

NEW HAMPSHIRE

EXCAVATOR MANUAL



It's the Law

Remember to
CONTACT DIG SAFE®
before you dig

What you don't know
CAN hurt you



DIG SAFE®



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

INTERNET:

www.digsafe.com

24 Hours a day, 7 days a week
NO EMERGENCY CONTACTS

PHONE:

888-DIG-SAFE (888-344-7233)
Monday thru Friday, 6:00 am to 6:00 pm

AFTER 6:00 PM:

EMERGENCY CALLS ONLY

THIS BOOKLET PRODUCED BY
NEW HAMPSHIRE
PUBLIC UTILITIES COMMISSION
SAFETY DIVISION



New Hampshire State Flag



State Bird - Purple Finch



State Flower - Purple Lilac



State Tree - White Birch

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This manual is provided solely as a convenience for the person or persons reading it and is not a legal reference document.

Persons seeking a legal reference document should consult the New Hampshire Revised Statute 374:48 through 374:56 and N.H. Code Admin. Rules Puc 800. The information contained in this manual is current as of January 2009. Statutory changes that may occur after January 2009 may cause part or all of this information to be invalid.

CONTACT DIG SAFE® *before you* **DIG – DRILL – BLAST**

Whether your project's big or small,
always contact DIG SAFE®.
It's the only way to avoid costly mistakes,
fines and even personal injury.

Besides –

It's the Law

State Laws require anyone planning to excavate, whether a **homeowner, contractor or excavator**, to notify appropriate utility companies **3 days*** before excavating so they can mark their underground facilities. Notifying member utilities individually would be time consuming, but contacting **Dig Safe®** simplifies the process.

If you dig within 100 feet of an underground facility on:

- ▶ Private Property
- ▶ Public Way
- ▶ Right-of-way
- ▶ Easement
- ▶ Public Street
- ▶ Or other public place

Remember to contact
Dig Safe® *before* you dig.

www.digsafe.com
888-DIG-SAFE (888-344-7233)

or call the

NH Public Utilities Commission
Safety Division
(603) 271-6022



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

*Excluding weekends & holidays

STATE OF NEW HAMPSHIRE



PROGRAM OVERVIEW

New Hampshire's Underground Damage Prevention Program protects excavators, utility operators and the general public from the significant dangers associated with damage to buried gas, power and other utility lines.

The New Hampshire Public Utilities Commission is responsible for enforcing the underground utility damage prevention program in our state to ensure public safety and minimize damage to underground facilities.

New Hampshire is served by Dig Safe System, Inc., a not-for-profit corporation located in Woburn, Massachusetts which also services the states of Maine, Massachusetts, Rhode Island and Vermont as a Clearinghouse Center. **Excavators are not charged for use of the system.** Interested parties can apply for one of three types of memberships which are determined by trench miles of facilities and method of notification. Participation costs, as well as voting rights, are determined by the classification of membership. It is important to note that program costs are paid by the participating members.

The notification procedure is initiated by one of two methods:

- Telephonically – 888-DIG-SAFE or 811.
- Via the internet @ www.digsafe.com.

When you call Dig Safe® a Customer Service Representative asks for specific information relevant to the proposed excavation and enters the information into a computer database. Once the location has been identified by the database it will list the members having underground facilities in the area. This information is reported to the excavator so that the excavator will know the type of facilities to be encountered and to whom they belong. The Customer Service Representative will issue the excavator a permit number specific to that notification and transmit the information to the members identified as having facilities in the vicinity of the excavation.

Dig Safe's® normal operating hours are Monday through Friday, exclusive of holidays, from 6:00 am to 6:00 pm. During off-hours, only **emergency notifications** are processed.

Another method of notification is known as **Quick-Ticket**. **Quick-Ticket** allows the excavator to process your routine Dig Safe® tickets online 24 hours a day, 7 days a week. The excavator will be able to obtain your Dig Safe® number, legal start date, and a list of members notified. By using **Quick-Ticket**, the excavator may print a copy of your Dig Safe® ticket number. For more information on using Quick-Ticket or to obtain the excavator's password, go to: digsafe.com, click on **Quick Ticket**, and then choose **New User Registration**.

**Do NOT use Quick-Ticket
for EMERGENCY NOTIFICATIONS**

EXCAVATORS

**Includes All
Homeowners, Landscapers, Blasters
LP Companies and Municipals**

An excavator is not just the excavating contractor with a back hoe; it's any person who uses a shovel or mechanized equipment to dig in the earth. This includes the homeowner working in his own front yard. If you are excavating below the ground surface, contact **DIG SAFE®!**

If you are sure you will be digging no closer than one hundred feet from an underground facility, go ahead and dig.

If you are not sure, contact **DIG SAFE®** at **888-DIG-SAFE, 811, or www.digsafe.com**. This is for your personal safety as well as that of the public. Far too often excavations occur within New Hampshire when an excavator isn't sure of the locations of underground facilities but digs anyway. Damages often result, and the liability associated with tearing into a gas line or an electric line potentially causing an injury, property damage or interruption of service to a major factory, highway, neighborhood, or mall complex is significant.

CONTACT DIG SAFE®

before you dig

It's easy. It's free.

It's the Law



Homeowners

Digging on **private property** is subject to **DIG SAFE®** rules. So, if you're not sure what's under the ground, notify **DIG SAFE®**. In many instances utilities are not buried very deep and can be easily damaged, even with a hand shovel. For example, when installing a new mailbox in your front yard or curbside on a post, failing to call before digging can result in **serious** damage.

No matter what job you're considering, from patio to post hole to steps or sidewalk, the one thing you need to remember is to call 811 or notify **DIG SAFE®** at 888-DIGSAFE or by website at www.digsafe.com.

Either you, the homeowner, or the subcontractor excavating on your behalf must notify **DIG SAFE®**.

Locating and marking **PRIVATELY OWNED UNDERGROUND FACILITIES** is the responsibility of the **Homeowner for those situations in which another person is performing the excavation.**



Landscapers

All landscapers, including irrigation installers, need to know the official definition of "Excavation" as it appears in New Hampshire law reference RSA 374:48 III. It includes a phrase about tree and root removal and defines digging as an activity where "earth is moved or removed." It doesn't mention how much earth has to be removed. It only takes a moment to be safe.

Contact DIG SAFE®!



Blasters

Blasters **TAKE NOTICE!!** Blasting and other excavation activities involving explosives **have new special requirements** for notifications. 4 hours, 24 hours or 72 hours **must** elapse prior to blasting, depending on the circumstance. This allows operators to take special precautions for protecting their underground facilities.

LP Companies

If you are setting an above ground propane container and intend to bury a line to a house or building, contact **DIG SAFE®** if your planned trenching is within 100 ft of an underground facility.

Contact **DIG SAFE®** 3 days prior to your installation.



Municipals

Too many municipalities believe they are exempt from having to contact **DIG SAFE®**. Not so. If you intend to dig in your town, contact **DIG SAFE®** before you do. Activities include grading, clearing or installing culverts, reconstructing sewer, water or drainage lines. All require **DIG SAFE®** notification.

Prior to issuing street opening permits, municipals should consider requiring excavators to obtain **DIG SAFE®** Tickets.



QUESTIONS & ANSWERS



Q. Who is Dig Safe®?

- A.** Dig Safe® is a non-profit organization which takes information from the excavator and relays it to member underground facility operators.

Q. Does Dig Safe® locate underground facilities?

- A.** No! The owners of underground facilities are responsible for ensuring that their facilities are properly marked.

Q. Do I have to notify anyone else besides Dig Safe®?

- A.** In many cases, yes. Excavators are reminded not to begin excavation until all underground facilities have been marked, including those that might be operated by facility owners not participating in Dig Safe® and, therefore, not notified of the excavation by Dig Safe®. Also, check with the municipality in which you intend to excavate as they may have underground facilities or they may require a permit before digging in a public way. For updated city/town official contact list visit their web site shown below:

www.nh.gov/dot/business/municipalities.htm

Click on: City/Town Officials Directory - Update List

Q. Who enforces the Dig Safe® Law?

- A.** The Safety Division of the New Hampshire Public Utilities Commission.

Q. If I have questions about Dig Safe®, who can I contact?

- A.** Any questions and/or reports of any activity which could be a probable violation of the Dig Safe® law can be addressed by contacting the following:

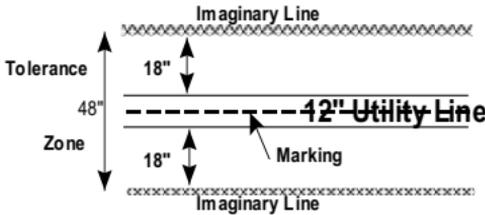
**New Hampshire Public Utilities Commission
Safety Division
21 S. Fruit Street
Concord, NH 03301-2429
Phone (603) 271-6022
Fax (603) 271-6048
safetydivision@puc.nh.gov**

Q. What is a Tolerance Zone?

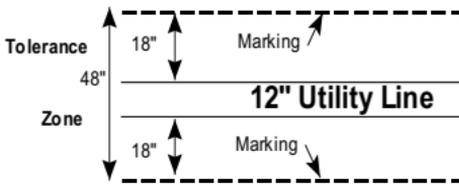
- A. The Tolerance Zone is a zone designated on the surface by the use of standard color-coded markings which contains the width of the facility plus 18 inches on each side of the facility. Work performed in this zone should be done by other than mechanical means such that the facility will not be damaged.

Tolerance Zone Markings

Centerline Marking Method



Corridor Marking Method



Note: Tolerance Zone = Three(3) feet + width of underground facility

Q. Is it my fault if I damage a facility that was found to be shallow in depth?

- A. Yes! The NH Underground Damage Prevention Program is depth blind. NH Statutes and Rules do not mention the term "depth". The depth of underground facilities can vary due to grading, landscaping, changes in road elevations and other variables; therefore, excavators are cautioned that facilities may be shallower or deeper than are expected or than applicable codes may require. Shallow installation of facilities is never a valid reason for damage caused by an excavator.

Also, excavators should be aware that estimates of facility depth given by locators, if given at all, are an indication of how deep the excavator can expect to dig, by hand, before encountering the facility.

Q. What if my project is complex (i.e., several streets, length of excavation or large intersection, etc.)?

- A. If your project is complex, notify DIG SAFE® of proposed excavation and request a meeting with the operators who have underground facilities in the area to discuss marking of their lines.

Q. After I notify DIG SAFE® of my intention to excavate, will all underground utilities be marked?

A. No. Utilities typically do not mark privately-owned underground lines such as sprinkler systems, private water and sewer service lines or power lines to garages, storage sheds, or even power lines from utility poles to the home etc. Reasonable efforts should be taken to identify and notify owners of private utility lines and allow them the opportunity to have their lines marked prior to commencing work.

Q. How are violations reported to the PUC?

A. Operators must notify using an E-26 form. They may e-mail, fax, or US Mail them to the following:

E-mail: safetydivision@puc.nh.gov

Fax: (603) 271-6048

US Mail: NH Public Utilities Commission
 Safety Division
 21 S. Fruit St, Suite 10
 Concord, NH 03301-2429

