-753-at-a-glance	N	Y	Y	N	Y	Y	Y	N	N	Y	Y	N	N	N	N	N	N	Y	Y	Y	N	N	24”
NORTH CAROLINA / North Carolina One Call Center, Inc. / 800-632-4949 **Website:** www.nc811.org **Hours:** 24 hours, 365 days **Advance Notice:** 3 full working days **Marks Valid:** 15 working days **Law Link:** https://nc811.org/north-carolina-law.html	N	Y	Y	Y	Y	Y	Y	N	Y	Y	Y	Y	N	Y	Y	Y	N	Y	Y	Y	N	N	24”

Know what's below. Call before you dig.

You can also reach your local Notification Center by dialing 811 anywhere in the United States. This is a FREE call and a FREE service.

Note: Voice tickets may also be another acceptable form of ticket submission.

811 Know what's below. Call before you dig.

	TICKETS			STATE LAWS & PROVISIONS									NOTIFICATION EXEMPTIONS					NOTIFICATIONS ACCEPTED					Tolerance Zone (either side of the utility plus the width of the utility)
	FAX	Online	Mobile	Statewide Coverage	Civil Penalties	Emergency Clause	Mandatory Membership	Excavator Permits Issued	Mandatory Premarks	Positive Response	Hand Dig Clause	Damage Reporting	DOT	Homeowner	Railroad	Agriculture	Depth	Damage	Design	Emergency	Overhead	Large Projects	
NORTH DAKOTA / North Dakota One Call / 800-795-0555																							
Website: www.ndonecall.com **Hours:** 24 hours **Advance Notice:** 2 Full Business Days **Marks Valid:** 21 calendar days **Law Link:** https://legis.nd.gov/cencode/t49c23.pdf?0130530105605	N	Y	Y	Y	Y	Y	Y	N	Y	Y	Y	N	N	N	N	Y	N	N	Y	Y	N	N	24"
OHIO / OHIO811 / 800-362-2764																							
Website: www.OHIO811.org **Hours:** 24 hours, 7 days **Advance Notice** 48 hours but not more than 10 working days **Marks Valid:** As long as visible and work begins within 10 days of original ticket **Law Link:** https://oups.org/law	N	Y	Y	Y	Y	Y	Y	N	Y	Y	Y	N	N	N	N	Y	N	Y	Y	Y	N	Y	18"
OKLAHOMA / OKIE811 / 800-522-6543																							
Website: www.okie811.org **Hours:** 24 hours, 7 days **Advance Notice:** 48 hours excluding date of notification, weekends and legal holidays **Marks Valid:** 14 calendar days **Law Link:** https://okie811.org/thelaw	N	Y	Y	Y	N	Y	Y	N	N	Y	Y	Y	Y	N	N	Y	N*	Y	Y	Y	N	Y	24"
	*Excluding the burying of communications lines of a communications provider up to 12" deep within 12" surrounding their pedestals.																						
OREGON / Oregon Utility Notification Center / 800-332-2344 / Tickets Fax: 503-293-0826																							
Website: www.digsafelyoregon.com **Hours:** 24 hours, 7 days **Advance Notice:** 2 Full Business Days **Marks Valid:** 30 days **Law Link:** https://digsafelyoregon.com/resources/forms/	Y	Y		Y	Y	Y	Y	N	Y	Y	Y	N	N	12"	N	Y	N	N	Y	Y	N	N	24"
	*Excluding the burying of communications lines of a communications provider up to 12" deep within 12" surrounding their pedestals.																						
PENNSYLVANIA / Pennsylvania One Call System, Inc. / 800-242-1776																							
Website: www.pa1call.org **Hours:** 24 hours, 7 days **Advance Notice:** 3 to 10 business days (construction), 10-90 days (design), at least 10 days (large projects) **Marks Valid:** as long as equipment is on site **Law Link:** https://pa1call.org/palaw	N	Y	Y	Y	Y	Y	Y**	N	Y	Y	Y	Y	N*	N	N	Y	N	Y	Y	Y	N	Y***	18"
	* PennDot minor routine maintenance exempt if without 24" depth from highest spot in ROW * Municipal Roads - minor routine maintenance if within 18" depth from highest point in ROW ** Exemptions include PennDOT within state road DOT, Stripper Well Lines in Class 1 areas *** Large projects accepted online only																						
RHODE ISLAND / Dig Safe System, Inc. / 888-344-7233																							
Website: www.digsafe.com **Hours:** 24 hours, 7 days **Advance Notice:** 72 hours(exluding weekends and holidays) **Marks Valid:** Must start within 30 days, as long as marks maintained **Law Link:** https://digsafe.com/laws_rules.php	N	Y	Y	Y	Y	Y	Y	Y	Y	N	Y	Y	N	N	N	Y	N	Y	N	Y	N	Y	18"
SOUTH CAROLINA / South Carolina 811 / 888-721-7877																							
Website: www.sc811.com **Hours:** 7:30 AM - 5:30 PM, M-F **Advance Notice:** 3 to 12 full working days notice(10-20 full working days notice subaqueous) **Marks Valid:** 15 working days **Law Link:** https://sc811.com/state-law/	N	Y	Y	Y	Y	Y	Y	N	Y*	Y	Y	Y	N**	N**	N**	Y	Y	Y	Y	Y	N	Y	24"
	*When unable to be adequately identified **Only specified work activities and depth Updated version of the law effective May 22, 2026																						
SOUTH DAKOTA / South Dakota 811 Center / 800-781-7474																							
Website: www.sdonecall.com/state-law/ **Hours:** 24 hours **Advance Notice:** 48 hours(excluding weekends and holidays) **Marks Valid:** 21 working days from start date and time on ticket **Law Link:** https://sdonecall.com/law.asp	N	Y	Y	Y	Y	Y	Y	N	Y	Y	Y	Y*	N	N	N	N	N**	Y	Y	Y	N	Y	18"
	* Damage reporting required. All damage must be reported to the facility operator, or if the operator is unknown, to South Dakota 811 Center. ** For agricultural tilling and road and ditch maintenance to a depth of 18" only; homeowners have a 12" depth exception for tilling of soil and gardening																						
TENNESSEE / Tennessee 811 / 800-351-1111																							
Website: www.tn811.com • **Hours:** 24 hours **Advance Notice:** Not less than 3 working days, not more than 10 working days **Marks Valid:** 15 calendar days **Law Link:** https://www.tenn811.com/law	N	Y	Y	Y	Y	Y	Y	N	Y	Y	Y	Y	Y	Y	Y	N	N	Y	Y	Y	N	N	24"

Notification Center and State Law Directory

Click Before You Dig.com

HELP US STAY UP TO DATE.
Directory information is also available online at *actsnowinc.com*.

