

Louisiana

2018 Issue 2



6

**8-1-1 Day at the Park
with Louisiana 811**



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Crimson Gulf was established in June 2012 with the acquisition of offshore pipelines located in the Gulf of Mexico. The pipelines are operated from offices in Gray, LA. The Louisiana pipeline network, which traverses approximately 800 miles, is comprised of 10 pipeline systems connecting to more than 100 offshore oil platforms located on the outer continental shelf of the Gulf.

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from the desk of

David Frey



We hope you'll enjoy the second edition of our 2018 811 Magazine. Although this issue focuses on communications, the main goal of every issue is to celebrate the efforts of stakeholders who go that extra mile to promote public safety and damage prevention. Thanks for all you do!

A special thanks to all the Banner Challenge participants. Every year, the promotion seems to get bigger and better. It is a fun event that promotes calling before you dig and all of us at Louisiana 811 appreciate your involvement and support.

Check out our upcoming promotion on August 11, 2018. We're look forward to being the game sponsor for the New Orleans Baby Cakes (Florida Marlins Triple-A Affiliate) baseball game on the natural 8-1-1 Day. Come out and support us at this game at 6:00 PM on August 11 at the "Shrine on Airline" in Kenner!

Our damage prevention team continues to travel the state to promote safe digging. Give us a call if you would like to set up a meeting in your area. We are committed to working with you to keep our communities a safer place to live and work.

It remains an honor to serve you in my current role at Louisiana 811. While we work diligently to find new and more cost-effective ways to serve you, should you find that there is something we've overlooked, or something that we can do better, please do not hesitate to give us a call. As always, we welcome your input and your suggestions.

From banners to billboards and special events in between, Louisiana 811 remains committed to spreading the message of damage prevention and public safety.

And finally, thanks to all of you who advertise in our magazine. You have helped us reach every corner of the state with our consistent damage prevention message. Your support makes it all possible. I'd like to think we've placed your message in front of the right people for you as well. You may already know, but this magazine is mailed to our members, the excavators who utilize our service as well as our mayors and parish officials across the state.

If you are trying to get in front of this audience, then you have found the perfect vehicle.

*David Frey
Executive Director
Louisiana 811*



Communication Companies VS Companies that Communicate

*8-1-1 Day at the Park
with Louisiana 811*

6

*An Energetic Duo Makes its
Billboard Debut*

8

*Advantages of Full
Conversion from
ITIC to NextGen*

10

Nursery Banner Challenge

12

2018, Issue 2

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Email: laonecall@aligningchange.com

or 2215 West Boardwalk Dr., Baton Rouge, LA 70816

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- 1 From the desk of David Frey
- 4 Louisiana Convention & Digger's Night Out Schedule
- 7 Did You Know - Communication is the Key?
- 9 Big Mike and Kid Energy
- 16 Cave-ins Happen
- 20 Ask Your Agent
- 22 Me and Dillard
- 24 Pipeline Damage Prevention
- 26 Sudoku Puzzle & Contact Center Operations
- 27 "Nobody loses all the time"
- 28 Jacobi Perspective

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**Louisiana Gas Association
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07/30/17 - 08/03/17
Astor Crowne Plaza, New Orleans
www.louisianagasassociation.org

**Louisiana Municipal Association
Annual Convention**
07/31/18 - 08/02/18
Lake Charles
www.lma.org

**Louisiana Forestry Association
Annual Convention**
08/28/18 - 08/30/18
Sam's Town Hotel, Shreveport
www.laforestry.com

**Alliance Safety Council
Louisiana Governor's Safety & Health Conference
and Expo**
10/01/18 - 10/02/18
Shreveport (tentatively)
www.alliancesafetycouncil.org



**Lake Charles Utility Coordinating Council
Lake Charles Digger's Night Out Program**
9/6/18
Isle of Capri, Lake Charles

**Capital Area Utility Risk Partnership
Baton Rouge Digger's Night Out Program**
10/11/18
Abundant Life Church, Denham Springs

**New Orleans Area Utility Coordinating Council
New Orleans Digger's Night Out Program**
TBD
Celebration Church, Metairie

Please visit the events calendar on our website for additional information and events

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WE POWER LIFESM



8-1-1 Day at the Park with Louisiana 811

With August 11 almost here, Louisiana 811 hopes this date on the calendar, 8/11, will serve as a natural reminder for all citizens to call 811 prior to any digging project to have underground utility lines marked. Every nine minutes an underground utility line is damaged because someone decided to dig without first calling 811.

The depth of utility lines can vary for a number of reasons, such as erosion, previous digging projects and uneven surfaces. Utility lines need to be properly marked because even when digging only a few inches, the risk of striking an underground utility line still exists.

“On August 11, and throughout the year, we remind homeowners and professional contractors alike to call 811 before digging to eliminate the risk of striking an underground utility line,” said David Frey, executive director for Louisiana 811, “It really is the only way to know which utilities are buried in your area.”

This year to promote safe digging on the natural 8-1-1 day, Louisiana 811 has signed up to be the game sponsor for the New Orleans Baby Cakes (Florida Marlins Triple-A Affiliate) baseball game on 8-1-1 Day. We would absolutely love for our stakeholders to come out and support us at this game at 6:00 PM on August 11 at the “Shrine on Airline” in Kenner!

As the game sponsor, we’ll have 811/Baby Cake caps to the first 1,000 fans on entrance to the stadium, multiple public-address announcements throughout the game, our logo prominently displayed on the videoboard, inclusion in all advertising for the game including: TV, radio, print, social media and digital billboards and an opportunity for an 811 representative to throw out the first pitch!

Additionally, discounted tickets will be available for blocks of 20 or more tickets, so contact us for details.

Did You Know - Communication is the Key?

By Lee Marrs

From one call's beginning in Rochester, NY in 1969 until today, the need to call before digging has become firmly entrenched nearly everywhere. Always, the first step is for excavators to contact the one call center and give information about their proposed excavation project. What happens next, and how soon, determines the success of the rest of the process and whether it results in a safely completed excavation.

In a local area, an excavator simply makes a local call to the operator designated to receive those calls. When "one call" began covering large areas, excavators were reluctant to incur the cost of a long distance call, in addition to the cost of a perceived "work delay" by waiting for utilities (facility operators) to locate and mark their lines. To help overcome resistance, one call centers installed toll free numbers provided by the telephone companies and advertised them as the free path for excavators to notify. These toll free numbers were billed by minutes of usage.

Once the excavator made the call and fulfilled the duty to notify the one call center, and the center has fulfilled its responsibility to accurately record the details of the planned excavation, notice of the pending excavation must be communicated to the owners of buried facilities near the proposed excavation site. In 1969 Rochester, that was accomplished through means of teletype printers linked by "private lines" — dedicated, directly connected telephone circuits.

