

Louisiana



2022 Issue 4



Cross Bores



DON'T ignore me.

What? You don't think that you should pay attention to a little yellow flag? Well, I'm the best thing to keep your crew safe. Call 811 before digging, and Atmos Energy will plant me and my pals wherever natural gas lines are buried. Trust me, you'd rather have us get your attention than a natural gas line.



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



atmosenergy.com/call811

from the desk of

Brent Saltzman



We recently conducted an online survey of our stakeholders and I'd like to share the results with you. First, and foremost, we asked to indicate on a scale from 1-5 with 1 being the lowest and 5 being the highest your level of overall approval of Louisiana 811. I am extremely proud to say that 45.29% of the responders gave us the highest approval level (5) and 33.54% gave us a (4)! Likewise, our approval rating for our outreach efforts (public awareness initiatives) received the highest ranking as did the approval level of our online ticketing software, NextGen.

I don't think we celebrate our successes enough. Apparently, our stakeholders like you overwhelmingly approve of our efforts and I couldn't be prouder of our organization.

I can assure you that we'll continue to strive to be the best in all facets. We know we aren't perfect but our Board of Directors, staff and our contracting partner, One Call Concepts, continually look for opportunities to improve. The "status quo" is not acceptable!

The most disappointing results from our survey were the followers on our social media platforms (Facebook, Twitter, Linked-In or Instagram). The vast majority of respondents (86.54%) don't follow us at all in this manner. Equally as disappointing is the number of folks who don't receive our electronic newsletter (71.73%) nor subscribe to this publication (76.38%). I realize statistics can be misleading and perhaps just because you don't subscribe to the magazine doesn't necessarily reflect the number of readers but the results are somewhat alarming. Our intent is to research, evaluate and improve upon our efforts in the coming months because these are important tools for conveying information to all stakeholders.

The results were also disappointing regarding the question, "Have you taken Louisiana 811's FREE online training course?" Overwhelmingly (85.34%) have not taken this excellent training tool. I would highly encourage any of you who haven't taken the course to do so. You can find it on our homepage (www.louisiana811.com). There's a wealth of information in the course with questions at the end of each module and you can complete it in an hour or so. If time is a factor, you can finish one portion and come back later to take another.

In closing, I want to thank you for your trust and support. We are ALWAYS willing to hear your feedback and open to ideas to make us better. And since this is the last issue for 2022, I wish you all the best during the holiday season and please continue to work safely by calling or clicking 811 before you dig!

Brent Saltzman
Executive Director
Louisiana 811

Louisiana 811



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Out of Mind!

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Roger Cox, Publisher

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Contact Louisiana 811 for specifics in their dig law.

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Louisiana 811

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2023 Louisiana Convention Schedule

Louisiana Damage Prevention Summit

January 24 – 26, 2023

Baton Rouge, LA

www.louisiana.damagepreventionsummit.com

Infrastructure Resources Global Excavation Safety Conference

February 14-16, 2023

Tampa, FL

globalexavationsafetyconference.com

Louisiana Engineering Society Conference

February 23 – 24, 2023

Lafayette, LA

www.les-state.org

Police Jury Association of Louisiana Annual Convention

March 8-10, 2023

Shreveport Convention Center

www.lpgov.org

CGA Conference & Expo

April 17 – 21, 2023

Orlando, FL

www.cgaconference.com

Operations Report

Incoming Locate Requests:

2021 thru Oct – 660,086

2022 thru Oct – 742,588

Outgoing Notifications:

2021 thru Oct – 3,142,952

2022 thru Oct – 3,600,170

Call Ratio (Incoming notifications to Outgoing Members)

2021 thru Oct – 1: 4.76

2022 thru Oct – 1: 4.85

On-Line Ticket Entry

2021 thru Oct – 81.27 %

2022 thru Oct – 88.36 %

Welcome New Members

Alabama Water System, Inc.

American Electric Power – SPP Fiber

Brightspeed

Clearfork Midstream, LLC

Clearpath Fiber, LLC

Julil Energy, LLC

McDonald Community Water

OLIPDP II, LLC

Punkin Center Hilltop Water System, Inc.

Rocky Branch Waterworks

Trinity Operating (USG) LLC

Town of Albany / Albany Waterworks

Sustaining Members

Construction Site Specialties *


JM Test Systems *

Ranger Drilling Services, LLC *

Introducing Billy Forest

Damage Prevention Coordinator



It is an honor to be a part of Louisiana One Call. My career has taken me through the utility industry as well as the oil and gas industry. Over the years, I have been able to gain a wealth of knowledge in safety and damage prevention. I am excited to continue learning and sharing knowledge on the importance of dig safety. My goal is to reach as much of Louisiana's workforce as well as its residents to share the importance of 811. I am proud to serve our citizens while raising safety awareness. 

Billy Forest
Louisiana 811 Damage Prevention Coordinator
billy@laonecall.com

Do you know what lies beneath?



