

TENNESSEE



PIPELINE SAFETY TRAINING



PROGRAM GUIDE

Overview

Pipeline Safety

Excavation Best Practices Checklist

Signs Of A Pipeline Release

What To Do If A Leak Occurs

Pipeline Emergency

Common Ground Alliance Best Practices

Pipelines In Our Community

Damage Prevention Programs

Pipeline Damage Reporting Law

2025

Overview.....	4
Pipeline Safety.....	5
Excavation Best Practices Jobsite Checklist	16
Signs Of A Pipeline Release / What To Do If A Leak Occurs / Pipeline Emergency.....	17
Common Ground Alliance Best Practices / Pipelines In Our Community.....	18
Damage Prevention Programs / Pipeline Markers / Call Before You Dig / OSHA General Duty Clause.....	19
Product Characteristics	20
Pipeline Damage Reporting Law / Websites	21
Operator Information	22
About Paradigm.....	23
Operator Information	24
Emergency Contact List	25

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



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

Pipeline Emergency Response Training

Contractor and Excavator Personnel

EXCAVATOR

PIPELINE SAFETY PROGRAM

Instructor: Sam Jerideau



EXCAVATOR 811

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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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Parade

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>

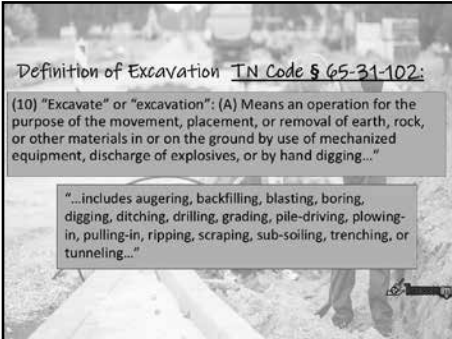

What requires B11 notification?




Definition of Excavation TN Code § 65-31-102:

(10) "Excavate" or "excavation": (A) Means an operation for the purpose of the movement, placement, or removal of earth, rock, or other materials in or on the ground by use of mechanized equipment, discharge of explosives, or by hand digging..."

"...includes augering, backfilling, blasting, boring, digging, ditching, drilling, grading, pile-driving, plowing-in, pulling-in, ripping, scraping, sub-soiling, trenching, or tunneling..."

TN 811 Business Hours:


6 AM – 6 PM Central Time
7 AM – 7 PM Eastern Time
Monday – Friday
(excluding holidays)

Emergency & Second Notices Accepted 24/7.

72	<	2
Normal 3 working days (72 hours)	Emergency Less than 72 hours More than 2 hours	Emergency on clock on-site (2-hour response required)

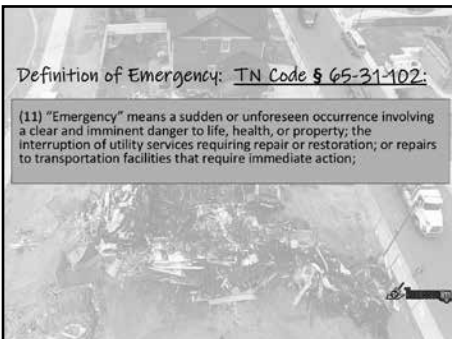

*Ticket times are set in the Central Time Zone. Excavation clock time is the same as the ticket valid start time.

As of July 1, 2024, Emergency Ticket Notification Changes



Definition of Emergency: TN Code § 65-31-102:

(11) "Emergency" means a sudden or unforeseen occurrence involving a clear and imminent danger to life, health, or property; the interruption of utility services requiring repair or restoration; or repairs to transportation facilities that require immediate action;

White Marks



After the Call (or online entry):



- ✓ Wait for validation*
- ✓ Check Positive Response
- ✓ Verify there are marks for all facilities that you can see
- ✓ Enter a 2nd Notice, if needed
- ✓ Dig with care

*Valid after 72 hours or prior to 72 hours if all utilities have responded

If after all utilities have responded an excavator observes clear evidence of unmarked utilities, the excavator is required to make a 2nd call to 811. A 2nd notice to 811 preserves some legal protections to the excavator for damages to unlocated utilities as long as the excavator uses reasonable care and avoids the existing utilities.



Signs of Underground Facilities



Signs of Underground Facilities



Signs of Underground Facilities



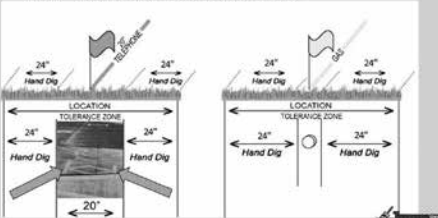
What do the color markings/flags mean?

American Public Works Association
uniform color code

- White - Proposed excavation
- Pink - Temporary survey markings
- Red - Electric power lines, cables, conduit and lighting cables
- Yellow - Gas, oil, petroleum or poisonous materials
- Orange - Communication, alarm or signal lines, cables or conduit
- Blue - Potable water
- Purple - Recycled water, irrigation and slurry lines
- Green - Sewer and drain lines



Color Codes & Tolerance Zone





"Width of the utility plus two feet (2') on either side of the utility."



