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®

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

Revised January 2006

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 2006. Statutory changes that may occur after January 2006 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

STATE OF NEW HAMPSHIRE

PROGRAM OVERVIEW

The NH Underground Facility 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 (toll free) at **888-DIG-SAFE** or via the internet at www.digsafe.com. When you call Dig Safe® a Customer Service Representative asks for specific information relevant of 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 **Online Options**, and then choose **New User Registration**.

Do NOT use Quick-Ticket for EMERGENCY NOTIFICATIONS

EXCAVATORS

Includes All Homeowners, Landscapers, 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-DIGSAFE 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

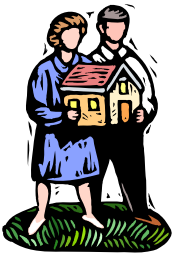
It's easy. It's free.

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. 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®!

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.

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 some 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:

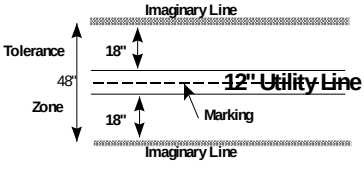
New Hampshire Public Utilities Commission
Safety Division, Suite 10
21 S. Fruit Street
Concord, NH 03301-2429
Phone (603) 271-6022
Fax (603) 271-6048
puc@puc.nh.gov

Q. What is a Tolerance Zone?

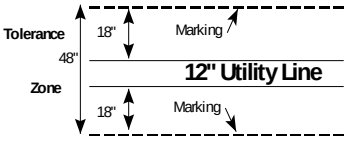
A. The Tolerance Zone is a zone designated on the surface by the use of standard color-coded markings which contains the width of the facility plus 18 inches on each side of the facility. Work performed in this zone should be done by other than mechanical means such that the facility will not be damaged.

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: puc@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

NEW HAMPSHIRE PUBLIC UTILITIES COMMISSION
REPORT OF PROBABLE VIOLATION OF UNDERGROUND UTILITY REGULATIONS AND/OR DAMAGE TO UNDERGROUND FACILITIES

NEGATIVE REPORT Month: Year: 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) TIME: a.m. p.m.

REPORT DATE: (mo/day/yr)

LOCATION OF VIOLATION / DAMAGE: GPS COORDINATES: Long: Lat:

Address: PUBLIC WAY RIGHT OF WAY

City:

State: Zip Code: EASEMENT PRIVATE PROPERTY

PERSON REPORTING: (FACILITY OPERATOR, EXCAVATOR OR ANY OTHER PARTY)

			AREA CODE	7 DIGIT NUMBER	EXT.
Name:		Home No.			
Company: (if applicable)		Work No.			
Address:		Fax No.			
City:		Cell No.			
State:	Zip Code:	Pager No.			

EXCAVATOR / FACILITY OPERATOR:

			AREA CODE	7 DIGIT NUMBER	EXT.
Name:		Home No.			
Company: (if applicable)		Work No.			
Address:		Fax No.			
City:		Cell No.			
State:	Zip Code:	Pager No.			

DOING WORK FOR:

			AREA CODE	7 DIGIT NUMBER	EXT.
Name:		Work No.			
Company: (if applicable)		Cell No.			

FACILITY DAMAGED: include type, size, material, pressure / voltage or Safety Concern:

ESTIMATE OF DAMAGE: Excavator Billed for Damage? YES NO

PERSONAL INJURY:

DESCRIPTION OF INCIDENT:

TYPE OF MARKING:

OTHER PERTINENT INFORMATION: (photos, diagrams, sketch, etc.)

PLEASE CHECK ONE OR MORE OF THE FOLLOWING:

1. Notification completed, DIG-SAFE NUMBER:
2. Notification completed, marked, markings not maintained
3. Notification completed, location was not marked
4. Notification completed, marked, damage occurred
5. Excavating outside the pre-marked area
6. Excavation classified as EMERGENCY SITUATION
7. Excavator failed to observe 18-in. tolerance zone
8. Excavator failed to notify nonmember facility operator
9. Excavating on an expired ticket
10. Procedures for notification not followed DIG-SAFE NOT NOTIFIED
11. Failure to notify of damage
12. Pre-marked YES NO
13. Operator's markings were incorrect due to:
    a. LOCATOR ERROR
    b. INCORRECT RECORD
    c. NO RECORD
14. Facility operator failed to mark in a timely manner
15. OTHER