NH PUBLIC UTILITIES COMMISSION			
Safety Division, 21 South Fruit Street, Suite #10, Concord NH 03301-2429			
REPORT OF PROBABLE VIOLATION OF UNDERGROUND UTILITY REGULATIONS AND/OR DAMAGE TO UNDERGROUND FACILITIES			
NEGATIVE REPORT		Month: <input type="text"/>	Year: <input type="text"/>
		No probable violation of underground utility regulations or damage to underground facilities occurred since the date this company last filed a report as required by Puc 803.02.	
INCIDENT DATE: (mo/day/yr)	<input type="text"/>	TIME: <input type="text"/>	<input type="text"/>
REPORT DATE: (mo/day/yr)	<input type="text"/>	<input type="text"/>	<input type="text"/>
LOCATION OF VIOLATION / DAMAGE:	GPS COORDINATES: Long: <input type="text"/>	Lat: <input type="text"/>	
Address: <input type="text"/>	PUBLIC WAY <input type="text"/>	RIGHT OF WAY <input type="text"/>	
City: <input type="text"/>	EASEMENT <input type="text"/>	PRIVATE PROPERTY <input type="text"/>	
State: <input type="text"/>	Zip Code: <input type="text"/>		
PERSON REPORTING: (FACILITY OPERATOR, EXCAVATOR OR ANY OTHER PARTY)			
Name: <input type="text"/>	Home No. <input type="text"/>	AREA CODE <input type="text"/>	PHONE NUMBER <input type="text"/>
Company: (if applicable) <input type="text"/>	Work No. <input type="text"/>		
Address: <input type="text"/>	Fax No. <input type="text"/>		
City: <input type="text"/>	Cell No. <input type="text"/>		
State: <input type="text"/>	Zip Code: <input type="text"/>		
	Pager No. <input type="text"/>		
EXCAVATOR / FACILITY OPERATOR:			
Name: <input type="text"/>	Home No. <input type="text"/>	AREA CODE <input type="text"/>	PHONE NUMBER <input type="text"/>
Company: (if applicable) <input type="text"/>	Work No. <input type="text"/>		
Address: <input type="text"/>	Fax No. <input type="text"/>		
City: <input type="text"/>	Cell No. <input type="text"/>		
State: <input type="text"/>	Zip Code: <input type="text"/>		
	Pager No. <input type="text"/>		
DOING WORK FOR:			
Name: <input type="text"/>	Work No. <input type="text"/>	AREA CODE <input type="text"/>	PHONE NUMBER <input type="text"/>
Company: (if applicable) <input type="text"/>	Cell No. <input type="text"/>		
FACILITY DAMAGED: include type, size, material, pressure / voltage or Safety Concern:			
<input type="text"/>			
ESTIMATE OF DAMAGE: <input type="text"/>			
PERSONAL INJURY: <input type="text"/>		Excavator Billed for Damage?	YES <input type="checkbox"/> NO <input type="checkbox"/>
DESCRIPTION OF INCIDENT:			
<input type="text"/>			
TYPE OF MARKING: <input type="text"/>			
OTHER PERTINENT INFORMATION: (photos, diagrams, sketch, etc.)			
<input type="text"/>			
PLEASE CHECK ONE OR MORE OF THE FOLLOWING:			
<input type="checkbox"/> 1. Notification completed, DIG-SAFE NUMBER: <input type="text"/>	<input type="checkbox"/> 10. Procedures for notification not followed DIG-SAFE NOT NOTIFIED		
<input type="checkbox"/> 2. Notification completed, marked, markings not maintained	<input type="checkbox"/> 11. Failure to notify of damage		
<input type="checkbox"/> 3. Notification completed, location was not marked	<input type="checkbox"/> 12. Pre-marked	YES <input type="checkbox"/>	NO <input type="checkbox"/>
<input type="checkbox"/> 4. Notification completed, marked, damage occurred	<input type="checkbox"/> 13. Operator's markings were incorrect due to:		
<input type="checkbox"/> 5. Excavating outside the pre-marked area	<input type="checkbox"/> a. LOCATOR ERROR		
<input type="checkbox"/> 6. Excavation classified as EMERGENCY SITUATION	<input type="checkbox"/> b. INCORRECT RECORD		
<input type="checkbox"/> 7. Excavator failed to observe 18-in. tolerance zone	<input type="checkbox"/> c. NO RECORD		
<input type="checkbox"/> 8. Excavator failed to notify nonmember facility operator	<input type="checkbox"/> 14. Facility operator failed to mark in a timely manner		
<input type="checkbox"/> 9. Excavating on an expired ticket	<input type="checkbox"/> 15. OTHER		
Signature: <input type="text"/>	Title: <input type="text"/>		
* Reviewed by signing authority listed (if submitted electronically) Yes <input type="checkbox"/> No <input type="checkbox"/>			
Note: Please provide explanation to items above where necessary.			
FORM-E26 Revised 07/2009			

Form is available on our website:
<http://www.puc.state.nh.us/Safety/reportforms.htm>

Excavators or the General Public may use the SNU-0401 form. They may call, e-mail, fax, or US Mail them to the following:

Phone: (603) 271-6022

Fax: (603) 271-6048

E-mail: safetydivision@puc.nh.gov

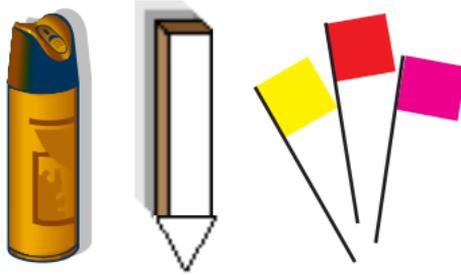
US Mail: NH Public Utilities Commission
Safety Division
21 S. Fruit St, Suite 10
Concord, NH 03301-2429

NEW HAMPSHIRE PUBLIC UTILITIES COMMISSION	
REPORT OF PROBABLE VIOLATION OF UNDERGROUND UTILITY REGULATIONS AND/OR DAMAGE TO UNDERGROUND FACILITIES	
Non-Utility Report	
DATE:	<input type="text"/>
PERSON REPORTING:	<input type="text"/>
MAILING ADDRESS:	<input type="text"/>
CITY/TOWN & STATE:	<input type="text"/> ZIP: <input type="text"/>
TELEPHONE #:	<input type="text"/>
LOCATION OF INCIDENT:	<input type="text"/>
DATE OF INCIDENT:	<input type="text"/>
TIME OF INCIDENT:	a.m. <input type="text"/> p.m. <input type="text"/>
UTILITY COMPANY IMPACTED:	<input type="text"/>
EXCAVATION LOCATION:	IN A PUBLIC WAY <input type="checkbox"/> ON PRIVATE PROPERTY <input type="checkbox"/>
DAMAGE / INJURY:	YES <input type="checkbox"/> NO <input type="checkbox"/>
DESCRIBE THE REASON FOR THIS COMPLAINT:	
<input type="text"/>	
PLEASE CHECK ONE OR MORE OF THE FOLLOWING:	
1. DIG-SAFE NUMBER (if known)	<input type="checkbox"/>
2. Notification completed, location was not marked	<input type="checkbox"/>
3. Pre-marked?	YES <input type="checkbox"/> NO <input type="checkbox"/>
4. Operator's markings were incorrect	<input type="checkbox"/>
5. Facility operator failed to mark in a timely manner	<input type="checkbox"/>
6. Was the utility notified of the problems?	YES, please provide name of person spoken to: <input type="text"/>
	NO <input type="checkbox"/>
If additional remarks are necessary, or if you have pictures or other evidence to fully describe the incident referenced above, please attach a separate sheet.	
Please submit the above information to the Safety Division by fax, e-mail or phone:	
NEW HAMPSHIRE PUBLIC UTILITIES COMMISSION	
21 S. Fruit St., Suite 10	
Concord NH 03301-2429	
Tel: (603) 271-6022	
Fax: (603) 271-6048	
E-mail: safetydivision@puc.nh.gov	
FORM-SNU-0401	

Form is available on our website:
<http://www.puc.state.nh.us/Safety/reportforms.htm>

Q. How are locations of underground facilities marked?

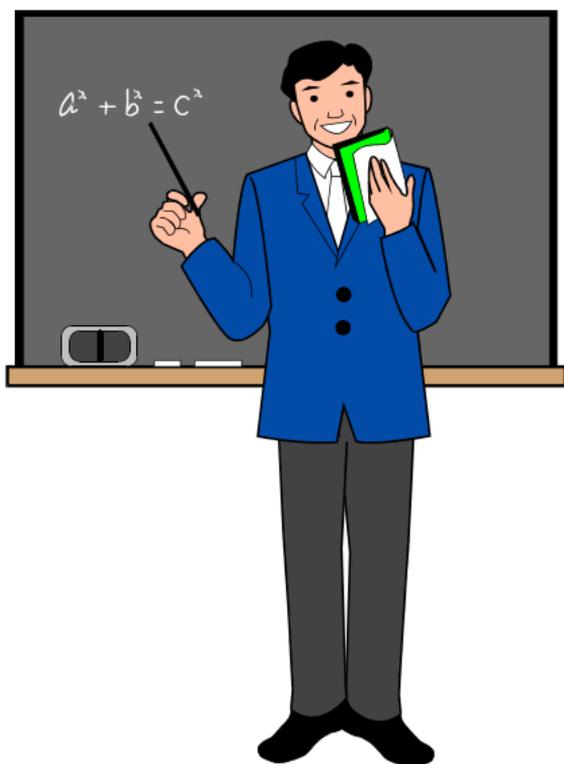
A. Spray paint, flags, or stakes are used to identify the locations of underground facilities.



Color coding is used to identify the type of underground facility. Additional description may be provided by letters and arrows to indicate the specific utility, its location, and function.

	RED	ELECTRIC	E
	YELLOW	GAS	G
	YELLOW	OIL	PP
	YELLOW	STEAM	ST
	YELLOW	CHEMICAL	CH
	ORANGE	TELEPHONE	T
	ORANGE	CABLE TV	TV
	ORANGE	TRAFFIC CONTROL	TC
	ORANGE	FIRE ALARM	FA
	BLUE	WATER	W
	PURPLE	RECLAIMED WATER	RW
	GREEN	SEWER	S
	GREEN	STORM SEWER	SS
	GREEN	STORM DRAIN	SD
	WHITE	IDENTIFICATION FOR PROPOSED EXCAVATION AREA	
	PINK	TEMPORARY SURVEY MARKINGS	

FREE TRAINING AVAILABLE



**The Safety Division provides
underground damage prevention training
at no charge.**

**For more information
and to make arrangements contact:**

**New Hampshire Public Utilities Commission
Safety Division
(603) 271-6022
safetydivision@puc.nh.gov**





DIG SAFE® LAW RSA 374

Underground Utility Damage Prevention System

374:48 Definitions. – In this subdivision:

- I. “Commission” means the public utilities commission.
- II. [Repealed.]
- III. “Excavate”, “excavating”, or “excavation” means any operation conducted on private property or in a public way, right-of-way, easement, public street, or other public place, in which earth, rock, or other material in the ground is moved, removed, or otherwise displaced by means of any tools, equipment, or explosive, and includes but is not limited to drilling, grading, boring, milling, trenching, tunneling, scraping, tree and root removal, cable or pipe plowing, fence or sign post installation, pile driving, wrecking, razing, rending, or moving any structure or mass material, but does not include the tilling of soil for agricultural purposes, landscaping and maintenance of residential property performed with non-mechanized equipment, landscaping activities performed with mechanized equipment that are intended to cut vegetation, including lawn edging, aeration, and de-thatching, excavations permitted or grandfathered under RSA 155-E, or replacement of department-of-transportation-installed delineator posts in the same location.
- IV “Excavator” means any person performing excavation.
- IV-a. “Operator” means any public utility as defined by RSA 362:2 or RSA 362:4, any cable television system as defined by RSA 53-C:1, and any liquefied petroleum gas company operating any jurisdictional facility or facilities as defined by the Natural Gas Pipeline Safety Act (49 U.S.C. chapter 601) that owns or operates underground facilities.
- V. “Person” means any individual, trust, firm, joint stock company, corporation (including a government corporation), partnership, association, state, municipality, commission, United States government or any agency thereof, political subdivision of the state, or any interstate body.
- VI. “System” means the underground utility damage prevention system referred to in RSA 374:49.

- VII. "Underground facility" or "facility" means any property which is buried, placed below ground, or submerged on a public way, private property, right-of-way, easement, public street, or other public place and is being used or will be used for the conveyance of cable television, electricity, gas, sewerage, steam, telecommunications, or water.
- VIII. "Blasting" means excavation by means of explosives.

374:49 Damage Prevention System.

Each operator shall participate in an underground utility damage prevention system. The system shall operate during regular business hours throughout the year, except Saturdays, Sundays and legal holidays. The system shall receive notices of proposed excavations and transmit such notices to its members.

374:50 Rulemaking.

The commission shall adopt rules, pursuant to RSA 541-A, relative to:

- I. Minimum requirements for the operation of the system, including notification procedures.
- II. Procedures for the investigation of complaints relating to this subdivision.
- III. Emergency situations for which prior notice of excavation pursuant to RSA 374:51, II is not required.

374:51 Notification by Excavator.

- I. No person shall perform an excavation within 100 feet of an underground facility, except in an emergency, without first giving notification as required by this section. In an emergency, notification shall be given at the earliest practicable moment.
- II. At least 72 hours before a proposed excavation, but not including Saturdays, Sundays and legal holidays, each person required to give notice of an excavation shall notify the damage prevention system referred to in RSA 374:49. Such notice shall occur no more than 30 days before the proposed excavation is to be made.
- III. Notice may be in writing, by telephone or by any other reasonable means.
- IV. Prior to complying with the notification requirements of paragraph II, an excavator must pre-mark the area as provided in this paragraph, which means identifying the perimeter of the proposed site of the excavation by marking the

perimeter in an appropriate manner in the color white paint, stakes, or other suitable white markings on non-paved surfaces. No such premarking shall be acceptable if the marks interfere with traffic or pedestrian control, or are misleading to the general public. Premarking shall not be required on any continuous excavation that is over 100 feet in length, or any pole replacement that is within 5 feet of an existing location. If an excavation is over 100 feet in length or a pole replacement is within 5 feet of an existing location, the excavator shall communicate the perimeter of the excavation by means of a description of the area or construction plans, or have an on-site meeting with affected operators or other suitable means acceptable to the parties.

