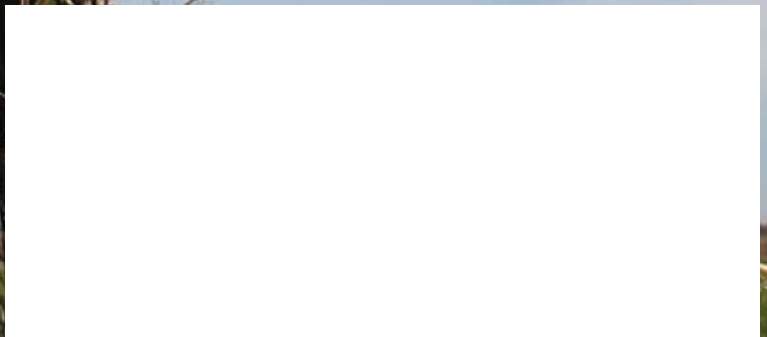


Is your damage prevention
message getting through? page 3

The day “business as usual” died page 6

They’re driving
me nuts! page 18





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from the desk of

Lee Marrs...

Welcome to our new magazine, and thank you for reading it. Our goal is to provide a forum for those involved in damage prevention to share solutions, information, and new technologies, but also a place where readers will get “a little something extra.”

And it's that “little extra” that belongs to the difference makers of the world. At 211 degrees, water is hot enough to shave or make a cup of coffee. Add one degree and that hot water changes into steam and has powered locomotives around the country and steam ships around the world.

For nearly 25 years, our goal at DIG TESS is to be a difference maker by supporting, encouraging and promoting damage prevention in Texas. The quality of life that we enjoy is strongly linked to the protection of our buried infrastructure. Without the flow of power, communications, and energy through underground lines, life as we know it would be impossible. Even brief interruptions cause inconvenience, threats to property - and even to life.

One-Call systems like DIG TESS interface with all stakeholders: facility members, regulatory officials, line locators, excavators, and the general public. Our commitment is to add value to each relationship. That commitment has allowed us to provide a first class, cost effective service to our users and members.

Perhaps most importantly, what we work hard to achieve is your trust. We recognize in order to be truly effective, we must develop a strong partnership based on different perspectives and common goals. We want to be your partner and commit to listening to understand how we can become more valuable to you. Let us know how we can best help you achieve your goals and we'll both win.

I want to take a moment to thank those who have shown their support for damage prevention in Texas by advertising in this initial publication. I'm confident that others will want to take advantage of the opportunity to send their specific message out to the more than 100,000 professional excavators, elected officials and member utilities across the state. You can expect to receive our magazine on a quarterly basis with the next issue scheduled for January 2009.

Let us know how we can make it better...we'll listen.



Lee Marrs
President
Texas Excavation Safety System



You are here!



do you
know
what's
down
here?



Know what's below.
Call before you dig.



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Roger Cox, Publisher Karen Teeter, Editor

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DIG TESS ACTS

email: digtess@aligningchange.com

or Texas Excavation Safety System, 11880 Greenville Ave., Dallas, TX 75243
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on the cover...

Is your damage prevention message getting through?

We're reminded of the oft-told story about a wife complaining to her husband of many years that he never tells her he loves her. He looks at her rather perplexed and in his matter-of-fact voice said to her as he walked out the door, "Woman, I told you I loved you when I married you. If I change my mind, I'll let you know."

We all need to be reminded constantly about the importance of damage prevention. Signs installed reminding excavators to "call before you dig" or identifying right-of-way are good. But they are no substitute for building partnerships made strong by open and honest communication.

This photo is one of several that can tell a story. We know what the words of the sign say, but more importantly what is the message? The message may well depend on the relationship of the excavator to the employee of the company because what we quit talking about becomes less important to all of us.

"Call before you dig" ...it's the right thing to do!

Markerboard Report

Texas Excavation Safety System, Inc.
11880 Greenville Avenue
Suite 120
Dallas, TX 75243
www.digtess.org

NEWSLINE



2008 DIG TESS Annual Membership Meeting



DIG TESS Board President, Lance Andrews presided over the 2008 DIG TESS Annual Membership Meeting and introduced the agenda for the day's meeting which included staff presentations and reports from Lee Marrs, Jack Garrett, David Wofford, and Mike Losawyer.



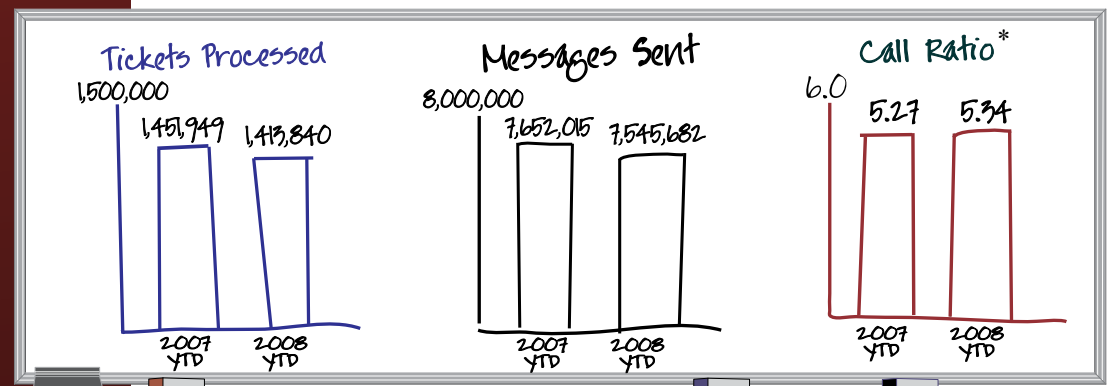
Mission

To facilitate damage prevention, promote public safety and protect the environment through stakeholder education and communication.

Core Values

- Highest standards of integrity and honesty
- Responsiveness and respect toward our members, customers, partners, and employees
- Professional behavior in our dealings and interactions
- Continuous improvement in our quality of service

Call Center Operations 2007 - 2008 Year to Date Comparative



* Call ratio is an average of the number of utilities notified per incoming call.

Welcome New DIG TESS Members

Alvord ISD
 American Rice Inc.
 Anna ISD
 Antioch Community Church
 Arcadis
 Bachtell O&G, Ltd.
 Bell County WCID #3
 Bluebonnet Natural Gas
 City of Azle
 City of Bastrop
 City of Bedford
 City of Burleson
 City of Devers
 City of Giddings
 City of Harker Heights
 City of Kerrville
 City of Mansfield
 City of Odessa
 City of Portland
 City of Princeton
 City of Selma
 Connect Gas Gathering, LLC

Connect NGL Pipeline
 Coronado Energy E&P
 Corpus Christi Gas Gathering
 County Line WSC
 Eagle Point Pipeline
 Eastman Midstream
 El Paso E&P
 Endeavor Energy Resources
 Fortune Resources, LLC
 Freeport Lng Development
 Frost Brothers Resources
 Golden Pass Pipeline
 Harris Broadband
 Heart of Texas Electric Cooperative
 Hitch Enterprises
 Horse Creek Oil Co.
 Hunt Oil
 Independent Propane Co.
 Intercontinental Terminals
 Jarsco Utilities
 L.O.G. Energy Exploration
 Lake Ronel Oil Co.
 Lake Travis ISD
 LCRA Transmission Service
 Legado Resources
 Legend Natural Gas
 Linn Energy
 Mallory Energy
 Mewbourne Oil Company
 Microgy Inc.
 MLC Operating, LP

Norbord
 Orion Pipeline
 Pantera Energy
 Perimeter Resources Co.
 Polk County Fresh Water District #2
 Prism Liquid Pipeline
 Questar E & P
 Ranger Gas
 Riverstone Energy Gathering
 Ross Water Supply
 Samson Lonestar
 Sinton Energy
 Sundance Square Mgmt.
 S'West TX Municipal Gas
 T&R Pipeline Services
 Talon O&G, LLC
 Texas Christian University
 TexStar Midstream Oper.
 Ticona Polymers Inc. (Celanese)
 Town of Addison
 Town of Pecos City
 University of Houston
 Upham Oil & Gas Co.
 Ventex Operating Corp.
 Vinton Hills Alegre
 Wall Gas Pipeline
 Welder Exploration
 Western Production Company
 Wickson Creek SUD
 Wimberly Water Supply
 Worsham Steed Gas Storage

DIG TESS fund-raiser yields \$20,000 contribution to hospital

DIG TESS raised more than \$20,000 this year for the Texas Scottish Rite Hospital for Children located in Dallas.