Signature: Title:

* Reviewed by signing authority listed (if submitted electronically) Yes No

Note: Please provide explanation to items above where necessary. FORM - E26 Revised 12/2003

Form is available on our website:

http://www.puc.nh.gov/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: puc@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 FACILIITES

Non-Utility Report

DATE:

PERSON REPORTING:
MAILING ADDRESS:
CITY/TOWN & STATE: **ZIP:**
TEL #:

LOCATION OF INCIDENT:
DATE OF INCIDENT:
TIME OF INCIDENT: **a.m.** **p.m.**

UTILITY COMPANY IMPACTED:

EXCAVATION LOCATION: **IN A PUBLIC WAY** **ON PRIVATE PROPERTY**

DAMAGE / INJURY: **YES** **NO**

DESCRIBE THE REASON FOR THIS COMPLAINT:

PLEASE CHECK ONE OR MORE OF THE FOLLOWING:

1. DIG-SAFE NUMBER (if known)
2. Notification completed, location was not marked
3. Pre-marked? **YES** **NO**
4. Operator's markings were incorrect
5. Facility operator failed to mark in a timely manner
6. Was the utility notified of the problems? **YES,** please provide name of person spoken to:
NO

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:

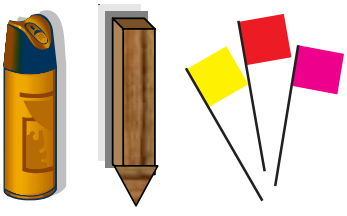
NEW HAMPSHIRE PUBLIC UTILITIES COMMISSION
21 S. Fruit St., Suite 10
Concord NH 03301-2429
Tel: (603) 271-6022
(Toll Free) Tel: (888) 397-5444
Fax: (603) 271-6048
E-mail: safetydivision@puc.nh.gov

FORM-SNU-0401

Form is available on our website:
http://www.puc.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
puc@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 and any cable television system as defined by RSA 53-C:1, 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.

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 notice of excavation 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.

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 premark 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.

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 outbuildings.

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 backfilled 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

Includes changes effective May 29, 2003

Statutory Authority: RSA 374:50

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

Puc 802.02 "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 802.03 "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 802.04 "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 802.05 "Excavator" means "excavator" as defined in RSA 374:48, IV, namely, "any person performing an excavation."

Puc 802.06 "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 802.07 "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 802.08 "NOPV" means notice of probable violation.

Puc 802.09 "NOV" means notice of violation.

Puc 802.10 "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 802.11 "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, that owns or operates an underground facility." The term also includes operators of liquefied petroleum or LP systems.

Puc 802.12 "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 802.13 "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 802.14 "System" means "system" as defined in RSA 374:48, I, namely, "the underground utility damage prevention system referred to in RSA 374:49".

Puc 802.15 "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 802.16 "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; and

i. 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 number of the notification center for reporting proposed excavations and otherwise communicating with the notification center shall be, "1-888-DIG-SAFE", which is, 1-888-344-7233.

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

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

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

(g) 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.

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

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

(j) 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 804.03, 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.

(e) Any operator who owns and/or operates an underground facility used in the transportation of gas or hazardous liquids and subject to the pipeline safety laws, 49 U.S.C. 60101, 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 used in the transportation of gas or hazardous liquids and subject to the pipeline safety laws, 49 U.S.C. 60101, owned by that operator is located;

(2) Notify the public in the vicinity of any underground facility used in the transportation of gas or hazardous liquids subject to the pipeline safety laws, 49 U.S.C. 60101 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 pipeline safety laws, 49 U.S.C. 60101 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 are begun.

(f) An affected operator may complete the notification required by (e) (2) above by:

(1) Distributing fliers;

(2) Informational mailings;

(3) Placing line markers;

(4) Signage; and/or

(5) Other reasonable public education outreach consistent with (1) through (4) above.

(g) An affected operator may complete the notification required by (e)(3) above by means including but not limited to distributing informational mailings and/or conducting informational sessions.

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 by electronic mail to: puc@puc.nh.gov

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 pipeline safety laws, 49 U.S.C. 60101, 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 used in the transportation of gas or hazardous liquids and subject to the pipeline safety laws, 49 U.S.C. 60101, owned by that operator is located;

(2) Notify abutters of the existence of an underground facility used in the transportation of gas or hazardous liquids subject to the pipeline safety laws, 49 U.S.C. 60101, 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 pipeline safety laws, 49 U.S.C. 60101 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 803.02(e) (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 803.02(e)(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.

