NEW YORK

EXCAVATOR®
PIPELINE SAFETY PROGRAM

# PIPELINE SAFETY TRAINING

## PROGRAM GUIDE



2025

# EMERGENCY CONTACT LIST

| COMPANY | EMERGENCY NUMBER |
|---|---|
| Algonquin Gas Transmission LLC | **1-800-231-7794** |
| Bowline Power LLC | **1-845-786-8046** |
| Buckeye Partners, L.P. | **1-800-331-4115** |
| Chesapeake Energy | **1-888-460-0003** |
| Corning Natural Gas Corporation | **1-800-834-2134** |
| DT Midstream – Bluestone Gas | **1-877-697-2028** |
| Eastern Gas Transmission and Storage | **1-888-264-8240** |
| Empire Pipeline Inc. | **1-800-444-3130** |
| Enbridge (U.S.) Inc. | **1-800-231-7794** |
| Enterprise Products Operating LLC | **1-888-883-6308** |
| IMTT Pipeline | **1-201-437-2200** |
| Kiantone Pipeline Corp / United Refining Company | **1-814-723-1201** |
| Linde | **1-800-926-9620** |
| National Fuel Gas Supply Corporation | **1-800-444-3130** |
| New York State Electric & Gas Corporation | **1-800-572-1121** |
| Repsol | **1-800-530-5392** |
| Rochester Gas and Electric Corporation | **1-800-743-1702** |
| Sunoco LLC | **1-800-786-2255** |
| Sunoco Pipeline | **1-800-786-7440** |
| Texas Eastern Transmission LP | **1-800-231-7794** |
| Wyckoff Gas Storage Company, LLC | **1-800-290-4572** |

**Note: The above numbers are for emergency situations.**
**Additional pipeline operators may exist in your area.**
**Visit the National Pipeline Mapping System at www.npms.phmsa.dot.gov for companies not listed above.**

| ONE-CALL SYSTEM | PHONE NUMBER |
|---|---|
| UDIG NY | **1-800-962-7962** |
| New York 811 | **1-800-272-4480** |
| National One-Call Referral Number | **1-888-258-0808** |
| National One-Call Dialing Number | **811** |

## Table of Contents

**Pipeline Purpose and Reliability**
- Critical national infrastructure
- Over 2.7 million miles of pipeline provide 65% of our nation's energy
- 20 million barrels of liquid product used daily
- 21 trillion cubic feet of natural gas used annually

**Safety Initiatives**
- Pipeline location
  - Existing right-of-way (ROW)
- ROW encroachment prevention
  - No permanent structures, trees or deeply rooted plants
- Hazard awareness and prevention methods
- Pipeline maintenance activities
  - Cleaning and inspection of pipeline system

**Leak Recognition and Response**
- Sight, sound, smell – indicators vary depending on product
- Diesel engines – fluctuating RPMs
- Black, dark brown or clear liquids/dirt blowing into air/peculiar odors/dead insects around gas line/dead vegetation
- Rainbow sheen on the water/mud or water bubbling up/frozen area on ground/frozen area around gas meter
- Any sign, gut feeling or hunch should be respected and taken seriously
- Take appropriate safety actions ASAP

**High Consequence Area *(HCA)* Regulation**
- Defined by pipeline regulations 192 and 195
- Requires specialized communication and planning between responders and pipeline/gas personnel
- May necessitate detailed information from local response agencies to identify HCAs in area

**One-Call**
- One-Call centers are not responsible for marking lines
- Each state has different One-Call laws. Familiarize yourself with the state you are working in
- Not all states require facility owners to be members of a One-Call
- You may have to contact some facility owners on your own if they are not One-Call members
- In some states, homeowners must call before they dig just like professional excavators

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

## Pipeline Emergency Response Training

Contractor and Excavator Personnel

EXCAVATOR
PIPELINE SAFETY PROGRAM

Instructor:


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## Pipeline Operator Challenges

- Timely notification of the incident
- Denied entry at scene of incident
- Quick access to remote valves/ICP
- Getting equipment into the area
- Communications with incident command
- Clear lines of communication (both ways)
- Face to face meetings with local officials
- Pre-planning with emergency services

Do contractors and excavators face some of these same challenges?