- V. When making the notification required by this section, the excavator shall identify which of the methods described in paragraph IV will be used to identify the proposed excavation.
- VI. The excavator's notification shall be valid for 30 calendar days from the date and time of confirmation of notification by the underground utility damage prevention system.
- VII. If an excavator is aware that blasting will be required during an excavation, the excavator shall inform the damage prevention system when providing notice of the excavation. If an excavator determines during the effective term of the excavator's notification that blasting is required within the area premarked in accordance with paragraph IV, the excavator shall notify the damage prevention system of the need to blast. Notification shall be made at least 24 hours prior to any blasting, not including Saturdays, Sundays, and legal holidays. In the case of unanticipated obstructions that prevent further excavation without blasting, the excavator shall provide separate notice of such blasting not less than 4 contiguous hours in advance of such blasting, not including the hours of 4:00 p.m. to 6:00 a.m. weekdays, or all of Saturdays, Sundays, and legal holidays.

374:52 Notification by System.

Upon receipt of notice of a proposed excavation, the system shall notify all affected members.

374:53 Response by Operator.

Within 72 hours after receipt of notice from a proposed excavator or from the system of a proposed excavation, but not including Saturdays, Sundays, and legal holidays, an operator shall mark the location of its underground facilities in the area of the proposed

excavation. An operator and an excavator may by agreement fix a later time for the operator's marking of its facilities. Once an operator has marked the location of its facilities in the area of an excavation, the excavator shall be responsible for maintaining the markings. An operator who participates in an underground utility damage prevention system shall not be required to locate underground facilities not owned by the operator; underground facilities which the owner shall not be required to locate may include, but shall not be limited to, facilities running from a house to a garage or other outbuilding.

374:54 Notice of Damage.

When any underground facility is damaged, the excavator causing the damage shall immediately notify the affected operator. The excavation shall not be back-filled without first receiving permission from the operator whose facility was damaged.

374:55 Civil Penalty.

- I. Proof that an excavation has been made without compliance with the notice requirement of RSA 374:51 and that damage to an underground facility has occurred shall be prima facie evidence in any court or administrative proceeding that the damage was caused by the negligence of the excavator.
- II. Any excavator who does not give notice of or identify the proposed excavation area as required by RSA 374:51 or rules of the commission regarding tolerance zones and marking procedures shall be subject to the penalties in paragraph VIII, in addition to any liability for the actual damages.
- III. Any operator which does not mark the location of its underground facilities as required by RSA 374:53 or rules of the commission regarding tolerance zones and marking procedures shall be subject to the penalties in paragraph VIII.
- IV. If underground facilities are damaged because an operator does not mark its underground facilities as required by RSA 374:53, the operator shall be subject to the penalties in paragraph VIII, liable for damages sustained to its facilities and, in addition, shall be liable for any damages incurred by the excavator as a result of the operator's failure to mark such facilities.
- V. If marked underground facilities are damaged, the excavator shall be subject to the penalties in paragraph VIII and liable for the cost of repairs for the damage.

- VI. Any excavator who damages an underground facility and fails to notify the operator, or backfills the excavation without receiving permission, as required by RSA 374:54, shall be subject to the penalties in paragraph VIII.
- VII. The commission or any commission employee, involved in the “Dig Safe” program and designated by the commission, may enforce violations of this subdivision. Any excavator or operator that violates this subdivision shall be subject to the penalties in paragraph VIII. In addition, the commission may assess the excavator for expenditures made to collect the civil penalty. Any excavator or operator which suffers damage resulting from violation of this subdivision may petition the commission to initiate an enforcement action.
- VIII. Any excavator or operator that does not comply with RSA 374:51-54 shall be required either to complete a “Dig Safe” training program, or to pay a civil penalty of up to \$500. The civil penalty may be up to \$5,000 if the excavator or operator previously violated RSA 374:51-54 within the prior 12 months or if the violation results in bodily injury or property damages exceeding \$50,000, excluding utility costs. This paragraph shall not apply to a homeowner excavating on his or her own property or to a legal occupant of residential property excavating on the property of his or her primary residence with the permission of the owner.

374:56 Injunctions.

If any person is making or proposes to make an excavation in a negligent or unsafe manner which may result in damage to an underground facility, the operator which owns or maintains such facility may commence an action for a temporary restraining order or injunction to prevent the excavation.



CHAPTER PUC 800

Underground Utility Damage Prevention



PART Puc 801 APPLICATION OF RULES

Puc 801.01 Purpose.

(a) The purpose of Puc 800 is to protect the public, operators, and excavators from physical harm, damages, and interrupted service resulting from damage to underground facilities.

(b) Puc 800 establishes procedures and requirements relative to:

(1) Minimum requirements for the operation of the system, including notification procedures;

(2) The investigation of complaints;

(3) Emergency situations for which notice of excavation is not required;

(4) The prevention of damage relating to underground facilities;

(5) Enforcement; and

(6) Record keeping.

Puc 801.02 Application.

(a) Each operator, as defined in Puc 802.12, shall:

(1) Comply with Puc 800 and RSA 374:48-56;
and

(2) Maintain membership with the notification center.

(b) Any person, including any person who owns or operates an underground facility in New Hampshire but who is not an operator, as defined in Puc 802.12, may become a member of the notification center.

(c) Any member of the notification center who is not an operator but who owns or operates an underground facility shall comply with Puc 800.

PART Puc 802 DEFINITIONS

Puc 802.01 "Blasting" means "blasting" as defined in RSA 374:48, VIII, namely, "excavation by means of explosives."

Puc 802.02 "Commission" means "commission" as defined in RSA 374:48, I, namely, "the public utilities commission."

Puc 802.03 “Damage” means any impact or exposure that results in the need to repair an underground facility due to the weakening or the partial or complete destruction of the underground facility, including, but not limited to, the protective coating, lateral support, corrosion control, or the housing for the line, device, or underground facility.

Puc 802.04 “Emergency situation” means a sudden or unexpected occurrence involving a clear and imminent danger demanding immediate action to prevent or mitigate loss of, or damage to, life, health, property, or essential public services.

Puc 802.05 “Excavation” means “excavation” as defined in RSA 374:48, III, namely, “any operation conducted on private property or in a public way, right-of-way, easement, public street, or other public place, in which earth, rock, or other material in the ground is moved, removed, or otherwise displaced by means of any tools, equipment, or explosive, and includes but is not limited to drilling, grading, boring, milling, trenching, tunneling, scraping, tree and root removal, cable or pipe plowing, fence or sign post installation, pile driving, wrecking, razing, rending or moving any structure or mass material, but does not include the tilling of soil for agricultural purposes, landscaping and maintenance of residential property performed with non-mechanized equipment, landscaping activities performed with mechanized equipment that are intended to cut vegetation, including lawn edging, aeration, and de-thatching, excavations permitted or grand fathered under RSA 155-E, or replacement of department-of-transportation-installed delineator posts in the same location.”

Puc 802.06 “Excavator” means “excavator” as defined in RSA 374:48, IV, namely, “any person performing an excavation.”

Puc 802.07 “Extraordinary circumstances” means events or conditions other than normal operating conditions which exist and make it significantly impractical or impossible for an underground facility owner or member owning and/or operating an underground facility to comply with the provisions of Puc 800, including, but not limited to, hurricanes, tornadoes, floods, ice or snow, and acts of God.

Puc 802.08 “Hand digging” means any excavation involving non-mechanized tools or equipment and includes, but is not limited to, digging with shovels, picks, and manual post hole diggers.

Puc 802.09 “Holiday” means any legal holiday pursuant to RSA 288:1 or, when such holiday falls on a Sunday, the following day pursuant to RSA 288:2.

Puc 802.10 “Locator” means a person acting on behalf of an operator to identify and mark the locations of underground facilities in accordance with Puc 806.

Puc 802.11 “Notification center” means the entity that performs the primary function of the system, is open to all operators within the state of New Hampshire, maintains a data base of its members and operators and the specific geographic areas in which each of its members and operators desires to receive notice of proposed excavation, and which has the capability to transmit notices of proposed excavation to its members and operators by teletype, telecopy, personal computer, telephone, or other comparable means.

Puc 802.12 “Operator” means “operator” as defined in RSA 374:48, IV-a, namely, “any public utility as defined in RSA 362:2 or RSA 362:4 and any cable television system as defined in RSA 53-C:1, and any liquefied petroleum gas company operating any jurisdictional facility or facilities as defined by the Natural Gas Pipeline Safety Act (49 U.S.C. chapter 601) that owns or operates underground facilities.”

Puc 802.13 “Person” means “person” as defined in RSA 374:48, V, namely, “any individual, trust, firm, joint stock company, corporation (including a government corporation), partnership, association, state, municipality, commission, United States government or any agency thereof, political subdivision of the state, or any interstate body.”

Puc 802.14 “Premark” means identifying the perimeter of the proposed site of an excavation by marking the perimeter in an appropriate manner in white paint, stakes or other suitable white markings on non-paved surfaces.

Puc 802.15 “System” means “system” as defined in RSA 374:48, I, namely, “the underground utility damage prevention system referred to in RSA 374:49”.

Puc 802.16 “Tolerance zone” means an area surrounding an underground facility which is 36 inches wide, measured horizontally and equidistant from the centerline of the underground facility, plus the width of the underground facility itself.

Puc 802.17 “Underground facility” means “underground facility” as defined in RSA 374:48, VII, namely, “any private property or property which is buried, placed below ground, or submerged on a public way, right-of-way, easement, public street, or other public place and is being used or will be used for the conveyance of cable television, electricity, gas, sewerage, steam, telecommunications or water.”

PART Puc 803 SYSTEM REQUIREMENTS

Puc 803.01 Procedures and Operation of Notification Center.

(a) The system shall operate a notification center, as contemplated by RSA 374:49.

(b) The notification center required by (a) above shall:

(1) Receive notification from excavators about intended excavation activities;

(2) Provide to excavators who give notice of an intent to engage in an excavation activity the names of potentially affected operators and members owning or operating underground facilities to whom the notification center shall transmit notice;

(3) Promptly transmit to potentially affected operators and members the information received from excavators about intended excavation activities;

(4) Provide the excavator at the time of initial contact a registration number confirming the notification of intended excavation activity;

(5) Create a record, which shall include the material included in (6) below, of each notification of intent to engage in an excavation activity and related communication;

(6) Create, pursuant to (5) above, a record of each proposed excavation, including the following:

a. The name of the person notifying the notification center;

b. The name, address and telephone number of the excavator;

c. The specific location, starting date, and description of the intended excavation activity;

d. The name(s) of any sub-contractor or other person or entity who the excavator indicates may excavate at the intended excavation site on behalf of the excavator making the notification;

e. The date and time of the notification;

f. The confirmation or registration number;

g. The identity of potentially affected members and operators that the notification center contacts to inform of the intended excavation activity;

h. The date and time the notification center transmitted notice of the intended excavation activity to each potentially affected member and operator;

i. The date and time the notification will expire in accordance with Puc 805.01(b); and

j. As to any material follow-up communication relating to the proposed excavation activity directed to the communications center:

1. The party or parties involved in the communication;

2. The content of the communication;

3. The date and time of the communication; and

4. The date, time and recipient of any transmittal of the communication; and

(7) Maintain the record required to be kept by (5) and (6) above for a period of a minimum of 3 years from the date of the last communication.

(c) The current toll-free telephone numbers of the notification center for reporting proposed excavations and otherwise communicating with the notification center shall be, 888-“DIG-SAFE”, which is, 888-344-7233 or 811.

(d) The notification center shall also maintain an internet-based system for proposed excavations at www.digsafe.com.

(e) Operators and members of the notification center shall use communications equipment that shall be compatible with the notification center.

(f) The notification center shall develop and implement procedures and use communication equipment which are adequate to acknowledge calls within 20 seconds.

(g) The notification center shall staff its operation a minimum of 10 hours each day, 5 days each week, excluding Saturdays, Sundays, and holidays, to respond to both routine and emergency calls.

(h) During the hours that the notification center is not operated by staff, the notification center shall provide at a minimum for an answering service capable of responding to an emergency notification request 24 hours per day, 7 days per week.

(i) The training provided by the notification center shall direct the public to make emergency calls to 911.

(j) The notification center shall be capable of responding to a request for emergency notification and shall transmit the information as provided in (k)(3) below.