A tour of the hospital was the kick off to the DIG TESS annual membership meeting. Pictured here with children at the hospital are:

(Left to right) back row

Penny Repp
 John Repp
 Ray Williams
 Philip Barker
 Chris Stovall (*Digby the Armadillo*)
 Justin Knox
 John Sparks
 Travis Stinson

(left to right) front row

Carla Sims
 Lance Brown



DIG TESS

pro files

The DIG TESS
professionals
working for you



Travis Short

Customer Service Representative



Jennifer Scott

Customer Service Representative

- How long have you been a CSR at DIG TESS?
One year and five months.
- What do you like most about your job?
Protecting and working with people I respect.
- What do you like the least about your job?
When I am not given the proper time to get everything I need to do my job.
- My all time favorite or memorable locate request was ...
Pat Owens' (Atmos) Emergency calls. They are very friendly.
- Where is your hometown?
Born and raised in Dallas.
- Folks who know me would say that I am...
Unique. Maybe even weird. But usually in a good way.
- How do you spend your spare time?
Frisbee golf, writing, art and theatre.
- What quality do you like most about yourself?
I feel that I am patient.
- What do you least like about yourself?
I am sometimes a bit of a loner.
- What kind of music do you listen to?
Classic Queen, Nas, Omar Faruk Tekbilek, and about 1300 others.
- What is your favorite movie?
Wall-E.
- When I was little, I wanted to be ...
An artist
- What is the most important lesson you have learned?
All things come to those who wait.
- Who has had the greatest impact on your life?
My three parents.

- How long have you been a CSR at DIG TESS?
A little over one year.
- What do you like most about your job?
Steady income, routine hours, and the people I work with.
- What do you like the least about your job?
It can be repetitive.
- My all time favorite or memorable locate request was ...
When I was in training, I read one of the utility companies completely incorrect and the trainer thought it was funny.
- Where is your hometown?
Mabank, Texas.
- Folks who know me would say that I am...
A good dependable person.
- How do you spend your spare time?
Going places with friends and going to the gym.
- What quality do you like most about yourself?
I can get along with anyone.
- What do you least like about yourself?
I am a little quiet.
- What kind of music do you listen to?
I listen to all kinds. I can't listen to one type of music all of the time.
- What is your favorite movie?
I really liked Sweeney Todd.
- What was the last book you read?
It was called Lovely Bones.
- When I was little, I wanted to be ...
I think I wanted to be a teacher, and then a psychologist.
- What is the most important lesson you have learned?
To treat others how you want to be treated.
- Who has had the greatest impact on your life?
My mom.



The day “business as usual” died

When Verizon started a “fiber to the premises” (FTTP) project in Texas, no one knew “business as usual” would be the first casualty. Those involved, including Verizon, saw the work as just another project, and they set out to complete it the only way they knew, the way it had always been done.

The work was to begin in May of 2004, and when completed, Verizon customers in the Dallas/Fort Worth Metro area would have unparalleled, high-speed, fiber optic access to the world.

Klaasmeyer Construction, a company owned by Gene Klaasmeyer of Conway, Arkansas, won a contract for the Verizon project and was the first to realize the impact. “We had 15 boring rigs lined up, but we needed 30 or 40,” said Jim Bartlett, Project Manager. “It was a big job, and we realized we were headed for quite a learning curve.”

Verizon’s goal was to get ahead of competition by “quietly” getting fiber in the ground and lighting it up as the

service drops were installed. “It was a secret,” said Kenneth Hart, Section Manager with Verizon. “Verizon didn’t even want to put FTTP on the tickets.” The challenge for Klaasmeyer and the other contractors was to work fast enough to meet Verizon’s timetables by avoiding delays, especially those caused by utility damages.

A slow build up might have been helpful, but the project began with the roar of 60 drilling rigs revving up to do 50,000 to 75,000 feet a week. Locate requests hit DIG TESS like a storm surge, and according to Mike Losawyer, DIG TESS Operations Manager, “The volume of phone and fax requests slammed us! We were really struggling to keep up.”

Also feeling the pain of excessive numbers were the utilities. “Companies could see that they were going to use their annual locating budgets in a few short months,” said Melanie Rheingans, Damage Prevention Program Coordinator for Atmos Energy. “It

really hit Atmos hard because we had distribution facilities in all the areas they were working.” Rheingans also said Atmos’ exposure was compounded by the fact that none of the contractors seemed to appreciate the complexity of locating gas lines.

Utilities, locators, repair crews, and homeowners were all feeling besieged, but everyone was working within the requirements of the law, conducting business as usual and by the book.

When analyzed, even the number of utility damages per thousand locate requests was near average. However, the sheer number of damages was so overwhelming that averages were meaningless. Repair crews were working overtime, especially those working for Atmos Energy.

Municipalities were also affected. Local fire departments were spending so much time responding to incidents involving natural gas that officials feared their ability to respond to other city emergencies was in jeopardy.



(Left) Les Brown, Project Manager with A&A Cable Contractors is a Klaasmeyer subcontractor working on the Verizon project.

“We had crews everywhere west of Interstate 35,” said Don Hathaway, Project Manager with Klaasmeyer. Hathaway also said the company needed the flexibility of moving subcontractors from job to job and assigning new subcontractors to existing tickets. “After DIG TESS trained us to use GeoRemote, we had a dozen people entering tickets into their system, which helped us and helped DIG TESS handle the volume.”

While GeoRemote offered Klaasmeyer a more efficient ticket entry system, any increase in ticket volume was the opposite of what others wanted. They were looking for relief from the ticket load and time to catch up.

“Many don’t understand the value of the name and phone number of the sub doing the excavating. If we have contact with the one doing the actual work, coordination is possible, and we can keep them working,” said Justin Knox, D/FW Manager of Operations for UtiliQuest. “But most of the time, we had no idea who was working which part of the Verizon project. One day it was this sub, and the next day it was another.”

Klaasmeyer was also looking for relief, but it involved a respite from specific repair costs. Hathaway said the company was being billed for damages where its liability was clearly questionable. However, because the subcontractor doing the work was not on the ticket, Klaasmeyer was in violation of the state’s one-call law and therefore, said claims representatives, Klaasmeyer was responsible for any and all repair costs.

This single issue would prove to be the beginning of the end of “business as usual.”

“We thought our only solution was to create a locate request for every subcontractor for every work site,” said Bartlett. In one weekend, Klaasmeyer, using GeoRemote, did just that. “We generated nearly 9,000 tickets and it took us all weekend to do it.”

The following Monday, “business as usual” mercifully died.

“Because safety is our number one priority, we all found ourselves face to face with a real opportunity,” said

Rheingans, “not a challenge, but an opportunity. The concern for safety and the desire to communicate finally brought about the change everyone was wanting.”

When Lee Marrs, President of DIG TESS, invited all the players to a meeting designed to find solutions, things improved almost immediately.

“What a novel idea,” said Hart. “Sit down and actually talk about our problems and concerns and ask hard questions. It was really no surprise that it worked, and we began to have a better understanding of the difficulties and pressures we all were was facing.”

“We threw out ideas, and everyone reacted,” said Rheingans., “and I have to admit that Jim Bartlett was quick to ask, “what can Klaasmeyer do to make it better?””

What came from the initial meetings? First of all, multiple tickets for the same work site were eliminated. In response to the needs of the contractor, DIG TESS developed a “hot key” that allowed Klaasmeyer, using GeoRemote, to enter every subcontractor on every ticket, but only one notice per affected member would be generated for each work site.

Continued on page 19 ...



(Top) Klaasmeyer subcontractor, Wyonna Burckhard of Burckhard Contractors locates the boring head as Jason Burchard operates the directional drilling rig.

(Below, left to right) Justin Knox, UtiliQuest; Mike Losawyer, DIG TESS; Melanie Rheingans, Atmos Energy and Kenneth Hart, Verizon review some of the Verizon project information.





Before you dig in your yard, call 8-1-1 to have your utility lines marked.

Most of us have pipelines in our yards supplying our homes with natural gas, and the Texas Railroad Commission has new rules for digging around natural gas pipelines. Not following the rules may result in a fine. Visit www.rrc.state.tx.us.

For more information on natural gas safety, visit CenterPointEnergy.com. After all, safety is in your hands... and always on our mind.



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I need a new piece of equipment for my business... what's the best way to fund it?

Should I RENT my new asset?

If your need is short-term, and the equipment has a limited use or if you want to abandon the equipment at the end of the job, rental may be a good option. When your need is seasonal or you just need to meet an unexpected peak in business or if your established credit is not sufficient to lease or buy, renting should be considered. Many companies rent if they have no desire to own or use the equipment long-term. Cost-wise, for your short-term needs, the per month cost may be higher; however the total money spent will be less. Lastly, rental contract terms can be flexible. They are commonly for days or months and most often, less than 1 year.

Should I pay CASH or BORROW from the bank?

We all know, "Cash is KING!" Consider the down payment amount required first, which is typically 15-20%. Conserving bank lines and on-hand cash for A/R fluctuations, inventory needs, business expansion, leasehold improvements and any



temporary business cash flow shortage, is smart. So, bank funding may not be the solution if your budget does not allow for fluctuations in monthly payment amounts.

Often, banks base loan payments on the volatile LIBOR or prime rate. If a stable payment is important, for budget reasons or peace of mind, a bank may not be the solution, as they may not offer fixed rates. However, if cash is plentiful and there is no alternative for your money that yields a higher opportunity return than your bank's interest rates, paying cash or securing a bank loan may be the best decision. Always remember, your reserve cash is a strong indicator of your business' success.

