

EMERGENCY CONTACT LIST

COMPANY	EMERGENCY NUMBER	COMPANY	EMERGENCY NUMBER
Athens Utilities Board	1-423-745-4501	Jackson Energy Authority	1-731-422-7500
Atmos Energy	1-866-322-8667	Jamestown Gas Department, City of	1-931-879-8815
Bedford County Utility District	1-931-684-1667	Jefferson-Cocke County Utility District	1-423-623-3069
Bells Gas & Water	1-731-663-2350	Knoxville Utilities Board	1-865-524-2911
Bolivar Utility Department	1-731-658-5101	or	1-865-475-7911
BP Pipelines (North America), Inc.	1-800-548-6482	Lake County Utility District	1-731-253-6203
Brownsville Utilities	1-731-772-8845	Lawrenceburg Utility Systems	1-931-762-7161
Buckeye Partners, L.P.	1-866-514-8380	Lenoir City Utilities	1-844-687-5282
Centerville, Town of	1-931-729-4246	Lewisburg Gas Department	1-931-359-4016
Chattanooga Gas	1-855-874-9690	Lexington Gas System	1-731-968-2917
Citizens Gas Utility District	1-423-346-7256	Loudon Utilities	1-865-458-2091
City of Adamsville	1-800-351-1111	Lucy Woodstock Marine Terminal, Operated by Lemm Corp.	1-901-358-0151
City of Clifton	911	Madisonville Gas (Weekdays: 8 am-4:30 pm)	1-423-442-9416
City of Clarksville Gas Department (8:00 - 4:30 M-F)	1-931-645-7422	Madisonville Gas (Evenings)	1-423-442-HELP
City of Clarksville Gas Department (Holidays & weekends)	1-931-645-0116	Magellan Midstream Partners, L.P.	1-800-720-2417
City of Collinwood	911	Marathon Pipe Line LLC	1-833-675-1234
City of Galloway Gas Department	1-901-867-3333	Marion Natural Gas System	1-432-942-2528
City of Henderson	1-731-989-2201	Memphis Gas, Light & Water Division	1-901-372-5667
City of Hohenwald	1-931-796-2231	Middle Tennessee Natural Gas Utility District (Crossville Office)	1-931-484-2067
City of Lafayette Gas Department	1-615-666-4580	Middle Tennessee Natural Gas Utility District (Dayton Office)	1-423-775-2422
City of Lebanon Gas Department	1-615-443-2835	Middle Tennessee Natural Gas Utility District (Gordonsville Office)	1-615-683-1020
City of Lobelville	911	Middle Tennessee Natural Gas Utility District (McMinnville Office)	1-931-473-8494
City of Loretto - Gas Division	911	Middle Tennessee Natural Gas Utility District (Smithville Office)	1-615-597-4388
City of Martin Public Works	1-731-587-4910	Middle Tennessee Natural Gas Utility District (Sparta Office)	1-931-836-2825
or	1-731-587-5551	Middle Tennessee Natural Gas Utility District (Woodbury Office)	1-615-563-1010
City of Mt. Pleasant	1-931-379-3201	Mid-Valley Pipeline Company	1-800-753-5531
City of Munford	1-901-837-0171	Midwestern Gas Transmission	1-888-417-6275
City of Newbern	1-731-627-2571	Navitas Utility Corporation	1-866-797-3342
City of Portland Natural Gas System	1-615-325-6776	Oak Ridge Utility District	1-865-483-1377
City of Red Boiling Springs	1-615-666-4725	Paris Henry County Public Utility District	1-731-642-5635
City of Savannah (Day)	1-731-925-4216	Parsons Natural Gas System (Decatur County Emergency)	1-731-852-3911
City of Savannah (After Hours)	1-731-925-4930	Piedmont Natural Gas	1-800-752-7504
City of South Fulton	911	Pikeville Natural Gas	1-423-447-2919
City of Waynesboro	1-931-722-8035	Plains All American Pipeline, L.P.	1-800-708-5071
Claiborne Utilities District	1-423-626-4282	or	1-800-322-7473
Cookeville Gas Department	1-931-526-9591	Poplar Grove Utility District	1-901-837-0182
Covington Gas	1-901-476-7163	Powell-Clinch Utility District	1-865-426-2822
Crockett Public Utility District	1-731-696-2104	Pulaski Natural Gas System	1-931-363-1752
Delek Logistics Partners, LP	1-800-344-5325	Ridgetop Natural Gas	1-615-440-2616