Networks of private lines became the standard in outbound one call communications. These circuits — known for their reliability, but requiring skilled technicians to manage — together with the inbound, toll free numbers, made up one of the largest costs of operating a one call center. It was common for the cost of membership in a one call center to be comprised of a message fee (supporting the operating personnel, office space and advertising) and a communication fee (for the inbound toll-free numbers and the outbound dedicated circuits.)

In 1981, Oklahoma One Call (now Okie 811) became the first center in the nation to deploy a 100% "dial-up" outbound messaging system. Under this system, a receiving printer only had to maintain a local telephone number for the one call center's computer to "call" the printer and send a message.

Although total dial-up communications was initially met with disapproval by the one call establishment, the tremendous cost savings over private line networks, and a track record of efficient performance soon brought the whole industry around.

With the advent of the almost-magical data transfer capabilities of internet-related technology, all other methods of inbound and outbound communication have been (or soon will be) completely obsolete. It will be fun to see how soon and how fast what we now know of as advanced communications technology also falls by the wayside. Hang on; it's going to be a wild ride! 

American Midstream is committed to conducting our operations with a primary focus on protecting the safety of those living or working near our pipelines.

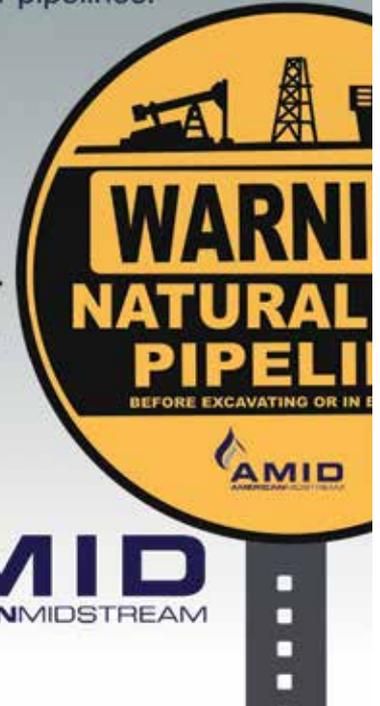


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An Energetic Duo Makes its Billboard Debut

By Michael Downes
Staff Writer



Louisiana businessman Mike Fesi, Sr. is passionate about safety and damage prevention — and not just when it directly relates to his company.

In a first-of-its-kind arrangement, Pipeline Construction and Maintenance, Inc., the company Mike owns, sponsored 32 billboards throughout the Tri-Parish Area to promote Safe Digging Month in April.

“Louisiana One Call is really trying to get out there and promote public awareness of the need to call 811 before you dig, and this was our way to help get that message out there,” Mike said.

Those billboards, which will be seen for 90 days in St. Mary, LaFourche and Terrebonne Parishes, are co-branded with PCM, Louisiana One Call and a curious duo of energetic cartoon characters named Burnie and Earl.

I describe them as energetic, because that’s technically what they are — Burnie is a cartoon natural gas flame, and his sidekick Earl is a drop of petroleum oil.

Also featured on the billboard is Mike, holding a smart phone poised to dial 811, alongside Rhett LeCompte, business manager for Mike’s education initiative Kid Energy USA, which Rhett described in an e-mail as “a leading provider of children’s entertainment with a purpose” with a goal to “make this world a safer and more educated place through the eyes of children.”

Burnie and Earl were born out of an idea Mike had during the BP Deepwater Horizon disaster off the Louisiana coast in the Gulf of Mexico in April 2010.

Mike saw the media and the public-at-large running down the petroleum sector — the industry he takes pride in supporting through construction and maintenance of the thousands of miles of petroleum-related pipelines throughout Louisiana. He felt like he had to do something to bolster the industry’s image.

“I got aggravated during the BP incident with all the news and bad publicity saying how bad the petroleum industry is, and I wanted to share with people how safe we actually do work,” Mike said. “We are probably one of the safest industries there are. I said ‘I have to come up with a way to teach everybody actually how safe the industry is,’ and one of the things I came up with was Burnie and Earl.”

He teamed up with various one call systems throughout the U.S. to spread the word about safer digging techniques and the need to call 811 by offering videos, coloring books and other educational materials aimed at elementary school children.

“It was a natural progression,” Mike said. “If we target 3rd and 4th graders every year for the next 10 years, they’ll remember the message — just like generations that remember Smokey Bear telling them not to play with

matches. They’ll take that message into adulthood.”

And his efforts seem to be paying off.

“At the last CGA convention I went to, a guy with 811 out of New York came to the booth and said he couldn’t wait to talk to me about what happened. He said ‘I showed my kids the cartoon and they did the coloring book. Somebody ran over my mailbox months later and as I grabbed a shovel to fix it, my kids came running out eight months after they saw the video and said ‘you can’t dig without calling 811!’”

Mike said Kid Energy has put out about half a million coloring books that 811 systems have handed out at schools. The billboard project was a great way to tie PCM, Kid Energy and LA811 together.

Mike has several one call systems that have encouraged equipment rental companies to put Burnie and Earl stickers on their excavators to keep the call before you dig message at the front of every excavator’s mind.

And PCM isn’t the only corporation helping to push damage prevention. Mike mentioned that several Lowe’s locations now feature 811 stickers on their shovels.

Every message channel helps to reach a different audience and keep the public safe — and helps to prevent costly repairs. Putting fresh ideas and creative minds like Mike’s behind the damage prevention initiative can make a huge difference to Louisiana communities. 

Big Mike and Kid Energy

Mike Fesi, Sr. is best known as “Big Mike” around Houma, Louisiana. He has earned this name by jumping in with both feet, by taking on big tasks and by getting things done. Big Mike is the founder of PCM Inc. (Pipeline Construction and Maintenance Incorporated), Kid Energy USA, LLC and The Kid Energy Foundation.

His concern for safety comes from working in the pipeline business since he was 18 years old. He saw firsthand the dangers of pipeline construction and maintenance at an early age.

His concern for “kids’ safety” started with his grandchildren when he saw they had a limited understanding of the dangers of oil and gas pipelines. This gave him the idea for “Kid Energy” and the cartoon characters “Burnie” - a natural gas flame and “Earl” - an oil drop. The purpose of Kid Energy is to deliver positive messages about pipeline safety and the oil and gas industry in a way that sticks with kids. Big Mike said, “It’s all about teaching kids to think before they act and helping them develop a mindset for pipeline safety.”

One of the first Kid Energy items on Big Mike’s list was to make Burnie and Earl come to life which led to the creation of “The Adventures of Burnie & Earl” and “The Pool Party,” a seven minute animated cartoon. The storyline is Burnie, in the heat of the summer, wants to build a swimming pool and Earl has a conflict with Burnie digging the without first calling 811.

To help bring the characters to life, Mike created life-sized Burnie & Earl mascot costumes. After that he came up with the idea of a “Pool Party” coloring book and a hard-bound school library book.

