



Public Outreach

Not Just for Pipeline Companies

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The Statewide Underground Utility Damage Prevention and Public Awareness Program

- In 2000, A Statewide Education and Outreach Committee (“Committee”) was established and represented by Excavators, Utilities, Locators, Notification Center and the Commission Staff.
- Each year the Committee has recommended to the Commission a comprehensive Statewide Underground Utility Damage Prevention and Public Awareness Plan (“Plan”):

Part I: The Damage Prevention Outreach Program

Part II: The Division’s Education and Training Program

Part III: VUPS’ Damage Prevention/Public Awareness Program

Part IV: Other Stakeholders’ Education and Outreach Programs

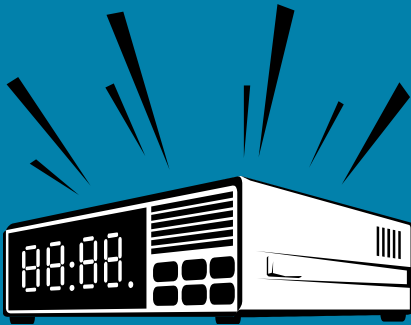
- Part I of the Plan from 2001 – 2004 was funded by the Commission’s Special Fund Account in it’s entirety; from 2005 – 2011 Virginia Utility Protection Service, Inc. (“VUSP”) also contributed to Part I.

The Statewide Underground Utility Damage Prevention and Public Awareness Program

- All four parts of the Plan are designed to complement each other and bring focus to the state's educational efforts regarding Virginia's safe digging message.

Dig With **C** **A** **R** **E**
Keep Virginia Safe!

Some of the Outreach Efforts Over the Years



An Underground Utility Damage Prevention Training Video

Dig With **CARE** Keep Virginia Safe!



- C** Call Miss Utility at **811** before you dig.
- A** Allow the required time for marking.
- R** Respect the marks.
- E** Excavate carefully.

In English and Spanish Versions Versiones de Inglés y Español

An Underground Utility Damage Prevention Training Video

Dig With **CARE** Keep Virginia Safe!

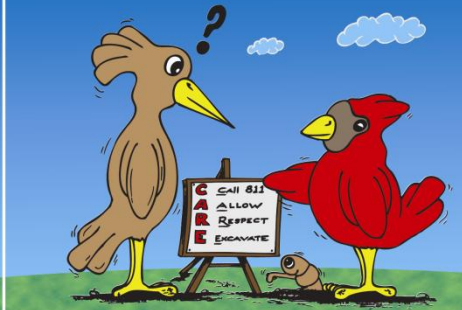
Requirements and Best Practices For Trenchless Excavation



In English and Spanish Versions Versiones de Inglés y Español

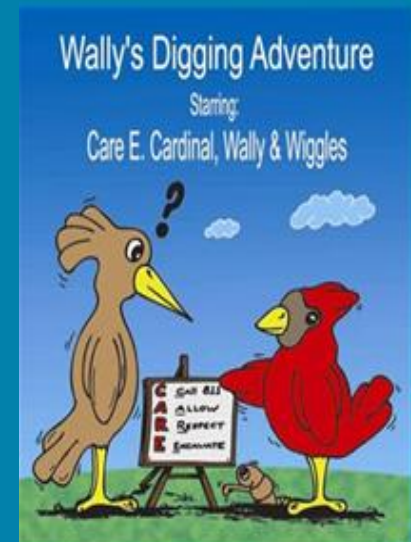
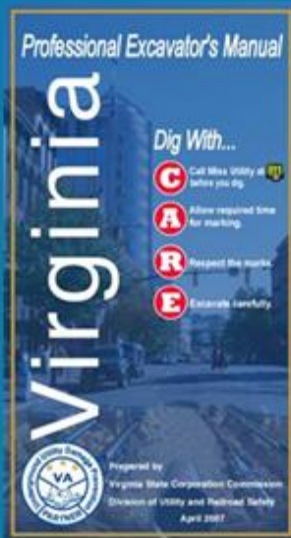
Wally's Digging Adventure