At Entergy, safety is our number one priority. Make it yours! Whether you are a homeowner, field worker or excavator, always call 811 before you dig.

From installing a new pool to something as simple as planting a tree, digging without knowing what's beneath the surface can harm or possibly kill you or someone you love. You could disrupt utility services to your neighborhood and be responsible for expensive repairs and steep fines.

When you call **811** before you dig, all utilities, including Entergy, are required to respond within two business days to locate and mark the underground utility lines. (The two business days start the morning of the day **after** you called in for a locate ticket).

And if you suspect a gas leak, leave the area immediately and call **1-800-ENTERGY (368-3749)** or **911**. A gas leak could be happening if you smell the distinctive natural gas odor, hear a hissing or whistling sound near a gas appliance or see dead vegetation or bubbles near a gas line.

We're committed to keeping you safe. Together, we power life.



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



A message from Entergy New Orleans, Inc. and Entergy Louisiana, LLC
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WE POWER LIFE®

The way I See it


By Cole Vanderlick
Manager - Damage Prevention
Louisiana 811



I think most of us would agree that the utility and construction industries are extremely busy right now. It is a monster out there! With the lack of workforce throughout the industry, we are in critical times right now. The amount of work going on is mind-blowing! And guess what? It's only expected to increase in the upcoming months and years. But workers are stretched thin throughout the industry, especially utility locators, and are struggling to keep up with the surrounding projects. Who can blame them? Let's put ourselves in a locator's shoes. Governmental funds are being granted to utility companies all throughout the country to expand into developed areas and rural land. On top of that, utility operators are continuously improving and repairing current infrastructure. Damage Prevention is an essential piece to the puzzle. We must keep everyone safe and the existing utilities protected. There's a shortage of utility locators nationwide. The pandemic really affected the workforce, and it's been tough for companies to retain a large number of locators. But the amount of construction and utility progression has only increased. Funds are assigned to push our society forward into new utility advances. There are many construction contracting companies who bid on these jobs from the utility companies. The grants have deadlines and the construction contractors are pushed to accomplish these projects by that date. This all sounds like common business sense. But there is a major problem: the number of utility locators that exist to keep up with the volume of work. That is a major part. Contract locating companies are trying their best to hire and retain quality workers. Do you know many people who are locators or who are willing to do that job? Please encourage them because this industry is booming and needs more quality employees. But while everyone is still stretched thin and extremely busy, it's up to each and every one of us to step up and do more to be the best version of ourselves that we can be. We must elevate our communication immensely! We have to go above and beyond to work together as a team. It's more work for everyone, but in the end, we are going to save in numerous ways.

When I think of Louisiana, I think of good people and culture. I truly believe that Louisianians are high-character

people. We care about our neighbors, want to help, and do the right thing. So why can't we work together as a team in the utility and construction world? What can you do to communicate within the industry when you are working in an area? Communication is the most essential tool that we have in this industry. It's paramount for safety and preventing damages. Of course, Louisiana 811 is a vital step and resource in the process and we are here to help you. But at the same time, direct communication between stakeholders is extremely important on a daily basis on these projects to make sure we are working together. Louisiana 811 is a right, but it is also a privilege to use this free service to get underground utilities located. Yes, utility companies are required to abide by dig laws, as well as excavators. The utility companies that are hiring contractors for these projects need to understand the time that it takes to locate and the value of daily communication with surrounding utilities. Excavators must use the 811 system the right way to help the entire process run efficiently. That means submitting tickets accurately, timely, effectively and working as a team with the utility industry. Communicating directly between excavators and utility locators is essential for your teamwork. For more information on how to use 811 more accurately, please reach out to us.

I am asking everyone to be as good of a teammate in this industry as you can be. That means continuous communication between different stakeholders in which you are working with or nearby. Please be active in your local Utility Coordinating Council. If you have not heard of this, please reach out to me. Attend the meetings regularly and come prepared to discuss your company's projects. Exchange contact information with local utility operators, locators, and excavators. Take information back to your company so that everyone is on the same page. Set up private pre-construction meetings between stakeholders to plan your projects together. That is what doing good business is all about. I know everyone is busy and tired. It's up to us to push through any struggles and work together. Our livelihood depends on it in so many different ways. We are proud to live in Louisiana. Teamwork and being there for each other are our best qualities. It's up to us to protect our state and our neighbors. Let's come together like we know we are capable of! 

Board Member Spotlight




Every job, every time.

Molly Smith



CenterPoint Energy training is focused on making sure your leadership and field personnel understand the 811 state laws, safe digging best practices, and other tips to help your projects be completed damage free without the delays and expenses of cutting a natural gas line. Most importantly, it is critical we cover how to stay safe in the event of a cut natural gas line.



