NEW HAMPSHIRE
EXCAVATOR MANUAL

It’s the Law

Remember to CONTACT DIG SAFE® before you dig

What you don’t know CAN hurt you

DIG SAFE®

INTERNET:
www.digsafe.com
24 Hours a day, 7 days a week
NO EMERGENCY CONTACTS

PHONE:
888-DIG-SAFE (888-344-7233)
Monday thru Friday, 6:00 am to 6:00 pm

AFTER 6:00 PM:
EMERGENCY CALLS ONLY
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This manual is provided solely as a convenience for the person or persons reading it and is not a legal reference document.

Persons seeking a legal reference document should consult the New Hampshire Revised Statute 374:48 through 374:56 and N.H. Code Admin. Rules Puc 800. The information contained in this manual is current as of January 2009. Statutory changes that may occur after January 2009 may cause part or all of this information to be invalid.
CONTACT DIG SAFE®
before you
DIG – DRILL – BLAST

Whether your project’s big or small, always contact DIG SAFE®. It’s the only way to avoid costly mistakes, fines and even personal injury.

Besides –
It’s the Law

State Laws require anyone planning to excavate, whether a homeowner, contractor or excavator, to notify appropriate utility companies 3 days* before excavating so they can mark their underground facilities. Notifying member utilities individually would be time consuming, but contacting Dig Safe® simplifies the process.

If you dig within 100 feet of an underground facility on:

- Private Property
- Public Way
- Right-of-way
- Easement
- Public Street
- Or other public place

Remember to contact Dig Safe® before you dig.

www.digsafe.com
888-DIG-SAFE (888-344-7233)
or call the
NH Public Utilities Commission
Safety Division
(603) 271-6022

*Excluding weekends & holidays
New Hampshire’s Underground Damage Prevention Program protects excavators, utility operators and the general public from the significant dangers associated with damage to buried gas, power and other utility lines.

The New Hampshire Public Utilities Commission is responsible for enforcing the underground utility damage prevention program in our state to ensure public safety and minimize damage to underground facilities.

New Hampshire is served by Dig Safe System, Inc., a not-for-profit corporation located in Woburn, Massachusetts which also services the states of Maine, Massachusetts, Rhode Island and Vermont as a Clearinghouse Center. Excavators are not charged for use of the system. Interested parties can apply for one of three types of memberships which are determined by trench miles of facilities and method of notification. Participation costs, as well as voting rights, are determined by the classification of membership. It is important to note that program costs are paid by the participating members.

The notification procedure is initiated by one of two methods:

- Telephonically – 888-DIG-SAFE or 811.
- Via the internet @ www.digsafe.com.

When you call Dig Safe® a Customer Service Representative asks for specific information relevant to the proposed excavation and enters the information into a computer database. Once the location has been identified by the database it will list the members having underground facilities in the area. This information is reported to the excavator so that the excavator will know the type of facilities to be encountered and to whom they belong. The Customer Service Representative will issue the excavator a permit number specific to that notification and transmit the information to the members identified as having facilities in the vicinity of the excavation.

Dig Safe’s® normal operating hours are Monday through Friday, exclusive of holidays, from 6:00 am to 6:00 pm. During off-hours, only emergency notifications are processed.

Another method of notification is known as Quick-Ticket. Quick-Ticket allows the excavator to process your routine Dig Safe® tickets online 24 hours a day, 7 days a week. The excavator will be able to obtain your Dig Safe® number, legal start date, and a list of members notified. By using Quick-Ticket, the excavator may print a copy of your Dig Safe® ticket number. For more information on using Quick-Ticket or to obtain the excavator’s password, go to: digsafe.com, click on Quick Ticket, and then choose New User Registration.

Do NOT use Quick-Ticket for EMERGENCY NOTIFICATIONS.
EXCAVATORS
Includes All
Homeowners, Landscapers, Blasters
LP Companies and Municipals

An excavator is not just the excavating contractor with a back hoe; it’s any person who uses a shovel or mechanized equipment to dig in the earth. This includes the homeowner working in his own front yard. If you are excavating below the ground surface, contact DIG SAFE®!

If you are sure you will be digging no closer than one hundred feet from an underground facility, go ahead and dig.

If you are not sure, contact DIG SAFE® at 888-DIG-SAFE, 811, or www.digsafe.com. This is for your personal safety as well as that of the public. Far too often excavations occur within New Hampshire when an excavator isn’t sure of the locations of underground facilities but digs anyway. Damages often result, and the liability associated with tearing into a gas line or an electric line potentially causing an injury, property damage or interruption of service to a major factory, highway, neighborhood, or mall complex is significant.