Should I LEASE?

Fact: Roughly 1/3 of all equipment financed in the U.S. is leased. Almost 80% of all businesses lease an asset.

Offering fixed payment structures to match the way your business flows, a variety of ownership options based on your need for the equipment long-term, and accountability options that match your balance sheet structure... a lease may be your preferred option.

1) Fair market value lease – This method offers the best cost vs. usage (income comparison) for financing. It is easy to measure the profitability of your new equipment using this type of lease. This lease is best if the asset will not be useful at the end of the lease term (ex: high-tech equipment). Your lease payments are considered an operating expense and are tax-deductible. If the lease structure passes the FASB 13 test (consult your accountant) the asset does not appear on your corporate balance sheet, providing off balance sheet financing. This is important to some contractors for bonding purposes, as the debt to equity ratio is reduced.

2) Purchase price guarantee lease (balloon payments) – This structure is appealing if you wish to own the equipment after the lease term and a low monthly payment is best for cash flow purposes. This allows your company to use the extra cash on hand for other business needs during the term of the

lease. Typically the fixed payment at the end of the lease is a percentage of the original purchase price. The benefit of this lease plan is the equipment is capitalized and appears on your balance sheet and is depreciated.

3) \$1.00 Buy-out lease – For funding equipment that maintains its usefulness during and after the lease term, this very popular option is chosen by many companies. This lease is similar to a loan and is viewed as such by most state tax laws. These leases are easier to process and qualify for than a loan – there is no down payment, the interest rate is fixed and flexible payment structures are available. With this method you can conserve your cash and bank lines, making it an attractive alternate source of capital for business.


A good business person will have good partners, a good banker, a good insurance person, a good accountant, AND a good lease/finance partner. With this team the decisions are much easier when evaluating the acquisition method. Good luck! ☐

Top 10 Facts to Consider



1. Purchase cost
2. Down payment
3. Is equipment new or used
4. Length of time needed
5. Corporate income tax liability
6. Available cash flow
7. Line of credit from bank
8. Obsolescence factor
9. Opportunity cost
10. Existing loan covenants or bond requirements

Jack Harvey is President/CEO of Enterprise Financial Solutions, Inc. based in Little Rock, AR. www.efolutionsinc.com

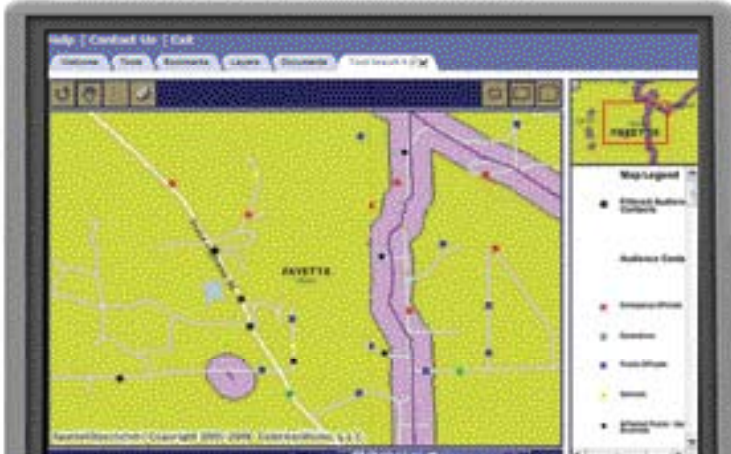


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Public Awareness Manager™
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A place where anything is possible

It's a 120-acre disaster, crumbled steel, collapsed buildings, train derailments, overturned fuel tankers, and buildings on fire! It looks real, but it's not. It is a part of the Texas Engineering Extension Service, or TEEEX, and the Texas A&M System in College Station, Texas.

The simulations are so authentic that trainees quickly become immersed in the reality of life threatening emergencies. "I was amazed," said Amber Pappas, Public Affairs Manager for Longhorn Pipeline. Pappas experienced the facility with a group of firefighters who trained there in the summer of 2007.

"I was impressed by TEEEX and the type of training they offer," Pappas said. "It was a lot more than I anticipated." Pappas, having just signed on as Public Affairs Manager with Longhorn Pipeline Partners, was

offered an opportunity to learn more about the industry, and she jumped at it – from heels to boots.

She was so impressed with the program that her involvement in TEEEX continued. During the training, Pappas learned of a new pipeline prop TEEEX was planning that would be fully functional for training on both gas and liquid pipelines.

So, with full backing from

"This extra effort is simply one more element in the bigger picture of pipeline safety and damage prevention," Pappas said.

Longhorn Pipeline, she approached TEEEX and offered to help raise both money and awareness for the project. "It seemed like a perfect fit for us," she added. "At Longhorn, damage prevention and safety are so ingrained into our culture that it was easy for me to get management backing for this."

However, that was not the end of Longhorn's involvement. Realizing all the benefits the pipeline prop would bring, Pappas started a campaign to raise the funds to complete it. Her confidence that other companies would see the value is one reason she took on this project, and she has not been disappointed.

"This extra effort is simply one more element in the bigger picture of pipeline safety and damage prevention," she stressed. "These supplemental programs and activities also demonstrate how dedicated Longhorn and other companies are to safety."

The campaign was a success and "the prop was finished ahead of schedule because of the help we received from the pipeline companies," said Kent Gardner, Hazmat Program Coordinator at TEEEX. "We were also able to add some additional equipment which gave us a very realistic prop."



Getting to know Disaster City

"This new chemical complex is an awesome addition to the largest pipeline prop in the world, and TEEEX continues to offer quality training on quality props," said Gardner. "With the pipeline business growing by leaps and bounds, training needs will evolve, and with the continued support from the industry, we will grow to meet those needs."

The TEEEX Brayton Fire Training Field in College Station is the largest in the United States. The training area includes full-scale buildings,

towers, tanks, and industrial plant structures and a fully functional, liquid and gas pipeline prop.


Disaster City is promoted as a place where anything is possible. It is a mock city with full-scale training props and the Emergency Operations Training Center. The Annual Texas Fire Training Schools draw more than 4,000 firefighters and emergency workers to the field each summer for a week of hands-on training.

TEEEX provides specialized training and technical assistance to workers worldwide, ranging from rural volunteer fire departments, to law enforcement agencies, to some of the largest companies in the world. In 2007, TEEEX provided training and technical assistance to more than 204,000 people from all 50 states and 54 countries.

The training prop includes 2,300 feet of underground pipeline that ties into seven stand-alone props and a chemical complex. The props include a metering station with a large leak, either liquid or vapor, which is stimulated by the use of CO2 and water.

There are also two pig launching stations, a mainline block valve, and a creek crossing that can be used to leak a product into a creek that flows into a large lake.

At the back end of the pipeline is another metering station that flows into a large de-watering tank. Each prop has a number of leaks that represent problems pipeline workers could encounter in the field. The new complex is controlled by the pipeline in two directions. Half the prop can be operating while the other side of the prop can simulate a loading station with a truck and trailer.

The complex also includes a large cooling tower, exchangers, metering loops, and a metering skid unit. The numerous leaks on all the equipment represent what workers could see in a real working petro or petrochemical-processing unit. 



Amber Pappas

Public Affairs Officer
Longhorn Pipeline Partners

Pappas has an interesting background. She is a native of Houston and a graduate of the University of Texas, and has always had an itching interest in politics. In the past, she worked in numerous political campaigns, including George H. W. Bush, and various local and statewide races.

In 1998, she accepted a position with a global advertising agency and got assigned to Athens, Greece, where she met her husband, Taso. “He takes responsibility for everything positive about me and nothing negative,” said Pappas.

After they returned to Houston in 2004, their son, Socrates, was born, and her life changed forever. “He’s such an amazing boy. He’s sort of the team leader at his day care. I think a lot of it has to do with the uniqueness of his name. Since we are Greek, the firstborn male is named after the father’s father, and... his name was Socrates.”

Pappas also worked for the National Association of Corrosion Engineers (NACE) before accepting a position with Longhorn, where she has found the Public Awareness arena to be very challenging and rewarding.

“In my short time in this industry, I have met some of the most amazing people and have learned a great deal from my work and serving on various industry-related committees. It’s a great industry. I love it.”



(Top) The recently completed TEEEX pipeline training prop.

(Below) Firefighters train with a variety of emergency scenarios at the TEEEX Fire Training School.



Be kind, for everyone you meet is fighting a great battle.
Philo of Alexandria

Safety: illusion or reality?

It would be nice if it were true, but it is not. There is nothing magical about safety, meaning it doesn't just happen because someone wishes it. Most companies know that an effective safety program can only come from a lot of planning, commitment, and hard work, not magic.

Case in point - there is no magic in the San Antonio CPS Energy safety program, just a lot of work, and the company has an excellent safety record to prove it.

For the past sixty plus years, CPS Energy has provided gas and electrical services for the residents of San Antonio, the seventh-largest city in the nation. CPS is also the largest municipally owned energy company in the United States with a distribution system covering 1,566 square miles. In 2005 and 2006, J.D. Power and Associates named CPS Energy as the top-ranked company nationally in the Gas Utility Residential Customer Satisfaction Study.