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## Local Operator Information*

- **Operator and/or company name**
- **Pipeline systems and products**
- **Location of pipelines**
- **Pipeline size/operating pressure(s)**
- **Operator Response(s) to a pipeline emergency**

*Information in the materials may not represent all pipeline companies in your area.


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## Coordinated Response Exercise*

- **Learn** your requirements and responsibilities prior to beginning excavating.
- **Acquaint** you with the operator's ability to respond to a pipeline emergency. And find out what the company responsibilities are once you notify 811 before you can dig.
- **Identify** the types of pipeline emergencies.
- **Plan** how all parties can engage in mutual assistance to minimize hazards to life, property and the environment.

**Code of Federal Regulations (CFR): 49 CFR Parts 192 and 195**

**Roll Call:** Excavators, Public Officials, Emergency Responders, and Pipeline Operators

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## Program Resources


## Safe Digging Practices

https://commongroundalliance.com/


## Safe Digging Practices and Resources

https://bestpractices.commongroundalliance.com/1-Introduction/101-Best-Practices-Manual-Version-200



What do we do?


Where We Serve
UDIG·NY


FAST. FREE. EASY.
What happens when you place a Location Request
Step Two Waiting & Locating
Step Three Confirm
Step Four Respect the Marks
Step Five Dig with Care


The Notification Process
811
exactix

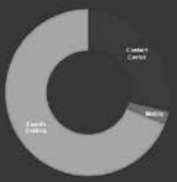
## 2024 Ticket Volume

**Total Ticket Volume:** 566,164

Exactix (Web): 71.34%
- Non-emergency: 75.36% web

Contact Center: 28.66%

**Mobile Entry Grows:**
- 14,887 tickets submitted on Android or iOS




What happens with my information?

verizon nationalgrid
conEdison
National Fuel
KINDER MORGAN
Iroquois
NYSEG
Central Hudson
RG&E
Orange & Rockland
Liberty

Failure to Notify

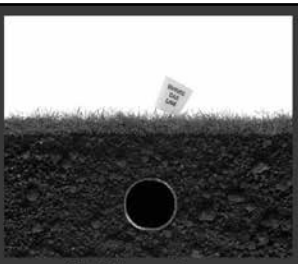
25%

Who should use the Service?

Homeowner Responsibility

Tolerance Zone Damages

33%



The Tolerance Zone

Utility Damages

## Regulations

Public Service Commission

## DAMAGE PREVENTION
*Conference & Expo*

**SAVE THE DATE!**

October 22, 2025
The Oncenter | Syracuse NY

**UDIGNY.ORG/conference**

## Three Seconds Later...

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## Dredging Operations

**If your company conducts dredging operations, shoreline stabilization or pile driving activities, please be aware of the following:**

- Underground hazardous liquids and natural gas pipelines do traverse lakes and navigable waterways
- 811 requirements to submit a one-call ticket prior operations commencing, to include a sub-aqueous ticket option
- Identify all pipeline warning markers near the shorelines where you will be working
- Contact the pipeline company as part of your pre-planning before work begins

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## Logging Operator Responsibilities

- Notify pipeline company before work begins
- No skidding of logs on right of way
- Crossing of pipeline must be approved
- Drop cut trees away from pipeline
- Do not remove existing cover
- Restore right of way

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## Integrity Management

**Pipeline companies are required to have Integrity Management programs to insure safe and efficient operations:**

- Internal and external cleaning and inspection, of the pipeline and affected areas
  - Rights-of-Way and valves
- Supervisory Control and Data Acquisition (SCADA)
- Identification of High Consequence Areas (HCA)
- Aerial Rights-of-Way Patrols
- Public Awareness Outreach to stakeholders
- Participation as a member of 811
- Operator Qualification (OQ) Training
- Local Distribution Company (LDC)
  - Meter Testing
  - Leak Surveys
    - May also be utilized on transmission pipelines