CONTACT DIG SAFE®
before you dig
It’s easy. It’s free.

It’s the Law
Homeowners

Digging on private property is subject to DIG SAFE® rules. So, if you’re not sure what’s under the ground, notify DIG SAFE®. In many instances utilities are not buried very deep and can be easily damaged, even with a hand shovel. For example, when installing a new mailbox in your front yard or curbside on a post, failing to call before digging can result in serious damage.

No matter what job you’re considering, from patio to post hole to steps or sidewalk, the one thing you need to remember is to call 811 or notify DIG SAFE® at 888-DIGSAFE or by website at www.digsafe.com.

Either you, the homeowner, or the subcontractor excavating on your behalf must notify DIG SAFE®.

Locating and marking PRIVATELY OWNED UNDERGROUND FACILITIES is the responsibility of the Homeowner for those situations in which another person is performing the excavation.

Landscapers

All landscapers, including irrigation installers, need to know the official definition of “Excavation” as it appears in New Hampshire law reference RSA 374:48 III. It includes a phrase about tree and root removal and defines digging as an activity where “earth is moved or removed.” It doesn't mention how much earth has to be removed. It only takes a moment to be safe.

Contact DIG SAFE®!
Blasters

Blasters TAKE NOTICE!! Blasting and other excavation activities involving explosives have new special requirements for notifications. 4 hours, 24 hours or 72 hours must elapse prior to blasting, depending on the circumstance. This allows operators to take special precautions for protecting their underground facilities.

LP Companies

If you are setting an above ground propane container and intend to bury a line to a house or building, contact DIG SAFE® if your planned trenching is within 100 ft of an underground facility.

Contact DIG SAFE® 3 days prior to your installation.

Municipals

Too many municipalities believe they are exempt from having to contact DIG SAFE®. Not so. If you intend to dig in your town, contact DIG SAFE® before you do. Activities include grading, clearing or installing culverts, reconstructing sewer, water or drainage lines. All require DIG SAFE® notification.

Prior to issuing street opening permits, municipals should consider requiring excavators to obtain DIG SAFE® Tickets.
Q. Who is Dig Safe®?
A. Dig Safe® is a non-profit organization which takes information from the excavator and relays it to member underground facility operators.

Q. Does Dig Safe® locate underground facilities?
A. No! The owners of underground facilities are responsible for ensuring that their facilities are properly marked.

Q. Do I have to notify anyone else besides Dig Safe®?
A. In many cases, yes. Excavators are reminded not to begin excavation until all underground facilities have been marked, including those that might be operated by facility owners not participating in Dig Safe® and, therefore, not notified of the excavation by Dig Safe®. Also, check with the municipality in which you intend to excavate as they may have underground facilities or they may require a permit before digging in a public way. For updated city/town official contact list visit their web site shown below:
www.nh.gov/dot/business/municipalities.htm
Click on: City/Town Officials Directory - Update List

Q. Who enforces the Dig Safe® Law?
A. The Safety Division of the New Hampshire Public Utilities Commission.

Q. If I have questions about Dig Safe®, who can I contact?
A. Any questions and/or reports of any activity which could be a probable violation of the Dig Safe® law can be addressed by contacting the following:

New Hampshire Public Utilities Commission
Safety Division
21 S. Fruit Street
Concord, NH 03301-2429
Phone (603) 271-6022
Fax (603) 271-6048
safetydivision@puc.nh.gov
Q. What is a Tolerance Zone?

A. The Tolerance Zone is a zone designated on the surface by the use of standard color-coded markings which contains the width of the facility plus 18 inches on each side of the facility. Work performed in this zone should be done by other than mechanical means such that the facility will not be damaged.

**Tolerance Zone Markings**

**Centerline Marking Method**

```
+-----------------+-----------------+
|                 |                 |
| Tolerance Zone  |                 |
| 48"             | 18"             |
| Imaginary Line  |                 |
|                 |                 |
| 12" Utility Line|                 |
```

**Corridor Marking Method**

```
+-----------------+-----------------+
|                 |                 |
| Tolerance Zone  |                 |
| 48"             | 18"             |
| Imaginary Line  |                 |
|                 |                 |
| 12" Utility Line|                 |
```

Note: Tolerance Zone = Three(3) feet + width of underground facility

Q. Is it my fault if I damage a facility that was found to be shallow in depth?

A. Yes! The NH Underground Damage Prevention Program is depth blind. NH Statutes and Rules do not mention the term “depth”. The depth of underground facilities can vary due to grading, landscaping, changes in road elevations and other variables; therefore, excavators are cautioned that facilities may be shallower or deeper than are expected or than applicable codes may require. Shallow installation of facilities is never a valid reason for damage caused by an excavator. Also, excavators should be aware that estimates of facility depth given by locators, if given at all, are an indication of how deep the excavator can expect to dig, by hand, before encountering the facility.