At Kinder Morgan, our goal is People First, Safety Always. As the Damage Prevention Supervisor for South Louisiana at Kinder Morgan, my team and I work daily to ensure the safety of our facilities, the excavating community working around our facilities and the members of the public who live and work around our facilities. Damage Prevention and Public Awareness go hand in hand at Kinder Morgan to ensure that we are sharing the message about 811 Call Before You Dig and Safe Excavation Practices around all underground utilities and protecting our Natural Gas facilities from damage due to excavation activities. While my team and I are responsible for the Natural Gas facilities in South Louisiana, Kinder Morgan also has other pipelines transporting a variety of products throughout the state of Louisiana, which makes it critical for us to share the message about Louisiana 811 and the Dig Law in Louisiana. Each year my team and I focus a large amount of our time on meeting with members of the public through liaison meetings as well as meeting with first responders and public officials to partner in the goal of zero underground damages. Farmers and Excavators in South Louisiana are an important part of our outreach program as they are always working, regardless of the time of year or weather, and are amazing ambassadors for Louisiana 811. I am honored to be able to represent Kinder Morgan as a member of the Louisiana 811 Board of Directors. Through my position on the board, I believe that I have the unique opportunity to be on the leading edge of the Louisiana 811 Call Before You Dig (or Click) campaign and to help in the continuous improvement efforts of the Louisiana Dig Law. 

Our training also covers the steps to prevent natural gas ignition, explosion, and inherent risks should blowing gas from a damaged pipeline occur in your community.

To schedule your training session, email PublicAwareness@CenterPointEnergy.com






Sustaining Member Spotlight



Construction
Site Specialties

Established in 2001, Construction Site Specialties started out providing local residential contractors with demolition, debris removal and earthwork services. As the surrounding communities began quickly growing, CSS soon expanded into the commercial market throughout the Acadiana area. In 2012, CSS's services included erosion control, site utilities, culverts, and storm drainage. In 2016, cast in place concrete was added to facilitate the needs of our partners. This division specializes in cast in place concrete foundations and site paving. Construction Site Specialties has grown from a two-person business to seventy people and is still growing and hiring today. Our main niche is building foundations for apartment complexes and subdivisions. Our scope also includes hotels, restaurants, schools, hospitals, municipal buildings, and churches. Our team has also designed and developed several subdivisions of our own. The whole groundwork of your project can be maintained and completed by our team of professionals, from site clearing, to dirt hauling, asphalt paving and concrete work, site utilities, lime stabilization, demolition, erosion control and culverts. As a self-sufficient company, we offer complete site packages that fit exactly what your project requires. There is not a more diverse and competent company you can count on to get your project started and finished! 811 provides safety that is needed for all our projects, and CSS has those same safety standards to ensure that all of our employees return home safe! Thank you 811! 


JM Test systems

Our Founder, Ed Morrison, was an equipment manager for a large instrumentation and electrical contractor in Louisiana. While working there, he saw the importance of delivering quality certified test equipment to a jobsite and how detrimental it could be to the success or failure of the job. In 1982, he founded JM Test Systems when he was unable to find vendors to live up to his standards. JM Test Systems, Inc. was founded to provide quality and expedient service to industries that need repair and traceable calibration of test and measurement equipment. The company has grown from a 2 person lab to our current status of over 500 plus employees, and 10 laboratories. Our quality is second to none, we are A2LA accredited to ISO 17025. Along with our ISO 17025 accreditation, we comply with ANSI/NCSL Z-540-1 and ISO-10012. We are members of the professional groups: NCSL International, ASQ, and GIDEP.

Our corporate office is located in Baton Rouge, LA along with our Baton Rouge Calibration Laboratory. At this location we specialize in temperature, dimensional, electrical, electronic, gas detectors, moisture analyzers, torque, analytical, and pressure equipment. This facility also specializes in the repair and certification of process instrumentation. In Baton Rouge we also have our electrical safety testing facility, which specializes in electrical personal protective equipment (PPE). Our NAIL for PET accredited testing lab performs required cleaning and testing on all electrical safety equipment / personal protective equipment to ASTM/ANSI specifications.

Our Alexandria, LA facility located within the England Air Park was once the U.S. Air Force England AFB calibration laboratory. It primarily services the communications industry, DoD contractors in aircraft and shipbuilding industries and serves as a general-purpose calibration facility for North LA, NE TX, and AR.

Our other locations include Odessa, TX, Berthold, North Dakota, Mt. Braddock, Pennsylvania, and Mathison, Mississippi.


Beside our fixed location we also have mobile calibration labs that can go to the client's location and perform calibrations and certifications, with the same precision as any of our fixed laboratories. In recent years, we have expanded our services to include selling test equipment, as well as renting test equipment. We also design and manufacture custom built test benches to your specifications and manufacture our own line of pressure generation equipment. 