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## Product Characteristics

**Hazardous Liquids**
ER Guide 128 (Pages 186-187)
- Crude oil, jet fuel, gasoline and other refined products
- **Liquid in and liquid out of the pipeline**

**Highly Volatile Liquids**
ER Guide 115 (Pages 160-161)
- Propane, Butane, Ethane and natural gas liquids
- **Liquid in and vapor out of the pipeline**

**Natural Gas**
ER Guide 115 (Pages 160-161)
- Gas in and gas out of the pipeline
- **Odorant Mercaptan added where required**


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## Above Ground Storage Tanks

**Considerations when responding to tank farms/ terminals**

**Work with your local operator to:**
- Develop an effective response plan
- Identify products and hazards
- Determine evacuation radius

**Response recommendations:**
- Cool tank(s) or nearby containers by flooding with water
- Use unmanned hose holders/monitor nozzles
- Do not direct water at safety devices or icing may occur
- Let product burn, even after air supply line/system is closed
- Beware of the potential for **Boiling Liquid Expanding Vapor Explosion (BLEVE)**

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## Leak Recognition

- Pools of liquid on the ground near a pipeline
- Dense white cloud or fog over a pipeline
- Discolored vegetation surrounding a pipeline
- Unusual dry spot in an otherwise moist field
- Dirt blowing up from the ground
- Bubbling in marshland, rivers or creeks
- Oily sheen appearing on water surfaces
- Frozen ground near a pipeline
- Unusual noise coming from a pipeline
- Unusual smell or gaseous odor


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## Local Distribution Systems

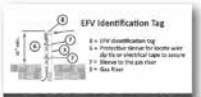
### Caution

- Be aware, not all natural gas leaks are from excavation; unintended leaks from stoves, water, heaters, furnaces, etc. can occur
- When called out on natural gas leak events, use combustible gas indicators
- Mercaptan can be stripped as it travels through soil
- Frost heaves, breaking pipes
- Gas meter breaks due to snow buildup from melting snow falling from roofs

### Excess flow valve meter tags

**Identification tags [192.381(c)]**

- The presence of an excess flow valve on the service lines must be marked with an identification tag. The identification tag will typically be located at the top of the service riser below the meter stop valve

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## Excess Flow Valve (EFV)

### Local Distribution Lines

- **Automatic reduction of gas flow** should a service line break
- **May not** completely stop the flow of natural gas
- **May not** hear a distinct hissing sound
- Migration and ignition sources may still exist
- Always work a coordinated response with your local operator
- **Not all service lines have an EFV installed**


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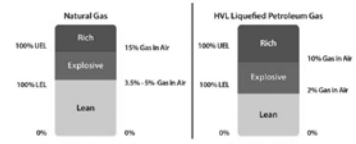
## Explosive Limits

### Explosive Limits vs. Percent of Gas in Air




Lower / Upper explosive limits depend on characteristics of specific products

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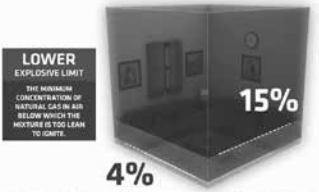
## Explosive Limits




FOR NATURAL GAS RANGES BETWEEN ROUGHLY FOUR PERCENT

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## Farm Taps

- Mainly in rural areas, some natural gas pipeline companies may have facilities commonly referred to as "farm tap"
- These natural gas settings are made up of valves, pipes, regulators, relief valves and a meter. It may be located near the home or within the general vicinity
- To report the smell of gas near a farm tap, call 911 and the local gas company from a safe distance
- The lines after a farm tap or residential meter may or may not be PRIVATE LINES, be aware of these