(k) The notification center shall transmit information as follows:

(1) Notices of proposed excavation activities to potentially affected members and operators by 5:00 p.m. on the date of receipt;

(2) Routine messages by 5:00 p.m. on the date of receipt; and

(3) Messages relating to emergency situations, as described in Puc 805.03, to any potentially affected member, operator or excavator, as applicable, as soon as possible, but not later than 10 minutes following receipt.

Puc 803.02 Education and Training.

(a) The notification center shall assure that the toll-free telephone number shall be prominently displayed in telephone directories state-wide.

(b) The notification center shall:

(1) Make available literature describing the notification center;

(2) Assure the distribution of such literature to the public; and

(3) Make such literature available for purchase and distribution by requesting parties.

(c) The notification center shall, upon request, provide training to its members regarding the operations of the notification center.

(d) The notification center shall provide all members and interested persons with a brochure explaining the notification center's objectives, procedural guidelines, and opportunities for member participation.

PART Puc 804 DUTIES OF OPERATORS

Puc 804.01 Reporting Requirements for Operators of Underground Facilities.

(a) Each operator shall file monthly, including any month in which there are no violations to report, with the commission, on or before the 15th day of the following month, written reports of probable violations of Puc 800, damage to underground facilities, or both.

(b) Each operator shall file reports required by (a) above on Form E-26.

(c) Each operator shall include the following in Form E-26:

(1) The date the incident was reported;

(2) The date the incident occurred;

- (3) The name and address of the person reporting;
 - (4) The reporter's name and phone number;
 - (5) The location of the damage, violation, or both;
 - (6) A description of the property damaged, if any;
 - (7) A description of the facility, including:
 - a. Details of the facility such as the type, size, material, pressure, voltage, or both; and
 - b. Type of facility by ownership, such as, customer-owned, municipal-owned or utility-owned.
 - (8) A description of damage to the facility, if any;
 - (9) Cost estimate of damage, if any, and whether the excavator has been billed;
 - (10) A description of personal injuries, if any;
 - (11) The excavator's name, address, and phone number;
 - (12) The excavator's employer, if applicable;
 - (13) A description of the incident;
 - (14) The type of marking used at the location, if any;
 - (15) Details fully describing whether:
 - a. The situation was an emergency;
 - b. The notification procedure was or was not followed as prescribed;
 - c. The notification was completed and, if so, provide the registration number and date of notification;
 - d. The notification was completed and the location was not premarked;
 - e. The notification was completed and the location was not marked;
 - f. The notification was completed but markings were not maintained;
 - g. The notification was completed, the location was marked, but markings were incorrect;
 - h. The notification was completed and the location was marked but damage occurred; and
 - i. The notification procedures were not followed and damaged occurred.
- (d) If there are no reportable incidents during a month the operator shall file a one page notification

report using Form E-26, on or before the 15th day of the following month, identifying the owner or operator and stating that no reportable incident of damage or a violation occurred during the month.

(e) The operator shall send the reporting form required by this section to the New Hampshire public utilities commission, safety division, at its mailing address as provided on the E-26 form or electronically as specified on the commission's web site.

Puc 804.02 Notification Requirements.

(a) Any operator who owns, operates, or both, an underground facility used in the transportation of gas or hazardous liquids and subject to the the federal pipeline statute, 49 U.S.C. §§ 60101 to 60137, shall:

(1) Maintain a current list of the names and contact information of persons who normally engage in excavation activities in the area in which any underground facility is located, which is owned by that operator, and is used in the transportation of gas or hazardous liquids and subject to the federal pipeline statute.

(2) Notify abutters of the existence of an underground facility used in the transportation of gas or hazardous liquids subject to the federal pipeline statute, owned by that operator; and

(3) Notify persons who normally excavate in the area in which an underground facility used in the transportation of gas or hazardous liquids subject to the federal pipeline statute owned by that operator, as often as needed to make them aware of the notification center, including:

a. The notification center's existence and purpose; and

b. How to learn the location of underground facilities before excavation activities begin.

(b) An affected operator may complete the notification required by Puc 804.02(a)(2) above by:

(1) Distributing fliers;

(2) Informational mailings

(3) Placing line markers;

(4) Signage; or

(5) Other reasonable public education outreach consistent.

(c) An affected operator may complete the notification required by Puc 804.02(a)(3) above by means including but not limited to distributing informational mailings, conducting informational sessions, or both.

(d) An operator who participates in an underground utility damage prevention system shall not be required to locate underground facilities not owned by the operator. Underground facilities which the owner shall not be required to locate shall include, but shall not be limited to, facilities running from a house to a garage or other outbuilding.

(e) When no underground facility is within the area of a proposed excavation, an owner or operator receiving notification of the proposed excavation shall so advise the excavator by:

(1) Marking the non existence of facilities within the premarked area of intended excavation in accordance with Puc 806;

(2) Participating in a meeting where details of the job site are discussed and documented; or

(3) Communicating with the operator via e-mail, fax, telephone or other electronic communication, provided that the excavator confirms receipt of such communication.

Puc 804.03 Training of Locators.

(a) Locators shall be trained in accordance with National Utility Locating Contractors Association (NULCA) standards as adopted on December 21, 2001, including the competencies as described in (b) below.

(b) To meet the requirements of (a), training programs for locators shall include, at a minimum, the following competencies:

(1) Electromagnetic locating;

(2) Instruction in the use of transmitters and receivers;

(3) Procedures for marking underground facilities;

(4) Training in the identification of facilities;

(5) Safety procedures;

(6) Operator map and record reading; and

(7) Familiarity with the rules in this chapter.

PART Puc 805 DUTIES OF AN EXCAVATOR

Puc 805.01 Notification Required Prior to Excavation.

(a) Excavators shall, pursuant to RSA 374:51 notify the notification center:

(1) Not less than 72 hours prior to a proposed excavation, not including Saturdays, Sundays and legal holidays; and

(2) Not more than 30 days prior to a proposed excavation is to be made.

(b) The excavator's notification, required by (a) above, shall be valid for 30 calendar days from the date and time the notification center confirms the notification.

(c) When an excavator contacts the notification center as described in (a) above, it shall provide the following:

(1) The name of the person notifying the notification center;

(2) The name, address and telephone number of the excavator;

(3) The name of each sub-contractor or other person or entity who might excavate at the intended excavation site on behalf of the excavator making the notification; and

(4) The specific location, starting date, and description of the intended excavation activity.

(d) Prior to complying with the notification requirements of RSA 374:51, II and (a) above, an excavator shall, pursuant to RSA 374:51, IV, premark the area of proposed excavation by identifying the perimeter of the proposed site of the excavation.

(e) The excavator shall premark in a way that does not interfere with traffic or pedestrian control and is not misleading to the general public.

(f) An excavator shall not be required to premark any continuous excavation that is over 100 feet in length, or any pole replacement that is within 5 feet of an existing location.

(g) If an excavation is over 100 feet in length or a pole replacement is within 5 feet of an existing location, the excavator shall communicate the perimeter of the excavation to any potentially affected operator, member of the notification center who owns or operates an underground facility, or both by:

(1) Providing a detailed description of the site area;

(2) Providing detailed construction plans;

(3) Holding an on-site meeting with potentially affected operators; or

(4) Providing other suitable means of communicating the perimeter of the excavation to any potentially affected operator, member, or both, of the notification center who owns or operates an underground facility.

(h) Once an owner or operator of an underground facility has marked the location of its underground facility

in the area of an excavation, pursuant to RSA 374:53 and Puc 805.02, the excavator, and any subcontractor, employee or agent of the excavator performing work on behalf of the excavator at the site, shall be responsible for maintaining the markings during the excavation.

(i) No person or entity not an employee of the excavator shall excavate on behalf of an excavator as a subcontractor or otherwise without separately complying with the notification requirements of this section, unless the excavator has notified the notification center of the identity of that person or entity as provided in (c)(3) above.

(j) A subcontractor of the excavator or other entity may excavate pursuant to the excavator's notification to the notification center if the subcontractor or entity:

(1) Performs excavation at the location specified in the notification;

(2) Has a contract to perform this excavation with the excavator;

(3) Does the excavation work specified in the notification;

(4) Is listed with the notification center, as provided in (c) (3) above; and

(5) Otherwise complies with Puc 800, RSA 374:48-56 and other applicable law.

(k) No person shall misuse the intent of the notification center by making a request for marking of an underground facility for other than excavating activities, such as for conducting an engineering design without intending to excavate at the site in question within 30 days.

Puc 805.02 Excavation That Affects the Tolerance Zone.

(a) Any person conducting excavation activity that affects the tolerance zone surrounding an underground facility shall exercise at all times such reasonable care as is necessary to protect the underground facility from damage.

(b) Except as provided in (c) below, in order to locate and identify an underground facility, the excavator shall excavate by methods limited to:

(1) Hand digging;

(2) Pot holing;

(3) Soft digging;

(4) Vacuum excavation;

(5) Other mechanical methods with the approval of the underground facility owner or operator; or

(6) Other methods accepted in the industry consistent with the alternatives listed in (1) through (5) above, which clearly will not affect the integrity of the underground facility.

(c) For pavement removal an excavator shall not be limited to hand digging and the other non-invasive methods cited in (b) above.

(d) For parallel type excavations, such as excavation along an existing underground facility at an approximately equal distance when measured periodically, the excavator shall expose the existing underground facility at intervals as often as necessary to avoid damage.

(e) For trenchless excavations, such as horizontal drilling, boring, pneumatic jacking, tunneling and pavement reclamation, reasonable care for purposes of Puc 805.02(a) shall include determining the exact depth of the underground facility and clearances required by the operator and incorporating location details into the trenchless excavation procedure so as to avoid any potential damage of the underground facility.

Puc 805.03 Emergency Situations.

(a) If necessary to respond in an emergency situation, an excavator may begin an excavation without notifying the notification center prior to excavation as required by Puc 804.01, but shall notify the notification center at the earliest practicable moment.

(b) In notifying the notification center of excavation or intended excavation in an emergency situation, the excavator shall specifically identify the dangerous condition involved.

(c) While an excavator who excavates in an emergency situation shall not be liable on that basis for a failure to notify the notification center as required by Puc 804.01, nothing in this section shall relieve the excavator from liability if:

(1) The excavator damages an underground facility which has been properly marked or which has not been marked; or

(2) The excavation does not qualify as an emergency excavation.

(d) No excavator shall indicate to the notification center or to an operator or member of the notification center that owns or operates an underground facility that an event constitutes an emergency situation unless the excavator believes in good faith that the circumstances do constitute an emergency situation.

(e) If the parties request, pursuant to Puc 200, a determination by the commission as whether a situation is, or was, an emergency situation, the commission

shall make such a determination based on a review of the facts of the situation and the definition of emergency situation.

Puc 805.04 Blasting.

(a) When an excavator determines that blasting will be required during an excavation, the excavator shall inform the notification center when providing notice of the excavation.

(b) If an excavator determines during the effective term of the excavator's notification that blasting is required within the area premarked in accordance with Puc 805.01 (d), the excavator shall notify the notification center of the need to blast. Notification shall be made at least 24 hours prior to any blasting, not including Saturdays, Sundays, and holidays.

(c) When unanticipated obstructions prevent further excavation without blasting, the excavator shall provide separate notice of such blasting not less than four hours in advance of such blasting, not including the hours of 4:00 p.m. to 6:00 a.m. weekdays, or all of Saturdays, Sundays, and holidays.

Puc 805.05 Damage to an Underground Facility.

(a) When an excavator causes any damage to an underground facility not owned or operated by the excavator, the excavator shall:

(1) Call 911 when:

(a) A gas underground facility is damaged and there is a release of gas,

(b) An electric underground facility is damaged and an excavator determines that a person may have received an electric shock, or

(c) Any other facility is damaged and public safety is affected;

(2) Evacuate nearby structures if necessary;

(3) Contact the facility owner or operator;

(4) Attempt no repairs, unless directed to by the facility owner or operator;

(5) Call 811 or 888-DIG SAFE (Notification Center); and

(6) Report the damage to the commission.

PART Puc 806 MARKING THE TOLERANCE ZONE

Puc 806.01 Tolerance Zone.

(a) An operator shall use one of the following marking methods to mark the tolerance zone of an underground facility:

(1) The corridor marking method which shall be the practice of placing markers at either boundary of the tolerance zone, such that the markers will be 18 inches plus one-half the width of the facility away from the facility centerline;

(2) The centerline marking method which shall be the practice of placing markers directly over the centerline of the facility establishing boundaries at points located 18 inches plus one-half the width of the facility from the markers; or

(3) The offset marking method which shall be the practice of locating the centerline of the facility and placing markers at locations which parallel the facility.

(b) Any operator shall use the offset marking method only when it is impractical to use either the corridor or centerline methods, such as in marking in the traveled portion of an unpaved roadway.