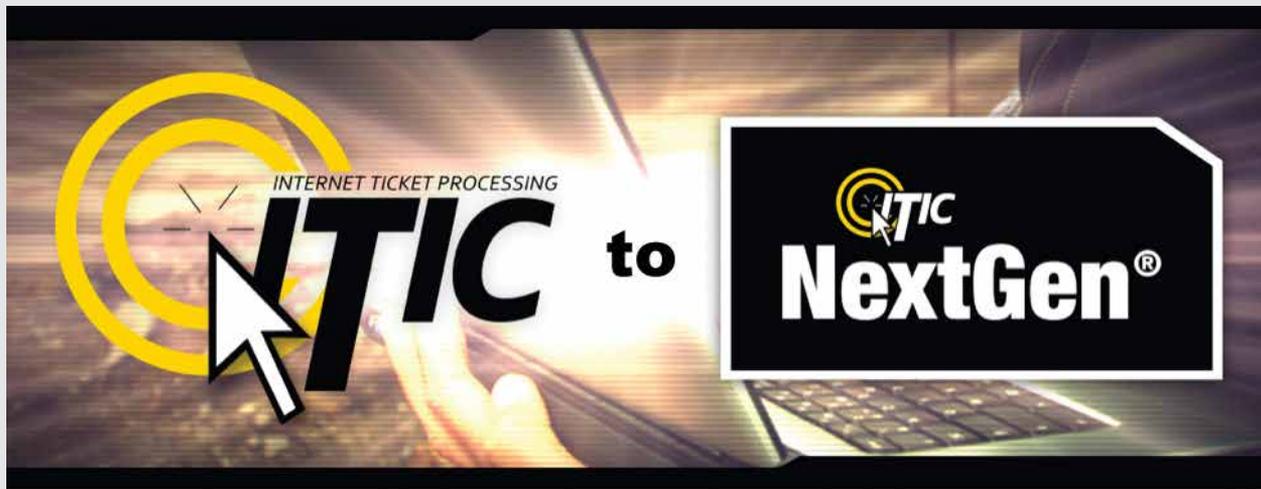


Kid Energy also promotes STEM based subject matter that supports student interests in science, technology, engineering, and mathematics as well as supporting careers in the petroleum industry, from exploration, to production, to refinement, to transportation and distribution.

Big Mike is excited about safe digging and promoting the safe digging and 811 message. During Safe Digging Month, he combined the resources of PCM Inc., Kid Energy USA LLC, and The Kid Energy Foundation to erect billboards throughout Terrebonne and Lafourche Parishes.

Big Mike isn’t finished, he’s just getting started. So we’ll have to wait and see what he has planned next for Burnie and Earl and the safety of our neighborhoods and our children. 





Advantages of Full Conversion from ITIC to NextGen

This article is a follow up to Louisiana One Call's Nextgen Conversion Process

When a notification center has a base of online users as large as Louisiana has, care needs to be taken when changes are made to the product they use to submit their tickets. Because some of the features incorporated into NextGen differ significantly from the processes used in ITIC, we anticipated that some users might not yet feel comfortable with using it. Rather than allow only a more labor-intensive alternative for web users to reach the center, that being the telephone, we designed a conversion process that would allow both ITIC and NextGen to run side-by-side. That way, users could, if they chose, use the old product with which they were more comfortable while they got used to the new one. We anticipated that at some point, a center would want to discontinue use of the old product for a few reasons listed below.

Different business rules

One reason is to ensure that user-entered tickets are processed according to a uniform set of business rules. ITIC and NextGen operate differently, and they operate according to different sets of business rules. During the conversion process, as business rules were formulated, the Louisiana One Call Board of Directors made decisions about ticket size limits. Size and distance information is much easier to process when a computer program evaluates the areas of excavation submitted by a user. ITIC, however, was designed with the idea that a trained human user would recognize

and enforce those limits. As a result, when ITIC users submit tickets that fail to comply with the new size limit, their tickets must be voided and the user must start over. This experience is, in all likelihood, more frustrating than learning to use a new system.

Parcel data and the review process

Processing parcel data on electronic tickets creates another reason to move all users to the NextGen platform.

Louisiana One Call (LA811) members are familiar with the benefits of reduced over-notification by incorporating parcel data into the center's mapping database. Having detailed parcel data available in an area allows our customer service representatives and on-line users alike to reduce the area of notification to the area covered by a single address, thereby reducing the number of members notified.

Center staff continues to review all submissions from some online users in order to better manage the quality of their tickets. Very often, this group of online users does not map the location of their work, and most often only provide the text information that describes where work will take place. Center staff must then map these tickets prior to transmission.

When parcel data is not available in an area, the center staff will map tickets using a technique called "block to block" mapping. When parcel data is not available in a parish's base map, the address range is also not available.

In those circumstances, the person reviewing the ticket will map both sides of the road of the named street to the nearest streets ("block to block") on either side of the approximate area of excavation. This is the default mapping technique when parcel or address range information is not available.

NextGen is a superior program for several reasons. First, the user identifies the dig area by creating the excavation entity around the area where work will take place. The system then uses the text information in the base map to describe the excavation site. Even if parcel data is not available, the description that is created is based on the area that the user has indicated on the map. Finally, and most importantly, because the description is directly drawn from the excavation entity the user creates, there is no longer a need to conduct the review process associated with the older ITIC program.

User acceptance

User acceptance of NextGen has grown every month since it was activated.

Through May, NextGen usage represents 67% of all internet ticket entry.

There are a number of benefits to Louisiana One Call (LA811)'s facility operators and excavators to be gained by completing the conversion of all users to NextGen. More consistent tickets, decreased over-notification and better information for locators are just a few. 

David Frey
Executive Director
Chief Executive Officer
david@laonecall.com

Dear Louisiana One Call Fax Recipient Member:

Louisiana One Call's Board of Directors recently met and reviewed the Louisiana One Call Center's practice of transmitting locate requests to members by "fax." The board noted that the fax ticket delivery can have an adverse impact on our members' damage prevention efforts and in some cases the cost of service to those members who receive faxes. We want to share the important reasons with all of the members who receive fax locate requests as to why it would be beneficial to change their status to email delivery.

Since July 2017, as part of its ongoing efforts to improve service, the Louisiana One Call Center installed an upgrade to "ITIC," the online tool excavators use to submit locate requests. This upgrade is called "NextGen" and it offers several advanced features for users and benefits to facility operators. The main benefit of NextGen is to help our members save on locating costs by allowing the excavator to closely define the area where the digging will take place. This benefit is used to a member's best advantage when they receive their tickets through email.

An interactive map, complete with street, Google or satellite views, and the outline of the excavation area are created as the user enters a ticket. A clickable link to that map is included on every ticket transmitted by email or through a web service.

Fax recipients cannot view the interactive map where the work site is located. Using the interactive map helps members better evaluate whether underground lines intersect with the work area and must be located.