Q. What if my project is complex (i.e., several streets, length of excavation or large intersection, etc.)?

A. If your project is complex, notify DIG SAFE® of proposed excavation and request a meeting with the operators who have underground facilities in the area to discuss marking of their lines.
Q. After I notify DIG SAFE® of my intention to excavate, will all underground utilities be marked?

A. No. Utilities typically do not mark privately-owned underground lines such as sprinkler systems, private water and sewer service lines or power lines to garages, storage sheds, or even power lines from utility poles to the home etc. Reasonable efforts should be taken to identify and notify owners of private utility lines and allow them the opportunity to have their lines marked prior to commencing work.

Q. How are violations reported to the PUC?

A. Operators must notify using an E-26 form. They may e-mail, fax, or US Mail them to the following: E-mail: safetydivision@puc.nh.gov Fax: (603) 271-6048 US Mail: NH Public Utilities Commission Safety Division 21 S. Fruit St, Suite 10 Concord, NH 03301-2429
**Excavators or the General Public** may use the SNU-0401 form. They may call, e-mail, fax, or US Mail them to the following:

Phone: (603) 271-6022  
Fax: (603) 271-6048  
E-mail: safetydivision@puc.nh.gov  
US Mail: NH Public Utilities Commission  
Safety Division  
21 S. Fruit St, Suite 10  
Concord, NH 03301-2429

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**NEW HAMPSHIRE PUBLIC UTILITIES COMMISSION**  
**REPORT OF PROBABLE VIOLATION OF UNDERGROUND UTILITY REGULATIONS AND/OR DAMAGE TO UNDERGROUND FACILITIES**  
**Non-Utility Report**

**DATE:**  
**PERSON REPORTING:**  
**MAILING ADDRESS:**  
**CITY/TOWN & STATE:**  
**TELEPHONE #:**

**LOCATION OF INCIDENT:**  
**DATE OF INCIDENT:**  
**TIME OF INCIDENT:**

**UTILITY COMPANY IMPACTED:**  
**EXCAVATION LOCATION:** IN A PUBLIC WAY ON PRIVATE PROPERTY

**DAMAGE / INJURY:** YES NO

**DESCRIBE THE REASON FOR THIS COMPLAINT:**

PLEASE CHECK ONE OR MORE OF THE FOLLOWING:

1. DIG-SAFE NUMBER (if known)
2. Notification completed, location was not marked
3. Pre-marked?
4. Operator's markings were incorrect
5. Facility operator failed to mark in a timely manner
6. Was the utility notified of the problem? YES, please provide name of person spoken to:

If additional remarks are necessary, or if you have pictures or other evidence to fully describe the incident referenced above, please attach a separate sheet.

Please submit the above information to the Safety Division by fax, e-mail or phone:

NEW HAMPSHIRE PUBLIC UTILITIES COMMISSION  
21 S. Fruit St, Suite 10  
Concord NH 03301-2429  
Tel: (603) 271-6822  
Fax: (603) 271-6846  
E-mail: safetydivision@puc.nh.gov

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Form is available on our website:  
http://www.puc.state.nh.us/Safety/reportforms.htm
Q. How are locations of underground facilities marked?

A. Spray paint, flags, or stakes are used to identify the locations of underground facilities.

Color coding is used to identify the type of underground facility. Additional description may be provided by letters and arrows to indicate the specific utility, its location, and function.