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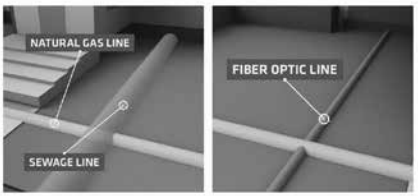
## Horizontal Directional Drilling (Cross Bore)




THROUGH A SEWAGE LINE, LOCAL DISTRIBUTION, TRANSMISSION

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## Pipeline Awareness Training Center

**Share with others in your crew, company, or agency unable to attend today's program**

- Access to your local pipeline sponsor information
- Download the same documents presented in this program
- Certificate of completion provided upon completion of course

trainingcenter.pdigm.com

Use Code: 2025EX

¡Ahora en Español!


**Commissioner**: Very informative and increased my awareness of the resources available to our county leadership in case of an emergency.

**Geologist**: Concise, informative, appreciate the audio and visual components, and the course documents provided.

**Laborer**: Great course, as a reminder of what's out there and how to deal with it.

**Safety Manager**: This is a good course to add to our Excavation Safety Program Training and New Hire Training Package.

**Technician**: Very informative and ESSENTIAL to anyone doing or planning to do any kind of excavation work!

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**EXCAVATOR RESPONSIBILITIES:**

- ❑ Call Before You Dig - It's the Law!
- ❑ Wait the required time for the markings! (state specific time – check your local One Call Law)
- ❑ Tolerance Zones – May vary by state and/or company!
- ❑ Respect the marks!
- ❑ Dig with care!

**RISK CONSIDERATIONS**

- ❑ Type/volume/pressure/location/geography of product
- ❑ Environmental factors – wind, fog, temperature, humidity
- ❑ Sight, sound, smell – indicators vary depending on product
- ❑ Black, dark brown or clear liquids/dirt blowing into air/peculiar odors/dead insects around gas line/ dead vegetation
- ❑ Rainbow sheen on the water/mud or water bubbling up/frozen area on ground/frozen area around gas meter
- ❑ Other utility emergencies

**PIPELINE MARKERS**

The U.S. Department of Transportation (DOT) requires the use of signs to indicate the location of underground pipelines. Markers like these are located on road, railroad, and navigable waterway crossings. Markers are also posted along the pipeline right-of-way. Markers may not be located directly over the pipeline it marks.

**The markers display:**

- ❑ The product transported
- ❑ The name of the pipeline operator
- ❑ The operator's emergency number


- ❑ White Lining (Pre-marking)
- ❑ One Call Facility Request
- ❑ One Call Access
- ❑ Locate Reference Number

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- ❑ Separate Locate Request
- ❑ Pre-excavation Meeting
- ❑ Facility Relocations
- ❑ One Call Reference Number at Site
- ❑ Contact Names and Numbers
- ❑ Positive Response
- ❑ Facility Owner/Operator Failure to Respond
- ❑ Locate Verification
- ❑ Work Site Review with Company Personnel
- ❑ Documentation of Marks
- ❑ Facility Avoidance
- ❑ Marking Preservation
- ❑ Excavation Observer
- ❑ Excavation Tolerance Zone
- ❑ Excavation within the Tolerance Zone
- ❑ Vacuum Excavation
- ❑ Mismarked Facilities
- ❑ Exposed Facility Protection
- ❑ Locate Request Updates
- ❑ Facility Damage Notification
- ❑ Notification of Emergency Personnel
- ❑ Emergency Coordination with Adjacent Facilities
- ❑ Emergency Excavation
- ❑ Backfilling
- ❑ As-built Documentation
- ❑ Trenchless Excavation
- ❑ No Charge for Providing Underground Facility Locations
- ❑ Federal and State Regulations

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

## Signs Of A Pipeline Release

***SIGHT****
- Liquid on the ground
- Rainbow sheen on water
- Dead vegetation in an otherwise green area
- Dirt blowing into the air
- White vapor cloud
- Frozen area on ground

**Signs vary based upon product*

***SMELL***
- Odors such as gas or oil
- Natural gas is colorless and odorless
  - Unless Mercaptan has been added *(rotten egg odor)*