When NextGen is fully and correctly used by excavators and facility operators, our members save money, increase the efficiency of their locating processes and help prevent damages. As you may be aware, an additional charge of \$0.50 per call is assessed whenever a member receives 100 or more calls per month via fax. There is no additional charge for those members who receive their locate request via email or for changing their status to email.

More than 92% of all locate requests are presently being sent to our members via email and our goal is to make it to 100%. To change your status to email, please notify us at *notifications@laonecall.com* and provide your member code and contact information and someone will contact you to ensure a smooth transition to email delivery.

Thank you,

David Frey

Nursery Banner Challenge

Louisiana 811 would like to congratulate our Nursery Banner Challenge winners! Fish Hatchery Nursery in Forest Hill, LA was the winner drawn at random from all the submissions.

Pictured in the Banner Challenge Winner photo is Mrs. Robinson, owner, along with her son Blake. Ross Boudreaux, Kinder Morgan, also received an ice chest for his efforts in approaching these folks about displaying our banner.

Congratulations to Fish Hatchery Nursery and again, special thanks for all the nurseries and home and garden centers across the state for their willingness to post one of our banners and participate in this contest!





Ivey's Building Materials Center participated in the Nursery Banner Challenge.

Louisiana 811 LAONECALL.COM **Nursery Banner Challenge**



Plant-Tech also participated in the Nursery Banner Challenge.

CONTINUED ON PAGE 23

Communication Companies VS Companies that Communicate... What is Your Choice?

By Roger Cox
President
ACTS Now, Inc.

Some say, "Communication is our nation's lifeline to being-in-the-know," while others say, "More communication just means more fake news." Right or wrong, here is what we know in the field: copper, fiber and wireless technologies have combined both aerial and underground to create a maze of ducts and lines that some locators declare almost impossible to adequately or consistently protect.

Likely, it is not possible to overestimate the importance of our nation's communications infrastructure, given our dependence upon it. Just the other day, I sat in a local restaurant next to a family of eight. I noticed the grandfather watching a news channel on one of the many TVs hanging on a wall. His two sons were both watching a sporting event on another TV and four of the older kids were holding their smart phones scrolling through something, while the two-year-old was watching a movie on a smart phone while in her father's lap.

During the 30 minutes I was there next to them, there were very few words spoken, other than "pass me the salt." I thought, "Nothing like getting together for some quality family time."

There is no question but that we've all become absolutely dependent upon the communication industry to keep us informed and together. I guess that's why the race to provide the most bandwidth for the longest contract at the most attractive initial price seems to drive the communications competitors at a furious pace in almost every corner of the country.

Internet companies, phone companies and the cable industry are all vying for your dollars as they relate to communication. We appreciate the extra bandwidth and speed but unfortunately, the race to be first to serve an area has created some unintended consequences for the professionals working to keep America's underground infrastructure protected.

An example recently cited by a contract locator was the only notice he received that 40 subcontractors were moving into his area was the notification received from the 811 Center. Not surprisingly the project was born in chaos and ended in disaster.

This paradoxical lack of communication from a communication expert leads to frustrations for all involved and unnecessary delays, damages to underground infrastructure and

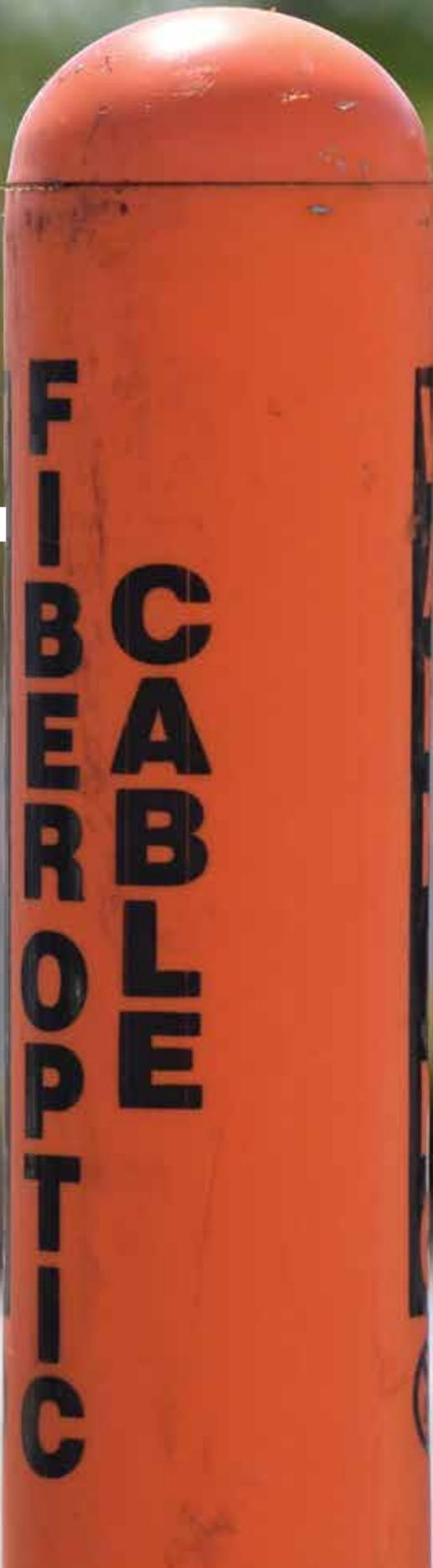
disruptions in the lives of the general public.

A result of such a lack of timely communication is the locators are denied the time to bring their resources together to focus on an area that will soon overwhelm the local staff. Then begins the finger pointing and unreasonable expectations; most of which could have been avoided by giving enough advance notice and good contact information necessary to get ahead of the work and minimize the frustrations.

Exchanging phone numbers is a great first step. Now that we are able to contact one another... let's communicate. All stakeholders on these kinds of projects need to understand each other's needs and expectations. Communicating with one another throughout the project is critical to ensure that other utility locators can get in front and stay in front of the project.

At the end of the day, both the excavator and locator have the same goals. Both want to take care of their customers, they want to keep the public and their employees safe.

Surely by now, we've learned that each of us has our frustrations even under the best of circumstances and many of



them are self-inflicted. The excavator, his client, the impacted utilities in the scope of work and locators make up a diverse and complex team, sometimes with competing interests.

Research has shown over and over again: teams that fail to communicate effectively wind up wasting time and energy doing unnecessary work because of a lack of understanding of what needs to be done. These team members also misunderstand each other and their personalities. This often leads to conflict within the group and a lack of trust.

Teams that communicate complete projects in a quicker and more efficient amount of time than others. They also are more accurate in their work than those who fail to communicate. Effective communication also allows each stakeholder group to understand their roles and the roles of everyone else involved. It also allows each member to understand what really needs to be done to ensure a successful project.

Don't disrespect me for what I don't know, especially if you haven't told me what you expect...