Starring:
Care E. Cardinal, Wally & Wiggles



Story by: María F. Tahamtani

Some of the Outreach Efforts Over the Years



Some of the Outreach Efforts Over the Years

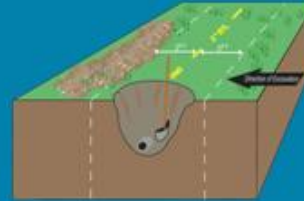
**Be a Team Player
Dig With C.A.R.E.**



CARE

Call Miss Utility — 1-800-552-7001

Dig With
CARE
Virginia
Call 811



**Dig With C.A.R.E.
Keep Virginia Safe!**

- C** Call Miss Utility @ 811 before you dig.
- A** Allow required time for marking.
- R** Respect the marks.
- E** Excavate carefully.

811

Check Ticket Status.....1-800-552-3120

Dig With C.A.R.E.
Keep Virginia Safe!
Call Miss Utility at



Weather your project is big or small, one free and easy call gets the underground utility lines marked and helps avoid costly damages, fines and even personal injury. So, please call 811 and dig with C.A.R.E.



**DIG WITH C.A.R.E.
CALL MISS UTILITY
811**

**Dig With C.A.R.E.
Keep Virginia Safe!**

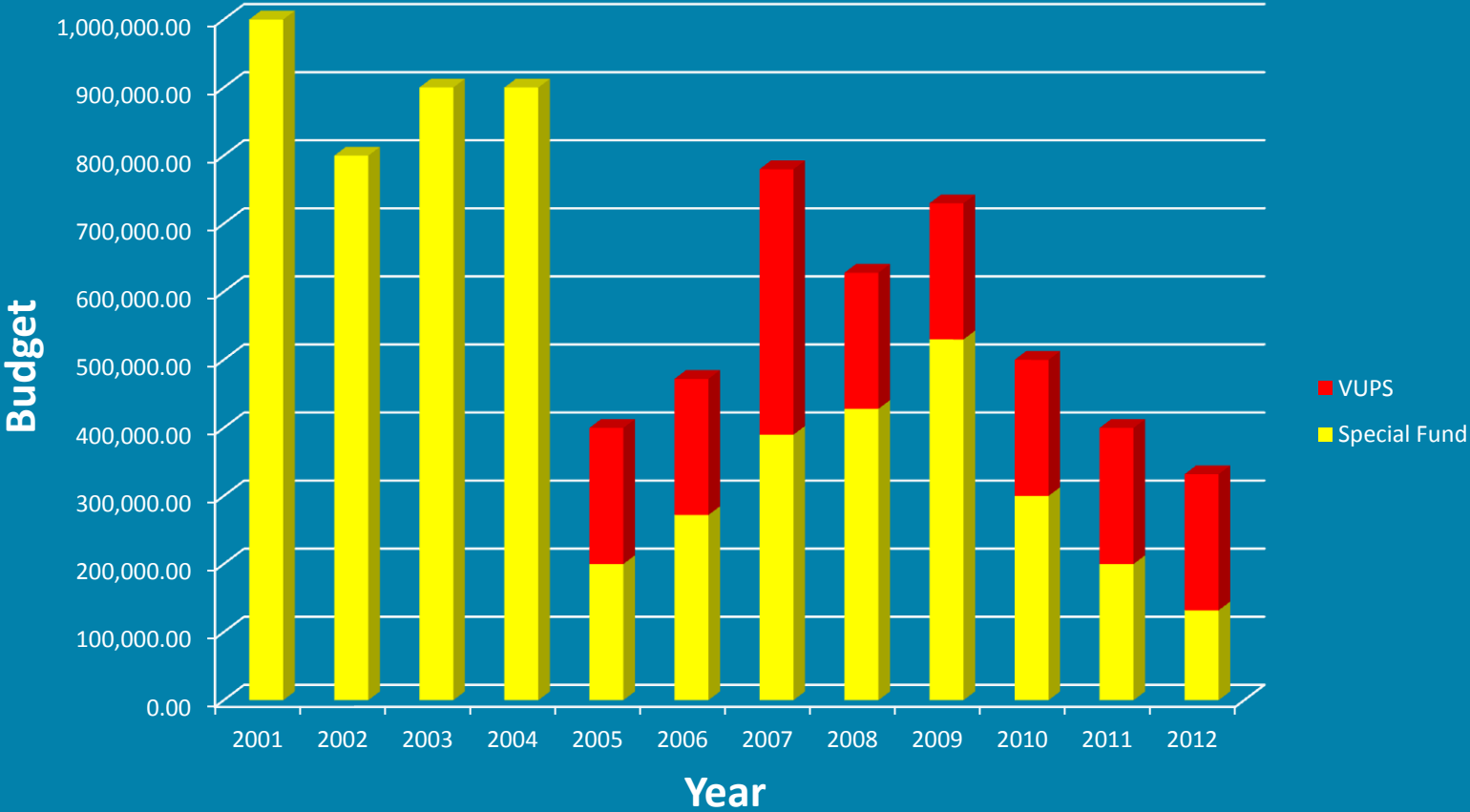
- C** Call Miss Utility at 811 before you dig.
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Dig With C.A.R.E. Call Miss Utility at 811

