

Louisiana



2018 Issue 1

t the dirt
digging.
Call 811.

ATMOS
energy.
natural gas company



8

**First Time Attendee at
the Louisiana Damage
Prevention Summit**

...leave the area immediately.
...and Atmos Energy at 866-372-8667.

atmosenergy.com

ATMOS
energy

If you need gas, water,
...then call 811 and Atmos Energy.



integrity



reliability

connectivity

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.



Safety and Regulatory Compliance are Top Priorities

- Safety and regulatory compliance is the driving force behind Crimson's operations and day-to-day business - the company consistently meets or exceeds all local, state and federal regulations.
- The oil industry is one of the United States' most heavily-regulated industries. In Louisiana, Crimson's operations are regulated by:
 - Bureau of Ocean Energy Management, Regulation and Enforcement
 - Bureau of Safety and Environmental Enforcement
 - Louisiana Public Service Commission
 - PHMSA (DOT)
- Crimson Gulf's operations are monitored and controlled by a state-of-the-art control center 24 hours a day and seven days a week.
- The safety of the public and employees, the environment, and property is the company's number one priority.

**24/7 In Case of an emergency contact:
Crimson Control Center at 866-351-7473**

from the desk of
David Frey



It was great to see so many of you at our Damage Prevention Summit. I want to thank everyone who attended, exhibited, sponsored or presented this year. It was a great mix of the old and new. The sessions were perfect and there was an enthusiasm this year that was infectious.

Congratulations to Brian Williams, locating for Baton Rouge Water Company and Shane Willhite, who locates for USIC. Both received Locator of the Year Awards for their respective divisions. These are new awards to be given annually at the Damage Prevention Summit for three divisions. One each for a contract locator, small member of Louisiana 811 and large member. Ask us how to enter the contest for next year's event.

Vic Weston has long been a damage prevention champion, not only in Louisiana but across the nation. He has served on national and state boards promoting damage prevention through a better understanding of stakeholder perspectives. In honor of Louisiana's damage prevention champion, this year a committee was tasked to recognize other damage prevention champions from within the state. The committee thought it proper to name the award after Vic Weston.

The first recipient of the Vic Weston Award was Robert Borne. Robert has been a longtime proponent of safe digging. Congratulations Robert! Well-deserved and thanks for your leadership.

I thank Dr. Loren Scott for an informative and entertaining presentation on the economic outlook for Louisiana and America. Based on his presentation, it looks to be a very busy and exciting time for those of us in the industry.

Check out some of the photos from this year's event. It is not too early to mark your calendar for next year now. The Summit is scheduled for January 15 – 17, 2019. It will be held again at the Crowne Plaza in Baton Rouge again. We've made the decision to move it from March to January to avoid conflicts with other association meetings. We hope you'll be able to make the adjustment with us. Expect to see some exciting additions to the Summit next year.

We continue to look for ways to build stronger and more meaningful relationships with all stakeholder groups across Louisiana. Whether it be through events like the Summit, Dig Law Committee meetings or through the efforts that our Damage Prevention Managers are involved in. Our commitment is to better understand the issues that are important to you and work with you to find lasting solutions.

Remember that April is national safe digging month and that by the Governor's proclamation it is safe digging month in Louisiana. Call before you dig.

Thanks to the advertisers and partners in damage prevention who support our efforts and in particular this magazine. Your involvement makes it possible for us to reach thousands of damage prevention professionals who routinely work in our state.

Finally, check out our new website. We hope you'll find it to be user friendly and informative. We'd appreciate your feedback on the design and usefulness.

Dig safely!

David Frey
Executive Director
Louisiana 811



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2018, Issue 1

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Letters, comments, and articles are encouraged and can be submitted to:

Louisiana 811

Email: laonecall@aligningchange.com

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

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April is Safe Digging Month



John Bel Edwards
GOVERNOR

Proclamation

WHEREAS,

each year, Louisiana's underground utility infrastructure is jeopardized by unintentional damage by those who fail to call to have underground lines located prior to digging; and

WHEREAS,

undesired consequences such as service interruption, damage to the environment and personal injury and even death are the potential results; and

WHEREAS,

Louisiana law requires that anyone planning excavation or demolition must notify Louisiana One Call and, if a facility must be located, personnel will be sent to mark the location of underground facilities at no cost to the requesting party; and

WHEREAS,

Louisiana One Call, the Office of Conservation and the Office of Public Safety promote the national Call-Before-You-Dig number, 811, as well as the use of safe digging practices, in an effort to reduce damages; and

WHEREAS,

through education on safe digging practices, excavators and homeowners can save time and money keeping Louisiana and our nation safe and connected by making a simple call to 811 in advance of any digging project, waiting the required amount of time, respecting the marked lines and finally, digging with care around the marks; and

WHEREAS,

Safe Digging Month is an opportunity to promote safe digging practices and remind everyone that safe digging is a shared responsibility.

NOW, THEREFORE,

I, John Bel Edwards, Governor of the State of Louisiana, do hereby proclaim April 2018 as

SAFE DIGGING MONTH
in the State of Louisiana.



*In Witness Whereof, I have hereunto set my hand
officially and caused to be affixed the Great Seal of the
State of Louisiana, at the Capitol in the City of
Baton Rouge, on this 1st day of April
A. D. 2018.*

John Bel Edwards
Governor of Louisiana



Boardwalk Pipeline Partners is committed to operating pipeline assets in a safe, reliable and compliant manner and providing the highest level of customer service.



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



2018 Louisiana Convention Schedule

Louisiana Emergency Preparedness Association & Governor's Office of Homeland Security Annual Workshop
05/14/18 - 05/17/18
Crowne Plaza Hotel, Baton Rouge
www.lepa.org

Louisiana Farm Bureau Federation Annual Meeting
06/21/18 - 06/24/18
Marriott, New Orleans
www.lfbf.org

Louisiana Associated General Contractors Summer Conference
06/27/18 - 06/30/18
Sandestin Hilton, Sandestin, FL
www.lagc.org

Plumbing-Heating-Cooling Contractors of Louisiana Annual Convention & Trade Show
6/28-30/18
Hilton Riverside, New Orleans
www.laphcc.org

Louisiana Rural Water Association Annual Training & Technical Conference
07/16/18 - 07/19/18
Lake Charles Convention Center
www.lrwa.org

Louisiana Gas Association 191/192 & 195 Pipeline Safety Conference
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
Shreveport (tentatively)
www.laforestry.com

2018 Digger's Night Out Programs

Lafayette Area Utility Coordination Council Lafayette Digger's Night Out Program
4/12/18
River Oaks, Lafayette

Ouachita Utility Council Monroe Digger's Night Out Program
4/19/18
University of Louisiana, Monroe

Caddo/Bossier Shreveport Digger's Night Out Program
4/26/18
State Fair Grounds

North Shore Utility Council North Shore Digger's Night Out Program
6/7/18
Castine Center, Mandeville

811 POSTER CONTEST

This exciting contest provides teachers with an interesting way to incorporate safety education into classroom curriculum. It is designed to combine a student's originality and artistic talent with his or her ability to share the important message of **Know what's below, call 811 before you dig.**

What: Student poster contest with amazing prizes

Who: Grades 4 - 6

When: Contest entry deadline is April 27, 2018

How: Register and request your contest packet online at

energysafekids.org/811-poster-contest



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

This simple contest has terrific rewards for both students and teachers!