Note: Voice tickets may also be another acceptable form of ticket submission. Report any updates to this directory by calling 501-548-6363.

You can reach your local Notification Center in the U.S. by dialing 811.

	TICKETS			STATE LAWS & PROVISIONS										NOTIFICATION EXEMPTIONS					NOTIFICATIONS ACCEPTED					
	FAX	Online	Mobile	Statewide Coverage	Civil Penalties	Emergency Clause	Mandatory Membership	Excavator Permits Issued	Mandatory Premarks	Positive Response	Hand Dig Clause	Damage Reporting	DOT	Homeowner	Railroad	Agriculture	Depth	Damage	Design	Emergency	Overhead	Large Projects	Tolerance Zone (either side of the utility plus the width of the utility)
TEXAS / Texas811 / 800-344-8377																								
Website: www.texas811.org **Hours:** 24 hours **Advance Notice:** 48 hours (excluding weekends and holidays) **Marks Valid:** 14 working days **Law Links:** https://statutes.capitol.texas.gov/Docs/UT/htm/UT.251.htm	N	Y	Y	Y	Y	Y	Y	N	N	Y	Y	Y	Y	N	Y	Y	16"	Y	Y	Y	N	N	18"
UTAH / Blue Stakes of Utah 811 / 800-662-4111																								
Website: www.bluestakes.org **Hours:** 8:00 AM - 4:00 PM, M-F **Advance Notice:** 3 business days, 72 hours notice **Marks Valid:** 21 calendar days **Law Link:** https://le.utah.gov/xcode/Title54/Chapter8A/54-8a.html	N	Y	Y	Y	Y	Y	Y	N	N	Y	Y	N	N	N	N	N	N	N	N	Y	N	N	24"
VERMONT / Dig Safe System, Inc. / 888-344-7233																								
Website: www.digsafe.com **Hours:** 24 hours, 7 days **Advance Notice:** 72 hours (excluding weekends and holidays) **Marks Valid:** 30 days **Law Link:** https://digsafe.com/laws_rules.php	N	Y	Y	Y	Y	Y	Y	Y	Y	N	Y	Y	N	N	N	Y	N	Y	N	Y	N	Y	18"
VIRGINIA / Virginia 811 / 800-552-7001																								
Website: www.va811.com **Hours:** 24 hours, 7 days **Advance Notice:** 2 working days(excluding day of call) **Marks Valid:** 15 working days **Law Link:** https://va811.com/resources/laws-and-regulation	N	Y	Y	Y	Y	Y	Y	N	N	Y	Y	N*	Y	Y	Y	Y	N	N	Y	Y	N	N	24"
WASHINGTON / Washington 811 / 811 / 800-424-5500																								
Washington 811 **Website:** www.digsafewa.com **Northwest Utility Noti ication Center (NUNC) Website:** www.digsafewa.com **Inland Empire Utility Coordinating Council (IEUCC) Website:** www.digsafewa.com **Hours:** 24 hours, 7 days **Advance Notice:** 2 business days **Marks Valid:** 45 days **Law Link:** https://washington811.com/wa-dig-law-rcw-19-122/	N	Y	Y	Y	Y	Y	Y	N	Y	N	Y	Y	N	Y	N	Y	Y	Y	Y	Y	N	Y	24"
WASHINGTON D.C. / District One Call / 800-257-7777																								
Website: www.missutility.net **Hours:** 24 hours, 7 days **Advance Notice:** 96-business hours **Marks Valid:** 15 business days **Law Link:** https://code.dccouncil.gov/us/dc/council/code/titles/34/chapters/27/	N	Y	Y	Y	Y	Y	Y	N	N	Y	Y	N	N	N	N	N	N	N	N	Y	N	N	18"
WEST VIRGINIA / West Virginia 811 / 800-245-4848																								
Website: www.wv811.com **Hours:** 24 hours **Advance Notice:** 2 days but not more than 10 **Marks Valid:** 10 days **Law Link:** https://wv811.com/one-call-law	N	Y	Y	Y	Y	Y	Y	N	N	Y	Y	Y	N	N	N	Y	N	Y	Y	Y	N	N	24"
WISCONSIN / Diggers Hotline / 800-242-8511																								
Website: www.diggershotline.com **Hours:** 24 hours, 7 days **Advance Notice:** 3 working days **Marks Valid:** For duration of work if marks remain visible and work is continuous **Law Link:** https://docs.legis.wisconsin.gov/statutes/statutes/182/0175	N	Y	Y	Y	Y	Y	Y	N	N	N	Y	N	N	N	N	N	N	Y	Y	Y	N	Y	18"

* No damage tickets in VA and anyone damaging a utility does not have to report the damage to Virginia 811, but they must report the damage to the operator, and for a gas damage, the SCC.

Know what's below. Call before you dig.

Expand public awareness by visiting 811BeforeYouDig.com. You will find a variety of downloadable elements available for use free in your company/organization's existing campaigns.

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811 Know what's below. Call before you dig.