Louisiana



TALYGEN
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Louisiana Cat has been proud to represent Caterpillar® for 4 continuous generations in the state of Louisiana. We strive to be the leader in the markets we serve by offering superior value and an exceptional customer experience. Founded as a levee contractor in 1928 on the banks of the Mississippi River in Tallulah, Louisiana Tractor and Equipment Company became the 1st Caterpillar dealer in the State by 1933. The history of our company is one of continuity. From 1928 to the present day operations of Louisiana Cat we have believed in focusing on the needs of our customers and satisfying them completely. We have a diverse marketplace with demand for nearly every Cat product application including underground salt, stevedoring, industrial plant and coastal restoration and have one of the largest rental fleets and the 7th largest excavator market in North America. Our Power Systems headquarters, located within the Port of Iberia in New Iberia, Louisiana, is a ISO 9001 DNV GL certified design, fabrication and customized packaging operation which designs and builds to the most demanding offshore requirements for diesel and natural gas prime power, standby and gas compression applications. We consistently rank as the top Caterpillar marine engine dealer in the Americas, offering dockside service in Morgan City and field service support to marine customers globally. Today our company has locations across Louisiana and the gulf coast and continues to focus on the needs of customers in the diverse heavy equipment markets throughout Louisiana as well as the global engine markets worldwide. With our highly skilled workforce, Louisiana Cat faces the challenge of meeting the needs of the booming industry. First in Louisiana and Built to Last. 

Megan Lerch
Louisiana Cat | Marketing Manager
Megan.Lerch@LouisianaCat.com


Since 2009, Talygen has been committed to revolutionizing the damage prevention industry. This all-in-one Field Service Management software is used to automate your workflow when it comes to managing tickets, assigning personnel, asset tracking, project management, invoicing, and more. With features like 811 ticket integration and parsing, GPS-enabled location and zone management services, and job scheduling, Talygen helps you improve work performance and efficiency in one unified platform. Locators, supervisors, and utility companies count on Talygen to handle all aspects of their business.

Talygen features integration with more than 50 One Call centers across the United States and supports all 811 ticket formats. You can integrate your required call center, receive tickets directly into your Talygen account, and automatically route tickets to the appropriate team based on custom rules you set. Talygen can generate and send response codes for each ticket back to the call center as needed for positive verification and the software allows you to capture site photos and videos to maintain work records.

Talygen is proud to partner with Louisiana 811 in our joint commitment to damage prevention and public safety. Let Talygen help with positive response on your journey to achieve zero damage! <https://talygen.com/locate>,

(650) 800-3850 

Wholesale Pump & Supply, Inc. was founded in 1953 and is a Louisiana based, family-owned business. WPS began as a supplier of groundwater drilling and pumping equipment, well water supplies, and related components. As time progressed and customer demand grew, the need to expand into other business channels became a necessity. In the early 1970's, WPS expanded their product offerings for the municipal and industrial markets, with products for freshwater and wastewater collection and transmission. WPS currently has nine branches with stocking warehouses located in Louisiana, East Texas, Arkansas, Mississippi, and Alabama. WPS works with independent water well drillers, engineering firms, rural water systems, major municipalities, and industrial plants of all sizes. WPS is a member of many state and regional groundwater, rural water system, and municipal water system associations. We believe participation in these organizations help bring products and education to professionals in the water well, wastewater, rural water, and system operations during the annual trade shows throughout the region.

WPS is excited to be partnering with Louisiana 811 and getting the message of safe excavation out to our customers. Most of the groundwater, municipal, and industrial piping, power cabling, control wires, and septic systems are located underground. Therefore, most of our customers must excavate on certain job sites. WPS has always tried to emphasize to customers with the 811 slogan "Know What's Below. Call Before You Dig!". A little preparation before the job can lead to fewer problems during the job. If you would like more information about Wholesale Pump & Supply, Inc., please visit our website at www.wpsump.com. 



Cross Bores: Out of Si

*By Roger Cox
ACTS Now, Inc.*

In almost 50 years of underground utility experiences, I will share with both of my regular readers that I've had firsthand experience dealing with cross bores. Fortunately, most cross bores are not filled with tragedy and mass destruction, but when it does happen, the late-night news channels raise the awareness of the dangers rapidly.

And for the most part, that's how cross bores was moved from the "we should be careful" list to the "it's critical we protect our people" list. Most in the industry knows that the topic of cross bores first entered industry, policy and public awareness in 1976 when a sewer drain cleaner hit a cross bored gas line in Kenosha, Wisconsin causing an

explosion that resulted in two deaths, several injuries and mass destruction.

While this tragic incident brought national awareness of the potential dangers associated with cross-bores, it naturally focused on the extremely dangerous scenario of a natural gas line intersecting with a sewer line. It creates a clog that mirrors tree roots or other similar blockages that plumbers or drain cleaning companies have experienced many times in their careers that can turn south in a hurry. That danger created a policy in some areas of the country identified as "call before you clear."

Logically, if the plumber thinks he isn't required to dig, there is no need to call 811. However, as already outlined above, just because there are no external

signs of excavation on the property, the plumber might be unaware of potential danger caused by a cross bore.