- The first 811 student entries received will be awarded Call 811 T-shirts and all other entries will be awarded *Certificates of Appreciation*.
- A grand prize winner will be awarded an educational trip to Washington D.C. (student and a parent/guardian) in or before August 2018.
- The teacher of the grand prize winner will be awarded a classroom education grant of \$811.
- Two honorable mention student winners and their teachers will be awarded Kindle Fire with Alexa 7" tablets.



U.S. Department of Transportation
Pipeline and Hazardous Materials
Safety Administration





Always call
811 before
you dig.

And if you suspect a gas leak, call
1-800-ENTERGY (368-3749) or **911**.

At Entergy, safety is our
number one priority.
Make it yours!



A message from Entergy New Orleans, LLC and Entergy Louisiana, LLC
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WE POWER LIFESM

Have You Updated Your Mapping Polygons Lately?

By David Frey
Executive Director
Louisiana 811



At the beginning of this digging season, there is no better time to review your customized database maps in the One Call System to determine if changes need to be made.

There may possibly be areas where you have installed new lines and may not have added that area into your existing database. In addition, there may be areas that you may no longer be responsible for that need to be removed from your existing database. It is also an opportunity to view your database to see if you are getting nuisance calls outside of your area and could possibly determine that your customized area may be too large and need modifications. Please feel free to view your current database online by logging into www.laonecall.com. If you need assistance with logging in, please contact the database administrator, Shana Fleming, by email at sfleming@occinc.com. 



Pipeline safety is a shared responsibility.



Awareness

The most serious risks to human life and environment posed by marine pipelines are due to anchors, spud barges and collisions of vessels. The intensity of all types of offshore use increases near the coast where water is shallower and pipelines are most densely distributed. We are concerned about threats to life and environment resulting from pipeline damage.

Prevention

A focus on safe operations is critical. It is important to remember underwater pipelines as you develop your safety, work and voyage plans. Submerged pipelines can be damaged by a spud, wheel washing, pile driving, anchor, the pads of a jack up rig or any heavy activity.

Emergency Preparedness

- Conduct a safety meeting with your crew that covers the hazards of working near pipelines.
- Prepare and review with your crew an emergency response and evacuation plan in the event you make contact with an underwater pipeline.
- Confirm that life-saving devices, including life vests, are placed at multiple, convenient, on-deck locations.
- Ensure you have the information you need to account for all your personnel in the event of a pipeline incident.
- Conduct regular drills to ensure your crew is ready to respond to an emergency.



Any time you drop anchor, dredge, lay pipe, drive pilings, wheel-wash or jack down (spudding), you must have the proper permission required by state law, through calling the free 8-1-1 clearance service.

In your voyage plan, plan for pipelines. Know what's below, before you go.

In the event of a Natural Gas Release or Hydrocarbon Spill
Contact: USCG National Response Center
1 (800) 424-8802

Marine Pipeline Hazard Avoidance Checklist

Use this checklist to help reduce the potential for pipeline damage during your next operation.

Before you mobilize:

- In State waters, call 8-1-1, the national call before you dig number, to have pipelines located and operators notified of your activity. It's free and it's the law. Offshore or in OSC waters, contact GulfSAFE. comor call 1-888-910-4853 to report your work location.
- Establish, communicate and agree upon a safe route for your vessels with pipeline operators.
- Request the pipeline operator place personnel onboard during work near pipelines and platforms.
- Ensure the route or jobsite has been surveyed and properly marked.
- Ensure the surveyor has confirmed a minimum of 1 foot of water and 3 feet of mud clearance under the vessel's draft for safe passage over pipelines.
- Ensure your vessel's draft is appropriate for the entire area you will navigate.
- Review the most recent Coast Pilot 5 information to plan your voyage or work.
- Assess the potential effects of tides and weather on the navigable depths. Continue to monitor tides and weather throughout the job.
- Review recent hazards for your work locations, if available.
- Confirm that all known hazards have been identified with visible markers or surveys, including pipeline crossings, obstructions, shallow or exposed pipelines that are identified in the USCG Notice to Mariners Report.
- Ensure you have appropriately detailed navigation charts on board.
- Clearly identify pipelines and pipeline crossing in your voyage plan.
- Conduct a safety meeting with your crew that covers the hazards of working near pipelines.
- Prepare and review with your crew an emergency response and evacuation plan in the event you make contact with an underwater pipeline.
- Confirm that life-saving devices, including life vests, are placed at multiple, convenient, on-deck locations.
- Ensure you have the information you need to account for all your personnel in the event of a pipeline incident.
- Review the requirements to contact the National Response Center in the event you make contact with an underwater pipeline. 1-800-424-8802

Mobilization and mooring:

- Confirm that designated safe spud or jack-up areas near platforms and pipelines have been approved by the appropriate pipeline operators.
- Confirm that all barge spuds have been secured.
- Confirm that you've coordinated with pipeline operators to have personnel on board your vessel.
- Confirm that tidal conditions are adequate for mobilization and safe navigation.
- Moor all boats, barges and support vessels at safe mooring locations when they will be left unattended. Moor with a minimum of two mooring points.
- Confirm that your mooring location is not close to a sign that indicates a pipeline crossing. These are not safe mooring locations. The signs are general indicators of where a pipeline may be located; they do not mark the exact location of the pipeline.

Emergency Contact Numbers

FEDERAL

- USCG Sector New Orleans Vessel Traffic Service Lower Mississippi River (24 Hrs.): (504) 365-2230
- USCG Sector New Orleans Command Center (24 Hrs.): (504) 365-2543 or (504) 365-2200
- USCG Sector New Orleans Waterways Management: (504) 365-2280
- USCG Marine Safety Unit Baton Rouge (225) 298-5400
- USCG Marine Safety Unit Morgan City: (985) 380-5320
- National Response Center Hotline: (800) 424-8802
- U.S. Army Corps of Engineers (USACE) New Orleans EOC: (504) 862-1102
- FBI New Orleans: (504) 816-3000

STATE

- Louisiana State Police HAZMAT HOTLINE: (877) 925-6595
- Louisiana Dept. of Environmental Quality (LA-DEQ): (888) 763-5424 / (225) 342-1234 www.deq.louisiana.gov
- Louisiana Dept. of Natural Resources (Pipeline): (225) 342-5505
- Governor's Office of Homeland Security & Emergency Preparedness: (225) 925-7500
- LA-SAFE (State Fusion Center): (225) 925-4192
- Pontchartrain Levee District: (225) 869-9721

PORT AUTHORITY S

- Port of South Louisiana (Marine Operations 24 Hrs.): (985) 536-3678 (Day) / (866) 536-3678 Channels 16 & 67 Marine VHF While on Patrol
- Plaquemines Port Harbor & Terminal District (24 Hrs.): (504) 297-5660
- St. Bernard Port & Harbor District: (504) 277-8418 / (504) 342-6289 (Lt. Eric Acosta)
- Port of New Orleans: (504) 522-2551
- Port of New Orleans Harbor Police: (504) 891-7585
- Port of New Orleans Fire Boat: (504) 897-6844
- Port of Greater Baton Rouge (24 Hrs.): (225) 342-5378

MSOC

- Port of South Louisiana (24 Hrs.): (985) 536-8300
- Port of St. Bernard / Plaquemines: Lt. Eric Acosta - (504) 342-6289
- Port of Greater Baton Rouge (JTF7) (225) 342-1619

QUESTIONS (SCHEDULE PRESENTATION)

Community Relations and Right of Way
Kurt Cheramie
kurt.cheramie@kineticallc.com

Pipeline safety is a shared responsibility.



www.kineticallc.com
Lake Charles Gas Control:
1-337-312-2101

Facilities Located in the following Louisiana Parishes: Acadia, Calcasieu, Cameron, Jefferson, Jefferson Davis, Lafourche, Plaquemines, St. Mary's, Terrebonne and Vermillion

First Time Attendee at the Louisiana Damage Prevention Summit

by Roger Cox
President, ACTS Now, Inc.