Call before you dig! 📞



Cave-ins Happen

Five Simple Steps to Protect Your Workers

By David Dow

Working in trenches and excavations is potentially one of the most hazardous types of work in the construction and utility industries. One reason? Many people don't appreciate the enormous weight of soil. One cubic yard of soil can weigh almost 4,000 pounds — the weight of a small car or pickup truck. As a result, when a trench or excavation caves in on unprotected workers, it usually means a very serious injury or death, even in a very shallow trench. The following are five simple steps you can take to protect your workers.

Step #1 – Have a Trained & Authorized Competent Person on the site

In an attempt to reduce the number of deaths and serious injuries that occur in trenches and excavations, OSHA

requires that a Competent Person is onsite whenever workers are exposed in an excavation. OSHA defines the Competent Person as one who:

- Is capable of identifying existing or predictable hazards in the surroundings or working conditions that are unsanitary, hazardous, or dangerous to employees and
- Has the authority to take prompt corrective measures to eliminate them.

OSHA goes on to say that the Competent Person must have specific training in, and be knowledgeable of, the requirements of the OSHA Standard (29 CFR 1926, Subpart P), soils analysis, the use of protective systems and lists the specific responsibilities of a "Competent Person."

The on-site presence of the Competent Person is crucial in maintaining a safe

working environment.

Step #2 – Follow OSHA's General Requirements

The General Requirements section of OSHA's 29 CFR 1926, Subpart P – Excavations, addresses several "common sense" items related to trenches and excavations:

- **SURFACE ENCUMBRANCES** — These are described as telephone poles, trees, fire hydrants, street signs, sidewalks, curbs and gutters and similar objects adjacent to an excavation. They should be removed or supported to insure their stability and to safeguard workers.
- **UNDERGROUND INSTALLATIONS** — These include underground utilities such as sewer, gas, water and telephone and electric

lines. Prior to the start of actual excavation work, utility companies must be contacted with adequate, established, or customary local lead times, then advised of the proposed work and asked to determine the location of the utilities. All underground utilities must be protected, supported, or removed to protect workers.

- **ACCESS & EGRESS** — These are just fancy words for entering and exiting an excavation. Trenches and excavations deeper than four feet require a means of access and egress. Also, each worker must be within 25 feet of a ladder, ramp or stair. Each means of access and egress must be within a protected area.
- **VEHICULAR TRAFFIC** — Workers exposed to traffic must be provided with, and must wear, warning vests or other highly visible garments. Signs, signals, barricades and/or flagmen may also be required.
- **FALLING LOADS** — Workers are not permitted underneath overhead loads. In addition, employees must stand away from equipment being loaded or unloaded from vehicles.
- **WARNING SYSTEMS FOR MOBILE EQUIPMENT** — When mobile equipment is operated near the edge of an excavation and the equipment operator does not have a clear and direct view of that edge, warning systems — such as barricades, spotters, or stop logs — are required.
- **HAZARDOUS ATMOSPHERES** — This section of the OSHA Standard is designed to protect workers from so-called “bad air.” Concerns include too little oxygen, too much oxygen, flammable gases such as methane and natural gas and toxic gases such as hydrogen sulfide and carbon monoxide. Atmospheric testing, along with the use of ventilation equipment, are two of the most common and important methods of addressing hazardous or potentially hazardous atmospheres.
- **WATER ACCUMULATION** — Workers must not work in trenches or excavations where there is accumulated water, or where water is accumulating, unless adequate precautions are taken. If the excavation work interrupts the natural flow of surface water, then diversion ditches, dikes or other means may be required to keep water out.
- **ADJACENT STRUCTURES** — The stability of sidewalks, streets, adjoining buildings, walls and other structures can be reduced by excavation operations. Specialized shoring systems, bracing and/or underpinning may be required to ensure the stability of these structures and to protect workers.
- **LOOSE SOIL OR ROCK** — Spoil piles (and equipment) must be set back at least two feet from the edge of a trench or excavation.
- **FALL PROTECTION** — Walkways with standard guardrails are required when employees or equipment cross over excavations. Wells, pits, shafts, etc., must be barricaded or covered.

Paying close attention to each of these important potential dangerous circumstances will help insure worker safety, as well as help contractors and utilities “stay legal” with OSHA.

Step #3 – Carefully Analyze the Soil

An important responsibility for the Competent Person is soil analysis. Even when sloping, soils analysis is the very first step in choosing a protective system.

There are hundreds of different types of soil. OSHA is concerned with just four – Stable Rock, Type A, Type B and Type C.

OSHA says the Competent Person must perform at least one visual and one manual test of the soil that is excavated. Alternatively, the Competent Person can assume a “worst case” scenario and assume all the soil is “Type C.” In fact, many contractors and utilities take the position that it’s all Type C.

Step #4 – Use a Protective System

With one exception, OSHA requires the use of protective systems in all trenches and excavations that are deeper than five feet. The exception involves trenches or excavations in stable rock. In those situations, it’s “legal” to work with vertical walls, but note: stable rock is extremely rare.

And if a trench or excavation is less than five feet deep, a protective system is still required if there’s a potential for a cave-in.

Note that in some states, local laws require use of protective systems in all trenches that are four feet or more deep. Always check your state regulations.

There are five options for protective systems:

CONTINUED ON PAGE 18

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OPTION #1 – SLOPING AND BENCHING

This procedure calls, first, for classifying the soil, then referring to the charts and illustrations in the OSHA Standard to determine the correct angle of the sloping or benching.

From the OSHA Standard:

Type Soil	Angle of Bank
Stable Rock	Vertical wall
Type A Soil	¾ to 1 (H to V), or 53 degrees
Type B Soil	1 to 1 (H to V), or 45 degrees
Type C Soil	1 ½ to 1 (H to V), or 34 degrees

OPTION #2 – TIMBER SHORING

This is a system of wooden walers, cross braces and uprights that support the walls of a trench or excavation. The OSHA Standard specifies the sizes of timbers, based on the various types of soil, the depth of the trench or excavation and the type of timber used to build the structure (oak or Douglas fir).

OPTION #3 – ALUMINUM HYDRAULIC SHORING

Hydraulic shoring systems have replaced a lot of timber shoring. Developed in California in the late 1950s, there are two main types of hydraulic shoring systems: vertical shores and horizontal walers. Both employ aluminum rails and hydraulic cylinders that apply pressure to the walls of a trench, creating an “arching effect” in the adjacent soil that prevents the walls from collapsing.

OPTION #4 – TRENCH SHIELDS

Trench shields are aluminum or steel structures designed to protect workers by withstanding the forces of a cave-in. Regardless of the material they are made of, the principles for trench shields are the same.

OPTION #5 – SITE-SPECIFIC ENGINEERED SYSTEMS

Occasionally the charts in the OSHA Standard for sloping and benching, or timber shoring, as well manufactured systems such as aluminum hydraulic shoring or trench shields, are not appropriate. There may be jobsite conditions or other factors that prevent the use of all these systems. In these situations, a registered professional engineer must design a system specifically for the job. The engineer has to be registered in the state where the system will be used and will have to “stamp” the design. There are additional requirements as well, all of which are covered in the OSHA Standard.