2001 – 2012

Statewide Education and Outreach Budgets



Times Have Changed

- The Special Fund contributions are decreasing.
- During VUPS' December Board meeting, the Board reached consensus that VUPS would supplement their members' plans.
- Federal regulations have required pipeline operators for a number of years to develop and implement public education programs.
- Pipeline operators have been the **MAJOR CONTRIBUTORS** to Part IV of the Statewide Underground Utility Damage Prevention and Public Awareness Program.
- However, **all utility operators** must recognize their responsibility described in the Act:

56-265.16:1 E ...The members of a notification center shall be responsible for developing and implementing a public awareness program to ensure that all parties affected by this chapter shall be aware of their responsibilities...”

2012 Other Stakeholders' Education and Outreach Programs

- In 2012, out of approximately 500 members of VUPS, only 29 reported their outreach programs and only 14 of the 29 reported their program's value. This resulted in an estimated value of \$3,280,128.

Amerigas

Atmos Energy

Chatmoss Cable

City of Charlottesville

City of Danville

City of Hopewell

City of Portsmouth

City of Richmond

City of Salem

Colonial Pipeline

Columbia Gas of Virginia

Dominion Transmission

Dominion Virginia Power

Gloucester County Utilities

Henry County

NOVEC

Rappahannock Electric Coop

Roanoke Gas

Russell County

Spectra Energy

Town of Bridgewater

Town of Farmville

Town of Herndon

Town of Pennington Gap

Upper Occoquan Service Authority

Verizon

VCTA

Virginia Natural Gas

Washington Gas

- We believe other utility operators have outreach programs, but to what extent we don't know.

Some Stakeholder Efforts Over the Years

Columbia Gas of Virginia
GasLines
 800711

Keep Virginia Safe! Dig with C.A.R.E.

Whether you're installing a fence, planting a tree or building a patio, please call Miss Utility of Virginia 811 before you dig with C.A.R.E.

Call 811 Before You Dig

Allow Time for Marking

Support the Markers

Excavate Carefully

Your call to Miss Utility will take approximately 1-2 business days. Be prepared with the following information to speed the process:

- Your name, address, phone number, and e-mail address
- Type of work you're planning
- Type of the street or city where work is being done
- Specific location of the project including street address and nearest cross street
- Description of where you own property, the person you own after

Showing the call

Record the date of either the message transmission. Specific information will be verified about your message.

Heat Share

HeatShare offers payment assistance for gas service to low-income households. If you're interested in other programs, contact your gas utility. You might be eligible for a grant through the HeatShare Fund, administered by The National Energy Foundation. For more information, see the back of this brochure or visit www.heatshare.org.