(ATMOS Energy personnel, left to right) Karl Weber Director, Public Affairs, Eric Singletary, V P Technical Services, Mike DeArmond V P Marketing, Christina DeVincenzo, Communication Specialists, Gus the Gopher, Bridget Wallace, Manager Marketing Services, Devery Pearson, VP Operations Eastern Region, Mike Mancil, VP Operations Western Region



If you are a damage prevention professional, Louisiana 811's annual damage prevention event continues to be the place to be. Every year, old friends like Burnie and Earl make new friends like Atmos Energy's Gus the Gopher, a first-time attendee at the Summit.

Gus manned the Atmos booth for the entire event. We noticed quite a few folks looking him over and trying to figure out just exactly who he is. Well, here's the deal. He's Atmos Energy's safety mascot who spreads the word about the importance of calling 811 and how to dig safely. Gus the Gopher wants you to know that calling 811 before you start digging to have utility-owned lines marked is the safe way to start a project. Gus reminds our customers and the general public to call 811 before digging and excavating. Just one simple call to 811 helps keep everyone safe and prevents the loss of utility service. As Gus says, "It's easy, it's safe and it's the law."

Indoor demos like Energy's "Arc and Spark" demonstration was a success. A special thanks to Entergy for reminding us how important it is to be safe when excavating near power lines, whether they be underground or overhead.

Kinder Morgan's indoor demonstration of the dangers of working around gas was at the Summit for the first time. Rod Bourgeois made the presentation both informative and entertaining. We hope to invite them back next year to help promote digging safely around underground gas lines.

Badger Daylighting conducted an impressive outdoor demo of digging safely around buried utilities by utilizing vacuum excavation. The technology and tools that we have to work with today continue to amaze me.

I hope you were able to attend the Summit this year and if you did attend, I hope you had the opportunity to watch one or more of the demos made possible by our sponsors.

Several attendees told me that they thought the sessions were the best yet. We continue to work with Louisiana stakeholders to find the best possible speakers and relevant topics for potential attendees.

There was little doubt in the minds of most that one of the highlights of this year's Summit was the economic

CONTINUED ON PAGE 10



Call Before You Dig

A pipeline could be buried near you.



The people of Louisiana depend on Williams pipelines to help meet their energy needs. That's why we're depending on excavators to call 811 before digging anywhere in the vicinity of our pipelines.

If you should happen to accidentally strike a pipeline, it is important that you contact us immediately. Even minor damage could result in a future leak if not promptly repaired.

Call 811 Before You Dig! It's The Law.

For more information, contact us at our non-emergency number:

1-800-WILLIAMS



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CONTINUED FROM PAGE 9

forecast for Louisiana and the Southeast Region as presented by Dr. Loren Scott. It was said by many following the presentation that anybody who can make economics that much fun and easy to understand has a special gift.

Exhibitors and attendees had the opportunity to network over the two-day event and it was observed that there seemed to be an enthusiasm at the event that was contagious.

Please note that the date of next year's Damage Prevention Summit is moving. Mark your calendar for January 15 – 17, 2019 to attend the Summit. We'll be at the Crowne Plaza again, but we'll be there in January instead of March. Plans are already underway to make next year's Summit the most exciting yet.

You will definitely want to attend this show! 🏆



Roger Cox, ACTS Now, Inc. (left) presents the 2018 Vic Weston Award to Robert Borne, Entergy



Brent Saltzman, LA811 (left) congratulates Grand Prize Winner, Larry Williams, City of Walker



Brent Saltzman, LA811 (left) presents the 2018 Large Utility Member Locator of the Year Award to Brian Williams, Baton Rouge Water Company



Burnie and Earl share their damage prevention message at the Summit



Brent Saltzman, LA811 (right) presents the 2018 Contract Locator Division Locator of the Year Award to Shane Willhite, USIC

Students in grades 9 - 12 are invited to share their knowledge and win a laptop computer.

811 VIDEO CONTEST

WHAT IS YOUR ANGLE? Create a video that encourages the wise decision to Call 811 before you dig.

READY, SET, ACTION!

- Cast your video. Decide whether to work in a team of two or as an individual. Your friends or family can assist to help make a difference in your community!
- Discuss new and effective ways for kids to protect themselves, their families and their communities from potentially dangerous situations where energy sources are present. The best safety is preventing, not reacting to the problems.
- Your video clip should be no longer than 2 minutes.

Jump start your ideas by checking out the following websites:

Call 811
call811.com
Energy Safe Kids
energysafekids.org

SUBMITTING YOUR VIDEO IS AS EASY AS 1, 2, 3

1. Upload your video to YouTube. Be sure to include the link to the site on the digital contest entry form. Instructions on how to upload your video to YouTube can be found on our website: energysafekids.org/811-video-contest.
2. Complete both the digital entry form as well as the parent/guardian permission form found on the back of this flier including parent/guardian signature. Email to 811videocontest@nef1.org.
3. All contest requirements must be met by **April 27, 2018** in order to be eligible. Make sure when you upload the video it is still available on the May 24, 2018 announcement date.



Know what's below.
Call before you dig.