No doubt, there are many reasons to promote directional boring. This is a technique designed to install underground pipelines without disturbing the surface, thereby preserving landscaping, roads and other above-ground features and in many cases the utility cost savings are significant. One Call dig laws across the country require most utilities to mark the location of existing utility lines; however, some industries and certain types of underground facility owners are not required to participate in the program in some states.

Many cross bores involve sewer laterals on private property, which are oft times



ght... NOT Out of Mind!

exempt from One Call legislation in many states. These sewer lines are often not made of metal and are difficult for pipeline installers to locate using traditional methods. As a result, lateral sewer lines have not always been located and marked prior to drilling, which can potentially lead to cross bores being created. Utilities have been making changes in their operating practices since the early 2000s as they have come to understand this phenomenon.

Attempts to clear sewer blockages caused by cross bores can result in punctures to gas lines and lead to gas leaks into residences and businesses with the potential for explosions.

Industry and policymakers face the dual challenge of preventing new cross bores

and locating latent cross bores. The industry has made significant progress in educating homeowners, plumbers and excavators to call the gas utility if they experience a blockage in their sewer line before trying to clear the blockage with a cutting tool.

However, many cross bores remain undetected underground for years, in part because little to no problems occur as the result of the cross bore. It is estimated that hundreds of thousands of cross bores exist today that remain undetected.

It then becomes a tremendous responsibility for municipality operators and wastewater districts to require before and after camera inspections of the sewer lines to ensure that their

systems are not compromised. In so doing, they protect the integrity of their systems and the safety of their communities.

Because of the increased infrastructure spending and especially Horizontal Direction Drilling (HDD) construction projects, there will be greater risks damaging existing infrastructure and/or creating more cross bore incidents, perhaps more than ever before in the next generation.

I wonder if it is time for us to reevaluate our priorities as to why all members need to be a member of our 811 systems and why?

Just a thought! 

Traveling with Louisiana 811



Cajun South Construction.



"Carvertise" at the Saints game.



Northshore Technical Community College.



LA811 banner at Gulfgate Construction.



CenterPoint Energy leak city.



811 banner at Duhon Machinery



Pipeline Association of Louisiana (PAL)

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Horizontal Directional Drilling *Lessons Learned*

By Roger Cox
ACTS Now, Inc.

The history of HDD

Martin Cherrington conceived the idea of horizontal directional drilling in the 1960s. He first realized the value of underground drilling when he and another contractor were given the same job: lay down telephone lines in Los Angeles. The only difference was that Cherrington was using an open trench method while the other contractor was using drilling to lay down cables. That contractor arrived two weeks after Cherrington yet managed to finish two weeks before him. This led Cherrington to believe there was merit in looking at underground drilling methods.

In 1964 Cherrington founded Titan Contractors, which specialized in utility road boring. It was an opportune time for the company's formation because of a building boom in Sacramento and a recent "beautification" decree from the First Lady, Lady Bird Johnson. The decree was instated to clean up America by getting rid of utility lines which were an eyesore and hazardous during seismic and extreme weather events. As a solution, Sacramento proposed placing all utilities underground. Despite a favorable environment and HDD's merits, however, other, more familiar tunneling technologies like jack and bore and auger boring were usually preferred.

One of the main problems was the lack of control when drilling. It was often very difficult to make a straight bore, and the drill bit would resurface in unexpected places (like the middle of the road). Cherrington realized a solution when an engineer from PG&E invited him to consider a project for placing a gas line underneath the Pajaro River. The project would require drilling underneath the river, and the variability of the drill bit's direction would make it challenging. To find a solution, Cherrington experimented with angled bores on a similar river, trying several different angles. He observed that the steeper the angle of the bore, the greater the achieved distance. This relationship between angle and distance helped prove that with "optimum entry angle, proper drilling techniques and the right downhole tool assembly" (Cherrington) HDD could be used to cross a river. Since then, familiarity with HDD has increased, and it has become a much more routine method for projects requiring a non-evasive boring solution.

Lessons learned

Ok, admittedly I'm an old guy and somewhat of a history buff. However, over the past 25 years I've had the opportunity to visit a number of HDD companies, most of which were not really HDD companies at all. Just contractors trying to make a living and to do a good job. While hanging around these great folks, I learned a little... all while making great friends in the industry.

Some of the things I learned from these pioneers was the industry was developed out of a need, a need to limit the social and environmental impact of open trench construction while installing critical utility lines. There had to be a better way than tearing up flower beds, blocking traffic for months on end or creating mud slides for folks to trek through during the rainy seasons.

Back in the earliest days, backhoes or track hoes were pushing pipe under city streets with their buckets. As

primitive as it was, it was worth the effort to get a utility line to the other side of the street without cutting the street. Once there was some success in avoiding street cuts, the industry developed fairly rapidly as the demand of HDD services grew.