SAFETY BEGINS AT THE TOP

CPS Energy Public Safety Awareness Supervisor, Victor Robledo, knows a little about safety. He's been preaching it for almost 25 years. "A successful program always begins with a commitment at the top," he said. "If those making the tough decisions aren't committed to safety, then you'll have safety in name only."

CPS Energy has the commitment at the top, and Robledo is one of those employees that management loves to have on the payroll. He is a dedicated team player that promotes the company and the message as he orchestrates the 24/7, CPS Public Safety Awareness Program. "We have an excellent team," he said, "and we work around the clock; safety doesn't start at 8:00 and quit at 5:00."

SAFETY FOLLOWS WISDOM

"I like to use it in my correspondence," said Robledo. "I guess you could say I borrowed it." He referred to the slogan, "safety follows wisdom," which he saw years ago on a sign at an abandoned quarry, and it stuck with him. Robledo demonstrates that he is wise beyond his years when he reflects on the value of partnership, cooperation, and strong relationships in a successful safety and damage prevention program.



Victor Robledo
Public Safety Awareness Supervisor
CPS Energy

“We’ve spent years developing relationships with first responders, excavators, schools, home-owners, organizations, and associations involved in the industry, making friends and influencing people,” he said. “It works. The relationships CPS developed years ago are still strong because we took a little time to get know something about each other. Today, even though we may not have seen each other in a while, we can pick up the phone and say, ‘Can you help us with this or that?’”

FORMULA FOR SAFETY

At times Robledo does make safety appear to be a little magical, especially when he counts on his fingers what it takes to have a well-oiled and effective safety awareness machine: “Every employee is committed to safety; we have a consistent message; we believe in strong relationships; investing in our community; we keep an open mind; we make ourselves available to talk about issues and finding solutions. Any company can do that, no matter their size, their budget, or what part of the industry in which they are involved.”

Robledo said natural gas has an excellent safety record, but incidents involving gas usually receive more attention by the media because of the structural damage that can occur. In spite of the attention it gets in the news and the safety presentations made by CPS, Robledo knows that some are still not paying attention. “We are always trying to get better at what we do. Even though we have a good record, we can’t rely on that. There’s too much at stake.”

IS ANYONE LISTENING?

When asked about the effectiveness of the CPS Safety Awareness Program, Robledo likes to tell the story of a young lady he ran into at a University of Texas Health Fair in San Antonio. “I remember you,” she said. “You came to my school when I was in the third grade. Look up and live! Call before you dig!”

She was nine years old when he made a presentation to her school 10 years ago. “Are people listening? Yes, they’re listening,” Robledo said. “And they’re getting the message because we believe in the message. The reality is that they know we’re truly interested in them, their safety, and their future.”

The value of first impressions

Victor Robledo knows the value of first impressions. When he was in high school, a man named Milton Randle presented a safety program sponsored by CPS Energy to his class. Robledo was so impressed by Randle’s ability to speak and his presentation that he decided that he would like to do that when he finished school. Well, as the saying goes, “now I am one.” A few years later, Robledo landed a job at CPS, and a few years after that, he took over as Public Safety Awareness Supervisor.

“Milt still works for CPS, but now he’s the Manager of Local Government Relations,” said Robledo. “He’s a great guy, and he’s always been a big influence on my life.”

Robledo is also trying to make lasting, first impressions as he and his co-workers go about informing excavators, first responders, and the affected public of the importance of the dangers associated with careless disregard for safety around natural gas and electricity. It’s a job he loves, and he gives credit for any success to public safety awareness team. “Velma Corona is the brains behind everything we do,” he said. “She keeps all our documentation in order and keeps the rest of us out of trouble.” The other members of the team are Senior Communication Analysts, Willie Davis and Linda Chavez.

What motivates him to go to work everyday? “My wife and my daughter motivate me,” Robledo said. “Everything CPS does to increase safety awareness helps create a safer environment for them and everyone else in the city.”

NATURAL GAS SAFETY

For more information or to schedule a free training class on natural gas please call 210.353.2970



Natural Gas

Safe
Efficient
Reliable and
Underground

El Gas Natural

Seguro
Eficiente
Confiable Y
Subterráneo





The **invisible highways**

The right-of-way appeared out of nowhere and I pulled over to watch the commotion. The earth began to tremble as the equipment appeared at the top of the ridge. Dozers and other earth moving equipment lined up peering down the valley as if they were preparing to conquer a new frontier. In what seemed to be a very short time the pipe looked much like a large snake laying very still while basking in the sun.

Pipelines play an important role in our daily lives. More than 200,000 miles of these invisible highways cross this country and represent an estimated \$200 to \$400 billion investment in an infrastructure that is vital to our economy, safety and standard of living.

Pipeline companies and the excavators who work with them on projects such as these take their responsibility seriously to ensure safe and reliable operations. Additionally, the pipeline company works diligently to keep all of the affected public along the pipeline route informed regarding identifying potential problems, like unauthorized excavation on the right-of-way, how to recognize abnormal conditions that could be a leak and how to respond in the case of a pipeline accident.

CONTINUED ON PAGE 26



Making the pipeline safety message effective

by Jack Garrett

Director of Regulatory Services, DIG TESS

My former employer had a very colorful safety manager, maybe the most superstitious person I have ever met. Each week we had our safety meeting and the topic was usually selected by our corporate office or based on an incident or near incident in the recent past. Our safety manager, Jim, believed that if we had a safety meeting on a specific topic that somehow we would have one of those types of accidents. For a while, he almost had me convinced of his jinx theory.

If we conducted a safety meeting on hand tool safety, sure enough that week someone would hit their finger with a hammer or cut themselves with a box knife. If we had a meeting on safely backing vehicles into parking spots, sure enough someone would back over their own lunch box.

So by the time we addressed the topic of pipeline safety, he had me just a little spooked. I knew the facts. Our company had not experienced a pipeline or natural gas damage in years. I knew the material. It hadn't really changed in years, but a refresher for the staff and covering the topic with new employees was crucial. So with that, we went through the material.

RECOGNIZING A PIPELINE LEAK

- A pool of liquid on the ground near a pipeline, a dense white cloud or fog over a pipeline, or discolored vegetation surrounding the pipeline, an unusual dry spot in an otherwise moist field, bubbling in marshland, rivers or creeks, or an oily sheen appearing on water surfaces may be signs of a leak
- An unusual noise coming from the pipeline, such as a hissing or roaring sound, may be a sign of a leak
- An unusual smell or gaseous odor will sometimes accompany a pipeline leak

- Frozen ground at the pipeline in warm weather
 - Dirt blowing up from the ground
- WHAT TO DO IF YOU SUSPECT A LEAK
- Immediately leave the area.
 - If possible, turn off any equipment being used in or near the suspected leak. Abandon any equipment being used and move upwind from the suspected leak.
 - From a safe location, call 911 or



your local emergency response number and the pipeline company. Call collect, if needed, and give your name, phone number, description of the leak, and its location.

- Warn others to stay away when possible.

WHAT NOT TO DO IF YOU SUSPECT A LEAK

- Do not touch, breathe, or make contact with the leaking liquids or gas. Stay upwind if possible.

- Do not light a match, start an engine, use a telephone, turn on or off any type of electrical switch such as a light, garage door opener, etc., or do anything that may create static or a spark.
- Do not attempt to extinguish any pipeline fire that may start.
- Do not drive into a leak or vapor cloud area. Automobile engines may ignite the vapors.
 - Do not attempt to operate valves.

MARKERS

- For your safety, markers show the approximate location of pipelines and identify the companies that operate them.
- Markers may be anywhere along the right-of-way or directly over the pipeline. The pipeline may not follow a straight course between markers.
- While markers are helpful in locating pipelines, markers are limited in the information they provide. Markers provide no information, for example, on the depth or the number of pipelines in the right-of-way.
- Markers may commonly be found where a pipeline intersects a street, highway, or railway.
- These markers indicate the material transported in the pipeline, the name of the pipeline operator, and a telephone number where the pipeline operator can be reached in the event of an emergency.
- You should be aware of any pipeline markers in your neighborhood and if possible, write down the name and phone numbers appearing on the pipeline markers in case of an emergency.
- Pipeline markers are important for the safety of the general public. It is a federal crime for any person to

willfully deface, damage, remove, or destroy any pipeline sign or right-of-way marker.

WHAT TO DO IF A PIPELINE IS DAMAGED OR DISTURBED

- Even if you cause what appears to be only minor damage to the pipeline, immediately notify the pipeline company.
- A gouge, scrape, dent, or crease to the pipe or coating may cause a future rupture or leak.
- It is critical that a cut or broken tracer wire be repaired.
- It is imperative that the pipeline owner inspects and repairs any damage to the line or related apparatus.
- Many states have laws requiring damages to be reported to the facility owner and/or the One-Call center by dialing 811.
- Do not attempt to make the repairs to the line yourself.
- If a line is ruptured or leaking, call 911. Contact the pipeline company as quickly as possible. Pipeline marker signs show the pipeline company's name, emergency telephone number, and pipeline contents.