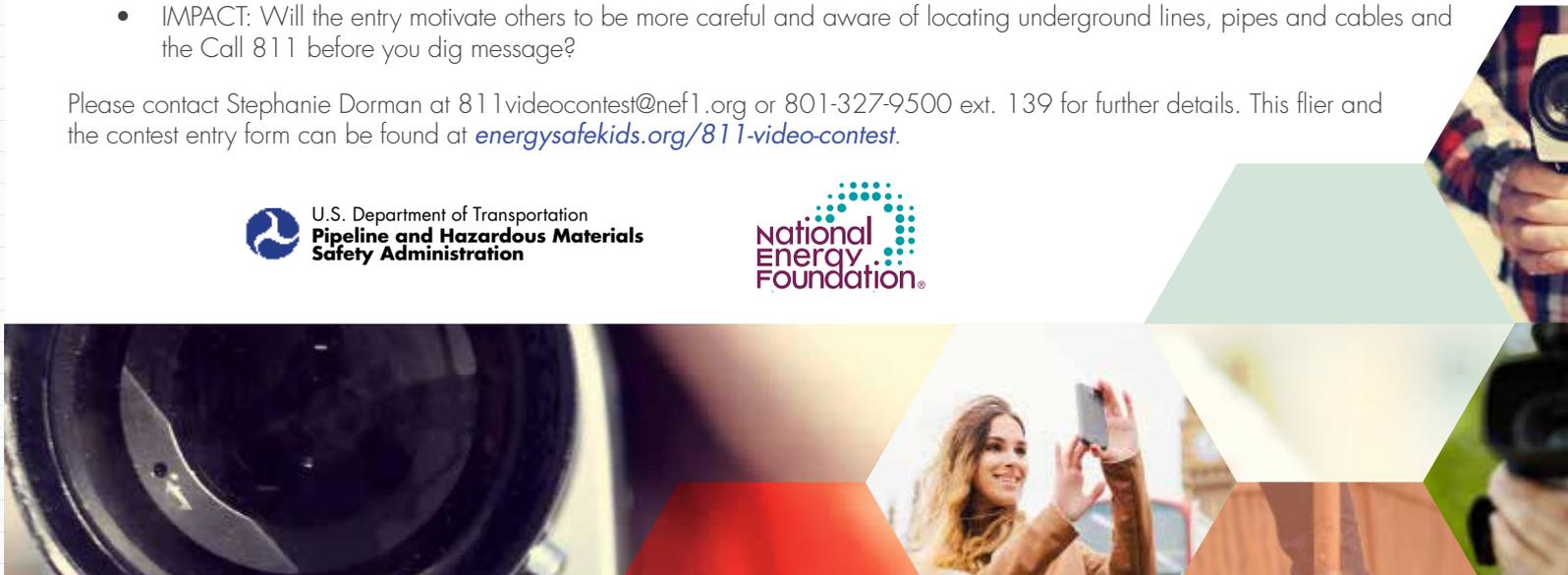
AWARDS

- **GRAND PRIZE:** One grand prize individual (or individuals in a team of two) will (each) receive a laptop computer (valued up to \$1,500). The teacher of the grand prize winner will receive a classroom mini-grant check for \$811. Call 811 T-shirts will also be provided to the student(s) and their teacher.
- **HONORABLE MENTION:** Two honorable mention individuals or teams (of two students) will receive a 32GB WiFi Capable iPad. The teacher(s) of the honorable mention students will also receive a 32GB WiFi Capable iPad for their classroom. All honorable mention students and teachers will receive Call 811 T-shirts.
- Prizes are not transferable, substitutable or exchangeable for cash. The contest sponsors, at their discretion, may substitute a prize of equal or greater value. Winners from 2016 and 2017 are permitted to enter but not allowed to win either the grand prize nor an honorable mention.
- All award winners will be announced by May 24, 2018.

JUDGING CRITERIA

- **THEME:** Does the entry communicate the importance of Call 811 before you dig?
- **ORIGINALITY:** Does the entry represent original and creative work?
- **IMPACT:** Will the entry motivate others to be more careful and aware of locating underground lines, pipes and cables and the Call 811 before you dig message?

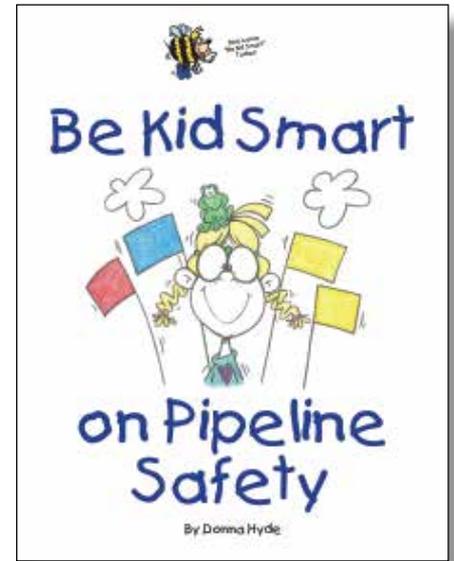
Please contact Stephanie Dorman at 811videocontest@nef1.org or 801-327-9500 ext. 139 for further details. This flier and the contest entry form can be found at energysafekids.org/811-video-contest.



Pipeline Public Awareness for Kids

by Roger Cox
President ACTS Now, Inc.

Be Kid Smart



It is universally accepted in the pipeline industry that communicating pipeline safety in the schools is a critical component of any complete public awareness program.

Over the past twenty years of interviewing pipeline public awareness personnel, I've learned that internal programs have been established and third-party companies have been created to achieve that goal.

So now these companies are faced with measuring the cost and the effectiveness of their programs.

While some pipeline companies want a third-party organization to do it all for them, others want to be more hands-on

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

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

In case of an emergency
call 800.926.4352

**WARNI
NATURAL
PIPELI**
BEFORE EXCAVATING OR IN E

AMID
AMERICANMIDSTREAM

**Before you dig,
dig this.**

Pipeline safety starts from the ground up.

Always call 811 before you dig. It's the law.

Get more pipeline safety information at xtoenergy.com.

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

XTO
ENERGY

with the program. Meet Donna Hyde, founder and owner of Be Kid Smart and the author of "Be Kid Smart on Pipeline Safety." Donna is retired from Eustace Gas Plant with Enbridge Pipelines and was passionate about teaching pipeline safety to kids even before she retired. Since retiring, she wanted to share what she learned with other pipeline professionals about empowering kids to be pint-sized Damage Prevention Patrols on location, whether at home or at school.

Donna said, "In my opinion, nobody is better equipped or more believable to teach kids about pipeline safety than pipeline employees, but most of them need age appropriate materials that reach the children."

She continued, "I'm pleased that my 'Be Kid Smart on Pipeline Safety' books meets the State of Texas Teaching Objective in Science. But I'm most pleased with the positive feedback we've received from teachers and the kids."

Experts tell us that things learned as a child carry into adulthood. And of course, that includes safety.

The question is not, "Do we need to reach the children?" The question is, "How do we best reach the children?" Donna said, "Through years of experience with pipeline safety and public awareness programs, it remains clear that pipeline safety still has not become common knowledge with the general public. Pipelines have become more abundant. Yet even with increased promotion, pipeline public awareness still has fallen short and preventable accidents continue. Clearly the evidence shows that safety training and knowledge need to start younger and be intentional."

Donna was asked, "So why were the 'Be Kid Smart' resources created?" She said, "The material was created for anyone in the industry who needed to present to this age group. Originally, the idea was reach the kids so that the children could reach their parents. But when we began to reach out to schools, we had teachers come to us and say that they were learning new things too."

She continued, "I can remember pipeline companies giving coloring

books and crayons in a nice package to schools, but the problem many times was the books just sat there and got dusty. Having a coloring book is not the same as having a plan to reach the children. Give them a book and a challenge. Send the children home with a mission, and that mission is to read the book to someone in their family. You'll be surprised how many gladly accept the challenge."

All very interesting information Donna, any closing thoughts? She replied, "I believe that in order to take 811 and pipeline safety to a higher level, and to make calling before you dig needs as common as fastening your seatbelt, we must start in our schools. I hear many in the industry say that we don't have enough people to get the message out. I'm convinced and have seen evidence that there are a lot of willing people ready to help the industry promote pipeline safety and many of them are in the third or fourth grade at your local schools." 

To learn more about public awareness for kids go to www.bekidsmart.com.



Join us in
our commitment to safety.

Call before you dig.

www.praxair.com

 **PRAXAIR**
Making our planet more productive

You're INVITED!

Monday, July 30, 2018 | Registration & Welcome Reception
Tuesday, July 31, 2018 - Friday, August 3, 2018 | 191, 192 & 195 Sessions
Friday, August 3, 2018 | Breakfast Buffet & Key Note Speaker

Co-HOSTED BY:

- Alabama Public Service Commission
- Arkansas Public Service Commission
- Arkansas Oil & Gas Commission
- Louisiana Department of Natural Resources
- Louisiana Gas Association
- Mississippi Public Service Commission
- New Mexico Public regulation Commission

WWW.LOUISIANAGASASSOCIATION.ORG
(225) 218-6885 | LGA@TATMANGROUP.COM

Pipeline

Pipelines are the energy lifelines of many of our daily activities, from driving our children to school and heating our homes, to buying groceries at the store delivered by trucks that run on diesel.