	TICKETS			STATE LAWS & PROVISIONS									NOTIFICATION EXEMPTIONS					NOTIFICATIONS ACCEPTED					
	FAX	Online	Mobile	Statewide Coverage	Civil Penalties	Emergency Clause	Mandatory Membership	Excavator Permits Issued	Mandatory Premarks	Positive Response	Hand Dig Clause	Damage Reporting	DOT	Homeowner	Railroad	Agriculture	Depth	Damage	Design	Emergency	Overhead	Large Projects	Tolerance Zone (either side of the utility plus the width of the utility)
WYOMING / One-Call of Wyoming, Inc. / 811 or 1-800-849-2476 (if out of state)																							
Website: https://onecallofwyoming.com **Hours:** 24 hours **Advance Notice:** 2 full business days **Marks Valid:** 14 business days **Law Link:** https://www.onecallofwyoming.com/wp-content/uploads/2022/10/WY-State-Statute.pdf	N	Y	Y	Y	Y	Y	Y	N	Y	Y	Y	Y	N	N	N	Y	N	Y	Y	Y	N	N	24"

Canadian One Call and Provincial Law Directory

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Canadian One Call Centres Committee

	TICKETS			PROVINCIAL LAWS & PROVISIONS									NOTIFICATION EXEMPTIONS					NOTIFICATIONS ACCEPTED					
	FAX	Online	Mobile	Statewide Coverage	Civil Penalties	Emergency Clause	Mandatory Membership	Excavator Permits Issued	Mandatory Premarks	Positive Response	Hand Dig Clause	Damage Reporting	DOT	Homeowner	Railroad	Agriculture	Depth	Damage	Design	Emergency	Overhead	Large Projects	Tolerance Zone (either side of the utility plus the width of the utility)
ALBERTA / Utility Safety Partners / 800-242-3447																							
Website: https://utilitysafety.ca **Hours:** 8:00 AM - 4:30 PM, M-F (Emergency or Online: 24/7) **Advance Notice:** 3-5 full working days **Marks Valid:** Determined by member	N	Y	Y	Y	N	N	N	N	N	Y	Y	Y	N	N	N	N	*	Y	Y	Y	N	Y	VARIES
* 300 mm (12") hand tools only																							
BRITISH COLUMBIA / BC 1 Call / 800-474-6886																							
Website: https://bc1c.ca **Hours:** 24 hours / 7 days **Advance Notice:** Regular & Project - 3 working days excluding weekends and holidays Large Project – 5 working days excluding weekends and holidays Planning & Design – 10 working days excluding weekends and holidays **Marks Valid:** 60 calendar days	N	Y	Y	Y	N	Y	N	N	N	Y	N	Y	N	N	N	N	N	Y	Y	Y	N	Y	VARIES
MANITOBA / Click Before You Dig Manitoba / 800-940-3447																							
Website: https://ClickBeforeYouDigMB.com **Hours:** 8:00 AM - 5:00 PM **Advance Notice:** 3-5 full working days **Marks Valid:** Determined by member	N	Y	Y	Y	N	N	N	N	N	Y	Y	N	N	N	N	N	N	Y	N	Y	N	Y	VARIES
ONTARIO / Ontario One Call / 800-400-2255																							
Website: https://OntarioOneCall.ca **Hours:** 24 hours, 365 days **Advance Notice:** 5 working days **Marks Valid:** Minimum 60 days **Law Link:** www.ontario.ca/laws/statute/12o04	N	Y	N	Y	Y	Y	Y	N	N	Y	Y	Y	N	N	N	N	N	Y	Y	Y	N	Y	VARIES
QUEBEC AND ATLANTIC PROVINCES / Info-Excavation / 800-663-9228																							
Website: https://info-ex.com **Hours:** 24 hours/7 days **Advance Notice:** 72 hours (3 working days) **Marks Valid:** Maximum 180 days	N	Y	Y	Y	N	Y	N	N	N	Y	N	Y	N	N	N	N	N	Y	Y	Y	Y	Y	1m
SASKATCHEWAN / Sask 1st Call / 866-828-4888																							
Website: https://sask1stcall.com **Hours:** 8:00 AM - 4:30 PM, M-F (Emergency 24/7) **Advance Notice:** 3-5 full working days **Marks Valid:** 30 days	N	Y	Y	Y	N	N	N	N	N	Y	N	N	N	N	N	N	N	Y	Y	Y	N	Y	VARIES

PIPELINE OPERATOR CONTACT DIRECTORY

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For more information on pipeline operators in your area, scan the QR code.