So the training was complete. Would Jim's jinx theory hold up? It was his superstition verses my logic, or as I told him, his negative faith verses my positive belief.

Weeks went by and no accidents, then months, then a year. At some point, even Jim began to believe that training, and what was sometimes referred to as the boring safety meeting, might actually be the reason we went incident free that year. Since that was reflected in his bonus, he was the happiest I had ever seen him and maybe just a little less superstitious.

Getting the message down in the trenches was the mantra. We've all heard it. "How to do it best is what has always been the challenge."

If you have ever been the company safety manager, you have had to ponder that question. Utility companies communicate safety information to contractors and excavators on a regular basis, but does it get past the front desk if it is mailed? If it does, will it reach a person in a position to communicate the information to people actually performing the work?

Sometimes employees listen to someone outside the company better than the company safety manager.

If you would like to have a Damage Prevention Manager from DIG TESS come to your location for a free safety meeting, contact Jill Nelson at 972-231-5497 or email at jillnelson@digtess.org. Let us make your next safety meeting easy and effective. 



Learn from yesterday, live for today, hope for tomorrow. – Albert Einstein

Resources

PLEASE SEE THE FOLLOWING SOURCES FOR MORE INFORMATION ON PIPELINE AND NATURAL GAS SAFETY:

NATIONAL PIPELINE MAPPING SYSTEM

This database of pipeline operators and the location of their lines was designed for the public to have access to contact information for pipeline companies operating in your area.

www.npmsa.phmsa.gov

THE PARTNERSHIP FOR EXCELLENCE IN PIPELINE SAFETY

www.safepipelines.org or www.pipeline101.com

OFFICE OF PIPELINE SAFETY

www.phmsa.dot.gov/pipeline

COMMON GROUND ALLIANCE

www.commongroundalliance.com



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



They're driving me nuts!

Who are these people?

by Dr. Larry Cole

From where did these people come? They look different with tattoos all over their bodies and pierced jewelry in their nose, tongue and “other places” that seem a bit strange. And, they act differently.

These are the younger generation born after 1985 typically referred to as Generation Y or the Millennials. These younger people constitute today's younger talent pool. You're excited about that right?

I encourage you to read a fascinating book by Jean Twenge, Ph.D. titled *Generation Me*. Twenge summarizes her research with this age group along with other published studies. It's a fascinating read and this article highlights several key findings that apply to the work environment.

1. Different is good. This generation was born into the world where appreciating diversity is the rule rather than the exception. The constant stream of advertisements encourages consumers to consider the reality that “different is good so buy me.” This generation is simply expressing the message that the “older adult” world has been teaching them—different is good. Consequently, their physical appearance and behaviors constitute an expression of their difference.

Living this difference is not always good. The incidence of narcissism or the focus on self at the expense of the lack of empathy for others is reported to be at an all-time high with this generation. But, again, this generation is living with “pop cultures” that reinforce the notion to be disrespectful of people—even their parents.

2. Independent. This age group grew up being taught about the importance of “me,” having a high self-esteem with the expectation that they can be anything they want to be. Consequently, they exhibit an aura of expecting a successful future with an excellent job and making a lot of money. Why, because they deserve it.

The “it's all about me” syndrome is also being reflected in postponing what is considered a responsibility of the adult world to marry and raise a family. This generation wants to continue having fun as long as they can before being burdened with such responsibilities.

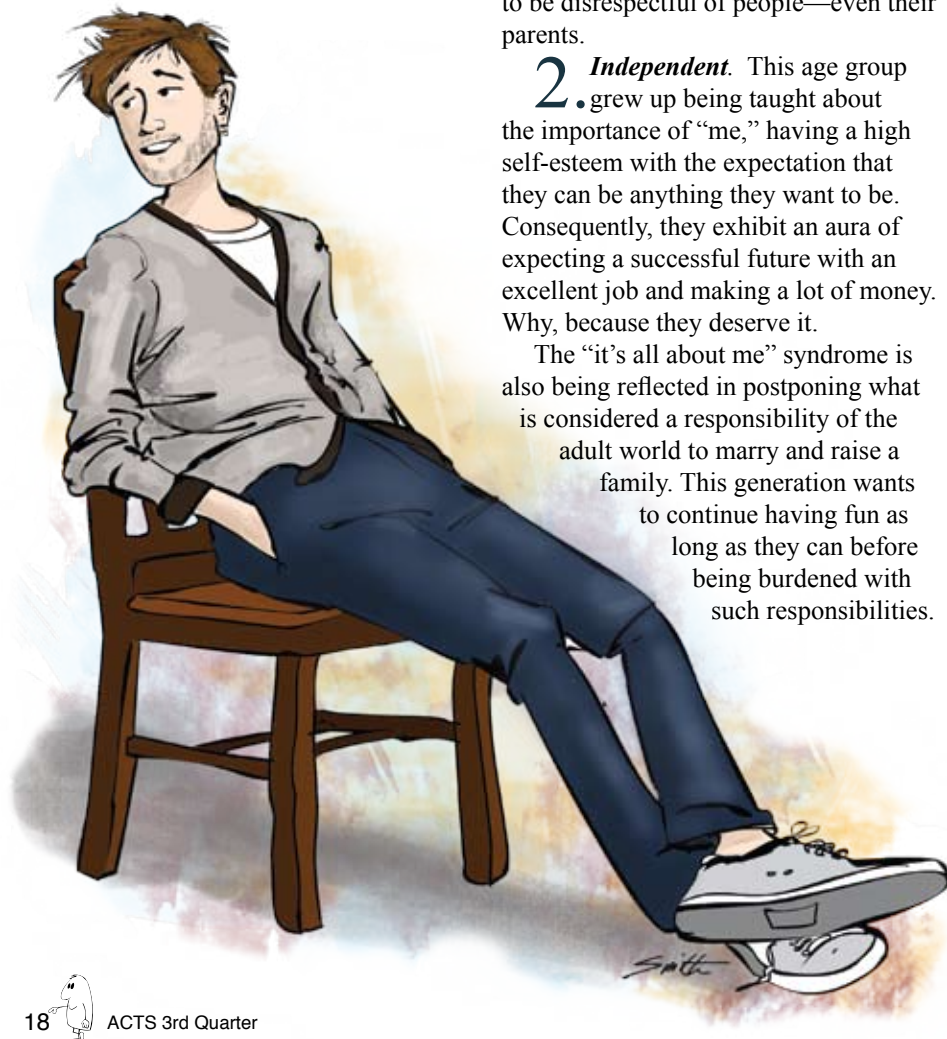
3. Work ethic. The complaint is this age group does not exhibit the work ethic of previous generations. The fact is this generation wants a balanced life. They don't want to be defined by their careers. Their independence streak is also quickly evidenced when working for you doesn't turn work to their satisfaction, they leave. They were looking for a job when they found the one they have and they can find another one when needed.

4. Listen to me. Accompanying this “me” attitude is the expectation that they have the right to express their opinion and they expect you to listen to understand their points of view and use them because “I said so.” The bottom line is that they expect collaboration rather than you to exercise your authority.

5. Mental health. You may be surprised to learn that in spite of growing up thinking the world centers around their wants and wishes, research shows this age group experiences more anxiety than previous generations and depression is just a way of life. In fact the incident rate of depression is estimated to be at least 10 – 15% higher than previous generations and some studies report as high as 50%. This generation has learned to expect instant gratification and when their high expectations hit the “real world” there is a clash. Competition to enter some universities is keen and many do not get their first choice. Realizing they are not getting rich and probably won't achieve the standard of living enjoyed by their parents take its toll. The bottom line is that there are many sources of emotional pressures to contend with and many feel overwhelmed. ☐

Editors Note: This is the first in a series of four articles regarding working with Generation Y employees. This series was requested by an employer in the damage prevention industry.

Larry Cole, Ph.D., founded TeamMax®, Inc. and the TeamMax® methodologies to improve employee performance to maximize financial success.



In turn, Klaasmeyer promised to handle the damage claims involving their subcontractors. Bartlett was also to be the contact for every job site, and he would coordinate the locating with UtiliQuest and the member utilities.

Hart and Rheingans became team leaders and project coordinators as Verizon moved from city to city. "We stopped being re-active and became pro-active," said Rheingans. "Verizon explained the scope of the project to city officials, and we addressed their concerns about safety, paint marks, and traffic flow."

According to Losawyer, a lot of good relationships were developed from that first meeting and especially the meetings that followed. "I learned a lot more about what happens when we send a notice to our members, and I have to admit that I have a better understanding of the term 'unlocatable plant.' We all learned that when we take time to listen to the issues and concerns of others,




Klaasmeyer Project Managers, Don Hathaway (left) and Jim Bartlett review Verizon construction plans

everyone wins. All we needed to do was talk, and there is nothing really complicated about that."

The Verizon project is still going in Texas, but since 2004 the successes far out number the failures. The communication model developed by those involved in that first meeting has

been applied to other projects in Texas and in states as far away as Maryland. Their successes also far out number their failures.