The U.S. has the largest network of energy pipelines of any nation in the world. There are more than 200,000 miles of oil pipelines and 300,000 miles of natural gas pipelines all across the country. These lines are tucked under our streets, through neighborhoods and communities, and traveling below farmland, forests and deserts. Since Americans consume more than 700 million gallons of petroleum products per day, pipelines are an essential component of our nation's infrastructure. Without them our roads and highways would be overrun with trucks trying to meet this demand. According to National Transportation Safety Board statistics, pipelines are the safest, most reliable manner for transporting crude oil and other liquid petroleum products. Pipeline owners and operators are ever mindful of the safety of those around them and they strictly follow proven safety procedures.

CONTINUED ON PAGE 16



e Safety

Be aware of pipeline markers in your neighborhood and at your worksite

Many pipeline companies regularly inspect their rights-of-way using air, foot or vehicle patrols. These trained inspectors look for potential danger to pipelines such as construction activity or signs of gas or liquid leaks. These inspections along their pipeline routes are to ensure the security and integrity of their lines.

Pipeline companies keep in touch on a regular basis with emergency officials and work with local emergency responders along pipeline rights-of-way in case of an emergency, sometimes even training with fire departments or hazardous materials units. Even though a leak or spill is extremely unlikely, pipeline companies provide information like that which you will find on the following pages that will prepare you in the event that it does occur. Their hope is to continue

to be a quiet neighbor and provide you with this important information to help if you suspect a problem in your area. Pipeline companies take the safe operation of their infrastructure seriously, which includes protecting your family, your property and the environment. Because of this diligence, incidents are very rare.

For your safety, pipelines are marked by above ground signs to provide an indication of their presence, approximate location, material carried and the name and contact information of the company that operates the pipeline. Markers may be anywhere along the right-of-way (a strip of land usually about 25 to 150 feet wide that contains a pipeline) or directly over the pipeline itself. These markers are generally yellow, black and red in color. The pipeline may not follow a straight

course between markers. While markers are helpful in locating pipelines, they do not provide information such as how many pipelines are below or the depth of the lines. The primary function of these markers is to identify the location of the pipeline generally as an alert to those who might be working along the pipeline corridor for another utility or during the construction of homes or businesses nearby. You should be aware of any pipeline markers in your neighborhood. As the saying goes, "Know your neighbors." Write down the name and phone numbers appearing on the pipeline markers in case of emergency.

Pipeline markers are important for the safety of the general public. It is a federal crime for any person to willfully deface, damage, remove or destroy any pipeline signs or right-of-way marker.



How you tell where a pipeline is located

Look for these signs

1. Located near roads, railroads and along the pipeline right-of-way
2. Marker for pipeline patrol planes
3. Pipeline casing vent
4. Painted metal, plastic or fiberglass posts



What to do if a Pipeline is Damaged or Disturbed

Even if you cause what appears to be only minor damage to the pipeline, immediately notify the pipeline company. A gouge, scrape, dent or crease to the pipe or coating may cause a future rupture or leak. It is critical that a cut or broken tracer wire be repaired. It is imperative that the pipeline owner inspects and repairs any damage to the line or related apparatus. Many states have laws requiring damages to be reported to the facility owner and/or the One-Call center by dialing 811. Do not attempt to make the repairs to the line yourself. If a line is ruptured or leaking call 911. Contact the pipeline company as quickly as possible. Pipeline marker signs show the pipeline company's name, emergency telephone number and pipeline contents.

One of the greatest single challenges to safe pipeline operations is the accidental damage caused by excavation, construction, farming activities, or even homeowner construction and maintenance. Before you dig or excavate, contact the One-Call Center by simply dialing 811 from anywhere in the United States. Please call before you start your project, whether landscaping, building fences or performing a major construction project. Pipeline companies and other utilities will mark the location of their lines at no cost to you. Pipeline and utility markers may not show the exact location of the buried lines. When excavating near pipelines, many companies will require that they have a pipeline company representative onsite to inspect and protect the underground pipeline. Failure to call 811 before excavation is the leading cause of damages to buried pipelines. One simple call can help keep you out of harm's way.

CONTINUED ON PAGE 18

So what exactly do all these pipelines transport?

There is a wide range of products traveling through the thousands of miles of pipelines, everything from gas for your car to oxygen for hospitals. Many of these products can be highly flammable, harmful if inhaled, cause eye or skin irritation or possibly cause difficulty breathing. Some of the materials could cause environmental damage. Because of these potential hazards, it is important for our neighbors to be able to recognize a pipeline leak.

Recognizing a pipeline leak

Using your sense of sight, smell and sound will help you in recognizing a suspected leak.

SEE SMELL HEAR

- A dense, white cloud or fog over a pipeline
- Discolored vegetation surrounding the pipeline
- Bubbling in water or creeks or an oily sheen on water
- Frozen ground in warm weather
- Dirt blowing up from the ground
- An unusual smell or gaseous odor will sometimes accompany a pipeline leak.
- An unusual noise coming from the pipeline, such as a hissing or roaring sound, may be a sign of a leak.



Know what's below.
Call before you dig.

What TO DO If You Suspect A Leak

- Immediately leave the area.
- If possible turn off any equipment being used in or near the suspected leak. Abandon any equipment being used and move upwind from the suspected leak.
- From a safe location, call 911 or your local emergency response number and the pipeline company. Call collect, if needed, and give your name, phone number, description of the leak and its location.
- Warn others to stay away when possible.

What NOT TO DO If You Suspect A Leak

- Do not touch, breathe or make contact with the leaking liquids or gas. Stay upwind if possible.
- Do not light a match, start an engine, use a telephone, turn on or off any type of electrical switch such as a light, garage door opener, etc. or do anything that may create static or a spark.
- Do not attempt to extinguish any pipeline fire that may start.
- Do not drive into a leak or vapor cloud area. Automobile engines may ignite the vapors.
- Do not attempt to operate valves.

Pipeline Operator's Actions during an Emergency

In the unlikely event of an accident or leak, the pipeline operator who is notified will immediately dispatch personnel to the site to help handle the emergency and to provide information to public safety officials to assist in their response to the emergency. Pipeline technicians will also take quick action such as starting and stopping pumps or compressors, closing and opening valves, and similar steps to minimize the impact of the situation. These responders are heavily trained throughout the year to ensure their neighborhood is returned to its well-being.

High Consequence Areas In accordance with federal regulations, some areas near pipelines have been designated as High Consequence Areas. For these areas, supplemental hazard assessment and prevention programs known as Integrity Management Programs have been developed. If a pipeline operator has High Consequence Areas, information about these plans may be available through their company's website or by contacting the operator's corporate offices.

There is a wide range of products traveling through the thousands of miles of pipelines, everything from gas for your car to oxygen for hospitals. Many of these products can be highly flammable, harmful if inhaled, cause eye or skin irritation or possibly cause difficulty breathing. Some of the materials could cause environmental damage. Because of these potential hazards, it is important for our neighbors to be able to recognize a pipeline leak.

Can Owners Build or Dig on a Right-Of-Way? Pipeline rights-of-way must be kept free from structures and other obstructions to provide access to the pipeline for maintenance, as well as in the event of an emergency. If a pipeline crosses your property, please do not plant trees or large shrubs on the right-of-way. Do not dig, build, store or place anything on or near the rights-of-way without first having the pipeline company's personnel mark the pipeline or stake the rights-of-way and explain the company's construction and easement requirements to you.

We Need Your Help The nation's infrastructures, including pipelines, are a matter of national security. If you witness suspicious activity on a pipeline right-of-way, please report it to the appropriate authorities as soon as possible, or you may call the pipeline operator's numbers. Threat advisories may be found at the Department of Homeland Security's website www.dhs.gov/dhspublic.