In fact, the Horizontal Directional Drilling (HDD) Industry has experienced so much growth in the past few decades that HDD has become commonplace as a method of installation. This growth has been driven by the benefits offered to utility owners (such as the elimination of traffic disruption and minimal surface damage) and by the ingenuity of contractors in developing this technology.

I'm not saying that HDD is the best solution in every case, because it's not. But there are so many opportunities for cost savings and quickly completing projects that it is an option that shouldn't be overlooked.

Back in the earliest days, backhoes or trackhoes were pushing pipe under city streets with their buckets. As primitive as it was, it was worth the effort to get a utility line to the other side of the street without cutting the street.


Some say that technology in the industry has outgrown necessary damage prevention training needed to ensure that already buried utilities lines aren't damaged in the rush to place newer or bigger utility lines.

The really good contractors, whether open trench or HDD, all say the first step to any successful project is to call 811 before you dig. They understand the value of waiting the appropriate time for the underground utility lines to be marked.

While locators are becoming more accurate, it's still important to see exactly where the line or pipe is located. As a result, the contractor will properly expose (pothole) the underground utility to determine the horizontal and vertical location of the utility.

Some municipalities and utility companies do not consider potholing to be an option. Rather, it is viewed as an essential phase of underground construction for all types of excavation including horizontal directional drilling (HDD) operations.

Yes sir, these new boring rigs coupled with utilizing best practices, like calling 811 and then boring safely make them worth their weight in holes...

Bore safely! 



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.



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CenterPoint Energy's Multi-Channel Strategy for 811 Day

CenterPoint Energy expanded its 811 education outreach campaign to key areas in the communities we serve making 811 Day 2022 a memorable experience for all.



Kona Ice Trucks

CenterPoint partnered with Kona Ice trucks in select cities across five states in its service footprint to deliver shaved ice treats to local community members. Eleven trucks decorated with 811 messaging were escorted by a CenterPoint employee from 11am-3pm along a pre-planned route. Stops included hardware stores, areas with heavy construction activities, and densely populated residential neighborhoods. Before digging into their treats, patrons were reminded to contact 811 before starting any outdoor digging projects. Prior to 811 Day, CNP sent out a media release asking local networks to stop by on the truck routes which gave an opportunity to share the safe digging message on air.

811 Cookie Deliveries

CenterPoint Energy promoted 811 Day by delivering pre-packaged 811-themed cookies. The "Cookie Drop" resulted in over a dozen fire departments sharing the #Call811 message on August 11th. Cookies were also delivered to local news outlets, emergency responders, excavation companies, and government officials. The Cookie Drop created a

blitz of social media posts from these influential stakeholders promoting natural gas safety with their communities.



Live Music Campaign – Houston

CenterPoint collaborated with Professional Sports Partners in Houston, along with other energy companies, on an 811 campaign that included a plane banner fly over and representation at select Houston area concert venues. From 8/1-8/11 there was digital advertising, promotional and concert ads, venue signage, and onsite activation promoting 811 at the venues.



Radio & TV

- Earned media with a :15 PSA spot to air KGLK-FM in Houston.
- Mississippi radio interview with Damage Prevention Coordinator
- Minnesota KSTP TV segment with Damage Prevention Manager KSTP 811 segment 8.11.22.MOV
- Two interviews on Houston Latin radio stations/programs
 - o KQQK-FM/KTJM-FM aired on 8/11
 - o KLOL aired on 8/7
- Eye on Houston Interviews: aired Sunday 8/7
 - o 6am Mix (KHMx), Bull (KILT) and Spot (KKHH)
 - o 7am on Sports (KILT-AM)

- o 8am on KIKK-AM
- o Podcast (<https://www.audacy.com/podcast/eye-on-houston-3ac67>)


811 Run Minnesota



CenterPoint Energy, along with Gopher State One Call, the Minnesota Office of Pipeline Safety, and other vendors, hosted the annual 811 Run and Walk at Lake Bde Maka Ska in Minneapolis on Saturday, August 13th. Nearly 100 runners left the starting line at 8:11 AM for the 5k trek to raise money for Operation Warm, an organization that provides new, warm winter coats for Minnesota children in need. Local radio personality Meat Sauce emceed the event as volunteers distributed 811 materials to race participants and promoted the importance of the 811 system and following safe digging practices.



Texas811 Day Celebration Event

CenterPoint Energy participated in the Second Annual Texas811 Day Celebration on 8/13 in Mont Belvieu. The Damage Prevention and Gas Operations Teams did a pipeline rupture demonstration and were on site to answer questions about how to start a project at home that involves digging. There was food, interactive games, and lots of hands-on activities. Community participation was very high, with a reported 500-600 people in attendance. 

What is Expertise?

By Joe Igel



Many years ago, I was dealing with medical problems with my ankle that caused considerable pain when walking. I went to an orthopedist who diagnosed my situation and told me that I had two options. The first was surgery to repair a damaged tendon and four-plus months of recovery wearing a boot or a cast. The second was that I could try therapy and avoid surgery altogether. I chose the latter.