With results like this, it is very possible that communication, coordination, and cooperation will become "business as usual" in Texas. 



Centurion Pipeline L.P.

Pipeline markers indicate that a pipeline is located in the area. However, before digging, all excavators, including the general public, must call 811 to have the specific locations of underground pipelines determined and marked.



Know what's below.
Call before you dig.

Safety is our number one priority!

www.centurionpipeline.com



Are you passionate about **safety** or only committed to it?



A reader recently asked, “Our employees are committed to safety, but not passionate about it, so how do we get our employees passionate about safety?”

My responding question was, “How do your managers act about safety?” Remember this truism: *followers react to their leader*. Could it be the leader is not acting passionately? If that’s the case, the followers cannot be blamed for their lack of passion.

The fact is you can be committed, but not necessarily passionate. If you’re passionate, though, you’re going to be committed.

I hope you will agree that being “passionate” about conducting a regularly scheduled monthly safety meeting or posting “safety bulletins” on the wall are not the degree of passion that will ignite the “passionate” fire for your employees. Passionate people’s mere existence is saturated with the enthusiasm associated with what they are passionate to achieve. So let’s address what “passionate leaders” can do on a daily basis to set the example for being “passionate” about safety.

Know the benefits. Put the benefits of having a safe work environment in writing and then burn these benefits into your consciousness. You should be able to repeat them at will. Ask your people to do the same.

Talk “up” the benefits. Talk about these benefits at every opportunity. For example, begin every staff meeting talking about the importance of and the benefits associated with being safe. At the beginning of each shift, talk about the “safety focus” of the day.

Recognize success. While walking through the halls, notice people working in a safe manner and thank them for doing so. Be certain to specify the benefits to them for working safely.

Success breeds success. Highlight your success stories. Infuse your organization with positive stories for people to talk about. It is better than spreading those ugly rumors, would you not agree?

Engage your people. Get your people engaged. Assign employees to read articles on safety and to review the content at a staff meeting. Assign members of your team to notice employees who are exemplifying safety and ask them to report on this incident at your next staff meeting.

What did we learn? Highlight “safety” mistakes, regardless of how minor, and process what was learned from this experience.

Publish. Publish success stories throughout the organization. One of our leadership principles is recognizing that all employees are from the state of Missouri—the Show Me state. Everyone needs to see success.

Teach. Assign employees to teach “safety” procedures at the next safety meeting. Teaching can likewise be impromptu. When an employee is starting to work on a procedure, ask them to teach you “how to work safely.” Or, ask your senior employees to teach new employees. Teaching is one of the better “learning” tools.

Accountability. Define a simple accountability cue so when an employee witnesses another employee not following the safety procedures, a

reminder can be issued to “work safely.” Discuss the success of employees using this tool at a staff meeting.

Test this accountability procedure. Select a minor safety rule to not follow to see if an employee reminds you. If they do, recognize their excellent performance. If not, remind them they are to hold you accountable.

Brainstorming Sessions. Conduct brainstorming sessions on “how to improve a safety procedure,” or, assign that task to employees to formulate a recommendation to be discussed at the next staff meeting.

Your leadership challenge is to saturate your organization with passion about safety. If you find participating in any of the suggested leadership behaviors uncomfortable, then it is an obvious sign that you need to do more of it. The bottom line question for you is whether you are going to be a passionate leader or not? The answer to that question will be determined by both the intensity of the recognized need for your organization to be passionate about safety and the magnetic intensity of the benefits associated with being a passionate leader. It is great if you are a passionate leader. If not, quit complaining about your employees’ lack of passion. ☐

Larry Cole, Ph.D., founded TeamMax®, Inc. and the TeamMax® methodologies to improve employee performance to maximize financial success. He is the author of People-Smart Leaders: Maximize People, Performance & Profits. Each year he speaks to thousands of people on personal development, change management, and measuring behavioral change. He can be reached at: larry@aligningchange.com

The most successful people are those who are good at plan B.

James Yorke, Mathematician on “Chaos Theory”

Expanding One-Call Operations Offshore

by Jack Garrett
Director of Regulatory Services, DIG TESS

It is not often heard about, but it happens: Submerged pipeline damaged or submarine cable severed, disrupting internet traffic and global communications. Could any of these incidents be prevented by what traditionally has been known as One-Call or a notification system? That is the challenge that a new type of notification system is addressing. GulfSafe.com will launch early next year, operating in four of the Minerals Management Service Planning areas for the Outer Continental Shelf (OCS): the Western Gulf of Mexico, Central Gulf of Mexico, Eastern Gulf of Mexico and the Straits of Florida.

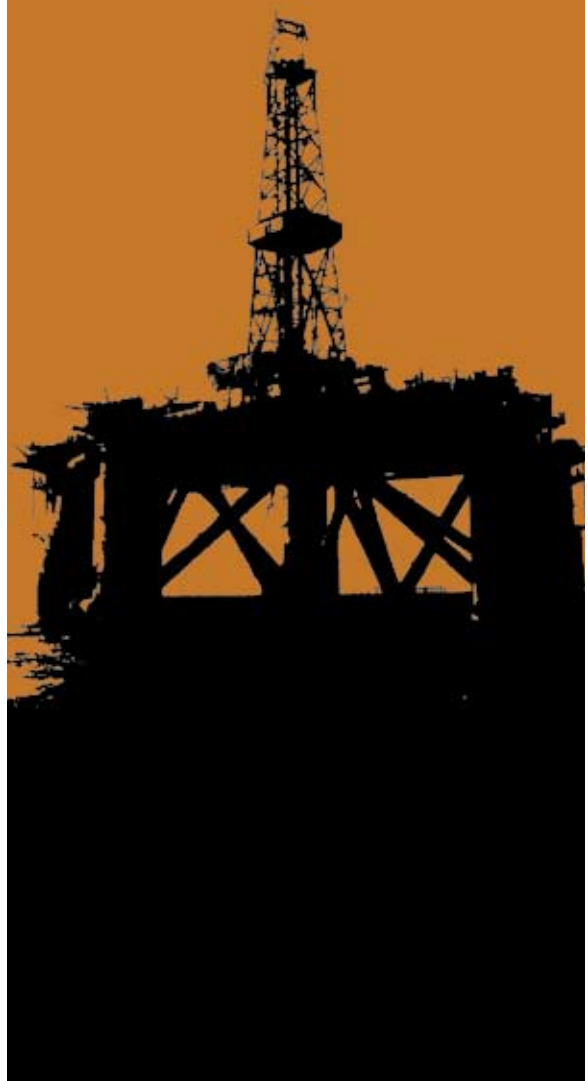
With the Gulf of Mexico producing 25% of domestic oil and 16% of total US gas production, protecting this energy source is a matter of economic and national security. Over 35,000 miles of pipelines crisscross the bottom of the Gulf. Thousands of miles of telecommunications cables originate in Florida connecting North America to most Caribbean Islands. Soon wind generation of electricity will begin in the Gulf. Our nation's critical infrastructure is expanding offshore: a new way to protect it is needed. GulfSafe was formed to meet the challenges of working in this complex and sometimes dangerous environment. In 2007, 811 launched an elevated awareness of land-based notification systems. GulfSafe will address these same concerns offshore.

The oil and gas industry continues to push the envelope of technology by drilling wells in water depth of more than 12,000 feet. Last year alone, 30 new technologies were approved for use in the deepwater in the Gulf of Mexico. In 2012 depths of 20,000 feet with an overall depth of 30,000 will be economically feasible. Currently, there is no centralized, automated method to coordinate all of this activity, and the stakes are getting higher every day.

Many government agencies have jurisdiction over areas of the Gulf of Mexico, some with overlapping geography. GulfSafe will process notifications in state and federal waters or submerged lands. Coordinating five state One-Calls along with GulfSafe's expanded operations out to the 200 mile limit is no small task. However, the staff of GulfSafe has the experience. GulfSafe is operated by Texas Excavation Safety System, Inc. (DIG TESS) with over 20 years of notification system experience and is operating the only notification system functioning beyond sight of land. GulfSafe is a wholly-owned subsidiary of DIG TESS. DIG TESS operates one of the largest One-Call Centers in the United States, processing over two million incoming notifications annually. From our data center in Dallas, Tex., GulfSafe provides the most secure location of the five Gulf States in the event of hurricane landfall.

Unlike traditional One-Call operations, GulfSafe's notification process is completely Web-based. All notifications are requested through GulfSafe.com, and all member or facility operator notifications are made online. Technical and User Support will be conducted online or by phone at 1-888-910-GULF. Use of the service to request notifications of activity is free. All costs are paid by member companies.

What does the future hold for GulfSafe? The One-Call industry began over thirty-five years ago with many skeptics and naysayers, but over the next fifteen years most of the United States had some type of One-Call operation in place. Still, today only a few countries outside of North America have functioning One-Call Operations. The next frontier for the industry is operating offshore to protect our nation's critical infrastructure beyond our shoreline. As our country debates expanding offshore drilling, having a notification system that can expand to meet those needs will be critical. Our goal is to eliminate preventable damages to subsurface infrastructure in the Gulf of Mexico and the Straits of Florida. Onshore 811. Offshore GulfSafe.com. For more information, visit www.gulfsafe.com.