Columbia Gas of Virginia
GasLines
 Dig with C.A.R.E. Keep Virginia Safe

Call 811 before you dig

Always Dig With C.A.R.E.
 Call 1-800-552-7001
www.missutilityofvirginia.com



Some Stakeholder Efforts Over the Years

VCTA
Virginia Cable Telecommunications Association

Estimated PSA Value: \$1,000,000.00



Charter Communications
Citizen's Cablevision
Comcast
Cox Communications
MetroCast Communications
Nelson County Cablevision
Shenandoah Cable TV Company
Suddenlink Time Warner Cable

Some Inconsistent Messages We've Seen

COLOR CODE FOR MARKING UNDERGROUND UTILITY LINES

	ELECTRIC
	GAS-OIL-STEAM
	COMMUNICATION CABLE
	WATER
	SEWER
	PROPOSED EXCAVATION

HAND OFF THE SHovel
CALL MISS UTILITY OR THE ONE CALL CENTER

TAKE CARE
UNLAPSE CABLE

THESE SERVICE OPERATIONS ARE NOT

BEFORE YOU DIG TIPS FOR SAFE EXCAVATION

1. CALL 48 HOURS PRIOR TO PLANNED EXCAVATION
2. HAND DIG WITH IN 24 OF MARKED FACILITY
3. OBSERVE MARKS & IS FOR CLEAR EVIDENCE OF UNMARKED FACILITIES - CALL BEFORE YOU BEGIN
4. LOCATE REQUESTS ARE ONLY VALID FOR 15 WORKING DAYS FROM INITIAL NOTICE - CALL FOR RE-MARKS AND UPDATES
5. EXERCISE DUE CARE AT ALL TIMES TO PROTECT UNDERGROUND FACILITIES - AND YOURSELF
6. PLAN AHEAD
7. REQUEST A COPY OF THE PROFESSIONAL EXCAVATOR'S MANUAL FROM MISS UTILITY OF VIRGINIA - IT'S FREE

MISS UTILITY of Virginia
1-800-552-7001
1-800-552-3120 (TIE)

**One Call Marks All
1-800-552-7001**

A maze of underground pipes, wires, and cables exists under our yards, sidewalks, and streets to bring us our gas, electricity, water, telephone and cable TV.

If you are planning to dig to install a fence or plant a tree, etc., you run the risk of hitting one of these lines or cables. This can be very dangerous and costly.

Be sure to call Miss Utility or the One Call System in your area at least 48 hours before digging to have these lines marked free of charge. This way you will ensure your safety and at the same time comply with Virginia Law.

Call Before You Dig

Prevent Underground Utility Line Damage.

[click here >](#)

**Call Before You Dig
Quick Reference -- Toll-free Numbers**

National One-Call: 811
 North Carolina: 1-800-632-4949
 Ohio: 1-800-362-2764
 Pennsylvania: 1-800-242-1776
 Virginia: 1-800-552-7001
 West Virginia: 1-800-245-4848

Call Before You Dig

Notify all utilities at least 48 hours in advance

One Call Centers

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

An 811 call prompts utilities to visit your property and mark the approximate location of underground lines.

This free service can help avoid injuries and property damage.

State law requires that you call 811 at least two business days before digging.





Damage Prevention Outreach is a Shared Responsibility



- All utility operators need to recognize their requirement established in the Act.
 - Make their plans known and share information to maximize the efficiency and the effectiveness of their outreach programs.
 - Use messages that are consistent with Virginia's damage prevention message:

Dig With **C** **A** **R** **E**
Keep Virginia Safe!



Damage Prevention Outreach is a Shared Responsibility



- **WORK TOGETHER**: Efforts have been made by some operators to collaborate with each other in areas where they coexist and operate utilities to advertise jointly. In Southwest Virginia several utility operators and VUPS established a consortium and were successful in working jointly on advertisement efforts.
- Remember its not only utility operators that have a responsibility to prevent damages and have outreach programs to inform the public. Other stakeholders can do their part and help establish their own outreach programs including excavators, locators, municipalities and localities, VDOT and other affected stakeholders!
- Beginning this year, Division Staff will meet with the top 20 non-gas operators based on ticket volume and request information on their outreach plans.