The therapist I treated with recommended some exercises to increase range of movement. When I went back for a progress evaluation, I was improved. When asked how I had accomplished that, I told my therapist that I had done what he advised, doing the exercise just as he showed me. He laughed and asked if I would come and talk to all his patients. He confided in me that most of his patients did not do the exercises as given and thus did not see much improvement. I question to this day why anyone would go to an “expert”, spend the time there and not follow the recommendations. However, expertise and relying on it can be a tricky situation. I believe that much of the expert advice given is never followed and have witnessed this many times in my construction safety career.


First, if you seek and receive advice and then fail to follow it, you risk unnecessary exposure. Once advice is rendered, I believe there exists an obligation to at least weigh it, to adopt it if it meets all the requirements you

see in the situation. If you seek expert opinion, it is an admission that you yourself do not have expertise. Failing to incorporate recommendations can result in risk, liability, and fault. In obtaining underground location markings, for example, I have often seen a response that has been obviously inaccurate or late. Proceeding with the excavation regardless of this would be risky. Getting the necessary markings and checking their accuracy is the only logical course of action.

Second, the seeker of the advice is often simply seeking confirmation of what they already believe and only wants someone to agree with them. I used to ask, when my “expert” advice was requested, were they looking for honest advice or simply agreement. I would warn the recipient that they may not like my advice. The giveaway is when the person being advised argues the point instead of accepting or just questioning it (methodology, etc.). As a safety officer, I found myself in situations where I suspected contaminants in the air (asbestos, silica, etc.) and I advised the construction manager that I was going to monitor the atmosphere in advance of any employee exposure. Although they were sure that nothing was amiss, they did allow me to test. When monitoring showed contamination greater than the permissible exposure levels, I refused to allow our crews to work until the situation was abated. The construction manager had argued that the

measurements were just a bit over the exposure levels, which was irrelevant.

Third, expert advice is often not expert advice, quite often because it exists in a vacuum. It does not consider the specifics of the situation in which the information is needed. You may ask someone how they would proceed in each situation but unless you have access to any background materials, it may be impossible to provide a workable solution. For example, under OSHA Standard 1926, which deals with Construction, certain basic requirements are delineated. Under OSHA Standard 1910, which addresses General Industry, there are additional standards, some of which mirror or overlap 1926 and some which are unique. Without recognition of which one governs, expert advice can prove unreliable. It can also lead to false conclusions due to a failure to understand terminology, construction/industry methods, etc. Protecting a worker from a fall from height versus protecting a worker from a fall into a ditch may have similar solutions but there are elements that differ that need to be considered.

I rely upon expert opinion all the time, even in retirement. Asking for it is the easy part. Putting it in the proper framework, giving the necessary background to the situation and making the expert advice is the difficult portion. 

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

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It's No Big Deal - What's the Problem? Let Me Count the Ways!

By Virginia Reams
The Policy Center



The phone rang in a friend's office – (he's also an insurance agent!). "Can you email it to me?", he asked the upset caller, "you have liability coverage."

When the email arrived, it was the standard lawyer letter – the kind we see all the time. "My firm has been retained by....." looking for property damages of \$20,000 as well as upset and medical expenses of \$50,000... "and it went on to describe the property damage of \$20,000 for water that had entered the man's home and who knows if there's gonna be mold, etc.

"What are they talking about? We don't know anyone by that name. We would have a record if there had been any damages to someone's house – we never heard of anyone by that name", said the insured contractor. "We aren't even doing any work over there."

The agent filed the claim with the insurance carrier. Soon thereafter, the customer called and remembered that one day a few months back, another contractor – doing some trenching work – discovered that his 811 ticket had closed. He only had a little more work to do to finish the project, so he asked one of the insured's guys if he could work under the insured's open ticket. OK, the insured told the other contractor – "I won't tell if you won't" – he remembered joking with the other contractor. They had been friends for a long time, often doing favors for each other.

Now – BAM! – he's looking at either paying for all those damages – which he couldn't believe had been that high anyway (but there were invoices...) PLUS – those medical bills – or he could go on ahead and let them sue him – OR turn in a claim to his agent and make his premium go up! And he didn't even do anything! No matter which way he turned – it was gonna cost a lot of money. What he doesn't yet know is it might get even worse!

It is against the law to operate under someone else's ticket – were you aware of that? Flat, totally, no-two-ways-about-it against the law.

And if you break the law, the insurance company doesn't have to represent you in a Court of Law, nor do they have to pay the claim! That's one of the exclusions in any insurance policy ("Exclusions" – meaning things that they won't pay for. All policies have them – covers things like Nuclear War, Civil Commotion/Riot, now Viruses, and a bunch of other fairly obvious things, also including breaking the law!)