2023 Damages in TN Reported to DIRT:

2022: 7,373 Tickets: 1,065,688 2021: 6,913 Tickets: 1,033,777 2020: 8,203 Tickets: 982,467 2019: 8,378 Tickets: 911,745

Details available in the dashboard



Violation Investigation



Administrative support is provided by the Tennessee Public Utility Commission



An investigator designated by TPUC will investigate all complaints



After completing their investigation, a TPUC Investigator recommends a finding and penalty to the Executive Committee



Penalties & Remedies

1

Violation of the dig law is now subject to civil penalties

2

*A first violation will result in a fine of \$811 and/or mandatory safety training at the expense of the violator

3

Subsequent violations will result in safety training and/or a penalty not to exceed \$10,000 per incident

\$15,000

* As of July 1, 2024



TENNESSEE
damage prevention
summit
A CGA REGIONAL PARTNER EVENT

- Workshops for Damage Investigation, Utility Locating, and more...
- Industry speakers
- EPSC / USOTB case studies and roundtable discussions
- Networking with vendors, utilities and other stakeholders

Save the date:
March 25-27, 2026
Franklin, TN





Every Job. Every Time.

Presenter:

Title:

Phone:

Email:



Check Ticket Status

Damage Prevention Guide

App Download Links

811 Magazine



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



EXCAVATOR 811

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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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Paradise

EXCAVATOR
PIPELINE SAFETY TRAINING

PROGRAM OBJECTIVE

- Understand the importance of pipeline safety
- Identify the types of excavators used in pipeline construction
- Understand the safety hazards associated with excavator operation
- Identify the safety features of an excavator
- Understand the importance of proper excavator operation
- Identify the correct way to use an excavator
- Understand the importance of proper maintenance
- Identify the correct way to maintain an excavator

Paradise

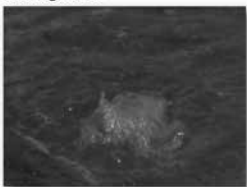
Paradise

Paradigm

Paradise

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



SIGHT

SOUND

SMELL

Local Distribution Systems

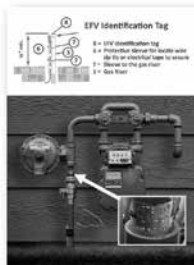
Caution

- 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



Excess Flow Valve (EFV)

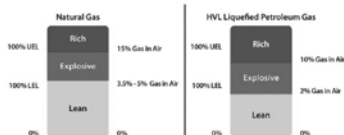
Local Distribution Lines

- 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

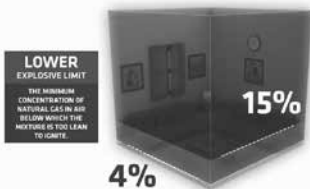


Explosive Limits

Explosive Limits vs. Percent of Gas in Air



Explosive Limits



FOR NATURAL GAS RANGES BETWEEN ROUGHLY FOUR PERCENT *Paradigm*

EXCAVATOR 811

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Farm Taps

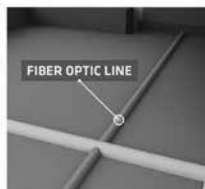
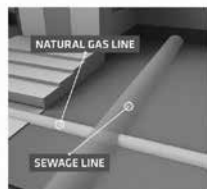
- Mainly in rural areas, some natural gas pipeline companies may have facilities commonly referred to as "farm tap"
- These natural gas settings are made up of valves, pipes, regulators, relief valves and a meter. It may be located near the home or within the general vicinity
- To report the smell of 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 *Paradigm*

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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 Excavator 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
-
- ☐ 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



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

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



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).



**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



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:



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 Characteristics

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.
-

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/comeo

Wireless Information System for Emergency Responders (WISER)

<https://wiser.nlm.nih.gov/>



Register for access to
Training Center
Code: EX



Operator Information

[illegible]

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



Operator Information

[illegible]