Step #5 – Inspect the Excavation

The properly trained and authorized Competent Person must inspect excavations daily for:

- indications of possible cave-ins;
- failure of protective systems;
- hazardous atmospheres;
- or other hazardous conditions.

Inspections must be conducted prior to the start of work and also as needed throughout each shift, after rainstorms and after other potential hazard-increasing events. The Competent Person must also check adjacent areas and protective systems (before and during use) and look always for indications of possible cave-ins and hazardous or potentially hazardous conditions.



A steel trench box such as this one may be the best solution to protect workers in certain excavation situations.

To Summarize:

By having a properly trained and authorized Competent Person onsite and following the General Requirements section of the OSHA Standard, carefully classifying the soil, then by utilizing protective systems and rigorously and repeatedly inspecting every excavation, you and your employees can work safely in trenches and excavations. 

David Dow is Co-founder of TrenchSafety and Supply — now part of Underground Safety Equipment, LLC which provides sales, rental equipment, repair service, and safety training to construction, excavation, and utility companies. Visit www.TrenchSafety.com or www.UndergroundSafety.com

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Ask Your Agent

By Virginia Reames
The Policy Center, Inc
Jackson, MS



I know you expect your insurance agent to get you the best policy for the money, and he really wants to do that, too. Sometimes, however, the agent is stuck in the old patterns, and writes everyone the way he always used to—but it's your livelihood, your equipment, your property. It's not about him, it's about you.

Double check for yourself—make sure your liability is at least \$1 million per occurrence, \$1 million aggregate. You can get lower limits for less money, but why? It's a business expense, and you definitely need a minimum of \$1 million. The courts are full of liability lawsuits; legal bills are skyrocketing. Ask your agent if Legal Defense is inside policy limits—or outside. You want outside because that leaves the entire million to pay the judgment if you lose. I hate to say it, but I have recently seen policies with liability limits of \$300,000 per occurrence and \$600,000 aggregate. I don't know how much that insured saved—but it sure wasn't \$700,000! I agree it's not often you need the full million—but suppose you do...

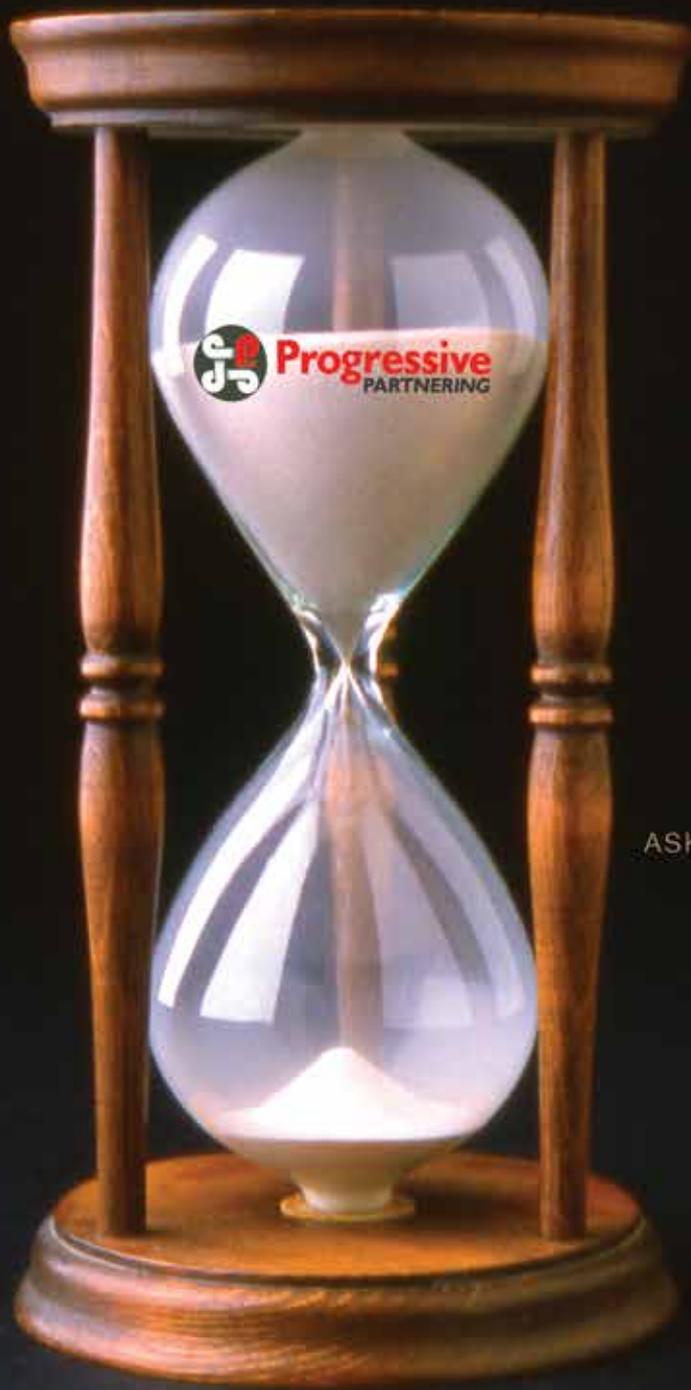
Does your policy contain EBL (Employee Benefits Liability)? You know what that means—you hire someone and your bookkeeper neglects to add him to the insurance at the right time. BANG! He has a heart attack or cancer and is now uninsurable. But he wasn't uninsurable before the heart attack – back when your bookkeeper forgot to add him—guess who's liable? You are, because by law you have to include everyone, and that's what EBL—contained within your liability policy, covers. Employee Benefits Liability, you need it. It's not a bit expensive.

Now here's a good one: admitted vs non-admitted company your coverage is placed with. Depending on what jobs you are doing, every company won't write every job category. A lot of companies are non-renewing roofers, for example. When this happens, agents often have to go through brokers to get coverage for you. You'll know because there will be fees and taxes as part of your premium. Most state insurance commissions require that you must try admitted carriers first—before you go to the broker/non-admitted companies. Since non-admitted companies do not contribute to various states' Guaranty Fund (which is to pay claims IF the specific company goes under), your non-admitted carrier's policy must be stamped stating there is no Guaranty Fund in case your company goes bankrupt. Solution? ANY company rated "A" by AMBest is not, repeat not, likely to go under.

Auto Coverage—ask your agent how this is written. Does it cover what is known as "any auto"? Or does it only cover "Scheduled Autos"? Yes, it is possible to have a newly purchased vehicle covered without ever telling your agent – at least until renewal. In fact, there is more than one way...one, of course, is "substitute vehicle," like for when yours is in the shop or otherwise not on the road. The other is either written "Any Auto" or Fleet Automatic. TIP – it's never a good idea to not tell your agent, and make sure you back it up with a paper trail. If your agent gets kidnapped to Mars, you have proof you notified. Case closed.