National Pipeline Mapping System For information about pipelines operating in your area, you may contact the National Pipeline Mapping System (NPMS). This database of pipeline operators and the location of their lines was designed for the public to have access to contact information for pipeline companies operating in your area. This information can be found at www.npms.phmsa.dot.gov. Visit www.phmsa.dot.gov/about-phmsa/offices/office-pipeline-safety for more information. For information on safe excavation, go online and visit www.commongroundalliance.com.

Awareness is the key to preventing pipeline accidents. You can contribute to the safety and security of your neighborhood by knowing where pipelines are, and knowing how to recognize unauthorized activity or signs of a leak, as well as how to respond in the case of a pipeline accident. Pipeline companies continue to strive to be good neighbors, and just like any good neighborhood watch program, neighbors look out for each other. Join in with the pipeline companies to keep our families safe. 





Dumb Insurance Mistakes (No, really!)

By Virginia Reames, Agent
The Policy Center - Jackson, MS

We were at a meeting somewhere one day, and a long-time acquaintance came along looking a little glum.

"What's up?" I asked

"I've been troubled lately. Had a house fire; pretty well burned up the whole house that for sure got everything inside it. I don't know what I'm gonna do."

"How long ago was this?"

"About 6 weeks."

"Kind of a long time for the insurance company to pay...what did they say?"

"I didn't have insurance because the house was paid for. I didn't owe the bank, and you don't have to have it unless you owe the bank. Why waste the money?"

WHAT?

This is what the man said, cross my heart.

Let me see: you borrow money from the bank to buy a house; you pay on it for 30 years – now the house is all yours! Now you take the insurance off of it. Because you don't have to do what the bank says anymore. And why waste the money?

We hear it all the time: "Not gonna need comp & collision anymore – truck's paid for. I can put that money to better use." Just change out whether it's a truck or a backhoe – no sense

having insurance on something all paid for – right?

NO!

You waited til it belonged to you and only you to stop insuring it? Where's the money gonna come from to replace it if something happens?

Why do you think the bank makes you have insurance in the first place? Whenever, IF ever, your policy wasn't in effect (the cancellation notice went to the bank), the bank said they were going to insure it for you and charge the premiums to you? (Ever see any of those premiums? WOW– I can barely count that high. Seriously!)

"Oh, the bank's got something going with the insurance company, that's what it's all about." Really? With all the various insurance companies you could buy coverage through?

There's a serious misconception about insurance companies and banks. And what insurance itself really does - and who it does it for. It does it for YOU, actually. NOT the bank. The Feds see to that – oh trust me on that! They just popped Walls Fargo. Again. Those boys don't learn.

But wait, let's wreck that truck a couple of ways:

A) It has comp and collision. You hit a phone pole and tear up the front end real good. It is not driveable so a wrecker comes and tows it to the shop. You are out one week and your deductible (\$500 or \$1000) and you are on the road again. Smiley face bank.

B) No insurance. The repair shop hands you a bill for \$11,000. Now what? Let's say you don't have it lying around, and your credit card has no more room. No truck = no job. The bank doesn't get its payments – what have they got as collateral? A truck that needs \$11,000 of work to be done THEN they sell it at wholesale and they are way in the hole – and the Loan Officer is in hot water because he didn't put Force Placed coverage on it – which, by the way, doesn't pay you a dime – pays only the bank and only what the bank is still owed. Frowny face bank (try getting another loan from them!) This is why they pay close attention to whether there is insurance – not because they "have something going" with the insurance company.

Most people know all this – and that it's the same thing with insuring equipment. For real, it's not "You just want to sell us that so you can make more money!"

Unfortunately, that house story is as true as can be.

And then there's the really dumb idea to have the insurance coverage match the loan balance. That's another No!

Here's a good Rule of Thumb: The less you owe on it, the more it belongs to you. Protect it – insure it right. How are you going to replace a \$100,000 building with the \$15,000 coverage you have on it? Bank doesn't mind because all they are at risk for is the remaining balance. You think you're ahead of the game because all you are paying for is the premium for \$15,000 coverage – everybody's happy. Until.. 



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Thinking About Skimping on Safety? Think Again!

by David Dow

Running a utility or contracting company can be a bit like walking a tightrope. It's all about balance. When times are slow and budgets are tight, many programs and activities that don't directly benefit production or the bottom line are halted, or at best, reduced. Other times, particularly when times are busy, the Number One priority may be getting as many projects completed as possible with available resources.

The reason is undoubtedly due to the basic nature of being safe: If everything goes as planned; it's business as usual. No accidents. No injuries. And that makes it difficult to know whether money spent on safety is really having an effect. Complacency can set in. Safety money gets cut, or at least deferred.

The main argument for safety is obvious — to protect workers from injury and death. And keeping safety

programs, equipment, and training in your budget can, in the long run, be the less expensive route. Studies show that a good safety and health program can save \$3.00 - \$6.00 for every \$1.00 invested.

What Do Injuries REALLY Cost?

Everyone in this business is familiar with the direct costs of an injury. Medical treatment, lost-time wages, and property damage. Here's what is really significant: According to a study at Stanford University, indirect costs can be four to five times higher than the direct costs. Indirect costs can include:

- Investigative costs
- Loss of skilled, experienced workers
- Loss of profit from workers
- Loss of production and work stoppages
- Cost of hiring new workers
- Cost of training new workers

- Re-training expense for an injured worker
- Legal expenses and settlements
- Increased cost of worker's compensation insurance
- Increased general liability insurance premiums
- Federal, state, and local fines for non-compliance
- Inability to contract for work, as result of accident history

OSHA Injury Cost Calculator

OSHA has developed a calculator to help you estimate the direct and indirect costs of workplace injuries. And in the case of "for profit" companies, the calculator also shows how much additional revenue is needed to offset those costs, based upon the profit margin of the company.

To use the calculator, go to www.osha.gov/dcsp/smallbusiness/safetypays/estimator.html



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An Example . . .

The results are very interesting. Let's assume a worker has sustained a simple bone fracture (we could use a much worse example, of course). Further, the company has a profit margin of 5 percent. Using the calculator, the direct cost of the injury is \$50,778 and the indirect cost is \$55,855. That's a total cost of \$106,633. Based upon a 5% profit margin, the employer must generate \$2,132,660 in additional revenue to offset that cost.

Before an injury happens, it can be difficult to see a crisis might be avoided or an injury prevented simply because of safety training and preparation. But by showing the hard numbers, the calculator shines a bright spotlight on the costs — and additional revenues required!

It's Like Insurance

Think of it like you do insurance. Would you risk owning a home without homeowners insurance? If something happened, and you lost an uninsured home, the financial impact on you would be devastating. Home insurance is a protective investment —

Direct Cost Related to Injury	Indirect Cost Ratio to Direct Costs
Up to \$2,999	4.5 to 1
\$3000 - \$4,999	1.6 to 1
\$5,000 - \$9,999	1.2 to 1
\$10,000 and above	1.1 to 1

it protects you financially in the event of a loss of one of your largest assets.

An investment in safety works the same way. You are protecting one of your most important assets — your workers. As you can see from the example above, a serious injury or death of a worker can have a devastating financial impact. Keep this in mind the next time safety cuts or deferments are being discussed.

David Dow is co-founder of TrenchSafety and Supply — now part of Underground Safety Equipment, LLC — supplies excavation safety products and services to construction, excavation, and utility companies. Underground Safety Equipment provides sales, rental equipment, repair service, and safety training.