COMPANY	EMERGENCY	NON-EMERGENCY	WEB ADDRESS
Aera Energy, LLC	(800) 247-5977	(661) 858-8752	www.crc.com
Alliance Pipeline	(800) 360-4706	(403) 231-7500	www.pembina.com
Amplify Energy Corp.	(307) 328-2348	(307) 392-2363	www.amplifyenergy.com/
Archer Daniels Midland of Illinois	(800) 620-1748	(218) 326-3495	http://www.adm.com
Archer Daniels Midland of Illinois - Enderlin	(800) 620-1748	(218) 244-3364	http://www.adm.com
Argent Midstream Solutions, LLC	(701) 664-3035	(214) 420-6754	http://www.silverhillenergy.com
Atmos Energy Corporation	(866) 322-8667	(888) 286-6700	www.atmosenergy.com
Aux Sable Midstream	(701) 628-9380	(701) 628-9393	www.auxsable.com
Avista Utilities	(800) 227-9187	(800) 227-9187	www.myavista.com
Basin Electric Power Cooperative	(800) 339-5616	(605) 542-7417	www.basinelectric.com
Black Hills Colorado IPP, LLC	(719) 696-3220	(719) 696-3209	www.blackhillsenergy.com
Black Hills Energy	(800) 694-8989	(303) 566-3509	www.blackhillsenergy.com
Black Hills Energy - IA Gas	(800) 694-8989	(888) 890-5554	www.blackhillsenergy.com
Black Hills Power dba Black Hills Energy	(307) 757-3010	(307) 757-3010	www.blackhillspower.com
Bridger - Belle Fourche Pipeline Company	(866) 305-3741	(701) 575-2205	www.truecos.com
Bridger - Bridger Pipeline LLC	(866) 305-3741	(701) 575-2205	www.truecos.com
Bridger - Butte Pipe Line Company	(866) 305-3741	(701) 575-2205	www.truecos.com
Bridger Swan Ranch, LLC	(307) 634-5305	(307) 634-5305	www.granitepeakindustries.com
Caliber Midstream Partners, LP	(866) 535-2522	(303) 628-1410	www.calibermidstream.com
California Natural Resources Group	(888) 664-4435	(805) 477-9805	www.calnrg.com
California Resources Central Valley	(661) 763-6911	(661) 763-6363	www.crc.com
California Resources Elk Hills, LLC	(661) 763-6911	(661) 763-6363	www.crc.com
Calumet Montana Refining, LLC	(406) 761-4100	(406) 454-9887	www.montanarefining.com
Cascade Natural Gas	(888) 522-1130	(888) 522-1130	www.cngc.com
Cedar Falls Utilities	(319) 268-6999	(319) 268-5280	www.cfu.net
Cenex Pipeline, LLC	(800) 421-4122	(406) 628-5443	www.chspipelines.com
Central Valley Gas Storage	(855) 303-2847	(530) 777-8165	www.calichestorage.com
Chevron Midstream Services, LLC	(800) 762-3404	(877) 596-2800	www.chevron.com
Chevron Pipe Line Company	(800) 762-3404	(877) 596-2800	www.chevron.com
Cheyenne Rail Hub, LLC	(307) 634-5305	(307) 634-5305	www.granitepeakindustries.com
CHS Inc. Terminals	(800) 421-4122	(855) 424-7747	www.chspipelines.com
CHS MRI Pipelines	(844) 721-6611	(855) 424-7747	www.chspipelines.com
CHS MRI Terminal	(844) 721-6611	(855) 424-7747	www.chspipelines.com
City of Blanding	(435) 678-2916	(435) 678-2791	www.blanding-ut.gov
City of Ellensburg	(509) 925-8534	(509) 962-7124	www.ci.ellensburg.wa.us
City of Fort Morgan	(970) 867-4350	(970) 542-3910	www.cityoffortmorgan.com
City of Lake City, Natural Gas Dept.	(386) 758-5405	(386) 758-5405	www.lcfla.com
City of Sioux Falls	(605) 367-8162	(605) 367-8162	www.siouxfalls.org
City of Walsenburg	(719) 738-1044	(719) 890-0785	www.cityofwalsenburg.com
Colorado Interstate Gas - MT, UT and Western W	(877) 712-2288	(800) 276-9927	www.kindermorgan.com
Colorado Natural Gas	(800) 883-3181	(800) 720-8193	www.coloradonaturalgas.com
Colorado Springs Utilities	(719) 448-4800	(719) 448-4800	www.csu.org
Contango Resources	(307) 437-9500	(307) 240-1383	www.contango.com
Continental Resources	(855) 258-9601	(405) 234-9000	http://www.clr.com
Continuum Midstream, LLC	(877) 587-0026	(806) 278-8266	
Cowboy Midstream LLC	(307) 266-9506	(307) 337-1412	www.cowboymidstreamllc.com
CPN Pipeline Company	(877) 432-5555	(707) 374-1505	www.calpine,com
Crestwood Midstream Partners L.P.	(800) 753-5531	(877) 795-7271	www.energytransfer.com
Crooks Municipal Utilities	(605) 359-2371	(605) 543-5238	www.cityofcrooks.net
Dakota Access, LLC - ND	(800) 753-5531	(877) 795-7271	www.energytransfer.com
Dakota Access, LLC - SD	(800) 753-5531	(877) 795-7271	www.energytransfer.com
Dakota Gasification Company	(866) 747-3546	(701) 880-1129	www.dakotagas.com
Dakota Natural Gas LLC	(888) 933-9743	(507) 209-2100	www.dakotanaturalgas.com
Denbury Onshore, LLC	(888) 651-7647	(972) 673-2000	www.denbury.com
Divide Creek Gathering LLC	(844) 663-0191	(281) 664-6839	www.sginterests.com
Elk Hills Power, LLC	(661) 763-6911	(661) 763-6363	www.crc.com
Enable Bakken Crude Services	(800) 753-5531	(877) 795-7271	www.energytransfer.com
Enbridge - Express Pipeline	(800) 794-3827	(800) 700-8666	www.enbridge.com
Enbridge - HL WY	(800) 858-5253	(307) 251-0716	

• If you would like any additional information from a pipeline member, call or visit the links above.