<table>
<thead>
<tr>
<th>Color</th>
<th>Description</th>
<th>Letter</th>
</tr>
</thead>
<tbody>
<tr>
<td>RED</td>
<td>ELECTRIC</td>
<td>E</td>
</tr>
<tr>
<td>YELLOW</td>
<td>GAS</td>
<td>G</td>
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<tr>
<td>YELLOW</td>
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<tr>
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</tr>
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<td>TRAFFIC CONTROL</td>
<td>TC</td>
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<td>FA</td>
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<tr>
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<td>WATER</td>
<td>W</td>
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<tr>
<td>PURPLE</td>
<td>RECLAIMED WATER</td>
<td>RW</td>
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<tr>
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<td>SEWER</td>
<td>S</td>
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<tr>
<td>GREEN</td>
<td>STORM SEWER</td>
<td>SS</td>
</tr>
<tr>
<td>GREEN</td>
<td>STORM DRAIN</td>
<td>SD</td>
</tr>
<tr>
<td>WHITE</td>
<td>IDENTIFICATION FOR PROPOSED EXCAVATION AREA</td>
<td></td>
</tr>
<tr>
<td>PINK</td>
<td>TEMPORARY SURVEY MARKINGS</td>
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The Safety Division provides underground damage prevention training at no charge.

For more information and to make arrangements contact:

New Hampshire Public Utilities Commission
Safety Division
(603) 271-6022
safetydivision@puc.nh.gov
374:48 Definitions. – In this subdivision:

I. “Commission” means the public utilities commission.

II. [Repealed.]

III. “Excavate”, “excavating”, or “excavation” means any operation conducted on private property or in a public way, right-of-way, easement, public street, or other public place, in which earth, rock, or other material in the ground is moved, removed, or otherwise displaced by means of any tools, equipment, or explosive, and includes but is not limited to drilling, grading, boring, milling, trenching, tunneling, scraping, tree and root removal, cable or pipe plowing, fence or sign post installation, pile driving, wrecking, razing, rending, or moving any structure or mass material, but does not include the tilling of soil for agricultural purposes, landscaping and maintenance of residential property performed with non-mechanized equipment, landscaping activities performed with mechanized equipment that are intended to cut vegetation, including lawn edging, aeration, and de-thatching, excavations permitted or grandfathered under RSA 155-E, or replacement of department-of-transportation-installed delineator posts in the same location.

IV “Excavator” means any person performing excavation.

IV-a. “Operator” means any public utility as defined by RSA 362:2 or RSA 362:4, any cable television system as defined by RSA 53-C:1, and any liquefied petroleum gas company operating any jurisdictional facility or facilities as defined by the Natural Gas Pipeline Safety Act (49 U.S.C. chapter 601) that owns or operates underground facilities.

V. “Person” means any individual, trust, firm, joint stock company, corporation (including a government corporation), partnership, association, state, municipality, commission, United States government or any agency thereof, political subdivision of the state, or any interstate body.

VI. “System” means the underground utility damage prevention system referred to in RSA 374:49.
VII. “Underground facility” or “facility” means any property which is buried, placed below ground, or submerged on a public way, private property, right-of-way, easement, public street, or other public place and is being used or will be used for the conveyance of cable television, electricity, gas, sewerage, steam, telecommunications, or water.

VIII. “Blasting” means excavation by means of explosives.

374:49 Damage Prevention System.

Each operator shall participate in an underground utility damage prevention system. The system shall operate during regular business hours throughout the year, except Saturdays, Sundays and legal holidays. The system shall receive notices of proposed excavations and transmit such notices to its members.

374:50 Rulemaking.

The commission shall adopt rules, pursuant to RSA 541-A, relative to:

I. Minimum requirements for the operation of the system, including notification procedures.

II. Procedures for the investigation of complaints relating to this subdivision.

III. Emergency situations for which prior notice of excavation pursuant to RSA 374:51, II is not required.

374:51 Notification by Excavator.

I. No person shall perform an excavation within 100 feet of an underground facility, except in an emergency, without first giving notification as required by this section. In an emergency, notification shall be given at the earliest practicable moment.

II. At least 72 hours before a proposed excavation, but not including Saturdays, Sundays and legal holidays, each person required to give notice of an excavation shall notify the damage prevention system referred to in RSA 374:49. Such notice shall occur no more than 30 days before the proposed excavation is to be made.

III. Notice may be in writing, by telephone or by any other reasonable means.

IV. Prior to complying with the notification requirements of paragraph II, an excavator must pre-mark the area as provided in this paragraph, which means identifying the perimeter of the proposed site of the excavation by marking the
perimeter in an appropriate manner in the color white paint, stakes, or other suitable white markings on non-paved surfaces. No such premarking shall be acceptable if the marks interfere with traffic or pedestrian control, or are misleading to the general public. Premarking shall not be required on any continuous excavation that is over 100 feet in length, or any pole replacement that is within 5 feet of an existing location. If an excavation is over 100 feet in length or a pole replacement is within 5 feet of an existing location, the excavator shall communicate the perimeter of the excavation by means of a description of the area or construction plans, or have an on-site meeting with affected operators or other suitable means acceptable to the parties.