(c) When marking an underground facility an operator shall mark the underground facility consistent with the color code for the utility type of the underground facility, as set forth in Puc 806.02.

(d) In the event an operator maintains 2 or more underground facilities in close proximity to each other within the area of the proposed excavation activity, and the corridor marking method is to be applied, the operator may mark one tolerance zone.

(e) When an operator marks 2 or more underground facilities as described in (d) above:

(1) The operator shall establish the boundaries of the tolerance zone by use of the corridor marking method by locating the boundaries of each separate underground facility and placing markers at the outer boundaries of the multiple underground facilities; and

(2) When the marking results in one area being marked, the operator shall inform the excavator of the marking of each of the separate underground facilities within the marked boundaries, either verbally or by appropriate single markings pursuant to Puc 806.01.

(f) When an operator maintains 2 or more underground facilities in close proximity to each other within the area of the proposed excavation and the centerline marking method is to be applied, the operator shall place markers, conforming with Puc 806.01(a)(2), over the centerline of each facility.

(g) In the event the operator or member who owns and/or operates an underground facility is unable to designate the location of the underground facility due to extraordinary circumstances, the operator or member shall notify the notification center and provide an

estimated completion date. The notification center shall then document on the existing notification ticket, utilizing an attachment message, that the utility is unable to designate the location of the underground facility. The operator shall notify the excavator who called the notification center that it is unable to designate the location of the underground facility due to extraordinary circumstances.

Puc 806.02 Markers.

(a) Within 72 hours after receipt of notice from a proposed excavator or from the notification center of a proposed excavation, but not including Saturdays, Sundays and holidays, an operator or member of the notification center who owns or operates an underground facility, shall

(1) Mark the location of its underground facility in the area of the proposed excavation; or

(2) If no underground facility is within the area of the proposed excavation, so notify the excavator pursuant to Puc 804.02(e).

(b) An operator who participates in an underground utility damage prevention system shall not be required to locate underground facilities not owned by the operator. Underground facilities which the owner shall not be required to locate shall include, but not be limited to, facilities running from a house to a garage or other outbuilding.

(c) An operator shall mark underground facilities by the use of paint, stakes, flags, or by any other means that clearly indicates the location of the underground facility.

(d) An operator shall consider the physical characteristics in the area of the proposed excavation in determining the type of marker to be used.

(e) Operators shall mark underground facilities according to the following color code:

(1) Red shall be used for underground facilities conveying electric power, electric cable conduits or lighting cables;

(2) Yellow shall be use for underground facilities conveying gas, oil, steam, petroleum, or gaseous materials;

(3) Orange shall be used for underground facilities used for communications, alarm, signal, communications cables, or communications conduit;

(4) Blue shall be used for underground facilities conveying water or used for irrigation or slurry lines; and

– (5) Green shall be used for underground facilities conveying sewer or used for drain lines.

(f) Excavators shall use the color white for the pre-marking of the boundaries of a proposed excavation, except as provided in (g) below.

(g) Excavators shall use pink for pre-marking when snow conditions would render white premarking not clearly visible.

Puc 806.03 Identification.

(a) When an operator marks its underground facility it shall indicate:

(1) The width of the underground facility for all facilities greater than 1 inch nominal diameter;

(2) The specific owner or operator of the underground facility; and

(3) The function of the underground facility.

(b) For purposes of Puc 806.03 (a)(3) functions shall be marked by using:

(1) The letter E for underground facilities conveying electricity;

(2) The letter G for underground facilities conveying gas;

(3) The letters PP for underground facilities conveying oil;

(4) The letters ST for underground facilities conveying steam;

(5) The letters CH for underground facilities conveying chemicals;

(6) The letter T for underground facilities containing telephone wires or cable;

(7) The letters CATV for underground facilities conveying cable television signals;

(8) The letters TC for underground facilities conveying traffic control information or signals;

(9) The letters FA for underground facilities conveying fire alarm information or signals;

(10) The letter W for underground facilities conveying water;

(11) The letters RW for underground facilities conveying reclaimed water;

(12) The letter S for underground facilities conveying sewage;

(13) The letters SS for underground facilities conveying storm sewage; and

(14) The letters SD shall be used for underground facilities used for storm drainage.

(c) An operator shall identify with markings any changes in direction or terminations occurring within the immediate area of the proposed excavation with arrows or other appropriate indicators.

Puc 806.04 Emergency Procedures.

(a) Each operator and member of the notification center who owns or operates underground facilities, or both, shall develop internal practices and procedures to:

(1) Receive and respond to emergency notifications; and

(2) Mark the location of facilities in emergency situations.

Puc 806.05 Marking Certain Newly Installed Underground Facilities.

(a) Upon completing the installation of new underground facilities within an area that has been subject to excavator notification and premarking pursuant to Puc 805.01, an operator shall make reasonable efforts to communicate the existence of such facilities if they are covered with soil or other material that impairs their visibility.

(b) For purposes of (a) above, reasonable efforts shall include:

(1) Marking the tolerance zone in accordance with 806.01, 806.02, 806.03, and 806.04;

(2) Contacting the excavator with information regarding the presence of the newly constructed facilities, or

(3) Leaving a tag or marker clearly indicating the presence of the newly constructed facilities with contact information.

PART Puc 807 ENFORCEMENT PROCEDURES

Puc 807.01 Investigation of Complaints.

(a) The notification center shall institute procedures to receive and resolve complaints of excavators, operators, owners or operators of underground facilities, members, and the general public.

(b) Owners and operators of underground facilities shall institute procedures to receive and resolve complaints of excavators and the general public.

(c) The commission staff shall consider and decide unresolved complaints pursuant to the procedures established in Puc 200.

(d) An unresolved dispute relating to Puc 800 which is appealed in writing to the commission shall be handled as follows:

(1) The matter shall be treated as a request for an adjudicatory proceeding; and

(2) The parties to the dispute shall have a right of appeal by petition to the New Hampshire Supreme Court pursuant to RSA 541:6.

Puc 807.02 Notice of Probable Violation.

(a) In the event the commission staff determines that a probable violation of RSA 374:48-56, Puc 800, or both, has occurred, staff shall issue a written notice of probable violation (NOPV) to the party alleged to have committed the violation.

(b) The commission staff shall send information regarding the NOPV by certified mail to the party regarded as in violation.

(c) The NOPV shall include the following:

(1) A description of the probable violation and reference to the rule or statute regarded as violated;

(2) The date and location of the probable violation;

(3) A statement notifying the party or parties involved that civil penalties might be imposed pursuant to RSA 374:48-56, in the event of unfavorable judgment;

(4) Statutory rights of the respondent as enumerated in RSA 374:48-56; and

(5) Procedures for resolving the complaint.

(d) Any owner or operator of an underground facility involved in the NOPV shall provide a representative for any informal conference or hearing scheduled pursuant to Puc 800.

Puc 807.03 Alternative Responses to Notice of Probable Violation.

(a) Upon receipt of the NOPV the respondent shall either:

(1) Submit to the commission within 30 days, in writing, evidence refuting the probable violation referenced in the NOPV;

(2) Request in writing within 30 days, an informal conference with commission staff to examine the basis of the probable violation; or

(3) Execute a consent agreement with the commission resolving the probable violation.

(b) If the respondent requests an informal conference pursuant to (a)(2) above, the commission staff shall set a date and time for the informal conference.

Puc 807.04 Notice of Violation.

(a) If the commission or commission staff involved in the damage prevention program, after reviewing evidence and testimony obtained in writing or conferences, determines that a violation of RSA 374:48-56, Puc 800, or both, has occurred, the commission or commission staff involved in the damage prevention program shall issue a notice of violation (NOV) to the respondent pursuant to RSA 374:55, VII.

(b) The NOV so issued shall include:

(1) The factual and statutory basis for the unfavorable preliminary determination;

(2) A description of factors relied upon by commission staff in making its determination, such as the gravity of the violation, history of prior violations, degree of culpability of the respondent, how quickly the respondent took action to rectify the situation, cooperativeness of respondent, and any other factors which would tend to either aggravate or mitigate the violation;

(3) The civil penalty, if any, proposed to be imposed;

(4) Procedures for remitting penalty; and

(5) Statutory rights of the respondent as enumerated in RSA 374:48-56.

Puc 807.05 Response to Notice of Violation.

(a) Within 10 days from receipt of the NOV, the respondent shall either:

(1) Sign a consent agreement and remit the civil penalty; or

(2) File a request in writing for a hearing before the commission.

Puc 807.06 Commission Action.

(a) The commission shall act upon staff's recommendation unless the respondent requests a hearing pursuant to Puc 807.05(a)(2). Upon such hearing request, the commission shall provide the respondent with notice and an opportunity for a hearing, held pursuant to Puc 200. At the hearing, the respondent may show by a preponderance of the evidence why the commission or designated commission staff determination should be changed.

Puc 807.07 Civil Penalties.

(a) If the commission or designated commission staff within the division of safety finds reason to issue an NOV, the commission or designated commission staff shall propose to assess a civil penalty pursuant to RSA 374:55.

(b) In determining the assessment, the following factors shall be considered:

(1) The severity of the consequences resulting from the violation such that the more severe the consequences, the higher the civil penalty, the gravity of the violation, degree of culpability of the respondent, cooperativeness of respondent, history of prior violations, and other factors which would tend to aggravate fault; and

(2) Mitigating circumstances, such as how quickly the excavator took action to rectify the situation, how much control the excavator had over the situation, and other circumstance which would tend to lessen fault.

SOME KEY ELEMENTS FOR A SAFE DIG

- ▶ Plan ahead
- ▶ Communicate
- ▶ Pre-mark
- ▶ Call before you dig (≤ 30 days prior to excavation)
- ▶ Wait required time (72 hrs. excluding weekends & holidays)

OBSERVED HOLIDAYS

New Year's Day

M.L.K. Day

President's Day

Memorial Day

Independence Day

Labor Day

Columbus Day

Election Day (1st Tuesday in November – even numbered years)

Veteran's Day

Thanksgiving Day

Christmas Day

- ▶ Maintain the marks
- ▶ Excavate carefully

OBSERVE THE TOLERANCE ZONE

- ▶ Renew Ticket on the 27th day*
- ▶ Notify operator of any damages

It's the Law



*Assumes no holiday or workday

GAS OPERATIONS EMERGENCY PROCEDURES

Ruptured or Pulled Gas Lines

- ▶ Notify the local Fire or Police Dept. **Call 911**
- ▶ Notify Gas Company Immediately
See page 54 for emergency contacts
- ▶ Move away from the break
- ▶ Evacuate buildings if necessary
- ▶ Keep the public and employees away from the line break (this includes vehicles)



REPORT PIPELINE EMERGENCIES

If you discover:

- ▶ Gas escaping from the pipeline (hissing sound, gas bubbling to the surface, unexplained dead vegetation on a right-of-way, natural gas smell)
- ▶ Fire, explosion or natural disaster (earthquake, wash-out, lightning, etc.) involving or occurring near pipeline facilities
- ▶ Unauthorized digging, drilling or construction on a pipeline that may constitute an emergency or hazardous condition
- ▶ Hazardous liquid (petroleum products) escaping from a pipeline

IMMEDIATELY:

- ▶ Call the pipeline company involved.
- ▶ Call the local fire department and Emergency personnel (911).
- ▶ Secure the area. Keep out unnecessary personnel. Allow only trained repair and emergency personnel onto the site.
- ▶ Eliminate any source of ignition (cigarettes, matches, flint guns, welders, flashlights, electrical and electronic devices, motorized vehicles and equipment, or anything that could produce a spark).