PIPELINE OPERATOR CONTACT DIRECTORY

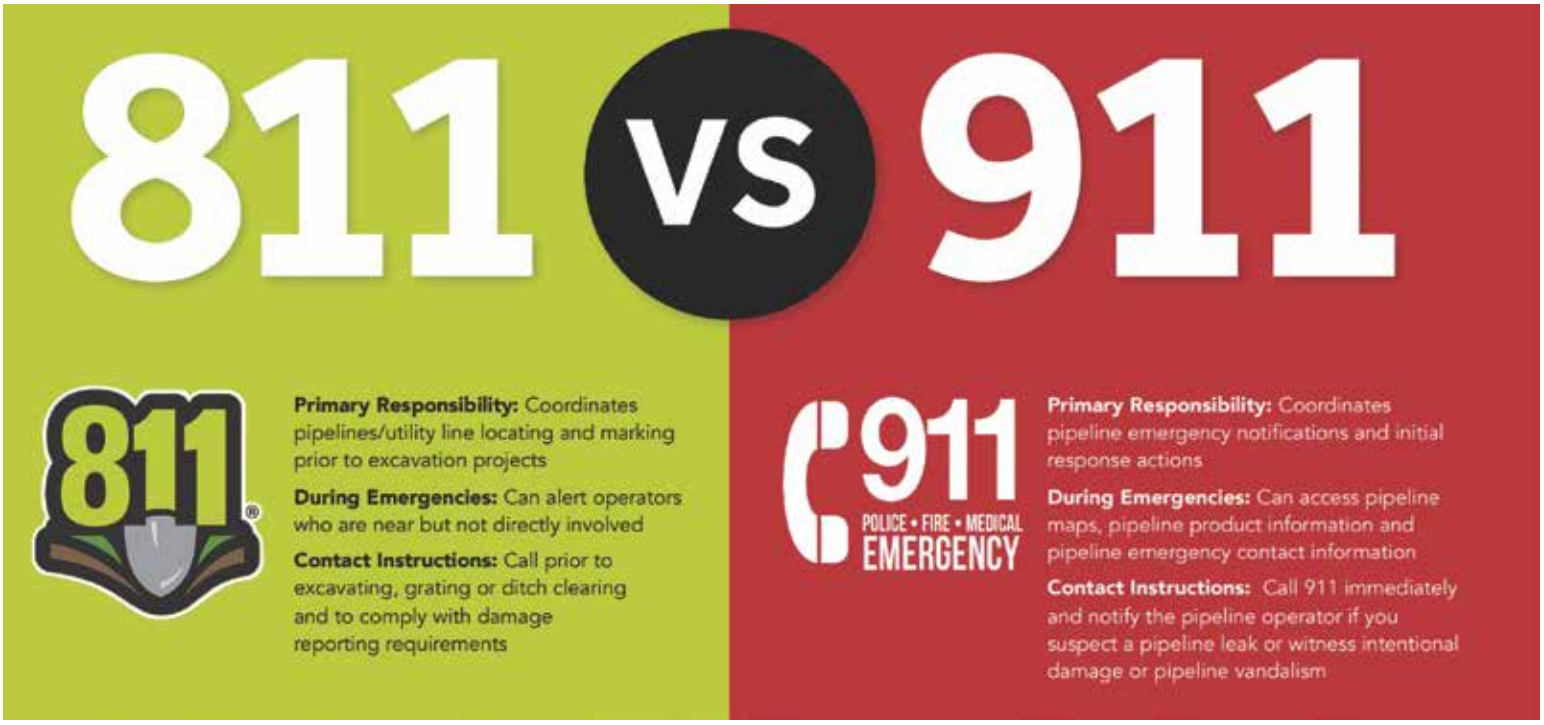
COMPANY	EMERGENCY	NON-EMERGENCY	WEB ADDRESS
Enbridge Energy	(800) 858-5253	(715) 394-1451	www.enbridgeus.com
Enbridge Gas Colorado	(800) 767-1689	(801) 324-5000	www.enbridgegas.com/
Enbridge Gas Idaho	(800) 767-1689	(801) 324-5000	www.enbridgegas.com/
Enbridge Gas Utah	(800) 767-1689	(801) 324-5000	www.enbridgegas.com/
Enbridge Gas Wyoming	(800) 767-1689	(801) 324-5000	www.enbridgegas.com/
Enbridge Pipelines (North Dakota) LLC	(800) 858-5253	(701) 857-0800	www.enbridge.com
Energy Operations Management Inc	(877) 723-3344	(916) 859-4700	
Energy Operations Management Nevada LLC	(877) 723-3344	(916) 859-4700	
Energy Transfer Crude	(800) 753-5531	(877) 795-7271	www.energytransfer.com
Enterprise - Jonah Gas Gathering	(800) 203-1347	(307) 537-4721	www.enterpriseproducts.com
Enterprise - Mid America Pipeline - CO, UT, WY	(888) 883-6308	(970) 263-3015	www.enterpriseproducts.com
Enterprise Products - CO	(800) 546-3482	(713) 381-2802	www.enterpriseproducts.com
Enterprise Products - Piceance Gas Gathering	(888) 883-6308	(888) 806-8152	www.enterpriseproducts.com
EOG Resources - ND	(866) 994-4775	(800) 895-2247	www.eogresources.com
EOG Resources - WY	(307) 266-7406	(970) 895-2247	www.eogresources.com
ExxonMobil Production	(307) 276-6000	(307) 276-6238	www.exxonmobil.com
Fairview System	(888) 489-2747	(346) 249-3200	www.truecos.com
Fountain Valley Power LLC	(303) 594-2655	(303) 922-0630	www.onwardenergy.com
Freeport-McMoRan Oil & Gas	(805) 739-9111	(805) 934-8288	www.fcx.com
Front Range Pipeline, LLC	(800) 421-4122	(406) 628-5443	www.chspipelines.com
Garretson Natural Gas	(605) 594-6723	(605) 594-6723	www.garretsonsd.com
Georgia-Pacific - Camas Paper	(360) 834-8414	(360) 834-3021	www.gp.com
Glacial Lakes Energy Aberdeen LLC	(800) 367-6964	(507) 524-4103	http://www.glaciallakesenergy.com/
Granite Creek Energy	(307) 527-2873	(307) 395-3356	http://granitecreekenergy.com
Grayson Mill Energy LLC	(833) 463-6749	(832) 271-8050	www.graysonmillenergy.com
Great Plains Natural Gas Company	(877) 267-4764	(877) 267-4764	www.gpng.com
Greylock Energy	(888) 697-8517	(435) 789-0790	http://greylockenergy.com
Grove Municipal Service Authority	(918) 801-5404	(918) 786-6107	www.cityofgrove.com
Harlan Municipal Utilities	(712) 755-5182	(712) 733-0026	www.harlannet.com
Harvest Midstream Company	(713) 289-2921	(713) 209-2400	http://Harvestmidstream.com
