

# 2024 PIPELINE EXCAVATOR QUICK REFERENCE GUIDE - TENNESSEE

## EMERGENCY CONTACT LIST

COMPANY	EMERGENCY NUMBER	COMPANY	EMERGENCY NUMBER
Athens Utilities Board.....	1-423-745-4501	Gibson County Utility District.....	1-731-855-1441
Atmos Energy.....	1-866-322-8667	Greater Dickson Gas Authority.....	1-615-441-2830
BBT AlaTenn, LLC.....	1-844-940-3077	Hardeman Fayette Utility District.....	1-901-877-6236
Bedford County Utility District.....	1-931-684-1667	Hawkins County Gas Utility District.....	1-423-272-8841
Bolivar Utility Department.....	1-731-658-5101	Horton Highway Utility District.....	1-931-364-2283
BP Pipelines (North America), Inc.....	1-800-548-6482	Humboldt Utilities.....	1-731-784-9212
Brownsville Utilities.....	1-731-772-8845	or.....	1-731-784-1322
Centerville, Town of.....	1-931-729-4246	Jackson Energy Authority.....	1-731-422-7500
Chattanooga Gas.....	1-855-874-9690	Jamestown Gas Department, City of.....	1-931-879-8815
City of Clarksville Gas Department (8-4:30 M-F).....	1-931-645-7422	Jefferson-Cocke County Utility District.....	1-423-623-3069
City of Clarksville Gas Department (Holidays and weekends) ..	1-931-645-0116	or.....	1-865-475-7911
City of Clifton.....	911	Knoxville Utilities Board.....	1-865-524-2911
City of Collinwood.....	911	Lake County Utility District.....	1-731-253-6203
City of Gallaway Gas Department.....	1-901-867-3333	Lewisburg Gas Department.....	1-931-359-4016
Covington Gas.....	1-901-476-7163	Lexington Gas System.....	1-731-968-2917
City of Friendship.....	1-731-697-5648	Loudon Utilities.....	1-865-458-2091
City of Henderson.....	1-731-989-2201	Lucy Woodstock Marine Terminal (Operated by Lemm Corp) ...	1-901-358-0151
City of Hohenwald.....	1-931-796-2231	Marion Natural Gas System.....	1-423-942-2528
City of Lafayette Gas Department.....	1-615-666-4580	Mid-Valley Pipeline.....	1-800-753-5531
City of Lebanon Gas Department.....	1-615-443-2835	Navitas Utility Corporation.....	1-866-797-3342
City of Loretto - Gas Division.....	911	Oak Ridge Utility District.....	1-865-483-1377
City of Martin Public Works.....	1-731-587-4910	Plains Pipeline, L.P.....	1-800-708-5071
or.....	1-731-587-5551	or.....	1-800-322-7473
City of Mt. Pleasant.....	1-931-379-3201	Powell Clinch Utility District.....	1-865-426-2822
City of Munford.....	1-901-837-0171	Pulaski Natural Gas System.....	1-931-363-1752
City of Portland Natural Gas System.....	1-615-325-6776	Ridgetop Natural Gas.....	1-615-440-2616
City of Red Boiling Springs.....	1-615-666-4725	Ripley Gas, Water & Wastewater Department.....	1-731-635-1212
City of South Fulton.....	911	Selmer Utility Division.....	1-731-645-7928
City of Waynesboro.....	1-931-722-8035	Sevier County Utility District.....	1-865-453-3272
Claiborne Utilities District.....	1-423-626-4282	Smyrna Municipal Gas System (8 am - 4:30 pm).....	1-615-355-5711
Crockett Public Utility District.....	1-731-696-2104	Smyrna Municipal Gas System (After Hours).....	1-615-355-5742
Delek Logistics Partners, LP.....	1-800-344-5325	Southern Company Pipelines.....	1-844-357-4656
Diversified Gas & Oil Corporation (legacy Atlas Tennessee).....	1-877-711-1138	Springfield Gas System.....	1-615-384-0008
Diversified Gas & Oil Corporation (legacy Coalfield Pipeline) ...	1-800-642-0300	Sweetwater Utilities Board.....	1-423-337-5081
Dyersburg Gas System.....	1-731-285-4019	Tennessee Gas Pipeline.....	1-800-231-2800
East Tennessee Natural Gas.....	1-800-231-7794	Texas Eastern Transmission L.P. (Enbridge).....	1-800-231-7794
Enable.....	1-800-474-1954	Texas Gas Transmission, LLC.....	1-800-626-1948
Energy Transfer Crude Oil.....	1-800-753-5531	Town of Livingston.....	1-931-823-6496
Enterprise, TE Products Pipeline System.....	1-888-883-6308	Town of Somerville.....	1-901-465-7300
Etowah Utilities.....	1-423-263-9441	Trunkline Gas.....	1-800-225-3913
Fayetteville Public Utilities.....	1-800-379-2534	Unicoi County Gas Utility District.....	1-423-743-6793
First Utility District of Tipton County.....	1-901-476-9525	Valero Terminaling and Distribution Company.....	1-866-423-0898
Gallatin Public Utilities Natural Gas System.....	1-615-451-5922	Valero Partners Operating Co., LLC.....	1-866-423-0898

To learn more about your local pipeline operators, please visit [tn.pipeline-awareness.com](https://tn.pipeline-awareness.com)

**NOTE:** The above numbers are for emergency situations. Additional pipeline operators/companies may exist in your area. Visit the National Pipeline Mapping System at [www.npms.phmsa.dot.gov](http://www.npms.phmsa.dot.gov) for transmission companies not listed above.

ONE-CALL SYSTEM	PHONE NUMBER
Tennessee 811.....	1-800-351-1111 or 811

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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



## 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

## 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:

<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	Y	Y	Y	Y	Y	N	Y	Y	Y	Y	Y	N	Y	Y	N	Y	Y	Y	N	N	24"



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