DIG SAFE SYSTEM, INC.
NH MEMBER COMPANY LIST
NH Member List A/O December 2008

- A T & T
- ALLEN & MATHEWSON ENERGY CORP.
- AMERIGAS - CONWAY
- AMERIGAS - LACONIA
- AMERIGAS - LANCASTER
- AMERIGAS - LONDONDERRY
- AMERIGAS PROPANE - GREENLAND
- AQUARION WATER
- ASHLAND ELECTRIC DEPARTMENT
- BAYRING COMMUNICATIONS
- BEDFORD WASTE SERVICES
- BERLIN WATER WORKS
- BODWELL WASTE SERVICE CORP.
- BRETTON WOODS TELEPHONE CO.
- BRIAR HYDRO ASSOC.
- CHARLESTOWN, TOWN OF
- COGSWELL SPRING WATER
- COMAST
- COMCAST
- CONCORD MUNICIPAL SERVICES
- CONCORD STEAM CORP.
- DF RICHARD, INC.
- DEAD RIVER COMPANY
- DIFEIO OIL & PROPANE
- DIXVILLE TELEPHONE
- DOVER, CITY OF
- DUNBARTON TELEPHONE
- EASTERN PROPANE & OIL - HUDSON
- EASTERN PROPANE & OIL - LOUDON
- EASTERN PROPANE & OIL - ROCHESTER
- EASTMAN VILLAGE DISTRICT
- ENERGY NORTH PROPANE
- ENFIELD, TOWN OF
- ESTES OIL & PROPANE
- FAIRPOINT COMMUNICATIONS
- FIBERTECH NETWORKS
- FRANCONIA GAS
- FRANKLIN MUNICIPAL SERVICES
- GOFFSTOWN SEWER DEPARTMENT
- GORHAM NH WATER & SEWER
- GRANITE RIDGE ENERGY, LLC
- GRANITE STATE ELECTRIC

DIG SAFE SYSTEM, INC.
NH Member Company List (cont'd)

- GRANITE STATE GAS TRANS.
- GRANITE STATE TELEPHONE
- H&H OIL CO., INC.
- HAMPSTEAD AREA WATER CO.
- HANOVER WATER WORKS
- HOOKSETT VILLAGE WATER DISTRICT
- HUDSON, TOWN OF
- IRVING OIL - AMHERST
- IRVING OIL - CONCORD
- IRVING OIL - PORTSMOUTH
- KEENE GAS
- KEENE STATE COLLEGE
- LAKES REGION WATER CO.
- LEBANON D.P.W
- LIGHTOWER
- LOWER BARTLETT WATER PRECINCT
- M C T TELECOM
- MAINGAS – FRYEBURG, ME
- MAINGAS – WEST OSS�PEE
- MANCHESTER WATER WORKS
- MARITIME PIPELINE/N.E.
- MCI
- METROCAST CABLEVISION
- NH ELECTRIC COOP
- NATIONAL GRID – FORMERLY KEYSpan
- NEW HAMPSHIRE GAS CO.
- NEW LONDON PUBLIC WORKS DEPARTMENT
- NEW LONDON/SPRINGFIELD WATER
- NORTH CONWAY WATER PREC.
- NORTHERN UTILITIES
- NORTHSTAR CENTERS (FORMERLY STATELINE WATER CO.)
- ONE COMMUNICATIONS
- P. GAGNON & SONS
- PALMER GAS CO.
- PEASE DEVELOPMENT AUTHORITY
- PEMBROKE WATER WORKS
- PENACOOK BOSCAWEN WATER PRECINCT
- PENNICHUCK WATER
- PITTSFIELD AQUEDUCT
- PITTSFIELD WASTEWATER TREATMENT FACILITY
- PLYMOUTH STATE UNIVERSITY
- PORTLAND NATURAL GAS TRANS. SYS.
- PORTLAND PIPE LINE CORP

DIG SAFE SYSTEM, INC.
NH Member Company List (cont'd)

- PORTSMOUTH D.P.W
- PORTSMOUTH FIRE DEPARTMENT
- PROULX OIL & PROPANE
- PUBLIC SERVICE OF N.H.
- RINDGE DEPARTMENT OF PUBLIC WORKS
- RIVERSIDE WATER WORKS
- ROCHESTER PUBLIC WORKS
- ROLLINSFORD WATER & SEWER DISTRICT
- RYE PUBLIC WORKS DEPARTMENT
- RYMES HEATING OIL, INC.
- SALEM WATER DEPT.
- SEABROOK, TOWN OF
- SEGTEL, INC.
- SKISAT OF WATERVILLE VALLEY
- SOMERSWORTH PUBLIC WORKS
- SPRAGUE ENERGY CORP.
- SPRINT /NEXTEL
- SUBURBAN ENERGY - LEBANON
- SUBURBAN PROPANE - MILFORD
- SUNCOOK WASTEWATER PLANT
- TDS TELECOM - CHICHESTER
- TDS TELECOM - KEARSARGE
- TDS TELECOM - WILTON
- TENNESSEE GAS PIPELINE
- TILTON AQUEDUCT CO.
- TIME WARNER CABLE – CONWAY
- TIME WARNER CABLE – KEENE
- UNH ENERGY3 CAMPUS DEVELOPMENT
- UNION TELEPHONE CO.
- UNITIL ENERGY SYSTEMS/CONCORD ELECTRIC
- UNITIL ENERGY SYSTEMS/EXETER HAMPTON ELECTRIC
- WATERVILLE VALLEY D.P.W.
- WEST SWANZEY WATER INC.
- WHITE MOUNTAIN CABLEVISION
- WHITE MOUNTAIN OIL & PROPANE
- WHITE ROCK WATER COMPANY, INC.
- WHITEFIELD, TOWN OF
- WOODSTOCK, TOWN OF
- YOUNG'S PROPANE

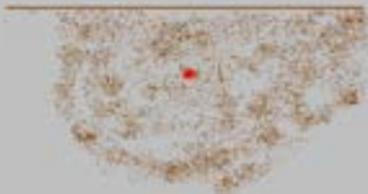
NOTE: updated membership information may be obtained at:
www.digsafe.com – click on **Membership Info** – click on
Member Company List – **Select State:** NH

NH PUC SAFETY DIVISION Suggested Marking Methods

Reading Suggested Markings

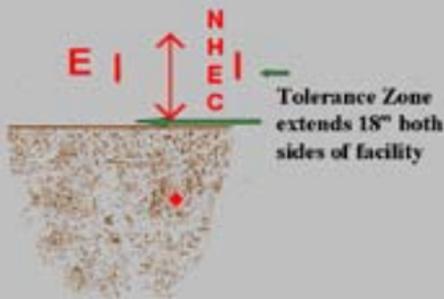
Proposed Common Ground
Marking Guidelines.

Single Cable or Wire.



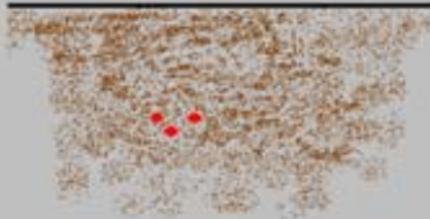
18" Tolerance Zone / Hand Dig Only \

Within 18" of the Mark.

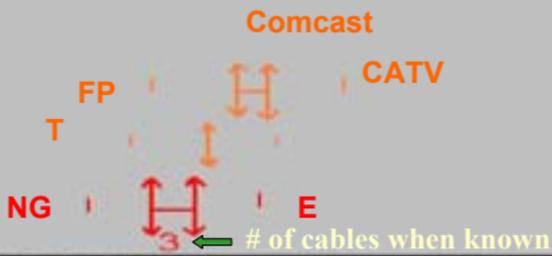


NH PUC SAFETY DIVISION
Suggested Marking Methods, (cont'd)

**Multiple Cables
Same Utility**

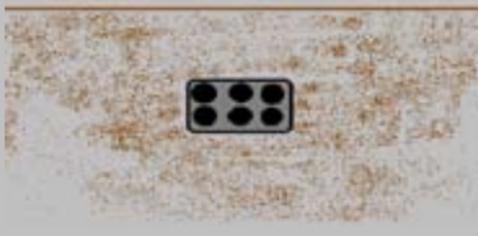


Multiple Cables



Duct Facilities
Marked with Diamond

FP

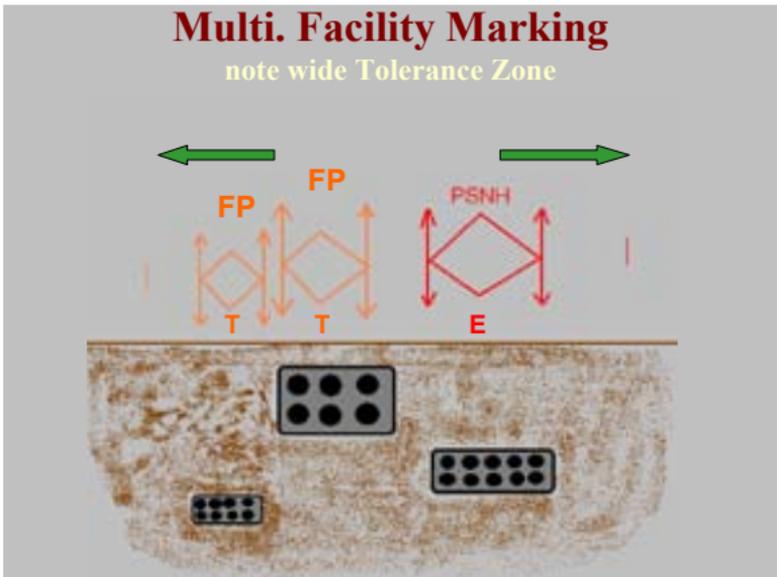


NH PUC SAFETY DIVISION

Suggested Marking Methods, (cont'd)