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The advertisement features a background image of a worker in a red jacket and yellow safety vest. On the right, there is a yellow square with the Shell logo (a red scallop shell) and a yellow and red surveying pole. The text is overlaid on a white semi-transparent box.

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

by John Jacobi

Gas Pipeline Safety

I have written several columns over the years regarding the often-painful process of regulating pipelines. I am reminded of the analogy of making sausage and passing legislation – both can be extremely unpleasant to watch. I tried to find the originator of the analogy and, depending on which source you can believe, both Otto von Bismarck (1815 - 1898) and Mark Twain (1835 – 1910) offered comments. As a skeptic, I would simply add that, in the end, sausage is usually much more palatable than new legislation or new regulation.

Back in 2011, PHMSA (the Federal pipeline safety regulatory agency) started the process of implementing major revisions to the regulations governing natural gas pipelines. This was based on congressional directives (legislation), recommendations from the National Transportation Safety Board (they investigate pipeline as well as airline incidents), demands from pipeline safety activists, demands from environmental activists (who don't like pipelines – PERIOD), adverse publicity related to several significant incidents, the results of pipeline inspections, input from state pipeline safety agencies, and PHMSA's own perceptions of what needed to be done. The notice of proposed rulemaking was published April 8, 2016 and generated over 400 comments (over 4,000 pages!). As of January 2018, the process is still going on. To date, there have been three meetings of the Gas Pipeline Advisory Committee (GPAC). The GPAC has 15 members —5 each from government, the gas pipeline industry, and the public— and PHMSA almost

always follows the recommendations of the GPAC. Transcripts of the GPAC meetings used to be available on the PHMSA web site (the PHMSA web site is currently being upgraded and full functionality has yet to be restored) but are still available in the docket at www.regulations.gov. I have not checked the total, but typically each GPAC gas Mega Rule meeting generates something close to 800 pages of transcript.

Have I made my point?

The devil
is, as
they say,
in the
details.

I attended two of the three Gas Mega Rule GPAC meetings and I am happy to report that the members of the GPAC were all well prepared and well qualified to participate; PHMSA had “done its homework” in responding to the comments received during the public comment period; and PHMSA seemed, at least in my opinion, more open to dialogue with respect to individual issues.

One issue of personal concern relates to the PHMSA Director of Governmental,

International and Public Affairs. This individual is responsible for assuring that the current administration's regulatory reform policies are being implemented. At the second GPAC meeting, his presence was quite apparent. By the third GPAC meeting, the position was vacant. Clearly, PHMSA is concerned with the cost of the proposed changes but, in my opinion, it would be in PHMSA's best interest (as well as the public's best interest) to try to get that position filled as quickly as possible. In PHMSA's defense, it is a political position and PHMSA has little, if any, influence regarding who gets the job or when.

Now for a 30,000-foot report on the actual progress: Nothing in the Gas Mega Rule is all that earth shattering in terms of requiring traceable, verifiable and complete records necessary to establish safe operating pressures for gas pipelines. The devil is, as they say, in the details. When this process started in 2011, the political environment was considerably different. PHMSA looked at all the input and dutifully tried to accommodate all the input from government and the public — to the tune of over 130 pages in the Federal Register. In 2017, the political climate changed. The integrity of pipelines was, and is, the primary objective. However, economic factors were finally recognized as a consideration. Where can limited resources be best invested to enhance pipeline safety? PHMSA had been promoting risk-based regulations (a good thing!) but PHMSA's concept of what it costs to operate a pipeline is, in my experience,

usually considerably different than what pipeline operators must invest to comply with the regulations. Who pays for compliance? The customers... NOT the pipeline operator. If a pipeline operator cannot pass the cost of compliance through to the customer, that pipeline operator will soon cease to exist and the customers will be faced with even higher cost.

The agenda for the first GPAC meeting (available on the PHMSA web site) — supposedly the “easy stuff” — was completed by the end of the second meeting. A number of proposed changes were withdrawn and the application of several other proposed changes clarified. For example, PHMSA has proposed to add the word “reliable” as part of “traceable, verifiable and complete” records. Based on public comments, PHMSA agreed that “reliable” only confused the issue withdrew the proposed change. Applicability of the proposed changes, e.g., transmission lines vs. gathering lines vs. distribution systems was addressed. Details addressing time periods, the size of areas to be expanded and record keeping requirements were addressed.

The major accomplishment for the third GPAC meeting was approval of §192.607 Verification of pipeline material: onshore steel transmission pipelines. There were numerous modifications and clarifications but the GPAC got it DONE! PHMSA has taken what they call an “opportunistic” approach to gathering data regarding legacy pipelines. As long as they have a reasonable basis for operating a segment of pipeline safely, pipeline operators should no longer be required to collect data just for the sake of collecting data. Yes, data will still be required, but statistical techniques regarding the number of locations will be allowed. The specific requirements will not be available until the final rulemaking but this is, in my opinion, a huge step in what I believe to be the right direction.

Several other issues were addressed at the third GPAC meeting and the next two GPAC meetings were tentatively scheduled for March and June. How many more will be required is a matter of speculation.

The other step in the right direction is that it appears that API RP 1173,

Pipeline Safety Management Systems, appears to be gaining momentum. Basically, this document promotes pipeline safety culture. PHMSA has a lot on its plate at the moment but it would not surprise me if 1173 were not incorporated by reference into 49 CFR Part 192 sometime in the future.

The GOOD news: PHMSA is as good a federal agency as you will ever find.

The BAD news: PHMSA is as good a federal agency as you will ever find.

Have a safe and happy 2018!! 🚧

John retired from PHMSA and is currently Vice President of Pipeline System Compliance and Operations Services for G2 Partners, LLC. Email: John.Jacobi@g2-is.com