By letting the other contractor work under his ticket, he then became the (unpaid) General Contractor – even though the work being done by the contractor using his ticket had nothing to do with the work for which the ticket was set up for.

It doesn't seem like a Big Deal – no one intends to have something go wrong, of course. But allowing someone to work under your ticket is something you just cannot do. You are breaking the law – accidentally – by doing a simple (seeming) favor for a friend so he doesn't have to go through getting a whole new ticket – but come on – tickets last 14 days! He left that job to go finish up another then oops! his ticket closed. And now, it has become your problem – and why? – doing a favor?

Never let someone work under your ticket! Worst case scenario – it's possible (and maybe even likely) the Claims Department will say, "Sorry. Nothing we can do for you. You broke the law and now look." The letter will be a lot longer than that – it will quote the law where it says you can't allow another to use your ticket, etc. – but what it really says is:

"Too Bad Too Sad – you're not covered". Bottom line, don't do it. Ever.



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Cross Bores - a Recent Experience

The classic cross bore is a sewer line penetrated by a non-metallic (plastic) natural gas service line installed by horizontal directional drilling or plowing. This creates a problem when the sewer line gets clogged, and the plastic natural gas line is punctured when the clog is removed. Natural gas is a great fuel but when it is not properly contained, and it reaches a source of ignition it can explode. Even if the natural gas does not explode, it burns. Unintended explosions or fires are almost never good things.

The problem is that very few sewer lines (or, for that matter, water lines) are marked or easily located. New (or replacement) natural gas service lines in cities or suburbs = a pretty good chance that, sooner or later, cross bores may become a problem.

The Common Ground Alliance recently added "Cross Bore" to its Best Practices glossary: "An intrusion of an existing underground utility or underground structure by a second utility resulting in direct contact between the transactions of the utilities that compromises the integrity of either the utility or underground structure." Translation: Cross bores are a lot more than natural gas service lines and sewers.

What do I mean by that? We live in an internet age. How do we access the internet? Originally, it was by hard wire – mostly hard wire phone lines strung from pole to pole. As technology advanced, more and more phone lines were buried along with more and

more electrical supply lines. With the advent of cell phones, there are fewer and fewer "landlines" devoted to phone service, but landlines are still required to access the internet (and cable TV). Landlines used to be copper and relatively easily located. What is happening today? Copper landlines are being replaced by fiber optic lines that can carry a lot more data at far higher speeds.


Do you see where I am going? The trend is to install fiber optic lines using trenchless technology. This increases the potential for cross bores for two reasons. First, any time trenchless technology is used to install underground utilities (gas, electric, water, sewer, fiber optic) and there are other underground utilities present, there is the potential for cross bores. Second, locating underground fiber optic cable is considerably more difficult than locating metallic underground utilities. The potential for future cross bores is therefore increased.

Why do I mention this? The neighborhood I live in is (finally!!) getting high speed fiber optic internet. The first hint was USIC (US Infrastructure Corporation) marking underground utilities all over the place. They had been in the neighborhood for other projects and even a couple of my own projects. Their personnel have always been friendly and, as far as I can tell, they flag and mark everything they are supposed to mark. USIC is also a Gold Supporter of the Common Ground Alliance.

A few days later, the digging started. I had never seen moling - a trenchless method used to install small diameter underground utilities. During the moling process, a pneumatically driven machine known as a mole forces its way through the soil along the desired path of the pipe. Sort of a short range horizontal directional drilling process without any rotating tool. I did not get to see an actual mole, but they dug small access pits every 20 or 30 feet or so and apparently ran the mole from pit to pit. They could go under sidewalks and streets with relatively little disturbance at the surface. One of my neighbors did complain about not replacing the sod (he was the "Yard of the Month" and is known to be particular about such things), but the more significant problem was damage to sprinkler systems near and along sidewalks (can you say "Cross Bore"?). I was lucky – the work for my yard was in the easement behind my fence and my yard was not disturbed. My guess is that the installation contractor came back and repaired the sprinklers, but I have not confirmed that.

The installation is not yet complete (i.e., our high-speed has not been connected), but it appears to be going well in the disruptions seem to be at a minimum.

When you get your fiber optic internet, I hope everything goes as well for you!!

Be safe out there!! 

*John Jacobi retired from PHMSA.
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AT THE CROSS BORES

Use bore planning tools like Vermeer Projects software to stay organized.

Create a pothole at every utility cross point in your bore path using soft excavation methods, such as vacuum excavation.

Make sure your drill head transmitter is calibrated and give yourself plenty of space between other utilities as you drill.

Stay alert and watchful throughout excavation.

When finished, document and complete your bore plan for others to reference in the future.

There's no room on a jobsite for shortcuts. That's especially true when it comes to preventing cross bores. Doing so takes planning, time, attention to working conditions and the right tools. Preventing cross bores starts well before the work begins. [Visit your local dealer's website below to learn more.](#)



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