

One-Call Notifications Response and Communications

Purpose	The purpose of this document is to share learnings of pipeline operators relating to the Communication between the underground facility operator and the excavator in response to notification of planned excavation by the one-call process.
Reference	49CFR 195.442 “Damage prevention program” API RP1166 “Excavation Monitoring and Observation” CGA Best Practices Section 4-14 “Communication Between Parties” State One-Call Laws
Appendices	<ul style="list-style-type: none"> • Appendix A: Forms and Reports
Related Toolbox Topics	<ul style="list-style-type: none"> • Operator One-Call Ticket Management Systems • Line Locating and Temporary Marking • Line Locating Quality Assurance • Excavation Monitoring and Observation • One-Call Quality Assurance Program

Responsibilities:

Companies should clearly define the roles and responsibilities of personnel responding to one-call notices. In addition, the communication process and methods should be addressed for positively notifying the Excavator of the actions taken or to be taken in response to their one-call notification.

It is important for the Excavator to be able to identify the operator, location of pipeline and requirements of the operator to excavate in close proximity to the pipeline. Likewise, it is important for the operator to understand the scope of work, equipment being used, start date and duration of the excavation, as well as the schedule of the excavator's schedule of activities.

Communication begins with the initial one-call submittal by the excavator and should continue until the work is complete or all parties are satisfied that no further communication is needed.

Unless the state law states otherwise, communication can be accomplished in person, by phone, electronically, by "marks on the ground" or a combination of these.

With respect to the initial response to the notification, some states require the underground facility owner to provide positive response. "Positive response" is a term used to describe the two types of actions (communication) taken by a facility owner/operator after it receives notification of intent to excavate. The facility owner/operator must: 1) mark its underground facilities with stakes, paint, or flags; or 2) notify the excavator that the facility owner/operator has no underground facilities in the area of excavation. This process allows the excavator to begin work in a timely manner.

When marking the pipeline, the operator should inform the excavator of the types of marking used.

CONSIDERATIONS: Excavators Should Know

- The type temporary markings used (flags, stakes, whiskers, paint, etc)
- How to identify the markings (color, name, nomenclature used)
- Restrictions or prohibitions (tolerance zone, when the operator representative must be on site)
- Scope changes may require a new one-call
- Company Contact (i.e. Field Representative, Control Center)
- Know what to do in an emergency or if the pipeline is hit

When meeting at the excavation site, the operator should consider documenting the conversation and agreement between the parties. The document should explicitly state the agreements between the parties so that the agreements are clear. Both parties should sign the document.

A new or amended document should be re-issued for changes in activities, including, but not limited to:

- Changes in the scope of work that could affect the safety of the line
- Changes of affected personnel on the site (excavator, foreman, etc.)
- Changes to the schedule/work plan, that is, digging faster or moving to another area, i.e., across the road

1 Appendix A: Forms and Reports

This appendix contains industry examples of forms and reports related to the topic.

1.1 Example of Excavation Site Inspection

(See Instructions below)