Property—Unless there is some good reason, the buildings should have the fullest, most complete coverage. What you want to see on your policy is: "special", "RC" (not "ACV"), 90%. If you see words like "basic" or "broad," ask why. These two coverage types only cover certain things—which is OK if your building is old, needs repairs, etc. It's all you can get for a building like that. But NOT if it's either new or in good repair. And it's never OK if your building is near enough to a road where someone could accidentally jump the curb and strike it—because it won't be covered. Repairs will have to come out of your pocket. So there really wasn't any savings after all.

I know your agent is a good guy—and I hope he's a good agent, not stuck in old patterns and attitudes. But if he is, try to bring him around to the right way of thinking... 



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I ran into both of my regular readers on a side street in Baton Rouge a couple of weeks ago and was asked about my old friend and everyday hero Dillard. They said, "Tell us another story about Dillard." It has always been easy to tell stories about my friend, partly because he was a legendary story-teller. I was immediately reminded of days long past...back in the fifties down a long single lane dirt road in southwest Arkansas that dead-ended at Dillard's cabin at the edge of the big woods.

This hot summer day found me sitting on his front porch leaning against one of the cedar porch columns. I waited patiently for Dillard to pour himself a cup of coffee and settle into his old rocking chair on the front porch. Finally, he walked out of the house with his coffee. He stretched real big as he stepped on the porch. He had the look of a king about to be coronated. He paused and stared at the rocking chair. He moved it slightly and slowly sat down. He allowed it was important for a man of his breeding and years to rock with the grain so as not work himself to death rocking uphill.

I didn't rightly know how old he was, I would have guessed something in the range of Methuselah, but it didn't really matter. All I really knew from my 6-year-old orphan kid perspective was that he had a head full of sense and somehow found the time to teach me the important things of life that grade school just wasn't equipped to handle.

I guess that's part of what I remember

most about this great story-teller. He not only had time to listen to where you wanted to go, but he had the ability to help you get there. I think we'd be a lot further in our damage prevention efforts today if we had more people with such ability.

The afternoon passed quickly on the front porch. I'll admit the warm cookies helped along with the half cup of coffee that Dillard snuck to me. "Now don't tell Miss Beulah about the coffee," he reminded me, knowing it wasn't allowed at home.

It was getting over in the shank of the evening and he said, "Perhaps I should walk you home...it is getting dark." I thought that was a great idea, plus we might run upon a critter or something that I could learn more about. It was about that time when we walked upon the remains of a lost civilization. Or that's what Dillard told me when I asked him about several piles of rocks that looked odd to me there in the woods. The rocks served as markers for the tribe, so that hundreds of years later people would remember them.

Apparently, the entire population was almost wiped out by the blizzard of '09 and only 5 members of the tribe escaped with their lives. How they found their way to the big woods between Dillard's home place and my Uncle and Auntie's will likely remain a mystery 'til the Lord returns in the clouds.

Dillard told me as we looked at the markers that they had died one at a

time and as they died the remaining tribe members buried them there in the lost cemetery and put that pile of rocks at the head of the grave so that some day a scouting party like us could find them and tell the world about the lost tribe of Eglafs. I asked him who buried the last one when he died and who put the rocks at the head of his grave? He figured it must have been a band of foreigners from Texas that had traveled through the country during the summer of '28.

We then heard the voice of my Aunt Beulah hollering my name through the woods. "Rah-joe!!" rang out the second time and I knew that the scouting party was coming to an end. I gave Dillard a quick hug and said, "I'll see you tomorrow, ok?" and ran through the woods to reassure my Auntie that no lion or tiger had eaten me alive. I could hardly wait to tell her about the Eglafs. I faithfully told her the tragic story of the lost tribe and the meaning of the 5 sacred piles of rocks.

"Good gracious honey," she said. "Your Uncle Alva hauled those rocks from our yard when we were building our home and he hauled them in that old wagon that sits behind the barn. There is nothing sacred about those old rock piles." "Yes, there is!" says I, protecting the legacy of the Eglafs.

And that's when I learned that some uninformed grownups will rain on your parade.

Besides, only the rocks knew for sure... and I was going to believe Dillard because he had the best story! 

Nursery Banner Challenge



Tom Fennell, Clegg's Nursery, participated in the banner challenge.



Landscape Depot also participated in the nursery banner challenge.

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Act No. 218 from the 2017 Regular Session House Bill No. 389 provides for the authority of the Commissioner of Conservation to enforce laws for the prevention of damage to pipelines, to provide for and require certain procedures, to provide for adjudication of violations, to provide for penalties and other remedies, to provide for effectiveness, and to provide for related matters. (See LA RS 40:1749.27)

In 2017, Governor John Bel Edwards signed legislation granting authority to the Commissioner of Conservation to enforce Louisiana's Dig Law (RS40:1749.11-27) on regulated pipeline right of ways.

These are pipelines that carry any gas that is flammable, corrosive or toxic (most are natural gas pipelines) and liquids lines that carry petroleum (crude oil, condensate, natural gasoline, natural gas liquids and liquefied petroleum gas), petroleum products (flammable, toxic or corrosive products obtained from distilling and processing of crude oil, unfinished oils, natural gas liquids, blend stocks and other miscellaneous hydrocarbon compounds), anhydrous ammonia and liquid CO₂ (State Police Hazmat must still be contacted concerning releases of hazardous materials).

Our Damage Prevention Program webpage can be viewed at: www.dnr.louisiana.gov/index.cfm/page/1513.

The enforcement program will be complaint based. For complaints concerning excavating without a One Call Ticket, unsafe digging practices, mismarking or no marks, the toll-free contact number is 1-833-726-0410. Complaints can also be emailed to: PipelineInspectors@la.gov. 

Please feel free to contact me or my staff with any questions.

Steven Giambone

Office of Conservation

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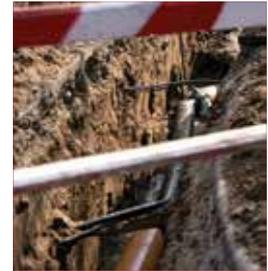


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Louisiana 811

The Mission

The mission of Louisiana 811 is to protect our members' facilities, the public, and the environment by providing excellent damage prevention services to all stakeholders in an effective manner.

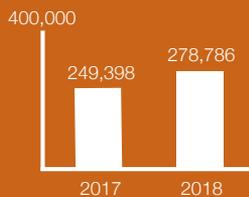
The Vision

The vision of the leadership of Louisiana 811 is to be a pre-eminent one call center by staying on the leading edge of damage prevention technology through innovation and customer service.