Harvest Midstream Company WY & UT	(713) 289-2921	(713) 209-2400	http://Harvestmidstream.com
Havre Pipeline Company LLC	(406) 357-2233	(406) 357-3643	
Hawaii Electric Light Co.	(808) 969-0413	(808) 969-6999	www.hawaiielectriclight.com
Hawaii Gas	(808) 526-0066	(808) 535-5933	www.hawaiigas.com
Hawaiian Electric Company, Inc	(808) 543-7685	(808) 548-7311	www.hawaiianelectric.com
Hess Corporation	(800) 406-1697	(701) 420-6900	www.hess.com
HF Sinclair Holly Energy Partners	(877) 748-4464	(214) 954-3998	www.HFSinclair.com
HF Sinclair UNEV Pipeline LLC	(877) 748-4464	(307) 328-3553	www.HFSinclair.com
Hiland Express Pipeline	(877) 977-2078	(307) 686-8288	www.kindermorgan.com
Hildale - Colorado City Gas Department	(435) 467-1160	(435) 874-1160	
Humboldt Municipal Gas Utility	(888) 320-1490	(605) 661-5268	www.humboldtsd.com
Intermountain Gas Company	(800) 548-3679	(800) 548-3679	www.intgas.com
Island Energy Services	(808) 682-4711	(808) 682-2227	www.islandenergyservices.com
J. GLOBAL ENERGY MIDSTREAM	(903) 360-1785	(903) 297-5210	https://www.jge-midstream.com/
Jayhawk Pipeline	(888) 542-9575	(855) 424-7747	www.chspipelines.com
KB Pipeline	(800) 433-0252	(800) 433-0252	www.portlandgeneral.com
Kern River Gas Transmission Company	(800) 272-4817	(800) 420-7500	www.kernrivergas.com
Kinder Morgan Altamont	(435) 454-3927	(800) 276-9927	www.kindermorgan.com
Kinder Morgan CO2 Company, LP	(877) 390-8640	(325) 573-3105	www.kindermorgan.com
Koda - Greater Natural Buttes, Unitah	(435) 289-9499	(303) 941-3773	www.kodaresources.com/
Koda - Middle Fork Energy Partners, LP	(800) 915-4539	(303) 941-3773	www.kodaresources.com/
Liberty Power Innovations	(720) 827-8064	(720) 375-6514	
Liberty Utilities	(855) 344-8134	(855) 872-3242	www.libertyutilities.com/
Linde - WY	(800) 926-9620	(281) 245-4688	
Linde Inc	(800) 926-9620	(801) 359-8629	www.linde.com
Lost Creek Gathering Company	(877) 534-4117	(307) 328-2833	www.contango.com
Mach Natural Resources	(970) 247-6925	(970) 247-6925	https://machnr.com/
Magellan Midstream Partners LP - ND	(800) 720-2417	(701) 282-7134	www.oneok.com
Magellan Midstream Partners LP - WY and SD	(800) 720-2417	(918) 935-2392	www.oneok.com
Marathon Pipe Line - Northwest Products	(833) 675-1234	(855) 888-8056	www.marathonpipeline.com
Marathon Pipe Line - Salt Lake and Core	(833) 675-1234	(855) 888-8056	www.marathonpipeline.com