Dyersburg Gas System	1-731-285-4019	Ripley Gas, Water & Wastewater Department	1-731-635-1212
or	311	Rockwood Water & Gas	1-865-354-0163
East Tennessee Natural Gas / Texas Eastern Transmission L.P.	1-888-231-2294	Selmer Utility Division	1-731-645-7928
Elk River Public Utility District	1-931-455-9311	Sevier County Utility District	1-865-453-3272
Enable Gas Transmission, LLC	1-800-474-1954	Smyrna Municipal Gas System (8 AM - 4:30 PM)	1-615-355-5711
DAPL-ETCO Pipeline	1-800-753-5531	Smyrna Municipal Gas System (After Hours)	1-615-355-5742
Diversified Gas & Oil Corporation (legacy Atlas Tennessee)	1-877-711-1138	Southern Company Pipelines	1-844-357-4656
Diversified Gas & Oil Corporation (legacy Coalfield Pipeline)	1-800-642-0300	Southern Natural Gas	1-800-252-5960
East Tennessee Natural Gas / Texas Eastern Transmission L.P.	1-888-231-2294	Springfield Gas System	1-615-384-0008
Eco-Energy Stone Mountain, LLC	1-888-248-6242	Sweetwater Utilities Board	1-423-337-5081
Enable Gas Transmission, LLC	1-800-474-1954	TC Energy / ANR Pipeline	1-800-447-8066
Englewood Utilities	1-423-263-9441	TC Energy / Columbia Gulf Transmission	1-866-485-3427
Enterprise, TE Products Pipeline System	1-888-883-6308	Texas Eastern Transmission L.P. (Enbridge)	1-800-231-7794
Etowah Utilities	1-423-263-9441	Texas Gas Transmission, LLC	1-800-626-1948
Fayetteville Public Utilities	1-800-379-2534	Tennessee Gas Pipeline	1-800-231-2800
First Utility District of Tipton County	1-901-476-9525	Town of Linden	1-931-589-2736
Gallatin Public Utilities Natural Gas System	1-615-451-5922	Town of Livingston	1-931-823-6496
or	911	Town of Mason (Business Hours)	1-901-294-3525
Gibson County Utility District	1-731-855-1441	Town of Mason (After Hours)	1-901-430-5464
Greater Dickson Gas Authority	1-615-441-2830	Town of Maury City (Sheriff's Department)	1-731-696-2104
Hardeman Fayette Utility District	1-901-877-6236	Town of Somerville	1-901-465-7300
Harriman Utility Board	1-865-882-3242	Trunkline Gas Company	1-800-225-3913
Hawkins County Gas Utility District	1-423-272-8841	Unicoi County Gas Utility District	1-423-743-6793
Horton Highway Utility District	1-931-364-2283	Valero Partners Operating Company, LLC	1-866-423-0898
Humboldt Utilities	1-731-784-9212	Valero Terminaling and Distribution Company	1-866-423-0898
or	1-731-784-1322	West Tennessee Public Utility District	1-731-986-8289
Humphreys County Utility District	1-931-296-3204		
or	1-800-296-0902		

To learn more about your local pipeline operators, please visit [tnpipe.com](http://tnpipe.com)

**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](http://www.npms.phmsa.dot.gov) for companies not listed above.

ONE-CALL SYSTEM	PHONE NUMBER
Tennessee 811	800-351-1111 or 811

# 2021 PIPELINE EXCAVATOR QUICK REFERENCE GUIDE - TENNESSEE

## 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



## TENNESSEE

Tennessee 811

Website: [www.tn811.com](http://www.tn811.com)

**Advance Notice:** Not less than 3 working days, not more than 10 working days

**Marks Valid:** 15 calendar days

**Law Link:** [https://primis.phmsa.dot.gov/comm/StateDamagePrevention/StateDamagePrevention\\_TN.htm](https://primis.phmsa.dot.gov/comm/StateDamagePrevention/StateDamagePrevention_TN.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
Y	Y	Y	Y	Y	Y	Y	N	Y	Y	N	Y	Y	N	Y	Y	N	N	Y	Y	N	N	24"

## EXCAVATION BEST PRACTICES JOB SITE CHECKLIST

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



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