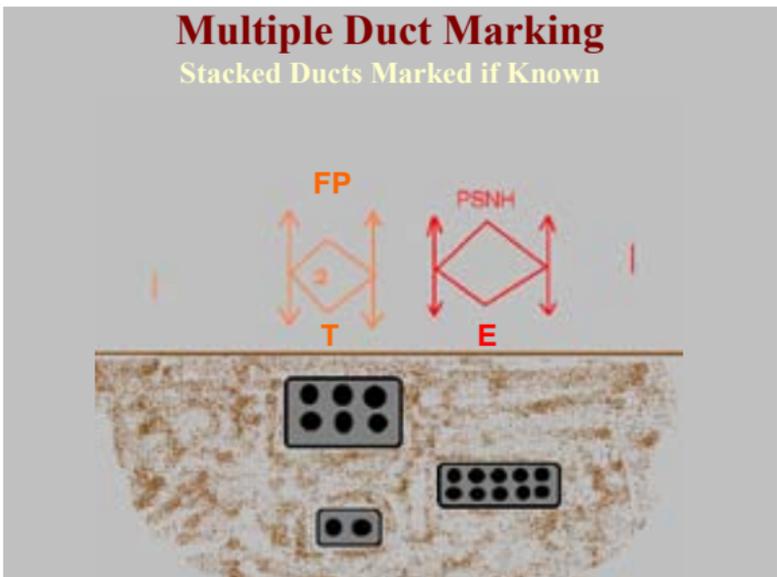
Multi. Facility Marking

note wide Tolerance Zone

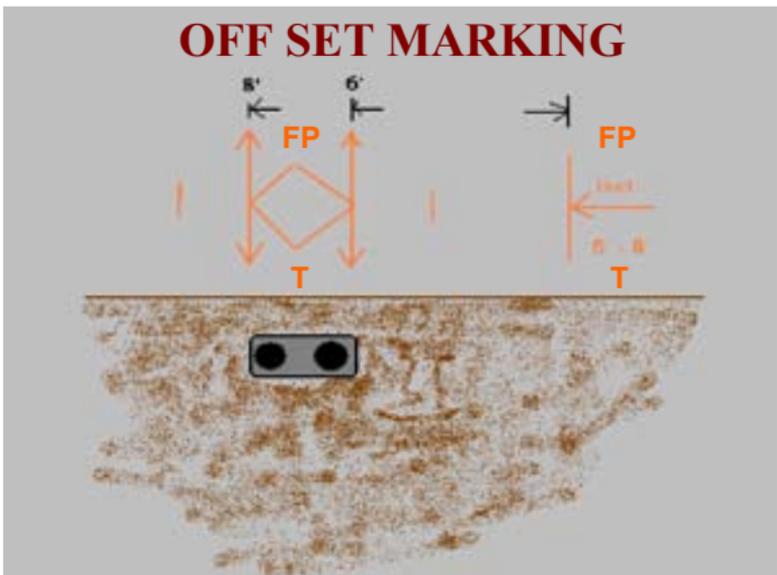


Multiple Duct Marking

Stacked Ducts Marked if Known

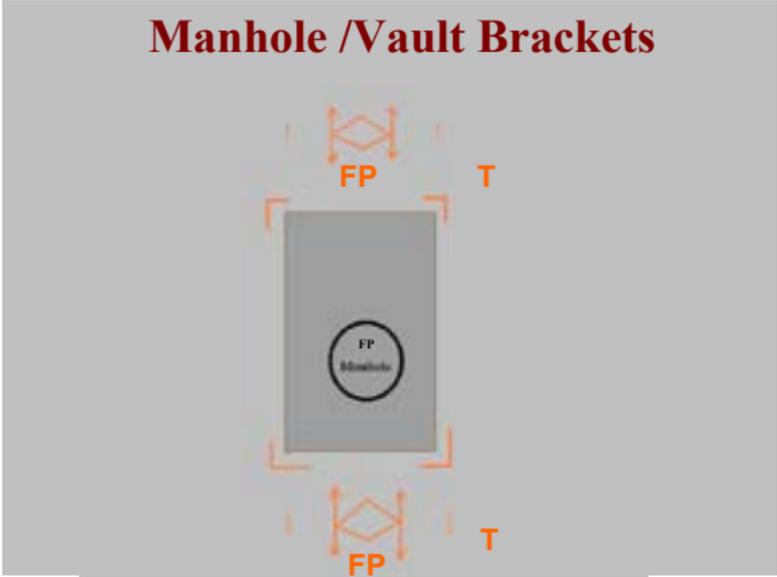


OFF SET MARKING

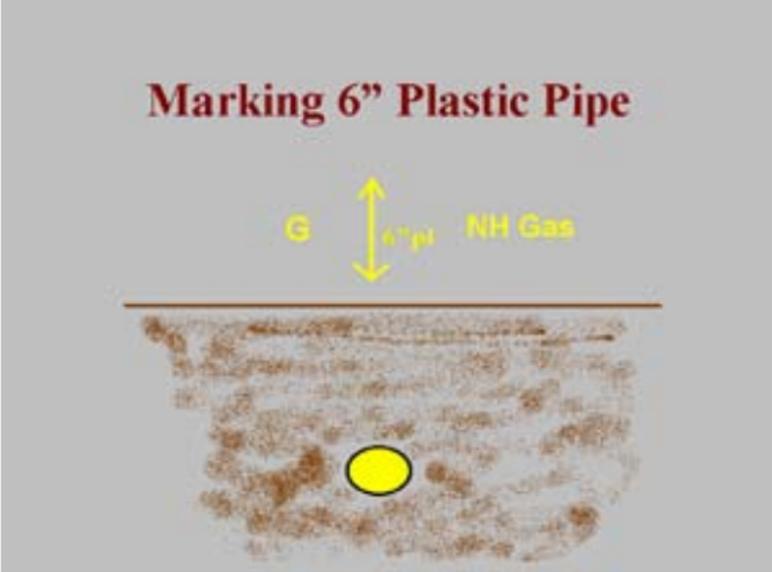


NH PUC SAFETY DIVISION
Suggested Marking Methods, (cont'd)

Manhole / Vault Brackets



Marking 6" Plastic Pipe



Gas Trench Layout

Warning Tape may not be present



**PREPARING TO CALL
Dig Safe System, Inc.**

LOCATE REQUEST FORM

Call 888-DIG-SAFE or On-Line www.digsafe.com

Dig Safe Ticket # _____

Date _____/_____/_____ Time _____

Control ID # _____

Caller's Name _____

Title _____

Phone # _____

Fax # _____ Alt # _____

Email address _____

Business Hours _____ to _____

Company Name _____

Address _____

City _____

State _____ Zip _____

Contractor _____ Member _____ Public _____ Other _____

State: _____ Municipality _____

(Optional) Latitude _____ Longitude _____

Address/Intersection _____

Buffer Distance (Please circle):

500' 600' 700' 800' 900' 1000' 1100' 1200' 1320'

Nearest Cross Street 1 _____

Nearest Cross Street 2 _____

Additional Information _____

Nature of Work _____

Area of Work _____

Area Premarked? Y _____ N _____

Start Date _____/_____/_____ Time _____ : _____

Excavator Doing Work _____

Members Notified:

- ___ There may be non-member utilities in the area that you need to notify.
- ___ Electric and other companies may not mark lines they don't own or maintain.
- ___ The excavator is responsible to maintain marking placed by member utilities.

This list may not represent all companies providing electric, gas, telephone or water service in the state. Many communities have municipal water systems which are not included on this list. Additionally, providers of propane gas service, cable television and competitive telephone service are not included on this list.

UTILITIES BY CITY / TOWN

CITY/TOWN	TELEPHONE	ELECTRIC	GAS	WATER	SEWER
ACWORTH	FAIRPOINT	NHEC NATIONAL GRID			
ALBANY	FAIRPOINT	PSNH		WILDWOOD	
ALEXANDRIA	FAIRPOINT	PSNH NHEC			
ALLENSTOWN	FAIRPOINT	PSNH UNITIL NHEC	NATIONAL GRID	COMMUNITY	COMMUNITY WASTE
ALSTEAD	FAIRPOINT	NATIONAL GRID PSNH			
ALTON	UNION FAIRPOINT	NHEC PSNH		LAKEVIEW	
AMHERST	FAIRPOINT	PSNH	NATIONAL GRID	PENNICHUCK PENNICHUCK EAST	
ANDOVER	TDS FAIRPOINT	NHEC PSNH			
ANTRIM	GST TDS FAIRPOINT	PSNH			
ASHLAND	FAIRPOINT	ASHLAND ELECT NHEC			
ATKINSON	FAIRPOINT	UNITIL PSNH	UNITIL	PENNICHUCK EAST WALNUT RIDGE	
AUBURN	GST FAIRPOINT	PSNH NHEC	NATIONAL GRID	MANCHESTER	
BARNSTEAD	UNION FAIRPOINT	PSNH NHEC		CENTRAL	
BARRINGTON	FAIRPOINT	PSNH			
BARTLETT	FAIRPOINT	NHEC		ROLLING RIDGE SACO RIDGE	
BATH	FAIRPOINT	PSNH NHEC WOODSVILLE LIGHT			
BEAN'S GRANT	FAIRPOINT	PSNH			
BEDFORD	FAIRPOINT	PSNH	NATIONAL GRID	PENNICHUCK MANCHESTER	BEDFORD WASTE
BELMONT	FAIRPOINT	PSNH NHEC	NATIONAL GRID	LAKELAND MGMNT TIOGA RIVER	LAKELAND MGMNT
BENNINGTON	FAIRPOINT	PSNH			
BENTON	FAIRPOINT	NHEC			
BERLIN	FAIRPOINT	PSNH	NATIONAL GRID		
BETHLEHEM	FAIRPOINT	PSNH LITTLETON WATER & LIGHT		ROSEBROOK	
BOSCAWEN	TDS FAIRPOINT	UNITIL PSNH	NATIONAL GRID		
BOW	DUNBARTON FAIRPOINT	UNITIL PSNH	NATIONAL GRID	WHITEROCK	
BRADFORD	TDS	PSNH			
BRENTWOODS	FAIRPOINT	PSNH UNITIL NHEC			
BRETTON WOODS	BRETTON WOODS	PSNH			
BRIDGEWATER	FAIRPOINT	PSNH NHEC			
BRISTOL	FAIRPOINT	PSNH NHEC			
BROOKFIELD	FAIRPOINT	PSNH NHEC WOLFEBORO ELECTRIC			
BROOKLINE	FAIRPOINT	PSNH			
CAMPTON	FAIRPOINT	PSNH NHEC		LAKES REGION	
CANAAN	FAIRPOINT	NHEC NATIONAL GRID			
CANDIA	FAIRPOINT	PSNH NHEC			
CANTERBURY	FAIRPOINT	PSNH NHEC UNITIL	NATIONAL GRID		
CARROLL	BRETTON WOODS FAIRPOINT	PSNH		ROSEBROOK	RESORT WASTE
CENTER HARBOR	FAIRPOINT	NHEC			
CENTER SANDWICH	FAIRPOINT	NHEC PSNH			
CHARLESTOWN	FAIRPOINT	NATIONAL GRID NHEC			
CHATHAM	FAIRPOINT	PSNH			
CHESTER	FAIRPOINT GST	NHEC PSNH		HAMPSTEAD	

UTILITIES BY CITY / TOWN

CITY/TOWN	TELEPHONE	ELECTRIC	GAS	WATER	SEWER
CHESTERFIELD	FAIRPOINT	PSNH			
CHICHESTER	TDS FAIRPOINT	UNITIL PSNH			
CLAREMONT	FAIRPOINT	NHEC			
CLARKSVILLE	FAIRPOINT	PSNH NHEC			
COLEBROOK	FAIRPOINT DIXVILLE	PSNH NHEC			
COLUMBIA	FAIRPOINT	PSNH NHEC			
CONCORD	FAIRPOINT	UNITIL PSNH	NATIONAL GRID		
CONWAY	FAIRPOINT	PSNH NHEC		FOREST EDGE FRYEBURG LAKES REGION	
CORNISH	TDS FAIRPOINT	NATIONAL GRID NHEC			
CRAWFORD'S PURCHASE	BRETTON WOODS	PSNH		ROSEBROOK	
CROYDON	FAIRPOINT	PSNH			
DALTON	FAIRPOINT	PSNH			
DANBURY	FAIRPOINT	PSNH NHEC			
DANVILLE	GST FAIRPOINT	UNITIL NHEC PSNH		HAMPSTEAD	
DEERFIELD	FAIRPOINT	PSNH NHEC			
DEERING	TDS GST FAIRPOINT	PSNH			
DERRY	FAIRPOINT	NATIONAL GRID NHEC PSNH UNITIL	NATIONAL GRID	PENNICHUCK EAST	
DIXVILLE NOTCH	DIXVILLE	NHEC			
DORCHESTER	FAIRPOINT	NHEC			
DOVER	FAIRPOINT	PSNH	UNITIL		
DUBLIN	FAIRPOINT	PSNH			
DUMMER	FAIRPOINT	PSNH			
DUNBARTON	DUNBARTON FAIRPOINT	PSNH UNITIL			
DURHAM	FAIRPOINT	PSNH NHEC	UNITIL		
EAST KINGSTON	FAIRPOINT	UNITIL	UNITIL		
EASTON	FAIRPOINT	NHEC PSNH			
EATON	FAIRPOINT	NHEC PSNH			
ELLSWORTH	FAIRPOINT	NHEC			
ENFIELD	FAIRPOINT	NATIONAL GRID NHEC PSNH			
EPPING	FAIRPOINT	NHEC PSNH		PENNICHUCK WEST EPPING	
EPSOM	TDS FAIRPOINT	UNITIL PSNH NHEC			
ERROL	FAIRPOINT	PSNH			
EXETER	FAIRPOINT	UNITIL	UNITIL		
FARMINGTON	UNION FAIRPOINT	PSNH NHEC			
FITZWILLIAM	FAIRPOINT	PSNH			
FRANCESTOWN	FAIRPOINT TDS	PSNH			
FRANCONIA	FAIRPOINT	PSNH			
FRANKLIN	FAIRPOINT	PSNH NHEC	NATIONAL GRID		
FREEDOM	FAIRPOINT	PSNH NHEC		LOV	
FREMONT	FAIRPOINT	PSNH NHEC			
GILFORD	FAIRPOINT	PSNH NHEC	NATIONAL GRID	DOCKHAM SHORES GILFORD VILLAGE GUNSTOCK GLEN LAKEVIEW	
GILMANTON	UNION FAIRPOINT	NHEC PSNH			
GILSUM	FAIRPOINT	PSNH			
GOFFSTOWN	DUNBARTON FAIRPOINT	PSNH	NATIONAL GRID	MANCHESTER	
GORHAM	FAIRPOINT	PSNH			
GOSHEN	FAIRPOINT	PSNH NHEC			