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.

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 805.01, 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 805.01, 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.

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(e).

(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 fa-

cilities 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 legal holidays, an operator or member of the notification center who owns or operates an underground facility, shall mark the location of its underground facility in the area of the proposed excavation.

(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 premarking of the boundaries of a proposed excavation.

Puc 806.03 Identification.

(a) When an operator marks its underground facility it shall indicate the width of the underground facility.

(b) 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, 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.

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
Veteran's Day
Thanksgiving Day
Day After Thanksgiving
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

GAS OPERATIONS
EMERGENCY PROCEDURES
Ruptured or Pulled Gas Lines

- Notify the local Fire or Police Dept. Call 911
- Notify Gas Company Immediately
  See page **46**
- 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 2005

- A T & T
- ADELPHIA - FRONTIERVISION
- ADELPHIA - LEBANON
- ADELPHIA - NEWPORT
- ADELPHIA - PEMBROKE
- AMERIGAS - CONWAY
- AMERIGAS - GREENLAND
- AMERIGAS - LACONIA
- AMERIGAS - LANCASTER
- AMERIGAS - LONDONDERRY
- ASHLAND ELECTRIC DEPARTMENT
- ATKINSON WOODS WATER
- BAYRING COMMUNICATIONS
- BEDFORD WASTE SERVICES
- BODWELL WASTE SERVICE CORP.
- BRADFORD OIL
- BRETTON WOODS TELEPHONE CO.
- BRIAR HYDRO ASSOC.
- COGSWELL SPRING WATER
- COMCAST - FORMERLY AT&T BROADBAND
  CONCORD COMMUNITY DEV / ENG
- CONCORD STEAM CORP.
- CONVERSENT COMMUNICATIONS, LLC
- D F RICHARD, INC.
- DEAD RIVER COMPANY
- 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
- FIBERTECH NETWORKS
- FRANCONIA GAS
- FRANKLIN MUNICIPAL SERVICES
- GOFFSTOWN SEWER DEPARTMENT
- GORHAM NH WATER & SEWER
- GRANITE RIDGE ENERGY, LLC
- GRANITE STATE ELECTRIC
- GRANITE STATE GAS TRANS.

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

- GRANITE STATE TELEPHONE
- HANOVER WATER WORKS
- HOOKSETT VILLAGE WATER DISTRICT
- HUDSON, TOWN OF
- INTEGRATED WATER SYSTEMS
- IRVING OIL - AMHERST
- IRVING OIL - CONCORD
- IRVING OIL - PORTSMOUTH
- JOHNSON & DIX FUEL CORP - LEBANON
- KEENE GAS
- KEENE STATE COLLEGE
- KEYSPAN ENERGY DELIVERY
- LAKES REGION WATER CO.
- LEBANON D.P.W
- LEWIS BUILDERS OF NH
- LOWER BARTLETT WATER PRECINCT
- MAINGAS - WEST OSSIPEE
- MANCHESTER WATER WORKS
- MARITIME PIPELINE/N.E.
- MCI
- MERRIMACK COUNTY TEL.
- METROCAST CABLEVISION
- N.H. ELECTRIC COOP
- NEW HAMPSHIRE GAS CO.
- NEW LONDON SEWER COMMISSION
- NEW LONDON/SPRINGFIELD WATER
- NORTH CONWAY WATER PREC.
- NORTHERN UTILITIES
- NORTHLAND TELEPHONE
- NORTHSTAR CENTERS (FORMERLY STATELINE WATER CO.)
- 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.