Me and Dillard



Growing up as I did, on a truck patch farm in Southwest Arkansas, there was little entertainment, except what you provided for yourself. My little brother Bobby and I were raised by an uncle and aunt who had their hands full keeping us corralled, scrubbed, taught, clothed, fed, and out of the river so as not to drown prematurely.

Uncle Alva was a hard working, home loving, soft spoken log cutter and farmer who was born at the turn of the century in the river bottoms in which he later chose to live. His “duty” was to see to the needs and well-being of the family, and he worked day and night six days a week to make it happen.

Aunt Beulah was born on the farm across the river. She married my uncle when she was 15 years old. Uncle told me he first saw her across the river with two of her brothers selling cantaloupes, two for a nickel and three for a dime. Her “duty,” I suppose, was to insure that we grew up with some appreciation for the “right outlook” on life: good table manners, proper hygiene, respect for others (especially old folks) and basically, I guess, it was her duty to see that we didn’t kill or grievously injure each other during horseplay.

We didn’t have lots of company, but I could walk about a mile through the woods to spend the afternoon with my great friend Mr. Dillard. In all my years growing up and listening to great tellers of stories, there was none better. And as an added bonus, Dillard could make a Barlow knife disappear and could pull quarters out of either one of my ears, so he was a little extra special to be around.

One wintery day and late in the afternoon Uncle Alva, Aunt Beulah, Bobby and me were sitting around the

pot bellied stove that Auntie was using to cook the beans for supper. It was heavenly to be sitting around the warm stove with my Uncle’s and Aunt’s comforting voices filling the room. And the smell of supper almost ready had already flung a craving on me. I looked out the window toward the river and saw Dillard coming up to the house with his fishing pole over his shoulder. As was his habit, he quit fishing in time to stop by our house about supper time and today was no exception.

As he walked in the house, the screen door slammed behind him, and Auntie just said, “Wash up and come on to supper now.”

After a fine supper, we shuffled the chairs around in front of the stove. After everybody got settled down, we asked Dillard to tell us about his fishing trip.

“Where did you go,” I asked him, “didja get one?”

“I have a special place just past the swimming hole,” he said. “You know the one that is separated from the swimming hole by the beaver dam. Shoot, it couldn’t have been much more than two hours ago when I hooked the all time biggest catfish in the history of fishing.”

“What happened?” I asked. “Didja get it?”

He cut his eyes around at me and said, “I was using that big old fishing pole you and me cut down last week, just in case I hung a whopper...and, boy-hi-dee, did I ever get a-hold of one!”

“Well where’s he at then,” my uncle inquired, as if he had rehearsed his part.

“I’m not rightly sure,” said Dillard, “the last I saw of him he was going through the lower limbs of that big old sycamore that hangs over the bank of the river.”

“Good grief! Dillard, you ought to be ashamed to tell a yarn like that to these boys and expect anybody to believe such a far-fetched story,” said Auntie.

“Now Miss Beulah, I got proof,” he replied calmly. He looked at me and said, “If you’ll put on your shoes and come on...we’ll have to hurry, mind you. I’ll go show you the hole I pulled him out of...he was so big, the hole probably hadn’t had time to fill up with water yet!”

As I jumped out of the chair to find my shoes, my Auntie’s voice stopped me, “You boys get yourselves into bed now, and I’ll be in there in a minute to say your prayers with you.” But she said it with her soft voice, with one of them real good smiles on her face. I just knew she liked the fishing story too.

It was going to be a great night! “Good night everybody,” I said, “See you next week Dillard.” Yes sir! Good fire, good food, good family, and good friends. There is going to be some sweet dreams at Aunt Beulah’s house tonight. ☞

sudoku puzzle
solution

2	5	6	3	7	8	1	4	9
8	1	4	6	2	9	7	3	5
3	9	7	5	4	1	8	2	6
7	6	3	2	9	5	4	8	1
5	4	2	1	8	6	3	9	7
1	8	9	4	3	7	6	5	2
6	3	1	9	5	4	2	7	8
4	7	5	8	6	2	9	1	3
9	2	8	7	1	3	5	6	4

Excavator's role defined by PIPES Act



by
John A. Jacobi, PE
Community Assistance/Technical Services Manager
PHMSA Southwest Region

The Pipeline Inspection, Protection, Enforcement, and Safety Act of 2006 (PIPES 2006) was signed into law, December 29, 2006, and is accessible at www.phmsa.dot.gov and then search "PIPES."

PIPES required many changes with regard to pipelines. The focus of this article is on mechanical damage to pipelines caused by digging. Pipeline operators are considered excavators when they are digging to work on their own systems. Section 2 of PIPES added several requirements with respect to excavators:

One-call must be used before engaging in demolition, excavation, tunneling, or construction activity to establish the location of underground facilities. PIPES 2006 defines *pipeline facility* but not *underground facility*. It would seem that this particular provision applies to more than just underground pipelines.

- If pipelines are marked in the area of the excavation activity, the markings must be observed.

- If a pipeline is damaged to the extent that life could be endangered or there could be serious bodily harm or damage to property, then the damage MUST be promptly reported to the owner or operator.

- If the damage results in a leak (flammable, toxic or corrosive gas or liquid), 911 must be notified. This includes operators who damage their own lines.

These requirements are very simple:

- (1) Call 811 before you dig.
- (2) Pay attention to any markings.
- (3) Report any damages to the owner/operator of the pipeline.
- (4) If anything leaks, dial 911.

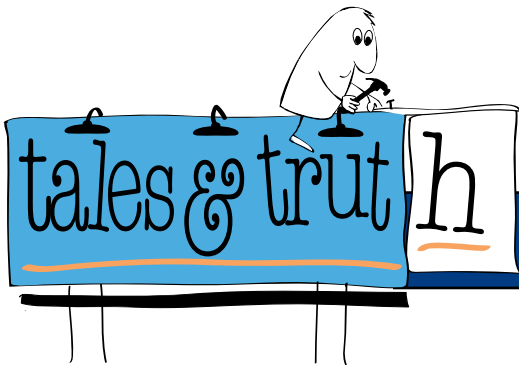
If every excavator did these things, working around pipelines would be much safer.

Many states have pipeline damage prevention laws. But state laws are not necessarily effective, and resources necessary for enforcement are not necessarily available. Pipes 2006 is a federal law, and PHMSA is the enforcing agency. There are some strings attached. Before PHMSA can penalize an excavator for failing to follow these simple requirements, PHMSA must determine if there has been a violation of state laws and if the state's enforcement program is adequate. In fact, PIPES 2006 requires PHMSA to develop, through rulemaking proceedings, procedures for determining if state enforcement programs are "inadequate." Shortly after the passage of PIPES 2006, a draft set of procedures was developed and circulated within PHMSA. As of June 2008, PHMSA has apparently taken no further action to pursue a rulemaking.

The Pipeline Safety Statute, 49 USC Chapter 601, § 60101 *et seq.*, has other provisions relating to damages to pipeline, and individuals have been successfully prosecuted under other federal statutes (see *United States of America v. THOMAS LEE YOUNG*, No. CR 05-02041-001-TUC-CKJ (CRP), US District Court Arizona.)

Despite the lack of a PHMSA rulemaking, PHMSA continues to document violations of one call requirements, offer them to states for enforcement, and refer them to HQ PHMSA for possible federal prosecution. PHMSA is more than willing to work with states and pipeline operators to get the message to marginal excavators that, sooner or later, will be held accountable for their lack of willingness to follow even the most rudimentary safety rules regarding excavations near pipelines. ☐

Disclaimer: The opinions presented above are those of the author. They are not intended to provide legal advice and may or may not reflect the official position of the Pipeline and Hazardous Materials Safety Administration (PHMSA).



There are some things you can live without knowing and some you can't.

Life is not about how fast you run, or how high you climb, but how well you bounce.

The reason firehouses have circular stairways is from the days of lore when the engines were pulled by horses. The horses were stabled on the ground floor and figured out how to walk up straight staircases.

If you get to thinkin' you're a person of some influence, try orderin' somebody else's dog around.

Manhole covers are always round. Why? The round cover rests on a lip that is smaller than the cover so it can't drop through the opening. A square or rectangular cover, no matter how it was made, could fall through.



The 1912 Summer Olympics held in Stockholm was the first time competitors came to compete from five continents and was the last time the Olympics gave out gold medals that were made entirely of gold.

Never miss a good chance to shut up.

- The average human body contains enough:
- iron to make a 3 inch nail
 - sulfur to kill all fleas on an average dog
 - carbon to make 900 pencils
 - potassium to fire a toy cannon
 - fat to make 7 bars of soap
 - phosphorous to make 2,200 match heads
 - water to fill a 10-gallon tank

A hard working adult sweats up to 4 gallons per day. Most of the sweat evaporates before a person realizes it's there, though!