V. When making the notification required by this section, the excavator shall identify which of the methods described in paragraph IV will be used to identify the proposed excavation.

VI. The excavator’s notification shall be valid for 30 calendar days from the date and time of confirmation of notification by the underground utility damage prevention system.

VII. If an excavator is aware that blasting will be required during an excavation, the excavator shall inform the damage prevention system when providing notice of the excavation. If an excavator determines during the effective term of the excavator’s notification that blasting is required within the area premarked in accordance with paragraph IV, the excavator shall notify the damage prevention system of the need to blast. Notification shall be made at least 24 hours prior to any blasting, not including Saturdays, Sundays, and legal holidays. In the case of unanticipated obstructions that prevent further excavation without blasting, the excavator shall provide separate notice of such blasting not less than 4 contiguous hours in advance of such blasting, not including the hours of 4:00 p.m. to 6:00 a.m. weekdays, or all of Saturdays, Sundays, and legal holidays.

374:52 Notification by System.
Upon receipt of notice of a proposed excavation, the system shall notify all affected members.

374:53 Response by Operator.
Within 72 hours after receipt of notice from a proposed excavator or from the system of a proposed excavation, but not including Saturdays, Sundays, and legal holidays, an operator shall mark the location of its underground facilities in the area of the proposed
excavation. An operator and an excavator may by agreement fix a later time for the operator’s marking of its facilities. Once an operator has marked the location of its facilities in the area of an excavation, the excavator shall be responsible for maintaining the markings. An operator who participates in an underground utility damage prevention system shall not be required to locate underground facilities not owned by the operator; underground facilities which the owner shall not be required to locate may include, but shall not be limited to, facilities running from a house to a garage or other outbuilding.

374:54 Notice of Damage.

When any underground facility is damaged, the excavator causing the damage shall immediately notify the affected operator. The excavation shall not be backfilled without first receiving permission from the operator whose facility was damaged.

374:55 Civil Penalty.

I. Proof that an excavation has been made without compliance with the notice requirement of RSA 374:51 and that damage to an underground facility has occurred shall be prima facie evidence in any court or administrative proceeding that the damage was caused by the negligence of the excavator.

II. Any excavator who does not give notice of or identify the proposed excavation area as required by RSA 374:51 or rules of the commission regarding tolerance zones and marking procedures shall be subject to the penalties in paragraph VIII, in addition to any liability for the actual damages.

III. Any operator which does not mark the location of its underground facilities as required by RSA 374:53 or rules of the commission regarding tolerance zones and marking procedures shall be subject to the penalties in paragraph VIII.

IV. If underground facilities are damaged because an operator does not mark its underground facilities as required by RSA 374:53, the operator shall be subject to the penalties in paragraph VIII, liable for damages sustained to its facilities and, in addition, shall be liable for any damages incurred by the excavator as a result of the operator’s failure to mark such facilities.

V. If marked underground facilities are damaged, the excavator shall be subject to the penalties in paragraph VIII and liable for the cost of repairs for the damage.
VI. Any excavator who damages an underground facility and fails to notify the operator, or backfills the excavation without receiving permission, as required by RSA 374:54, shall be subject to the penalties in paragraph VIII.

VII. The commission or any commission employee, involved in the “Dig Safe” program and designated by the commission, may enforce violations of this subdivision. Any excavator or operator that violates this subdivision shall be subject to the penalties in paragraph VIII. In addition, the commission may assess the excavator for expenditures made to collect the civil penalty. Any excavator or operator which suffers damage resulting from violation of this subdivision may petition the commission to initiate an enforcement action.

VIII. Any excavator or operator that does not comply with RSA 374:51-54 shall be required either to complete a “Dig Safe” training program, or to pay a civil penalty of up to $500. The civil penalty may be up to $5,000 if the excavator or operator previously violated RSA 374:51-54 within the prior 12 months or if the violation results in bodily injury or property damages exceeding $50,000, excluding utility costs. This paragraph shall not apply to a homeowner excavating on his or her own property or to a legal occupant of residential property excavating on the property of his or her primary residence with the permission of the owner.

374:56 Injunctions.