***OTHER - NEAR PIPELINE OPERATIONS***
- Burning eyes, nose or throat
- Nausea

***SOUND***
- A hissing or roaring sound

## What To Do If A Leak Occurs

- Evacuate immediately upwind
- Eliminate ignition sources
- Advise others to stay away
- **CALL 911** and the pipeline company – number on warning marker
  - Call collect if necessary
- Make calls from safe distance – not "hot zone"
- Give details to pipeline operator:
  - Your name
  - Your phone number
  - Leak location
  - Product activity
  - Extent of damage
- DO NOT drive into leak or vapor cloud
- DO NOT make contact with liquid or vapor
- DO NOT operate pipeline valves *(unless directed by pipeline operator)*:
  - Valve may be automatically shut by control center
  - Valve may have integrated shut-down device
  - Valve may be operated by qualified pipeline personnel only, unless specified otherwise
- Ignition sources may vary – a partial list includes:
  - Static electricity
  - Metal-to-metal contact
  - Pilot lights
  - Matches/smoking
  - Sparks from telephone
  - Electric switches
  - Electric motors
  - Overhead wires
  - Internal combustion engines
  - Garage door openers
  - Firearms
  - Photo equipment
  - Remote car alarms/door locks
  - High torque starters – diesel engines
  - Communication devices

## Pipeline Emergency

**Call Gas Control Or Pipeline Control Center**
Use ***Pipeline Emergency Response Planning Information Manual*** for contact information
Phone number on warning markers
Use state One-Call System, if applicable

**Control Center Needs To Know**
Your name & title in your organization
Call back phone number – primary, alternate
Establish a meeting place
Be very specific on the location ***(use GPS)***
Provide City, County and State

**Injuries, Deaths, Or Property Damage**
Have any known injuries occurred?
Have any known deaths occurred?
Has any severe property damage occurred?

**Traffic & Crowd Control**
Secure leak site for reasonable distance
Work with company to determine safety zone
No traffic allowed through any hot zone
Move sightseers and media away
Eliminate ignition sources

**Fire**
Is the leak area on fire?
Has anything else caught on fire besides the leak?

**Evacuations**
Primary responsibility of emergency agency
Consult with pipeline/gas company

**Fire Management**
**Natural Gas –** DO NOT put out until supply stopped
**Liquid Petroleum –** water is NOT recommended; foam IS recommended
Use dry chemical, vaporizing liquids, carbon dioxide

**Ignition Sources**
Static electricity *(nylon windbreaker)*
Metal-to-metal contact
Pilot lights, matches & smoking, sparks from phone
Electric switches & motors
Overhead wires
Internal combustion engines
Garage door openers, car alarms & door locks
Firearms
Photo equipment
High torque starters – diesel engines
Communication devices – not intrinsically safe

## Common Ground Alliance Best Practices

In 1999, the Department of Transportation sponsored the Common Ground Study. The purpose of the Common Ground Study was to identify and validate existing best practices performed in connection with preventing damage to underground facilities. The collected best practices are intended to be shared among stakeholders involved with and dependent upon the safe and reliable operation, maintenance, construction, and protection of underground facilities. The best practices contain validated experiences gained that can be further examined and evaluated for possible consideration and incorporation into state and private stakeholder underground facility damage prevention programs.

The current Best Practices Field Manual is divided into nine chapters that provide a collection of current damage prevention best practices. The nine chapters include:

1. Planning & Design Best Practices
2. One Call Center Best Practices
3. Location & Marking Best Practices
4. Excavation Best Practices
5. Mapping Best Practices
6. Compliance Best Practices
7. Public Education Best Practices
8. Reporting & Evaluation Best Practices
9. Miscellaneous Practices

To view the latest version of the Best Practices please visit www.commongroundalliance.com

CGA Common Ground Alliance℠

## Pipelines In Our Community

According to National Transportation Safety Board statistics pipelines are the safest and most efficient means of transporting natural gas and petroleum products, which are used to supply roughly two-thirds of the energy we use. These pipelines transport trillions of cubic feet of natural gas and hundreds of billions of ton/miles of liquid petroleum products in the United States each year.