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

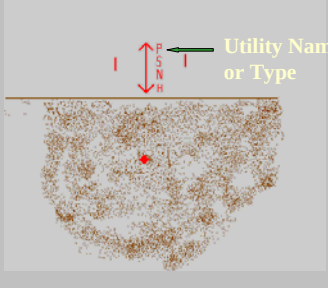
- PORTLAND PIPE LINE CORP
- PORTSMOUTH D.P.W
- PORTSMOUTH FIRE DEPARTMENT
- PROULX OIL & PROPANE
- PUBLIC SERVICE OF N.H.
- RINDGE DEPARTMENT OF PUBLIC WORKS
- RIVERSIDE WATER WORKS
- ROCHESTER PUBLIC WORKS
- ROLLINSFORD WATER & SEWER DISTRICT
- RYE PUBLIC WORKS DEPARTMENT
- SALEM WATER DEPT.
- SEABROOK, TOWN OF
- SKISAT OF WATERVILLE VALLEY
- SOMERSWORTH PUBLIC WORKS
- SPRAGUE ENERGY CORP.
- SPRINT
- STELLAR PROPANE SERVICE
- SUBURBAN ENERGY - LEBANON
- SUNCOOK WASTEWATER PLANT
- TDS TELECOM - CHICHESTER
- TDS TELECOM - KEARSARGE
- TDS TELECOM - WILTON
- TELCOVE
- TENNESSEE GAS PIPELINE
- TILTON AQUEDUCT CO.
- UNION TELEPHONE CO.
- UNITIL ENERGY SYSTEMS/CONCORD ELECTRIC
- UNITIL ENERGY SYSTEMS/EXETER HAMPTON ELECTRIC
- VERIZON
- WARNER CABLE
- WATERVILLE VALLEY D.P.W.
- WEST SWANZEY WATER INC.
- WHITE MOUNTAIN CABLEVISION
- WHITE MOUNTAIN OIL & PROPANE
- 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

Reading Suggested Markings

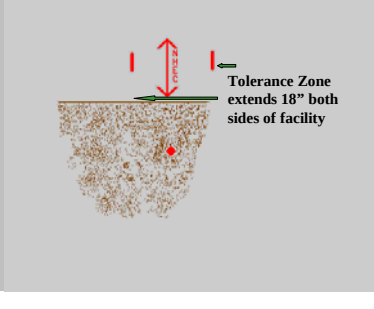
Proposed Common Ground
Marking Guidelines.

Single Cable or Wire



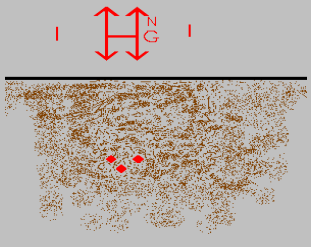
18” Tolerance Zone
/ Hand Dig Only \

Within 18” of the Mark

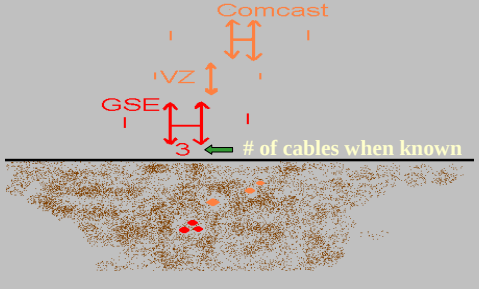


NH PUC SAFETY DIVISION
Suggested Marking Methods, (cont'd)

Multiple Cables
Same Utility



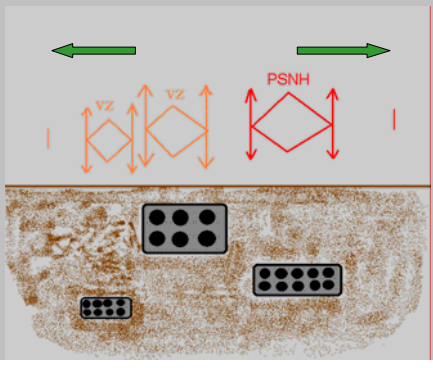
Multiple Cables



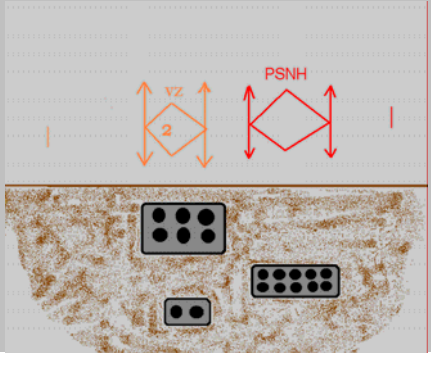
Duct Facilities
Marked with Diamond

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

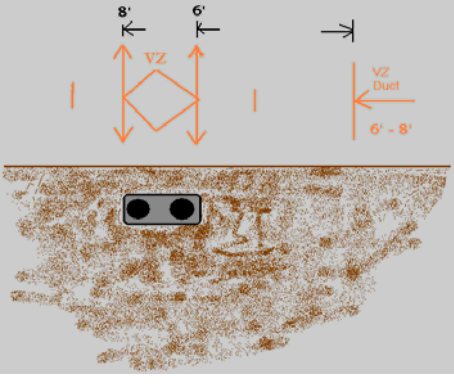
Multi. Facility Marking
note wide Tolerance Zone