If any person is making or proposes to make an excavation in a negligent or unsafe manner which may result in damage to an underground facility, the operator which owns or maintains such facility may commence an action for a temporary restraining order or injunction to prevent the excavation.
PART Puc 801 APPLICATION OF RULES

Puc 801.01 Purpose.
(a) The purpose of Puc 800 is to protect the public, operators, and excavators from physical harm, damages, and interrupted service resulting from damage to underground facilities.
(b) Puc 800 establishes procedures and requirements relative to:
   (1) Minimum requirements for the operation of the system, including notification procedures;
   (2) The investigation of complaints;
   (3) Emergency situations for which notice of excavation is not required;
   (4) The prevention of damage relating to underground facilities;
   (5) Enforcement; and
   (6) Record keeping.

Puc 801.02 Application.
(a) Each operator, as defined in Puc 802.12, shall:
   (1) Comply with Puc 800 and RSA 374:48-56; and
   (2) Maintain membership with the notification center.
(b) Any person, including any person who owns or operates an underground facility in New Hampshire but who is not an operator, as defined in Puc 802.12, may become a member of the notification center.
(c) Any member of the notification center who is not an operator but who owns or operates an underground facility shall comply with Puc 800.

PART Puc 802 DEFINITIONS

Puc 802.01 “Blasting” means “blasting” as defined in RSA 374:48, VIII, namely, “excavation by means of explosives.”

Puc 802.02 “Commission” means “commission” as defined in RSA 374:48, I, namely, “the public utilities commission.”
“Damage” means any impact or exposure that results in the need to repair an underground facility due to the weakening or the partial or complete destruction of the underground facility, including, but not limited to, the protective coating, lateral support, corrosion control, or the housing for the line, device, or underground facility.

“Emergency situation” means a sudden or unexpected occurrence involving a clear and imminent danger demanding immediate action to prevent or mitigate loss of, or damage to, life, health, property, or essential public services.

“Excavation” means “excavation” as defined in RSA 374:48, III, namely, “any operation conducted on private property or in a public way, right-of-way, easement, public street, or other public place, in which earth, rock, or other material in the ground is moved, removed, or otherwise displaced by means of any tools, equipment, or explosive, and includes but is not limited to drilling, grading, boring, milling, trenching, tunneling, scraping, tree and root removal, cable or pipe plowing, fence or sign post installation, pile driving, wrecking, razing, rending or moving any structure or mass material, but does not include the tilling of soil for agricultural purposes, landscaping and maintenance of residential property performed with non-mechanized equipment, landscaping activities performed with mechanized equipment that are intended to cut vegetation, including lawn edging, aeration, and de-thatchering, excavations permitted or grandfathered under RSA 155-E, or replacement of department-of-transportation-installed delineator posts in the same location."

“Excavator” means “excavator” as defined in RSA 374:48, IV, namely, “any person performing an excavation.”

“Extraordinary circumstances” means events or conditions other than normal operating conditions which exist and make it significantly impractical or impossible for an underground facility owner or member owning and/or operating an underground facility to comply with the provisions of Puc 800, including, but not limited to, hurricanes, tornadoes, floods, ice or snow, and acts of God.

“Hand digging” means any excavation involving non-mechanized tools or equipment and includes, but is not limited to, digging with shovels, picks, and manual post hole diggers.

“Holiday” means any legal holiday pursuant to RSA 288:1 or, when such holiday falls on a Sunday, the following day pursuant to RSA 288:2.
Puc 802.10 “Locator” means a person acting on behalf of an operator to identify and mark the locations of underground facilities in accordance with Puc 806.

Puc 802.11 “Notification center” means the entity that performs the primary function of the system, is open to all operators within the state of New Hampshire, maintains a data base of its members and operators and the specific geographic areas in which each of its members and operators desires to receive notice of proposed excavation, and which has the capability to transmit notices of proposed excavation to its members and operators by teletype, telecopy, personal computer, telephone, or other comparable means.

Puc 802.12 “Operator” means “operator” as defined in RSA 374:48, IV-a, namely, “any public utility as defined in RSA 362:2 or RSA 362:4 and any cable television system as defined in RSA 53-C:1, and any liquefied petroleum gas company operating any jurisdictional facility or facilities as defined by the Natural Gas Pipeline Safety Act (49 U.S.C. chapter 601) that owns or operates underground facilities.”

Puc 802.13 “Person” means “person” as defined in RSA 374:48, V, namely, “any individual, trust, firm, joint stock company, corporation (including a government corporation), partnership, association, state, municipality, commission, United States government or any agency thereof, political subdivision of the state, or any interstate body.”

Puc 802.14 “Premark” means identifying the perimeter of the proposed site of an excavation by marking the perimeter in an appropriate manner in white paint, stakes or other suitable white markings on non-paved surfaces.