		ONE-CALL I.D. NO.	INITIAL CALL DATE	DISTRICT/LOCATION																																																	
EXCAVATOR COMPANY				PERSON TO CONTACT																																																	
LOCATION OF CONSTRUCTION WORK																																																					
<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 10%; text-align: center;">YES</td> <td style="width: 10%; text-align: center;">NO</td> <td colspan="4"></td> </tr> <tr> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td colspan="4">1. Was the pipeline required to be located?</td> </tr> <tr> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td colspan="4">2. Does the excavation require temporary marker flags?</td> </tr> <tr> <td colspan="2"></td> <td style="text-align: center;">When are they needed?</td> <td style="text-align: center;">Time</td> <td style="text-align: center;"><input type="checkbox"/> AM</td> <td style="text-align: center;"><input type="checkbox"/> PM</td> </tr> <tr> <td colspan="2"></td> <td style="text-align: center;">Have they been placed? Date</td> <td style="text-align: center;"><input type="checkbox"/> YES <input type="checkbox"/> NO</td> <td style="text-align: center;">From</td> <td style="text-align: center;">to</td> </tr> <tr> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td colspan="4">3. Will the excavation (or heavy equipment above grade) cross or be within 50 feet of the Company's pipeline(s)?</td> </tr> <tr> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td colspan="4">4. Has crossing of the pipeline(s) or excavation encroachment within 50 feet of the pipeline(s) been completed?</td> </tr> <tr> <td colspan="2"></td> <td style="text-align: center;">If no, when will it begin/resume? Date</td> <td style="text-align: center;">Time</td> <td style="text-align: center;"><input type="checkbox"/> AM</td> <td style="text-align: center;"><input type="checkbox"/> PM</td> </tr> </table>						YES	NO					<input type="checkbox"/>	<input type="checkbox"/>	1. Was the pipeline required to be located?				<input type="checkbox"/>	<input type="checkbox"/>	2. Does the excavation require temporary marker flags?						When are they needed?	Time	<input type="checkbox"/> AM	<input type="checkbox"/> PM			Have they been placed? Date	<input type="checkbox"/> YES <input type="checkbox"/> NO	From	to	<input type="checkbox"/>	<input type="checkbox"/>	3. Will the excavation (or heavy equipment above grade) cross or be within 50 feet of the Company's pipeline(s)?				<input type="checkbox"/>	<input type="checkbox"/>	4. Has crossing of the pipeline(s) or excavation encroachment within 50 feet of the pipeline(s) been completed?						If no, when will it begin/resume? Date	Time	<input type="checkbox"/> AM	<input type="checkbox"/> PM
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Conditions found and type of equipment on site																																																					
ADDITIONAL COMMENTS																																																					

Notice to Excavator

Excavation equipment and blasting can damage pipelines, resulting in the release of product which may cause **serious injuries and/or death and severe damage to the environment.**

No excavation is allowed within 10' of any Company pipeline unless a COMPANY representative is onsite or has given explicit exception. All excavation within 2' of a COMPANY pipeline must be done either using hand tools or, with approval, a hydrovac, unless state requirements are more stringent and require a larger tolerance zone.

To avoid damaging a pipeline:

- Look for evidence of a pipeline, including such things as caution signs, aerial patrol markers, casing vents and above ground piping. When excavating, look for warning tape.
- Never assume the location of pipelines because:
 - They can change directions abruptly between above ground physical evidence.
 - Their depths can vary substantially in short distances.
 - More than one pipeline may be present.
- Call Company to have its Representative approximately locate the line and provide on-site assistance (both are free services) before **ANY** excavating activity.
- If you encounter warning tape while excavating, cease excavation and contact the Company representative immediately.

EXCAVATOR NAME

EXCAVATOR REPRESENTATIVE

TELEPHONE

COMPANY REPRESENTATIVE NAME & NUMBER

MEETING DATE

TIME

AM PM

SIGNATURE (EXCAVATOR REPRESENTATIVE)

***IF YOUR PLANS AS INDICATED ABOVE CHANGE, CALL (XXX) XXX-XXXX, 24/7, BEFORE YOU DIG.
IN ADDITION CONTACT APPLICABLE ONE-CALL CENTER IF REQUIRED.***

Instructions for Form Completion

- Complete this form at the conclusion of the initial meeting with the excavator whenever a field site meeting is conducted. Complete the form after discussing the intended excavation plans in detail with the excavator’s representative.
- If Company’s assistance will be required at a later date or time to mark the pipeline or monitor the excavation, record the pertinent information in the blanks provided and in the “Additional Comments” section. Confirm the specifics agreed to with the excavator’s representative and point this information out to him on the completed form.
- Enter your name and the name of the excavator, and their on-site representative on the appropriate lines. Enter a phone number where the excavator may be reached. Enter a phone number where you may be reached at the bottom of the page.

- If assistance is not needed or is no longer needed, review the “Notice” section with the excavator.
- The form must be re-issued for changes in activities, including, but not limited to:
 - Changes in the scope of work that could affect the safety of the line
 - Changes of affected personnel on the site (excavators, foreman, etc.)
 - Changes to the schedule/work plan, that is, digging faster or moving to another area, i.e., across the street.
- Each time this form is used, make a copy after completion. Give the copy, with the sketch on the back, to the excavator’s representative and file the other copy.