sudoku puzzle solution

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

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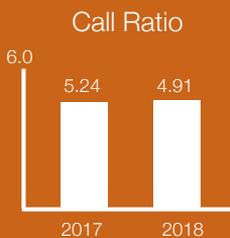
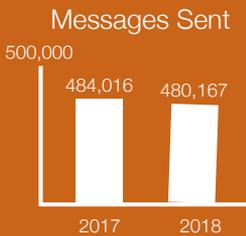
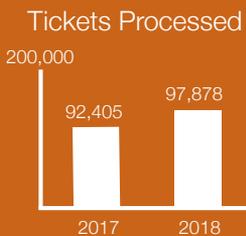
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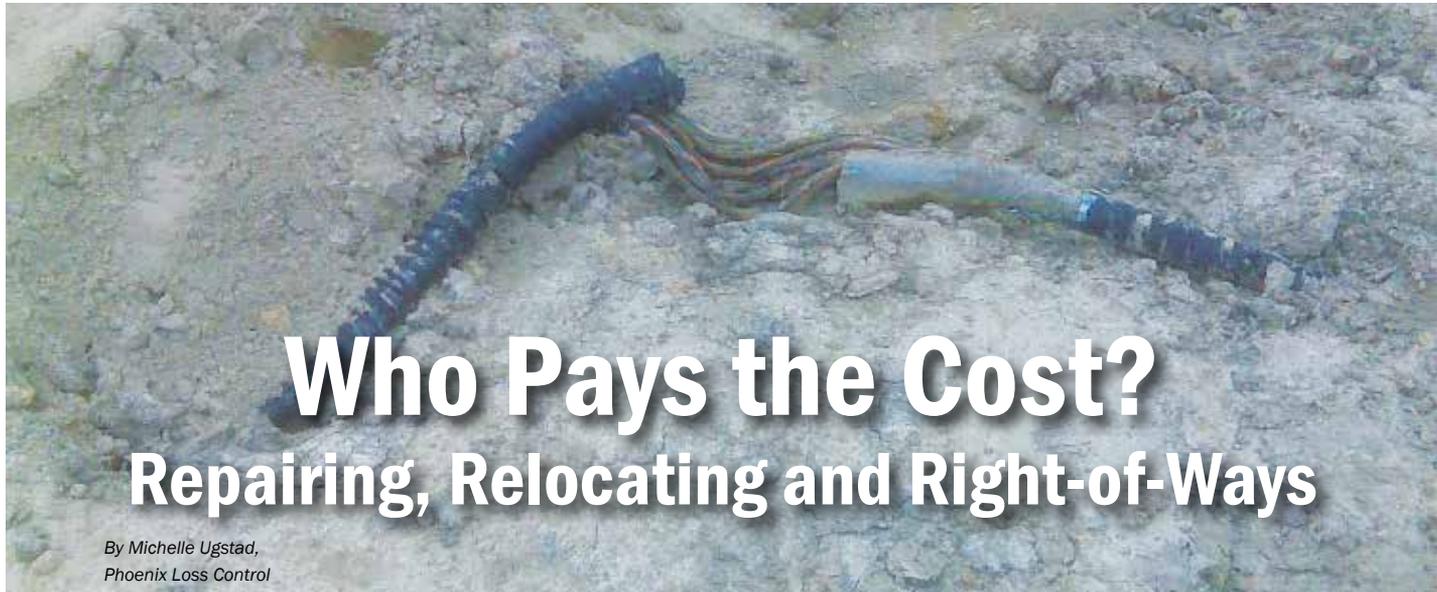


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sudoku puzzle

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

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 25.



Who Pays the Cost?

Repairing, Relocating and Right-of-Ways

By Michelle Ugstad,
Phoenix Loss Control

Thousands of dollars are spent every year repairing, relocating and installing facilities. Often determining who's to blame or who's responsible for these costs can be a challenge. Sometimes getting them to pay is nearly impossible. This can all be overwhelming, especially if you already feel like you're just trying to stay afloat. This article discusses reimbursement for 3rd party damage claims and forced relocation requests, easement acquisitions, and the potential need to find a vendor so you, the utility, can focus on connecting and servicing your customers.

Reimbursement on 3rd party property damage claims

All utilities suffer an expense when repairing damaged facilities. The damager might be your own subcontractor, a fencing company, a homeowner, an operator of a motor vehicle, an excavator, a tree trimmer, someone shooting at squirrels, truck drivers and more. The root cause of the damage may identify a negligent party that is different than the person who cut or hit the facility. Who pays the cost to repair and restore your property to its pre-damaged condition?

With a complete fact-based investigation, damage pictures, pedigrees and knowledge of the dig law you will be successful in invoicing the negligent party. Getting paid on the invoice requires knowledge of tort law, statutes, and past rulings. The funds might come out of pocket, from your subcontractor, from an insurance company or from a locate company.

You might start looking for services offered by a vendor that can include responding onsite, completing an investigation, invoicing and filing suit to recover the repair costs. To return these dollars to your construction budget, the company you engage must be an expert in tort law, know how to overcome disputes of liability (low hanging wires or inaccurate locates) and have the ability to negotiate payments in full. The company must also have access to obtain copies of police/fire reports and be experts in finding good phone numbers and addresses for the negligent party.

Subscriber property damages: Companies doing construction on your behalf inadvertently damage subscriber property. The property owner might file a claim against the utility. Having a customer liaison research to identify the vendor and work with the subcontractor to repair or reimburse the property owner directly can save the utility thousands of dollars paid.

Prepayment to relocate your facilities

Entities will often request a utility to relocate facilities. This might be due to new construction or the simple desire to have aerial facilities buried underground. Many utilities choose to invoice relocation costs to the party requesting the work however this might be unsuccessful when pursuing payment. Getting reimbursed takes many follow up phone calls or even (at times) litigation.

Finding a vendor who implements best practices will result in more forced

relocation project costs paid in full. This includes a clear scope of work, a signed agreement, prepayment and a customer service approach. Pursuing reimbursement after the project is complete may result in the utility absorbing the cost.

Easement Acquisition

Many landowners do not understand the importance of cable infrastructure, the reason and need for a proposed project or the processes in place governing an easement acquisition. It is important to meet with the landowner to explain the purpose of the project, negotiate in good faith, file the easement and deliver and explain the easement documents to the landowner. This includes someone that reads plat maps, is familiar with the courthouse and understands right-of-way agreements. There might also be other documents pertaining to additional work-space or access roads. All documents need to be signed in front of a notary public.

In conclusion, you might ask "What is our current process? Can we do a better job? How would I start looking for a vendor? What is the one call solution?" Vendors need to be flexible, focus on facts, be good listeners and work professionally on your behalf. Member-driven associations can often recommend service providers which may include discounted fees. 📞

For more information or questions Michelle can be contacted at 612-384-2858 or Michelle_Ugstad@PhoenixLossControl.com.

Proper Perspective

By Joe Igel



RISKY LOSS MANAGER

SAFETY OFFICER

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

The recent events surrounding the failed and tragic Niger attack with the loss of American soldiers and the ensuing barrage of news coverage from different camps regarding the handling of virtually every aspect of the events highlighted, for me, an issue which is often too prevalent.

I first grappled with this issue when wearing the dual hats of safety officer and risk/loss manager for a large construction company. From my viewpoint, these are two of the most difficult roles to fulfill simultaneously. Many years ago, I was asked to assist a contractor who had been involved in a fatal accident. Without going into its specifics, the accident was of a nature that involved not only safety protocol but also several regulatory agencies and thus a great number of redundant and sometimes conflicting rules and regulations.

As we confronted the accident scene and regulatory personnel poured over the site, our sole focus was on the potential liabilities that the contractor might have. Records were ordered to be pulled, photos were taken, paperwork verified and re-checked, drug and alcohol protocols followed, all with the primary focus of protecting the contractor from liability, satisfying the anticipated requests from the insurance carrier and laying the foundation for a defense should there ultimately be a lawsuit.

As the final pieces of this puzzle were falling into place, one of my people called me to ask how things were going. I reported much as I have noted already in this piece, that things were coming together. There was a pause on the other end of the conversation. What followed was his voice reminding me that there is nothing correct or easy when "someone goes home in a box" as he called it. I paused and reflected and realized he was right. I was embarrassed. I apologized to him and discussed the comments with the person I was working with. And although these events were over a decade ago, the comment has served as a reminder for me since.

The natural thing is to focus on the risk and loss control side first and foremost. And it is a necessary task. But so many times, our success or failure is gauged by how we prepare for the aftermath of these calamities. And while this is our role, the constant reminder that someone is not going home to their family and loved ones, or that someone has been injured, perhaps affecting their ability to perform work or even daily life functions have been impaired should be part of our focus as well.

I wish that not only for myself, but for others, I could advise the proper balance between the duality of the two roles. What I do know is that any time I am involved in or witness an accident, I pause and think of the people hurt in the accident. It tempers any feeling of accomplishment from doing my job as risk and loss controller. Perhaps that is the way it should be.

And to the reminder from the beginning of this essay, my memory was focused on four soldiers that were not going home to their families, instead of the political upheaval that surrounded it for days. Anything else is secondary.

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