Puc 802.15 “System” means “system” as defined in RSA 374:48, I, namely, “the underground utility damage prevention system referred to in RSA 374:49”.

Puc 802.16 “Tolerance zone” means an area surrounding an underground facility which is 36 inches wide, measured horizontally and equidistant from the centerline of the underground facility, plus the width of the underground facility itself.

Puc 802.17 “Underground facility” means “underground facility” as defined in RSA 374:48, VII, namely, “any private property or property which is buried, placed below ground, or submerged on a public way, right-of-way, easement, public street, or other public place and is being used or will be used for the conveyance of cable television, electricity, gas, sewerage, steam, telecommunications or water.”
PART Puc 803 SYSTEM REQUIREMENTS

Puc 803.01 Procedures and Operation of Notification Center.

(a) The system shall operate a notification center, as contemplated by RSA 374:49.

(b) The notification center required by (a) above shall:

(1) Receive notification from excavators about intended excavation activities;

(2) Provide to excavators who give notice of an intent to engage in an excavation activity the names of potentially affected operators and members owning or operating underground facilities to whom the notification center shall transmit notice;

(3) Promptly transmit to potentially affected operators and members the information received from excavators about intended excavation activities;

(4) Provide the excavator at the time of initial contact a registration number confirming the notification of intended excavation activity;

(5) Create a record, which shall include the material included in (6) below, of each notification of intent to engage in an excavation activity and related communication;

(6) Create, pursuant to (5) above, a record of each proposed excavation, including the following:

a. The name of the person notifying the notification center;

b. The name, address and telephone number of the excavator;

c. The specific location, starting date, and description of the intended excavation activity;

d. The name(s) of any sub-contractor or other person or entity who the excavator indicates may excavate at the intended excavation site on behalf of the excavator making the notification;

e. The date and time of the notification;

f. The confirmation or registration number;

g. The identity of potentially affected members and operators that the notification center contacts to inform of the intended excavation activity;

h. The date and time the notification center transmitted notice of the intended excavation activity to each potentially affected member and operator;
i. The date and time the notification will expire in accordance with Puc 805.01(b); and

j. As to any material follow-up communication relating to the proposed excavation activity directed to the communications center:
   1. The party or parties involved in the communication;
   2. The content of the communication;
   3. The date and time of the communication; and
   4. The date, time and recipient of any transmittal of the communication; and

(7) Maintain the record required to be kept by (5) and (6) above for a period of a minimum of 3 years from the date of the last communication.

(c) The current toll-free telephone numbers of the notification center for reporting proposed excavations and otherwise communicating with the notification center shall be, 888-“DIG-SAFE”, which is, 888-344-7233 or 811.

(d) The notification center shall also maintain an internet-based system for proposed excavations at www.digsafe.com.

(e) Operators and members of the notification center shall use communications equipment that shall be compatible with the notification center.

(f) The notification center shall develop and implement procedures and use communication equipment which are adequate to acknowledge calls within 20 seconds.

(g) The notification center shall staff its operation a minimum of 10 hours each day, 5 days each week, excluding Saturdays, Sundays, and holidays, to respond to both routine and emergency calls.

(h) During the hours that the notification center is not operated by staff, the notification center shall provide at a minimum for an answering service capable of responding to an emergency notification request 24 hours per day, 7 days per week.

(i) The training provided by the notification center shall direct the public to make emergency calls to 911.

(j) The notification center shall be capable of responding to a request for emergency notification and shall transmit the information as provided in (k)(3) below.
(k) The notification center shall transmit information as follows:

(1) Notices of proposed excavation activities to potentially affected members and operators by 5:00 p.m. on the date of receipt;

(2) Routine messages by 5:00 p.m. on the date of receipt; and

(3) Messages relating to emergency situations, as described in Puc 805.03, to any potentially affected member, operator or excavator, as applicable, as soon as possible, but not later than 10 minutes following receipt.

Puc 803.02 Education and Training.

(a) The notification center shall assure that the toll-free telephone number shall be prominently displayed in telephone directories state-wide.

(b) The notification center shall:

(1) Make available literature describing the notification center;

(2) Assure the distribution of such literature to the public; and

(3) Make such literature available for purchase and distribution by requesting parties.

(c) The notification center shall, upon request, provide training to its members regarding the operations of the notification center.

(d) The notification center shall provide all members and interested persons with a brochure explaining the notification center’s objectives, procedural guidelines, and opportunities for member participation.