Multiple Duct Marking
Stacked Ducts Marked if Known

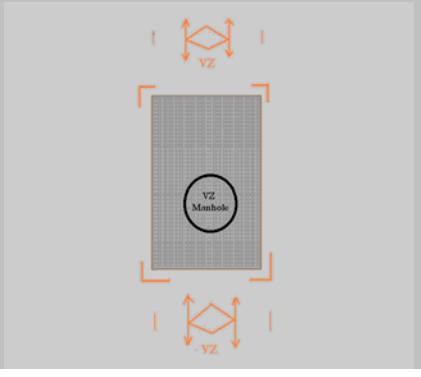


OFF SET MARKING

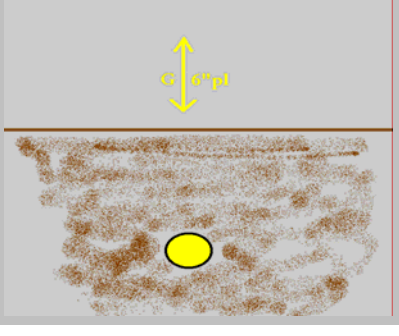


NH PUC SAFETY DIVISION
Suggested Marking Methods, (cont'd)

Manhole /Vault Brackets

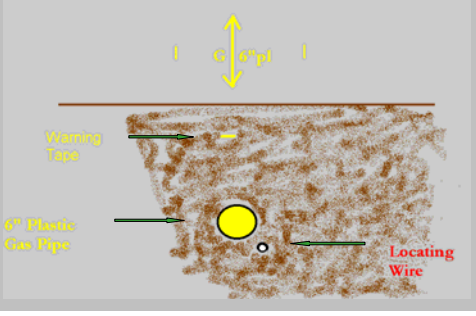


Marking 6" Plastic Pipe



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

Before calling Dig Safe®, be prepared to provide the following information:

Today's Date _____ /_____ /_____

Dig Safe® Number _____

Caller Details

Control ID# _____

Caller Name _____

Title _____

Phone# _____

Cell# _____ Fax#_____

Email address _____

Business Hours _____ to _____

Company Name _____

Address _____

City _____

State _____ Zip _____

Locate Details

State: _____

City/Town _____

(Optional) Latitude _____ Longitude _____

Address/Intersection _____

Nearest Cross Street _____

Additional Information _____

_____

Type of Work _____

Depth (feet) _____

Area (i.e. St to house, in the street, sidewalk area, right side of house on private property)

_____

(Check ***one***) Premarked? Y _____ N _____
(if no is checked, violation)

Start Month _____ Day _____ Year _____

Time (military) _____ : _____

Excavator Doing Work *(if not same as above)*

_____

Members Notified: _____

EMERGENCY CONTACT NUMBERS

GAS/OIL

Granite State Gas Trans	(800) 323-4410
KeySpan (Central NH, Nashua, Tilton)	(800) 833-4200
Maritime Pipeline/N.E.	(888) 576-4634
NH Gas (Keene, NH)	(603) 352-1230
Northern Utilities (Seacoast, Plaistow, Rochester)	(800) 842-6847
Portland Natural Gas Transmission System	(800) 830-9865
Portland Pipeline Corp	Call Collect - 0 (207) 767-3231
Tennessee Gas Pipeline	(800) 231-2800

ELECTRIC

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

TELECOMMUNICATIONS

Adelphia (Pembroke, Frontiervision, Lebanon, & Newport)	(800) 922-1987
Comcast	(800) 556-9979 ext 4
Metrocast Cablevision	
(Belmont)	Dispatch - (603) 524-9413
	After Hrs - (603) 668-9073
(Rochester)	Dispatch - (866) 361-7789
	After Hrs - (800) 439-8103
TDS Telecom (Chichester Tel, Kearsarge Tel, Merrimack Tel, & Wilton Tel)	(603) 526-9911
Verizon	(603) 555-1611
Time Warner Cable Berlin/Keene	(800) 833-2253

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.nh.gov**

— NOTES —

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