PIPELINE OPERATOR CONTACT DIRECTORY

COMPANY	EMERGENCY	NON-EMERGENCY	WEB ADDRESS
Matrix Oil Corporation	(805) 586-0674	(805) 798-3592	www.matrixoil.com
Mid American Energy Company	(800) 595-5325	(888) 427-5632	www.midamericanenergy.com
Midstream Energy Partners	(866) 295-2176	(661) 765-4087	
Midstream Energy Partners (CTC)	(307) 267-4638	(307) 267-4638	http://www.midstreamenergy.us
Midwest Energy Inc.	(800) 222-3121	(800) 222-3121	www.mwenergy.com
MIGC	(307) 682-9710	(970) 515-1901	www.migc.com
Montana Dakota Utilities Company	(800) 638-3278	(800) 638-3278	www.montana-dakota.com
MPLX - ND and MT	(866) 283-7676	(800) 840-3482	www.marathonpetroleum.com
Nephi City Gas	(435) 623-0822	(435) 623-0822	www.nephi.utah.gov
Nesson Gathering System LLC	(701) 664-3139	(701) 648-0255	www.xtoenergy.com
Nevada Gold Mines	(775) 778-4802	(775) 748-1824	http://www.barrick.com/English/operations/nev
Northern Natural Gas - IA	(888) 367-6671	(888) 689-5175	www.northernnaturalgas.com
Northern Natural Gas - SD	(888) 367-6671	(888) 689-5175	www.northernnaturalgas.com
NorthWestern Energy - MT	(888) 467-2669	(406) 497-2221	www.northwesternenergy.com
NorthWestern Energy - NE and SD	(800) 245-6977	(406) 497-2446	www.northwesternenergy.com
NuStar Pipeline Operating Partnership L.P	(800) 759-0033	(605) 254-6580	www.sunocolp.com
NuStar Pipeline Operating Partnership LP (WY)	(800) 481-0038	(361) 290-0604	www.sunoco.com
NW Natural	(800) 882-3377	(503) 610-7639	www.nwnatural.com
ONEOK Fort Union Gas Gathering	(866) 575-6465	(918) 935-2392	www.oneok.com
ONEOK NGL Pipeline, L.L.C.	(855) 348-7258	(918) 935-2392	www.oneok.com
ONEOK Rockies Midstream	(800) 778-7834	(918) 935-2392	www.oneok.com
Overland Pass Pipeline Company	(800) 635-7400	(307) 872-2833	www.williams.com/overlandpass/
Pacific Gas and Electric Company	(800) 743-5000	(800) 743-5000	www.pge.com/pipelinesafety
Par Rocky Mountain Midstream LLC	(888) 550-7766	(406) 439-0805	www.parpacific.com
Pecan Pipeline (Wyoming), LLC	(866) 899-2626	(866) 994-4775	www.pecanpipeline.com
Pecan Pipeline Company - ND	(866) 899-2626	(701) 628-1635	www.pecanpipeline.com
Pembina Cochin Pipeline - ND	(800) 360-4706	(701) 252-9013	www.pembina.com
Petro - Hunt, LLC	(701) 863-6500	(701) 863-6500	www.petrohunt.com
Phillips 66 Pipe Line Company	(877) 267-2290	(406) 441-4749	www.phillips66.com/pipeline-safety/
Pinedale Natural Gas, Inc.	(307) 367-4427	(307) 231-5053	www.pinedalegas.com
Pioneer Pipeline / Phillips 66	(877) 267-2290	(406) 441-4749	www.phillips66.com/pipeline-safety/
Pipeline Technology	(888) 650-4443	(225) 933-2562	http://pipelinetechnology.biz/
Plains Pipeline, L.P.	(800) 708-5071	(713) 993-5098	www.plainsallamerican.com
Platte River Power Authority	(970) 229-1733	(970) 226-4000	www.prpa.org
Prospector Pipeline Company	(877) 723-3344	(916) 859-4700	
Puget Sound Energy	(888) 225-5773	(888) 225-5773	www.pse.com
Red Butte Pipe Line LLC	(866) 628-1693	(469) 614-2257	www.scmidstream.com
Red Cedar Gathering Company	(970) 382-0828	(970) 764-6900	www.redcedargathering.com
Roaring Fork Midstream, LLC	(877) 375-0488	(720) 923-5593	www.roaringforkmidstream.com
Running Horse Pipeline, LLC	(800) 889-7437	(928) 871-4880	www.nnogc.com
San Diego Gas & Electric	(888) 611-7343	(800) 411-7343	www.sdge.com
Savage	(701) 774-9316	(701) 774-9312	savageco.com
SCM PR, LLC	(866) 628-1693	(469) 614-2257	www.scmidstream.com
Scout Energy Partners - GMBU	(435) 823-4114	(972) 277-1397	http://scoutep.com
Scout Energy Partners - Raven Ridge Pipeline	(888) 839-1960	(972) 277-1397	http://scoutep.com
Signature Flight Support	(808) 836-1830	(808) 226-3981	www.signatureflight.com
Silver Creek Midstream Holdings	(866) 628-1693	(469) 614-2257	www.scmidstream.com
Sinclair Pipeline Company	(800) 321-3994	(307) 328-3553	www.HFSinclair.com
SoCal Holdings, LLC / LA Basin	(562) 624-3452	(562) 624-3400	www.crc.com
South Dakota Intrastate Pipeline Co.	(800) 852-0949	(605) 224-0949	www.sdipco.com
Southern California Gas Company	(800) 427-2200	(800) 427-2200	www.socalgas.com
Southern Star Central Gas Pipeline	(800) 324-9696	(888) 885-6008	www.southernstar.com
Southwest Gas	(877) 860-6020	(877) 860-6020	www.swgas.com
Spire	(800) 887-4173	(205) 326-2680	www.spireenergy.com
St. Croix Gas	(715) 425-6177	(715) 425-6177	www.stcroixgas.com
Summit Midstream North Dakota	(888) 643-7929	(970) 858-3425	www.summitmidstream.com
Suncor Energy (U.S.A.) Pipeline Company	(866) 978-6267	(307) 775-8106	www.suncor.com
Tallgrass Cheyenne Connector	(877) 436-2253	(303) 763-2950	www.tallgrass.com
Tallgrass East Cheyenne Gas Storage	(877) 436-2253	(303) 763-2950	www.tallgrass.com
Tallgrass Interstate Gas Transmission	(888) 763-3690	(303) 763-2950	www.tallgrass.com
Tallgrass Midstream - Powder River Gathering	(307) 687-9691	(303) 763-2950	www.tallgrass.com
Tallgrass Midstream - Redtail NGL Pipeline	(888) 763-3690	(303) 763-2950	www.tallgrass.com