This system is comprised of three types of pipelines: transmission, distribution and gathering. The approximately 519,000 miles of transmission pipeline* transport products, including natural gas and petroleum products, across the country and to storage facilities. Compressor stations and pumping stations are located along transmission and gathering pipeline routes and help push these products through the line.

Approximately 2.2 million miles of distribution pipeline* is used to deliver natural gas to most homes and businesses through underground main and utility service lines. Onshore gathering lines are pipelines that transport gas from a current production operation facility to a transmission line or main. Production operations are piping and equipment used in production and preparation for transportation or delivery of hydrocarbon gas and/or liquids.

*mileage according to the Pipeline Hazardous Materials Safety Administration (PHMSA).

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

## Training Center

Supplemental training available for agencies and personnel that are unable to attend:

- Train as your schedule allows
- Download resources including pipeline operator specific information
  - Sponsoring pipeline operator contact information
  - Product(s) transported
- Receive Certificate of Completion

Visit https://trainingcenter.pdigm.com/ to register for training

TC TRAINING CENTER

## Damage Prevention Programs

Pursuant to 49 CFR Parts 192.614 (c)(2)(i) and 195.442 (c)(2)(i) pipeline operators must communicate their Damage Prevention Program's "existence and purpose" to the public in the vicinity of the pipeline and persons who normally engage in excavation activities in the area in which the pipeline is located.

State and federally regulated pipeline companies maintain Damage Prevention Programs. The purpose of which is to prevent damage to pipelines and facilities from excavation activities, such as digging, trenching, blasting, boring, tunneling, backfilling, or by any other digging activity.

## Pipeline Markers

The U.S. Department of Transportation (DOT) requires the use of signs to indicate the location of underground pipelines. Markers like these are located on road, railroad, and navigable waterway crossings. Markers are also posted along the pipeline right-of-way.

**The markers display:**
- The material transported
- The name of the pipeline operator
- The operator's emergency number

***MARKER INFORMATION***
- Indicates area of pipeline operations
- May have multiple markers in single right-of-way
- May have multiple pipelines in single right-of-way
- DOES NOT show exact location
- DOES NOT indicate depth *(never assume pipeline depth)*
- DOES NOT indicate pipeline pressure


## Call Before You Dig

Statistics indicate that damage from excavation related activities is a leading cause of pipeline accidents. If you are a homeowner, farmer, excavator, or developer, we need your help in preventing pipeline emergencies.

1. Call your state's One-Call center before excavation begins - regulatory mandate as state law requires.
2. Wait the required amount of time.
3. A trained technician will mark the location of the pipeline and other utilities (private lines are not marked).
4. Respect the marks.
5. Dig with care.

**National One-Call Dialing Number:**

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

**For More Details Visit**: www.call811.com

**American Public Works Association (APWA) Uniform Color Code**

| | |
|---|---|
| | **WHITE -** Proposed Excavation |
| | **PINK -** Temporary Survey Markings |
| | **RED -** Electric Power Lines, Cables, Conduit and Lighting Cables |
| | **YELLOW -** Gas, Oil, Steam, Petroleum or Gaseous Materials |
| | **ORANGE -** Communication, Alarm or Signal Lines, Cables or Conduit |
| | **BLUE -** Potable Water |
| | **PURPLE -** Reclaimed Water, Irrigation and Slurry Lines |
| | **GREEN -** Sewers and Drain Lines |

## OSHA General Duty Clause

Section 5(a)(1) of the Occupational Safety and Health Act (OSHA) of 1970, employers are required to provide their employees with a place of employment that "is free from recognizable hazards that are causing or likely to cause death or serious harm to employees."