UTILITIES BY CITY / TOWN

CITY/TOWN	TELEPHONE	ELECTRIC	GAS	WATER	SEWER
GRAFTON	FAIRPOINT	PSNH NATIONAL GRID NHEC		LAKES REGION	
GRANTHAM	FAIRPOINT	PSNH NHEC			EASTMAN SEWER
GREEN'S GRANT		PSNH			
GREENFIELD	FAIRPOINT	PSNH			
GREENLAND	TDS FAIRPOINT	PSNH UNITIL	UNITIL		
GREENVILLE	FAIRPOINT	PSNH			
GROTON	FAIRPOINT	NHEC			
HADLEY'S PURCHASE	FAIRPOINT	NONE			
HAMPSTEAD	GST FAIRPOINT	PSNH UNITIL		HAMPSTEAD	
HAMPTON	FAIRPOINT	UNITIL PSNH	UNITIL	AQUARION	
HAMPTON FALLS	FAIRPOINT	UNITIL	UNITIL		
HANCOCK	FAIRPOINT	PSNH			
HANOVER	FAIRPOINT	NATIONAL GRID NHEC		HANOVER	
HARRISVILLE	FAIRPOINT	PSNH			
HART'S LOCATION	FAIRPOINT	NHEC			
HAVERHILL	FAIRPOINT	WOODSVILLE LIGHT NHEC			
HEBRON	FAIRPOINT	PSNH NHEC			
HENNIKER	TDS	PSNH			
HILL	FAIRPOINT	NHEC PSNH			
HILLSBOROUGH	TDS GST	PSNH			
HINSDALE	FAIRPOINT	PSNH			
HOLDERNESS	FAIRPOINT	NHEC			
HOLLIS	TDS FAIRPOINT	PSNH	NATIONAL GRID	PENNICHUCK	
HOOKSETT	FAIRPOINT	PSNH	NATIONAL GRID	PENNICHUCK EAST MANCHESTER	
HOPKINTON	GST FAIRPOINT TDS	PSNH UNITIL			
HUDSON	FAIRPOINT	PSNH	NATIONAL GRID		
JACKSON	FAIRPOINT	NHEC			
JAFFREY	FAIRPOINT	PSNH			
JEFFERSON	FAIRPOINT	PSNH			
KEENE	FAIRPOINT	PSNH	NH GAS		
KENSINGTON	FAIRPOINT	UNITIL	UNITIL		
KINGSTON	FAIRPOINT	UNITIL NHEC			
LACONIA	FAIRPOINT	PSNH NHEC	NATIONAL GRID	LAKES REGION	
LANCASTER	FAIRPOINT	PSNH			
LANDAFF	FAIRPOINT	PSNH NHEC			
LANGDON	FAIRPOINT	NATIONAL GRID NHEC			
LEBANON	FAIRPOINT	NATIONAL GRID NHEC			
LEE	FAIRPOINT	PSNH NHEC			
LEMPSTER	FAIRPOINT	NHEC PSNH			
LINCOLN	FAIRPOINT	NHEC			
LISBON	FAIRPOINT	PSNH NHEC LITTLETON LIGHT			
LITCHFIELD	FAIRPOINT	PSNH	NATIONAL GRID	PENNICHUCK EAST	
LITTLETON	FAIRPOINT	LITTLETON LIGHT NHEC PSNH			
LIVERMORE		NONE			
LONDONDERRY	FAIRPOINT	PSNH NHEC UNITIL	NATIONAL GRID	PENNICHUCK EAST MANCHESTER	BODWELL WASTE
LOUDON	TDS FAIRPOINT	PSNH UNITIL NHEC	NATIONAL GRID		
LYMAN	FAIRPOINT	PSNH NHEC			
LYME	FAIRPOINT	NHEC NATIONAL GRID			
LYNDEBOROUGH	TDS FAIRPOINT	PSNH			

UTILITIES BY CITY / TOWN

CITY/TOWN	TELEPHONE	ELECTRIC	GAS	WATER	SEWER
MADBURY	FAIRPOINT	PSNH	UNITIL		
MADISON	FAIRPOINT	PSNH NHEC			
MANCHESTER	FAIRPOINT	PSNH	NATIONAL GRID	MANCHESTER	BODWELL WASTE
MARLBOROUGH	TDS FAIRPOINT	PSNH			
MARLOW	FAIRPOINT	PSNH NATIONAL GRID NHEC			
MARTIN LOCATION		PSNH			
MASON	TDS FAIRPOINT	PSNH			
MEREDITH	FAIRPOINT	NHEC			
MERRIMACK	FAIRPOINT	PSNH	NATIONAL GRID	PENNICHUCK	
MIDDLETON	FAIRPOINT	PSNH		CONSOLIDATED	
MILAN	FAIRPOINT	PSNH			
MILFORD	TDS FAIRPOINT	PSNH	NATIONAL GRID	PENNICHUCK	
MILLSFIELD	FAIRPOINT	PSNH			
MILTON	FAIRPOINT	PSNH			
MONROE	FAIRPOINT	NATIONAL GRID NHEC			
MONT VERNON	TDS FAIRPOINT	PSNH			
MOULTONBORO	FAIRPOINT	NHEC		LAKES REGION	
NASHUA	FAIRPOINT	PSNH	NATIONAL GRID	PENNICHUCK	
NELSON	FAIRPOINT	PSNH			
NEW BOSTON	GST FAIRPOINT	PSNH			
NEW CASTLE	FAIRPOINT	PSNH			
NEW DURHAM	UNION FAIRPOINT	NHEC PSNH			
NEW HAMPTON	FAIRPOINT	NEW HAMPTON NHEC PSNH			
NEW IPSWICH	FAIRPOINT	PSNH			
NEW LONDON	TDS FAIRPOINT	PSNH			
NEWBURY	FAIRPOINT	PSNH			
NEWFIELDS	FAIRPOINT	PSNH			
NEWINGTON	FAIRPOINT	PSNH	UNITIL		
NEWMARKET	FAIRPOINT	PSNH		PENNICHUCK	
NEWPORT	FAIRPOINT	NHEC			
NEWTON	FAIRPOINT	UNITIL			
NORTH CONWAY	FAIRPOINT	NHEC PSNH		CONSOLIDATED LAKES REGION	
NORTH HAMPTON	FAIRPOINT	PSNH UNITIL	UNITIL	AQUARION	
NORTHFIELD	FAIRPOINT	PSNH NHEC	NATIONAL GRID	TILTON & NORTHFIELD AQUEDUCT	
NORTHUMBERLAND	FAIRPOINT	PSNH			
NORTHWOOD	FAIRPOINT	PSNH NHEC			
NOTTINGHAM	FAIRPOINT	PSNH NHEC			
ORANGE	FAIRPOINT	NATIONAL GRID NHEC PSNH			
ORFORD	FAIRPOINT	NHEC			
OSSIPEE	FAIRPOINT	PSNH NHEC WOLFBORO LIGHT		DEER COVE INDIAN MOUND	
PELHAM	FAIRPOINT	NATIONAL GRID PSNH	UNITIL	PENNICHUCK EAST	
PEMBROKE	FAIRPOINT	PSNH UNITIL	NATIONAL GRID		
PETERBOROUGH	FAIRPOINT	PSNH			
PIERMONT	FAIRPOINT	NHEC			
PINKHAMS GRANT	FAIRPOINT	PSNH			
PITTSBURG	FAIRPOINT	PSNH NHEC			
PITTSFIELD	TDS FAIRPOINT	PSNH NHEC		PITTSFIELD AQUEDUCT	
PLAINFIELD	FAIRPOINT	NHEC NATIONAL GRID			
PLAISTOW	FAIRPOINT	UNITIL	UNITIL	PENNICHUCK PENNICHUCK EAST STATE LINE PLAZA HAMPSTEAD	
PLYMOUTH	FAIRPOINT	NHEC			
PORTSMOUTH	FAIRPOINT	PSNH	UNITIL		

UTILITIES BY CITY / TOWN

CITY/TOWN	TELEPHONE	ELECTRIC	GAS	WATER	SEWER
RANDOLPH	FAIRPOINT	PSNH			
RAYMOND	FAIRPOINT	NHEC PSNH		PENNICHUCK EAST	
RICHMOND	FAIRPOINT	PSNH			
RINDGE	FAIRPOINT	PSNH			
ROCHESTER	FAIRPOINT	PSNH	UNITIL		
ROLLINSFORD	FAIRPOINT	PSNH	UNITIL		
ROXBURY	FAIRPOINT	PSNH			
RUMNEY	FAIRPOINT	NHEC			
RYE	FAIRPOINT	PSNH		AQUARION	
SALEM	FAIRPOINT	NATIONAL GRID	UNITIL	PENNICHUCK LANCASTER	
SALISBURY	TDS FAIRPOINT	UNITIL PSNH NHEC			
SANBORNTON	FAIRPOINT	PSNH NHEC	NATIONAL GRID		
SANDOWN	GST FAIRPOINT	PSNH NHEC		HAMPSTEAD PENNICHUCK EAST	
SANDWICH	FAIRPOINT	PSNH NHEC			
SARGENT'S PURCHASE		NONE			
SEABROOK	FAIRPOINT	UNITIL	UNITIL		
SECOND COLLEGE GRANT	FAIRPOINT	NONE			
SHARON	FAIRPOINT	PSNH			
SHELBURNE	FAIRPOINT	PSNH			
SOMERSWORTH	FAIRPOINT	PSNH	UNITIL		
SOUTH HAMPTON	FAIRPOINT	UNITIL			
SPRINGFIELD	TDS FAIRPOINT	PSNH NHEC			
STARK	FAIRPOINT	PSNH			
STEWARTSTOWN	FAIRPOINT	PSNH NHEC			
STODDARD	GST FAIRPOINT	PSNH			
STRAFFORD	UNION	PSNH		BOW LAKE ESTATE	
STRATFORD	FAIRPOINT	PSNH			
STRATHAM	FAIRPOINT	PSNH	UNITIL		
SUGAR HILL	FAIRPOINT	PSNH NHEC			
SULLIVAN	FAIRPOINT	PSNH			
SUNAPEE	FAIRPOINT	PSNH NHEC			
SURRY	FAIRPOINT	PSNH NATIONAL GRID			
SUTTON	TDS FAIRPOINT	PSNH NHEC			
SWANZEY	FAIRPOINT	PSNH		WEST SWANZEY	
TAMWORTH	FAIRPOINT	PSNH NHEC		LAKES REGION	
TEMPLE	TDS FAIRPOINT	PSNH			
THOMPSON & MESERVE	FAIRPOINT	PSNH			
THORNTON	FAIRPOINT	PSNH NHEC		CONSOLIDATED LAKES REGION	
TILTON	FAIRPOINT	PSNH	NATIONAL GRID	NORTHERN SHORES TILTON & NORTHFIELD AQUEDUCT	
TROY	FAIRPOINT	PSNH			
TUFTONBORO	TDS FAIRPOINT	PSNH NHEC WOLFEBORO LIGHT		CONSOLIDATED LAKES REGION	
TWIN MT	BRETTON WOODS	PSNH			
UNITY	FAIRPOINT	NHEC PSNH			
WAKEFIELD	FAIRPOINT	PSNH NHEC			
WALPOLE	FAIRPOINT	NATIONAL GRID			
WARNER	TDS	PSNH			
WARREN	FAIRPOINT	NHEC			
WASHINGTON	GST FAIRPOINT	PSNH NHEC			
WATERVILLE VALLEY	FAIRPOINT	NHEC PSNH			
WEARE	GST FAIRPOINT	PSNH		DANIELS LAKE	
WEBSTER	TDS	UNITIL PSNH			
WENTWORTH	FAIRPOINT	NHEC			

UTILITIES BY CITY / TOWN

CITY/TOWN	TELEPHONE	ELECTRIC	GAS	WATER	SEWER
WEST EPPING	FAIRPOINT	NHEC PSNH		WEST EPPING	
WESTMORELAND	FAIRPOINT	PSNH			
WHITEFIELD	FAIRPOINT	PSNH			
WILMOT	TDS FAIRPOINT	PSNH NHEC			
WILTON	TDS FAIRPOINT	PSNH			
WINCHESTER	FAIRPOINT	PSNH			
WINDHAM	FAIRPOINT	PSNH NATIONAL GRID		PENNICHUCK EAST	
WINDSOR	GST	PSNH			
WOLFEBORO	FAIRPOINT	WOLFEBORO LIGHT NHEC		LAKES REGION	
WOODSTOCK	FAIRPOINT	NHEC			

EMERGENCY CONTACT NUMBERS

GAS

National Grid (formerly KeySpan)	(800) 833-4200
NH Gas (formerly Keene Gas)	(603) 352-1230
Unitil (formerly Northern Utilities)	(866) 900-4115
Granite State Gas Transmission	(800) 323-4410
Maritime Pipeline/N.E.	(888) 576-4634
Portland Natural Gas Transmission System	(800) 830-9865
Tennessee Gas Pipeline	(800) 231-2800
Portland Pipeline Corp (oil only) Call Collect - 0	(207) 767-3231

ELECTRIC

National Grid (formerly Granite State Electric)	(800) 322-3223
NH Electric Co-op	(800) 343-6432
Public Service of NH	(800) 662-7764
Unitil Energy Systems, Inc (formerly Concord Electric Co) (formerly Exeter & Hampton Electric Co.)	(800) 852-3339 (800) 582-7276

TELECOMMUNICATIONS

Comcast	(800) 556-9979 x 4
Metrocast Cablevision	(800) 952-1001
Time Warner Cable	(800) 833-2253
FairPoint Communications (formerly Verizon)	(866) 984-1611
TDS Telecom (formerly Chichester Tel, Kearsarge Tel, Merrimack Tel, & Wilton Tel)	(603) 526-9911

WATER

Aquarion Water Co	(603) 926-3319
Manchester Water Works	(603) 624-6494
Pennichuck Water	(603) 882-5191
Portsmouth D. P. W.	(603) 427-1552

Additional regulated utilities can be found at:
New Hampshire Public Utilities Commission
website: www.puc.state.nh.us

Only the most frequent damages are listed –
not intended to be all inclusive

— NOTES —



— NOTES —



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New Hampshire Division of Parks and Recreation
Ellen Edersheim, Photographer**

Revised January 2009