A mole can dig a tunnel 300 feet long in a single night.



If you're riding ahead of the herd, take a look back every now and then to make sure it's still there.

During WWII, because a lot of players were called to duty, the Pittsburgh Steelers and Philadelphia Eagles combined to become The Steagles.



SUDOKU PUZZLE

		6	3		8	1		9
8	1			2	9			
		7					2	6
		3			5			1
	4	2		8	6	3		7
	8				7			2
		1	9	5		2		
	7		8			9	1	
9		8			3		6	4

Fill in the grid with the numbers 1 through 9 so every row, every column and every 3x3 box contains the numbers 1 through 9 without repeating any of the numbers. Solution is on page 22.



Safe backing tips to avoid hazards

by Doug Meeks

Damage Prevention Manager, DIG TESS

Not taking proper precautions while backing a vehicle is one of the most common mistakes drivers make while behind the wheel. Ironically, backing incidents are the easiest to prevent by simply taking the time to pay attention to your surroundings, identifying potential backing hazards, and practicing “Ten Basic Steps to Safe Backing”.

1 Look for options to avoid backing a vehicle such as going around the block if you miss an address, look for a pull-through situation, or use curbside parking. If possible, choose a parking location away from congested areas.

2 When it is necessary to pull into a parking space or driveway, consider backing into the space upon arrival instead of having to back out when you leave if it appears practical and does not create additional hazards.

3 If you must pull forward into a space and have to back the vehicle out, conduct a 360-degree walk-around to look for potential backing hazards such as people, vehicles, guard posts, or other items. Pay close attention to the area behind the vehicle and don't dawdle doing paperwork or making phone calls after the walk-around. Pull out before conditions have a chance to change.

4 If you have a passenger with you, have them step out and act as a guide. If you have no passenger and you can't be absolutely sure of what is behind you, it is much better to ask for assistance from other workers or even a passerby than to risk a backing incident. Make sure that the guide stays in plain view and use agreed upon hand signals as you back. Stop immediately if you lose sight of your guide.

5 Make sure mirrors are adjusted properly. Blind Spot mirrors (round, fish-eye type) can really help keep you from misjudging clearances on the sides and rear corners of the vehicle or to help you identify changing conditions while backing.

6 Whenever possible back and turn towards the driver's side. This allows you to watch the rear of the vehicle with the clearest view possible.

7 Back slowly and cautiously at no more than normal walking speed, checking both sides as you back. Consider lowering the window and turning down the volume of the radio to heighten your awareness to immediate surroundings.

8 When backing out of a driveway, stop at the sidewalk and check for pedestrians, obstacles, or oncoming traffic.

9 Do not back at or into an intersection.

10 While backing as a driving maneuver, it is important to assess your surroundings as you enter the area where you are to turn around. Take steps to position your vehicle so that you will have maximum clearances to complete the maneuver. If unsure of your clearances, stop the vehicle and reassess the hazards. ☐

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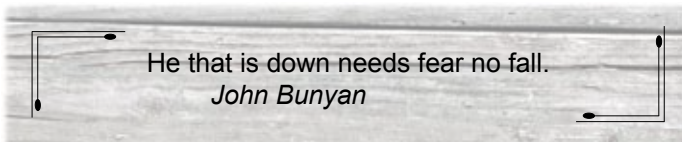
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**THE INVISIBLE HIGHWAYS
CONTINUED FROM PAGE 15**

Constructing cross-country pipelines from the Gulf Coast to the East Coast is not for the squeamish or faint of heart. Oft times the planning for the pipeline takes years to complete. There is route selection, easements to acquire, environmental and other preconstruction actions to be resolved.

During the process of constructing right-of-ways and pipe placement, conflicts with other underground utilities are inevitable. For this reason great emphasis is being placed on One-Call membership across the United States. The identification and location of underground facilities is one of the most important pre-construction activities on any project. Damage incurred to unmarked underground utilities will delay the project and cause extra unwarranted expense in wages and overhead as well as significant delays in schedule. And no one wants the frustration of disrupting utility services for the customers along the project.

Both utility companies and excavators are encouraged to work together with One-Call systems like DIG TESS to ensure the safety of construction workers on site and to minimize the disruption of vital services to your community. It is not only good business; it's simply the right thing to do. 



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- Additional resources for stakeholders

Facilitating Trust and Safety Between the Public and the Pipeline



Managing Beyond Compliance

the Master of ZING

by Jerry Wilson



Doing Great!

“How’s it going?” The conversation starts. What happens next has a dramatic impact on our success...or failure. Answers that insure that you and your business fall into the bushel basket of normalcy include: *I’m /We’re surviving OK, I guess - It’s tough, man! - We’re hanging in there - Whatever - We’re dying - The market’s dead, etc.* There are many ways that allow us to unconsciously fall into the ranks of the forgotten and failures.

Those responses immediately launch us into non-conversation. It doesn’t engage others. When we respond that way, people don’t listen, and they then respond with another trite saying. Perhaps what’s worse is the impression that we’ve created. We’re one of the crowd, or worse yet, it sounds like we’re struggling! That’s obviously not the impression we want to create.

So what difference does it make to respond so that others listen and really engage? Here’s what I’ve learned. People want to deal with people that are successful. They pay more money (we must still be competitive) and return more consistently when they believe we’re doing well.

Think how many people you know that brag about the successful people they know or that know them. Listen to the conversations when your buddies talk about the contractors they work and sub with. They’ll talk about the most respected and successful.

So what might we say in response when in reality things may be tough?

Here are some options to consider. I like: *“Great -We’re blessed – Business is good.”* It is good, even in slow times! There may not be as much as you’d like to have, but what you have is good... right?

My partner always answers, “Best I’ve ever seen.” I know that’s not always true. I still like to hear it, and it helps him to keep his own attitude



positive. I’ve learned to listen to his voice and can tell when he’s not having his best day. Those people who aren’t around him every day can’t tell. I know because I couldn’t before we worked together daily. He projects a positive demeanor that attracts others. That contributes to his success.

My mentor would say, “I’m as fine as you’ve ever seen me.” As a young guy, I didn’t know that it wasn’t always true. I just knew that I loved to be around him. His energy and enthusiasm for life

rubbed off on me a little each time I was with him, and I loved it. I noticed that others did also. It’s no surprise that he was very successful in his career and life. He made a habit of choosing the mood he wanted. The result was that he became known for it. That greatly contributed to his success and ability to attract and retain quality people.

The point is we don’t have to be a fake or lie to people. We must focus on the positive side of life to attract others. Talk about the jobs you have going. Discuss the positive things that are happening in your life. Discuss how the market is good when you get a chance to tell about your company and your work. Say, “We’re having to work harder, but we’re doing well.” It attracts business. We are drawn to people who are positive and have enthusiasm for what they do.

Start tomorrow by using an intentional positive response with others. At first you’ll find your buddies are going to kid you about it, a lot. Then they’re going to come to expect it. That’s when you’ve gotten ZING! It’s about acting the way we really want to be. That in fact, psychologists tell us, creates the attitude that develops winners.

ZING makes your business grow! Display a positive demeanor every day and add ZING to your life! ☑

Jerry Wilson is a partner with the ACTS team. He has personally worked with over 4,900 companies in increasing sales and enhancing leadership skills. He can be contacted at: jerry@aligningchange.com



Publisher's perspective



We are pleased to partner with DIG TESS to promote damage prevention in Texas. The focus of this publication is to celebrate the victories of partnership, to point out the possibilities – not just the problems. We are looking for achievable solutions and for those who are willing to share their unique perspective.


With challenges like a declining economy or more stringent regulations before us, many have resigned themselves to the idea that things can't or won't change. Their explanations are perfectly rational and persuasive to all who will accept the status quo or the majority opinions of those who know their limits and have resigned themselves to second best.

Yet such individuals or organizations are being passed everyday by those with far less ability who haven't learned what can't be done. We agree with these difference makers that the diversity of needs and ideas of all stakeholders is critical for the creation of a partnership strong enough to make for effective and beneficial change.

If you are convinced that things can be better and have a desire to work with others to make it happen, you are going to like this publication. It is my hope that in the upcoming months, I'll have the opportunity to meet with many of you; the opportunity to listen to your perspective so as to better understand how to present the issues you define as obstacles to your success. And more importantly, learn how you define a successful project or partnership.

Henry Ford was once quoted to have said, "Whether a man thinks he can or he can't do a thing, he is right." We can allow the current frustrations, failures and disappointments to create insurmountable obstacles for us or we can choose to make these same challenges be the cement that binds us all together to keep Texas a safer place to work and live. You don't really know who you are, or what you can accomplish until you understand this vital point about the power of positive thinking.

Our really cool staff has an extensive background in building people skills as well the damage prevention industry. The articles have been written with you in mind, but it may be that we have missed the mark. We trust that you will take the time to let us know how to make the magazine more helpful and informative.

Let us work with you to ensure that all the stakeholders feel that they are vitally important to the damage prevention process and for one very good reason... They are. 



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