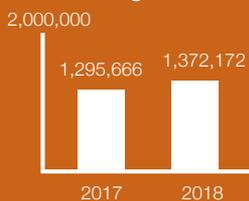
Call Center Operations

Year to Date
May 2018

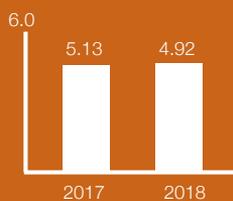
Tickets Processed



Messages Sent



Call Ratio



Call ratio is the number of utilities notified per incoming call.

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sudoku puzzle

3		1		4	7		9	
6	5						4	1
				5	1		2	
	3					7		8
	4		2	7	8		3	
7	9		1			4		
8				6	2			4
	7	9	3				5	6
4				1			8	

Fill in the grid with the numbers 1 through 9 so every row, every column and every 3x3 box contains the numbers 1 through 9 without repeating any of the numbers. Solution is on page 28.

“Nobody loses all the time”

with apologies to e e cummings

By Joe Igel



Before entering the construction field, I was a teacher, and one of the poems I enjoyed teaching was e e cummings’ “Nobody loses all the time.” In the poem, he describes a family member’s bouts with failure and his ultimate success in overcoming those failures. While very tongue in cheek, the poem concludes that everybody achieves some success at some point. It is a good message to remember.

Ten years or so ago, I was called to investigate a site where a utility had been dug up. I met with representatives of the affected utility and was accompanied by our insurance company’s safety audit specialist. He visited our business every 3-6 months to make sure we were doing all we could to minimize our exposure to risk. He watched as the utility representatives and I met, walked the area where the line had been hit, talked with the superintendent and discussed responsibilities. The line, where struck, was unmarked. It was within the scope of the locate request. During the interview process, our superintendent said that he should not have been surprised to find the unmarked line where it had been hit because what

apparently was the same line was not marked 250 feet away either.

At that point, armed with the knowledge that the unmarked line had been discovered earlier in our work, I knew that even though the utility had failed to mark, we could potentially have avoided the damage by calling both them and our One Call. Without this useful information, we could not. I told their representatives that if I was invoiced for the total cost of the damage I would contest it, but that I did not expect them to endure the entire cost either. I told them I would split the cost 50/50 and issue them a check as soon as I received the invoice for our half of the amount.

Upon return to my vehicle, I was somewhat chastised by our insurance person, being told that I should have denied any responsibility. I told him that it was my philosophy to fight when we felt we were in the right, to pay when we were in the wrong and to negotiate when we felt that the responsibility was shared. I went on to explain that, when we decided to deny, we had assembled our evidence carefully and had full and complete documentation. When we agreed to pay, the check was processed quickly.

And if we negotiated a sharing of costs, we remained good to our word. I also told him that this philosophy was better in the long run.

I shared this experience at various excavator meetings, encouraging my peers to perform the same. While most were already doing this or similar, there were some that refused and continually complained about the utilities, noting that all of the hits were their fault and lamenting that they, as excavators were doing everything they could do. I would attend meetings where utility members were present and they would, while in the audience, make generally disparaging remarks about excavators in general. The obvious truth is that the truth is somewhere in the middle, because “nobody loses all the time.” The lesson remembered from the poem, that everyone succeeds now and then at a very minimum, includes utilities, excavators, and third party locators.

It is often difficult to look at one’s self, one’s processes and practices and find fault. But it can always be there, somewhere. The quickest path to failure is the sentiment that all is perfect and that there are no issues. 

Mr. Igel, recently retired as vice president of the George J. Igel & Co., Inc., after working there for more than 35 years.

the **Jacobi** P E R S P E C T I V E

Communications

by John Jacobi

From a safety perspective, good communications are critical. The “who, what, when, where and why” of any situation that could cause death, injury, or harm to the environment or property can make the difference between a near miss and a catastrophe.

We have all heard the story of the little boy who cried wolf. After several false alarms, no one believed him. And then one day the wolf showed up. The same could be said for Chicken Little — except the sky, as far as I know, never fell.

Credibility is crucial.

I happen to believe that climate change is in fact occurring. I do not, however, believe that the human contribution to climate change is significant. Consider that a single volcano, Kilauea in Hawaii, emits about 2,000 tons of irritating sulfur dioxide gas (SO₂) gas each day during periods of sustained eruption. That does not include other undesirable emissions such as particulates and other, possibly less noxious but still greenhouse, gases. I have no idea how Kilauea rates in terms of its size as compared to other volcanos and I don't know how many active volcanos there are at any given time — but there has to be a lot. Do the math. If there are, at any given time, 100 active volcanos on the planet (probably conservative) and Kilauea is an average volcano, Mother Nature is putting out 200,000 tons of SO₂ a day. If SO₂ is only 20% of the “bad stuff” emitted by volcanos, that's over 1 million TONS of pollution that occurs naturally each and every day, seven days a week. Add all the smoke from forest fires, the particulates from dust storms throughout the world,

naturally occurring methane from both livestock and compost, oil seeps and sun spots, and it should be obvious that civilization's contribution to climate change is insignificant. Compared to naturally occurring causes of climate change, anything man has done or is doing is, in the aggregate, far less significant.

Does that mean that man should not do everything reasonably possible to

When it comes to safety, however, too much communication is probably just enough.

mitigate pollution and global warming? Absolutely NOT! As new technology becomes available and economically feasible, it should be applied. That, however, does not mean that alternative technologies should be subsidized at the expense of further refining (pun intended!) existing technologies. Let the market decide!

What does this have to do with communication? Simple. There is so much false information out there that the public (and I consider myself part of the public) simply doesn't know who or what to believe. In the “old” days, if it was in the newspaper, on television, or taught in school, it was Gospel. I don't know about you, but I no longer subscribe to a newspaper and I don't watch the national news. I use

the internet with a jaundiced eye, but I still get fooled on occasion. Can it be that there is too much communication today? It depends. Newspapers and the national news used to have credibility. These days they all — and I do mean ALL — seem to me to have a slant and all appear biased. That said, there is no doubt that there are those who are absolutely convinced that the bias I perceive is not bias at all but absolute fact.

When it comes to safety, however, too much communication is probably just enough. It is much better to say something about a potentially dangerous situation than it is to remain silent and watch an accident happen. The means of communication and the urgency depends on the specific circumstances. You be the judge. It is up to you to decide. Think about it. To use a football metaphor, run with your head up. But don't run with scissors!

Be safe out there! 

John Jacobi retired from PHMSA.
For questions or comments, email:
jjacobi@sbcglobal.net

sudoku puzzle solution

3	2	1	8	4	7	6	9	5
6	5	7	9	2	3	8	4	1
9	8	4	6	5	1	3	2	7
5	3	2	4	9	6	7	1	8
1	4	6	2	7	8	5	3	9
7	9	8	1	3	5	4	6	2
8	1	3	5	6	2	9	7	4
2	7	9	3	8	4	1	5	6
4	6	5	7	1	9	2	8	3

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