

Call 811 Before You Dig

[00:00:00.00] [MUSIC PLAYING]

[00:00:02.97] Can you imagine placing a blindfold on and getting behind the wheel of your car? No, it would be crazy. You have no idea of what obstacles are ahead or where you're going. Excavating before calling 811 is no different. That's because beneath your feet hidden from view lives a complex network of wires and pipes which carry electricity, cable TV, natural gas. Digging blindly could lead to disastrous results. Hitting an underground facility can result in injuries lost work time, project delays, fines, and disruption of service, which is why you need to call the free 811 service before you dig to remove the blindfold and to learn what hazards lie underground.

[00:00:49.00] Nationwide, an underground utility line is damaged every six minutes. In PG&E service territory alone, 1,663 dig-ins occurred in 2015. It is your responsibility to call before you dig. PG&E participates in the Underground Service Alert, also known as a USA ticket. This free program requires local utility companies to locate and identify underground lines by painting marks on the surface of streets and sidewalks or placing colored flags on landscaped areas.

[00:01:24.90] PG&E and other utilities do this to help keep you safe. How does it work? First, identify where you'll be digging and mark it in white using chalk-based paint, flags, stakes, whisks, or any combination. Second, call 811 at least two working days and up to 14 calendar days before you dig. You'll need the address, the general location of the job, the project start date, and the type of digging activity you plan on.

[00:01:56.72] You'll receive a USA ticket number confirming your call. Every job, no matter how large or small, needs its own USA ticket. It is a good idea to keep the USA ticket on the job site. PG&E and other utilities are then notified so they can identify underground utilities at your job site.

[00:02:16.58] And then third, PG&E and other utilities will use color-coded paint, utility flags, stakes, or other markers to mark underground lines. Utility companies have 48 hours to mark the horizontal location of the underground lines. Leave these markers in place until you've finished digging. Each contractor or entity performing excavation needs their own ticket. It is your responsibility to ensure you've received a positive response from each utility listed on your USA ticket before you start digging.

[00:02:51.61] A positive response is defined as a written or verbal response from a utility owner or operator, indicating that locations of conflicting underground facilities have been marked or that no conflict exist within your excavation area. If your

excavation site is within 10 feet of a high-priority underground facility, then a field meet will be required.

[00:03:17.39] Finally, dig safely for your safety and the safety of others. Use hand tools when digging within 24 inches of the marked underground lines. After completing your project, you can carefully backfill and compact the soil. While digging, pay close attention to these physical warning signals of a natural gas leak to ensure your safety.

[00:03:40.92] We've added a distinctive sulfur-like rotten egg odor so you can detect even small amounts of natural gas. Be aware of any hissing, whistling, or roaring sounds coming from underground or from a gas appliance. Watch for any dirt spraying into the air, bubbling in a pond or creek, or dead or dying vegetation in an otherwise moist area.

[00:04:05.27] If you suspect a gas leak or if you strike, dent, or scrape an underground gas line, you should leave the equipment immediately and alert others to leave the area and to go to an up wind location. Do not attempt to stop the flow of gas. Do not squeeze or try to tie off the pipeline. Call 911 to notify first responders and then notify PG&E at 1-800-743-5000.

[00:04:34.47] You play a critical role in natural gas safety and should report any damages or gas leaks. Your awareness and actions can increase your safety, that of your crew, the community, as well as your own family. Refer to California "One Call" Law for more detail on digging safe. There's no job too small. Always call.

[00:04:56.12] To learn more about how safety is at the heart of everything we do, go to pge.com/digsafely. A short quiz will follow this video. Please complete the questions and click on the "One Call" Law link provided within the quiz for more information.