PIPELINE OPERATOR CONTACT DIRECTORY

COMPANY	EMERGENCY	NON-EMERGENCY	WEB ADDRESS
Tallgrass Midstream - Wind River Gathering	(888) 763-3690	(303) 763-2950	www.tallgrass.com
Tallgrass Pinyon Pipeline	(877) 436-2253	(303) 763-2950	www.tallgrass.com
Tallgrass Pony Express Pipeline	(855) 220-1762	(303) 763-2950	www.tallgrass.com
Tallgrass Powder River Gateway	(855) 220-1762	(303) 763-2950	www.tallgrass.com
Tallgrass Rockies Express Pipeline	(877) 436-2253	(303) 763-2950	www.tallgrass.com
Tallgrass Ruby Pipeline	(877) 436-2253	(303) 763-2950	www.tallgrass.com
Tallgrass Trailblazer CO2 Pipeline	(866) 295-4841	(303) 763-2950	www.tallgrass.com
Tallgrass Trailblazer Pipeline	(866) 299-3050	(303) 763-2950	www.tallgrass.com
Targa Badlands LLC	(866) 957-3133	(701) 842-3315	www.targaresources.com
TC Energy - Bison Pipeline	(800) 447-8066	(855) 458-6715	https://www.tcenergy.com/sustainability/safety
TC Energy - Columbia Gas Transmission	(800) 447-8066	(855) 458-6715	https://www.tcenergy.com/sustainability/safety
TC Energy - Gas Transmission Northwest	(800) 447-8066	(855) 458-6715	https://www.tcenergy.com/sustainability/safety
TC Energy - Northern Border Pipeline Co	(800) 447-8066	(855) 458-6715	https://www.tcenergy.com/sustainability/safety
TC Energy - Tuscarora Gas Transmission	(800) 447-8066	(855) 458-6715	https://www.tcenergy.com/sustainability/safety
Tenderfoot Pipeline Company	(866) 868-3028	(844) 571-3119	https://www.gmtexploration.com/
THUMS Long Beach Company	(562) 624-3452	(562) 624-3400	www.crc.com
Thunder Basin Pipeline LLC	(877) 478-7588	(850) 324-5453	www.slateenergy.com
Tidelands Oil Production Company	(562) 624-3452	(562) 624-3400	www.crc.com
Town of Aguilar	(719) 941-4360	(719) 941-4360	www.aguilarco.us
Town of Ignacio	(970) 759-3660	(970) 563-9494	http://townofignacio.colorado.gov
United States Gypsum Company	(866) 650-6005	(503) 556-4360	www.usg.com
Urban Oil & Gas	(435) 820-9801	(435) 636-2400	www.urbanoilandgas.com
Utah Associated Municipal Power Systems	(801) 925-4008	(801) 925-4012	www.uamps.com
Utah Gas Corp	(970) 675-4482	(970) 675-4400	www.utahgascorp.com
Vantage Pipeline US LP	(800) 360-4706	(888) 428-3222	www.pembina.com
Vermont Gas Systems	(800) 639-8081	(802) 863-4511	www.vermontgas.com
Walden Gas	(970) 723-4662	(970) 381-8557	www.WaldenGas.com
Wamsutter Pipeline LLC	(307) 437-9500	(307) 240-1383	www.contango.com
Watertown Municipal Utilities	(605) 882-6233	(605) 882-6233	www.watertownsd.us
WBI Energy	(888) 859-7291	(406) 359-7316	www.wbienergy.com
WE SODA Alkali LLC	(307) 875-8150	(307) 872-2131	us.wesoda.com
Western Midstream - Mountain Gas Resources, I	(970) 506-5980	(307) 870-2913	www.westernmidstream.com
Western Midstream - Utah	(435) 781-7039	(435) 781-9733	www.westernmidstream.com
Western Midstream - Wyoming	(307) 682-9710	(307) 696-4747	www.westernmidstream.com
Westfield Gas & Electric	(413) 572-0000	(413) 572-0100	www.wgeld.org
Williams Midstream - Northwest CO	(800) 635-7400	(970) 285-5512	www.williams.com
Williams Midstream - Wyoming	(800) 635-7400	(307) 872-2839	www.williams.com
Williams MountainWest Pipeline	(800) 300-2025	(307) 677-5003	www.mwpipe.com/
Williams NW Pipeline - Eastern WA Dist.	(800) 972-7733	(509) 466-6650	www.williams.com
Williams NW Pipeline - Intermountain Dist.	(800) 972-7733	(208) 884-4300	www.williams.com
Williams NW Pipeline - Portland Dist.	(800) 972-7733	(770) 507-4203	www.williams.com
Williams NW Pipeline - Seattle Dist.	(800) 972-7733	(425) 836-4950	www.williams.com
Williams NW Pipeline - Uinta Dist.	(800) 972-7733	(435) 781-3200	www.williams.com
Williams Rocky Mountain Midstream	(877) 624-7183	(918) 573-7409	www.williams.com
Wyoming Gas Company	(307) 347-2416	(307) 335-3597	www.wyogas.com
Wyoming Pipeline Company LLC	(888) 550-7766	(307) 629-4432	http://www.parpacific.com
Xcel Energy, NSP - Minnesota	(800) 895-2999	(800) 895-4999	www.xcelenergy.com
Xcel Energy, NSP - Wisconsin	(800) 895-2999	(800) 895-4999	www.xcelenergy.com
Xcel Energy, PSCo - Gas Distribution	(800) 895-2999	(800) 895-4999	www.xcelenergy.com
Xcel Energy, PSCo - Gas Transmission	(800) 698-7811	(800) 895-4999	www.xcelenergy.com
Xcel Energy, SPS	(800) 895-2999	(800) 895-4999	www.xcelenergy.com
XTO Energy - New Mexico	(575) 887-7329	(724) 549-9002	www.xtoenergy.com
XTO Energy - Oklahoma	(918) 423-0366	(580) 653-3224	www.xtoenergy.com
XTO Energy - West TX	(877) 311-1007	(432) 789-2949	www.xtoenergy.com



Community Liaison Services

Mission:
To advance PHMSA's pipeline safety mission by proactively engaging with pipeline stakeholders, providing technical expertise, and leveraging technology, data, and information to reduce pipeline risks and influence change through program and policy development.

Vision:
To serve as "trusted" and "credible" stewards of public safety and environmental protection by raising awareness and influencing change to continuously improve pipeline safety.

If you need assistance with any of the following pipeline safety related matters, please contact a PHMSA Community Liaison today:
- Pipeline safety policy/programs (damage prevention, public awareness, emergency response, PIPA, etc.)
- Pipeline stakeholder engagement and outreach
- Pipeline technical services and support (public inquiries, whistleblowers, post incident/accident communications, siting and permit initiatives)
- Questions about pipeline safety in your community

Community Liaisons are located within each PHMSA region.

Community Liaison Services Program Manager
Marta Riendeau: Marta.Riendeau@dot.gov • Phone: (609) 354-8010

Central Region:
Illinois; Indiana; Iowa; Kansas; Michigan; Minnesota; Missouri; Nebraska; North Dakota; South Dakota; Wisconsin.
Dave Mulligan: david.mulligan@dot.gov • Phone: (720) 963-3193

Southern Region:
Alabama; Florida; Georgia; Kentucky; Mississippi; North Carolina; Puerto Rico; South Carolina; Tennessee.
Hung Nguyen: hungnguyen@dot.gov • Phone: (202) 713-7913

Eastern Region:
Connecticut; Delaware; Maine; Maryland; Massachusetts; New Hampshire; New Jersey; New York; Ohio, Pennsylvania; Rhode Island; Vermont; Virginia; Washington, D.C.; West Virginia.
Hung Nguyen: hungnguyen@dot.gov • Phone: (202) 713-7913

Southwest Region:
Arkansas; Louisiana; New Mexico; Oklahoma; Texas.
Marta Riendeau: Marta.Riendeau@dot.gov • Phone: (609) 354-8010

Western Region:
Alaska; Arizona; California; Colorado; Hawaii; Idaho; Montana; Nevada; Oregon; Utah; Washington; Wyoming.
Dave Mulligan: david.mulligan@dot.gov • Phone: (720) 963-3193 ESG

Pipeline Association for Public Awareness
8601 W Cross Dr PWB 302 Unit F5
Littleton, CO 80123-2200

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