EMERGENCY CONTACT LIST

Athens Utilities Board.....	1-423-745-4501
Atmos Energy.....	1-866-322-8667
BBT AlaTenn, LLC.....	1-844-940-3077
Bedford County Utility District.....	1-931-684-1667
Bolivar Utility Department.....	1-731-658-5101
BP Pipelines (North America), Inc.....	1-800-548-6482
Brownsville Energy Authority.....	1-731-772-8845
Centerville, Town of.....	1-931-729-4246
Chattanooga Gas.....	1-855-874-9690
City of Clarksville Gas Department (8-4:30 M-F).....	1-931-645-7422
City of Clarksville Gas Department (Holidays and weekends).....	1-931-645-0116
City of Clifton.....	911
City of Collinwood.....	911
City of Friendship.....	1-731-697-5648
City of Henderson.....	1-731-989-2201
City of Hohenwald.....	1-931-796-2231
City of Lafayette Gas Department.....	1-615-666-4580
City of Lebanon Gas Department.....	1-615-443-2835
City of Loretto - Gas Division.....	911
City of Martin Public Works.....	1-731-587-4910
or.....	1-731-587-5551
City of Mt. Pleasant.....	1-931-379-3201
City of Munford.....	1-901-837-0171
City of Portland Natural Gas System.....	1-615-325-6776
City of Red Boiling Springs.....	1-615-666-4725
City of Savannah (Day).....	1-731-925-4216
City of Savannah (After Hours).....	1-731-925-4930
City of South Fulton.....	911
City of Waynesboro.....	1-931-722-8035
Claiborne Utilities District.....	1-423-626-4282
Cookeville Energy Department Gas Division.....	1-931-520-4427
Covington Gas.....	1-901-476-7163
Crockett Public Utility District.....	1-731-696-2104
Delek Logistics Partners, LP.....	1-800-344-5325
Diversified Gas & Oil Corporation (legacy Atlas Tennessee).....	1-877-711-1138
Diversified Gas & Oil Corporation (legacy Coalfield Pipeline).....	1-800-642-0300
Dyersburg Gas System.....	1-731-285-4019
East Tennessee Natural Gas.....	1-800-231-7794
Enable.....	1-800-474-1954
Energy Transfer Crude Oil.....	1-800-753-5531
Enterprise, TE Products Pipeline System.....	1-888-883-6308
Etowah Utilities.....	1-423-263-9441
Fayetteville Public Utilities.....	1-800-379-2534
First Utility District of Tipton County.....	1-901-476-9525
Gallatin Public Utilities Natural Gas System.....	1-615-451-5922
Gibson County Utility District.....	1-731-855-1441
Greater Dickson Gas Authority.....	1-615-441-2830
Hardeman Fayette Utility District.....	1-901-877-6236
Hawkins County Gas Utility District.....	1-423-272-8841
Horton Highway Utility District.....	1-931-364-2283
Humboldt Utilities.....	1-731-784-9212
or.....	1-731-784-1322

EMERGENCY CONTACT LIST

Jackson Energy Authority.....	1-731-422-7500
Jamestown Gas Department, City of	1-931-879-8815
Jefferson-Cocke County Utility District.....	1-423-623-3069
or	1-865-475-7911
Lewisburg Gas Department	1-931-359-4016
Lexington Gas System	1-731-968-2917
Loudon Utilities.....	1-865-458-2091
Lucy Woodstock Marine Terminal (Operated by Lemm Corp).....	1-901-358-0151
Marion Natural Gas System	1-423-942-2528
Mid-Valley Pipeline	1-800-753-5531
Navitas Utility Corporation.....	1-866-797-3342
Oak Ridge Utility District	1-865-483-1377
Plains Pipeline, L.P.	1-800-708-5071
or	1-800-322-7473
Powell Clinch Utility District.....	1-865-426-2822
Pulaski Natural Gas System	1-931-363-1752
Ridgetop Natural Gas.....	1-615-440-2616
Selmer Utility Division.....	1-731-645-7928
Sevier County Utility District.....	1-865-453-3272
Smyrna Municipal Gas System (8 am - 4:30 pm)	1-615-355-5711
Smyrna Municipal Gas System (After Hours)	1-615-355-5742
Southern Company Pipelines.....	1-844-357-4656
Springfield Gas System.....	1-615-384-0008
Sweetwater Utilities Board	1-423-337-5081
Tennessee Gas Pipeline	1-800-231-2800
Texas Eastern Transmission L.P. (Enbridge).....	1-800-231-7794
Texas Gas Transmission, LLC	1-800-626-1948
Town of Livingston.....	1-931-823-6496
Town of Somerville	1-901-465-7300
Trunkline Gas	1-800-225-3913
Unicoi County Gas Utility District	1-423-743-6793
Valero Terminating and Distribution Company	1-866-423-0898
Valero Partners Operating Co., LLC	1-866-423-0898

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

Tennessee 811.....1-800-351-1111 or 811



Established in 1983, Tennessee 811 serves as the statewide official one-call center. Tennessee 811 does not mark lines but functions as a communications link between our member utilities and anyone excavating.

Tennessee's Underground Utility Damage Prevention Act (TCA 65-31-101) requires everyone who digs to contact Tennessee 811 at least three (3) working days' notice before starting a project. Tennessee 811 processes the notification of proposed excavation and notifies our member utilities, or their contract locators, to mark their underground facilities prior to the excavation.

This free service helps prevent damage incidents which can result in millions of dollars in property damage, the interruption of utility service, personal injuries, and even loss of life.

Visit [tenn811.com](https://www.tenn811.com) for more information

TENNESSEE

Tennessee 811 800-351-1111

Website: [tenn811.com](https://www.tenn811.com)

Hours: 24 hours

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

Marks Valid: 15 calendar days

Law Link:

<https://www.tenn811.com/law>

* 2' either side of the utility plus the width of the utility.

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'

Chart Reference: <https://pipelineawareness.org/media/pqto5xnl/2021-excavation-safety-guide-pipeline-edition.pdf>



1.877.477.1162 • tn.pipeline-awareness.com