https://www.osha.gov/laws-regs/oshact/section5-duties

| *PRODUCT* | *LEAK TYPE* | *VAPORS* |
|---|---|---|
| **HIGHLY VOLATILE LIQUIDS [SUCH AS: BUTANE, PROPANE, ETHANE, PROPYLENE, AND NATURAL GAS LIQUIDS (NGL)]** | Gas | Initially heavier than air, spread along ground and may travel to source of ignition and flash back. Product is colorless, tasteless and odorless. |
| **HEALTH HAZARDS** | Will be easily ignited by heat, sparks or flames and will form explosive mixtures with air. Vapors may cause dizziness or asphyxiation without warning and may be toxic if inhaled at high concentrations. Contact with gas or liquefied gas may cause burns, severe injury and/or frostbite. Fire may produce irritating and/or toxic gases. | |

| *PRODUCT* | *LEAK TYPE* | *VAPORS* |
|---|---|---|
| **NATURAL GAS** | Gas | Lighter than air and will generally rise and dissipate. May gather in a confined space and travel to a source of ignition. |
| **HEALTH HAZARDS** | Will be easily ignited by heat, sparks or flames and will form explosive mixtures with air. Vapors may cause dizziness or asphyxiation without warning and may be toxic if inhaled at high concentrations. Contact with gas or liquefied gas may cause burns, severe injury and/or frostbite. | |

| *PRODUCT* | *LEAK TYPE* | *VAPORS* |
|---|---|---|
| **HAZARDOUS LIQUIDS [SUCH AS: CRUDE OIL, DIESEL FUEL, JET FUEL, GASOLINE, AND OTHER REFINED PRODUCTS]** | Liquid | Initially heavier than air and spread along ground and collect in low or confined areas. Vapors may travel to source of ignition and flash back. Explosion hazards indoors, outdoors or in sewers. |
| **HEALTH HAZARDS** | Inhalation or contact with material may irritate or burn skin and eyes. Fire may produce irritating, corrosive and/or toxic gases. Vapors may cause dizziness or suffocation. Runoff from fire control or dilution water may cause pollution. | |

## *Pipeline Damage Reporting Law As Of 2007*

**H.R. 2958 Emergency Alert Requirements**

Any person, including a government employee or contractor, who while engaged in the demolition, excavation, tunneling, or construction in the vicinity of a pipeline facility;

**A.** Becomes aware of damage to the pipeline facility that may endanger life or cause serious bodily harm or damage to property; or

**B.** Damages the pipeline facility in a manner that may endanger life or cause serious bodily harm or damage to property, shall promptly report the damage to the operator of the facility and to other appropriate authorities.

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**Websites:**

**Call Before You Clear**
www.callbeforeyouclear.com

**Common Ground Alliance**
www.commongroundalliance.com

**Federal Office of Pipeline Safety**
www.phmsa.dot.gov

**National One-Call Dialing Number: 811**
www.call811.com

**National Pipeline Mapping System**
www.npms.phmsa.dot.gov

**National Response Center**
https://www.epa.gov/emergency-response/national-response-center or 800-424-8802

**Occupational Safety & Health Administration (OSHA)**
www.osha.gov

**Paradigm Liaison Services, LLC**
www.pdigm.com

**United States Environmental Protection Agency (EPA)**
www.epa.gov/cameo

**Wireless Information System for Emergency Responders (WISER)**
https://wiser.nlm.nih.gov/

TC
TRAINING CENTER

Register for access to
Training Center
Code: EX

## Operator Information

| Operator Name(s) / Contact Information | Type(s) of Pipeline Systems Operating | Location within County | Pipe Size and Operating Pressure Range(s) | Average Emergency Response Time(s) |
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## About Paradigm

Paradigm is public awareness. We provide public awareness and damage prevention compliance services to assist with the regulatory requirements of 49 CFR 192 and 195, as well as API RP 1162. Since 2001, the oil and gas industry has worked with Paradigm to fulfill public education and community awareness requirements.

Our history of implementing public awareness programs and compliance services pre-dates API RP 1162. Most of the pipeline industry's large, mid-sized and small operators, as well as many local distribution companies utilize Paradigm's compliance services.

In serving our clients, Paradigm performs full-scope compliance programs from audience identification through effectiveness measurement. In addition, we offer consulting services for plan evaluation and continuous improvement. At the completion of each compliance program, we provide structured documentation which precisely records all elements of the program's implementation to assist with audits.

Paradigm leads the way in industry service. Pipeline operators and local distribution companies trust in Paradigm to implement their public awareness and damage prevention programs. Each year we:

- Distribute 25 million pipeline safety communications
- Compile and analyze roughly 250,000 stakeholder response surveys
- Facilitate over 1,200 liaison programs
- Implement approximately 1,000 public awareness compliance programs
- Provide audit support and assistance with over 50 public awareness audits

Contact Paradigm for more information regarding custom public awareness solutions.

**Contact us:**

Paradigm Liaison Services, LLC
PO Box 9123
Wichita, KS 67277
(877) 477-1162
Fax: (888) 417-0818
www.pdigm.com

# UDIG·NY

SAFE DIGGING STARTS HERE

We need your help in preventing damage to underground pipelines. The most common cause of pipeline damage happens when a third party unknowingly digs, blasts or drills near a pipeline. If you plan to dig or do any type of excavation or construction work, NYS law requires you to call UDIG NY 2 full working days prior to starting your work; not counting the day of your call, weekends or holidays.

Remember any excavation activity near an underground facility can potentially cause damage to that facility. Do your part and make sure the underground infrastructure has been marked. Please call 811 before you dig.

UDIG NY serves all of New York with the exception of New York City and Long Island.

# New York 811

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

Established in 1990, New York 811 (Formerly Dignet of NYC & LI Inc. ) is a nonprofit organization that acts as a communications link between utility companies and individuals planning any digging activity in the five boroughs of New York City and Nassau and Suffolk Counties on Long Island. By relaying these requests, New York 811 helps protect one of the most vast, congested and complicated underground infrastructures in the nation.

Though New York 811 does not physically mark utility lines or underground facilities, we do relay digging and excavation requests to our member network. This network includes companies that own or operate underground utility lines in our region, including cable television, natural gas, electric, water, sewer and telecommunications companies.

We also devote significant time and resources to promoting safe digging through presentations, special events, partnerships, and public education and outreach.

For general information about New York 811, call 1-800-524-7603.

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## NEW YORK

**UDIG NY** 800-962-7962
**Website:** www.udigny.org
**Hours:** 24 hours, 365 days
**Advance Notice:** 2 to 10 working days (excluding day of call)
**Marks Valid:** 10 working days
**Law Link:**
http://primis.phmsa.dot.gov/comm/DamagePreventionSummary.htm

**New York 811** 800-272-4480
**Website:** www.newyork-811.com
**Hours:** 24 hours, 7 days
**Advance Notice:** 2 business days (excluding day of call)
**Marks Valid:** 10 working days
**Law Link:**
http://primis.phmsa.dot.gov/comm/DamagePreventionSummary.htm

| TICKETS | | | STATE LAWS & PROVISIONS | | | | | | | | | NOTIFICATION EXEMPTIONS | | | | | NOTIFICATIONS ACCEPTED | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| FAX | Online | Mobile | Statewide Coverage | Civil Penalties | Emergency Clause | Mandatory Membership | Excavator Permits Issued | Mandatory Premarks | Positive Response | Hand Dig Clause | Damage Reporting | DOT | Homeowner | Railroad | Agriculture | Depth | Damage | Design | Emergency | Overhead | Large Projects | Tolerance Zone |
| N | Y | N | N | Y | Y | Y | N | N | Y | Y | N | N | Y | N | N | N | Y | Y | Y | N | Y | 24" |

Chart Reference: https://pipelineawareness.org/media/1507/2019-excavation-safety-guide-pipeline-edition.pdf

Paradigm

1.877.477.1162 • ny.pipeline-awareness.com