PART Puc 804 DUTIES OF OPERATORS

Puc 804.01 Reporting Requirements for Operators of Underground Facilities.

(a) Each operator shall file monthly, including any month in which there are no violations to report, with the commission, on or before the 15th day of the following month, written reports of probable violations of Puc 800, damage to underground facilities, or both.

(b) Each operator shall file reports required by (a) above on Form E-26.

(c) Each operator shall include the following in Form E-26:

(1) The date the incident was reported;

(2) The date the incident occurred;
(3) The name and address of the person reporting;

(4) The reporter's name and phone number;

(5) The location of the damage, violation, or both;

(6) A description of the property damaged, if any;

(7) A description of the facility, including:
   a. Details of the facility such as the type, size, material, pressure, voltage, or both; and
   b. Type of facility by ownership, such as, customer-owned, municipal-owned or utility-owned.

(8) A description of damage to the facility, if any;

(9) Cost estimate of damage, if any, and whether the excavator has been billed;

(10) A description of personal injuries, if any;

(11) The excavator's name, address, and phone number;

(12) The excavator's employer, if applicable;

(13) A description of the incident;

(14) The type of marking used at the location, if any;

(15) Details fully describing whether:
   a. The situation was an emergency;
   b. The notification procedure was or was not followed as prescribed;
   c. The notification was completed and, if so, provide the registration number and date of notification;
   d. The notification was completed and the location was not premarked;
   e. The notification was completed and the location was not marked;
   f. The notification was completed but markings were not maintained;
   g. The notification was completed, the location was marked, but markings were incorrect;
   h. The notification was completed and the location was marked but damage occurred; and
   i. The notification procedures were not followed and damaged occurred.

(d) If there are no reportable incidents during a month the operator shall file a one page notification
report using Form E-26, on or before the 15th day of the following month, identifying the owner or operator and stating that no reportable incident of damage or a violation occurred during the month.

(e) The operator shall send the reporting form required by this section to the New Hampshire public utilities commission, safety division, at its mailing address as provided on the E-26 form or electronically as specified on the commission’s web site.

Puc 804.02 Notification Requirements.

(a) Any operator who owns, operates, or both, an underground facility used in the transportation of gas or hazardous liquids and subject to the the federal pipeline statute, 49 U.S.C. §§ 60101 to 60137, shall:

(1) Maintain a current list of the names and contact information of persons who normally engage in excavation activities in the area in which any underground facility is located, which is owned by that operator, and is used in the transportation of gas or hazardous liquids and subject to the federal pipeline statute.

(2) Notify abutters of the existence of an underground facility used in the transportation of gas or hazardous liquids subject to the federal pipeline statute, owned by that operator; and

(3) Notify persons who normally excavate in the area in which an underground facility used in the transportation of gas or hazardous liquids subject to the federal pipeline statute owned by that operator, as often as needed to make them aware of the notification center, including:

a. The notification center’s existence and purpose; and

b. How to learn the location of underground facilities before excavation activities begin.

(b) An affected operator may complete the notification required by Puc 804.02(a)(2) above by:

(1) Distributing fliers;

(2) Informational mailings

(3) Placing line markers;

(4) Signage; or

(5) Other reasonable public education outreach consistent.

(c) An affected operator may complete the notification required by Puc 804.02(a)(3) above by means including but not limited to distributing informational mailings, conducting informational sessions, or both.
(d) An operator who participates in an underground utility damage prevention system shall not be required to locate underground facilities not owned by the operator. Underground facilities which the owner shall not be required to locate shall include, but shall not be limited to, facilities running from a house to a garage or other outbuilding.

(e) When no underground facility is within the area of a proposed excavation, an owner or operator receiving notification of the proposed excavation shall so advise the excavator by:

1. Marking the non existence of facilities within the premarked area of intended excavation in accordance with Puc 806;
2. Participating in a meeting where details of the job site are discussed and documented; or
3. Communicating with the operator via e-mail, fax, telephone or other electronic communication, provided that the excavator confirms receipt of such communication.

Puc 804.03 Training of Locators.

(a) Locators shall be trained in accordance with National Utility Locating Contractors Association (NULCA) standards as adopted on December 21, 2001, including the competencies as described in (b) below.

(b) To meet the requirements of (a), training programs for locators shall include, at a minimum, the following competencies:

1. Electromagnetic locating;
2. Instruction in the use of transmitters and receivers;
3. Procedures for marking underground facilities;
4. Training in the identification of facilities;
5. Safety procedures;
6. Operator map and record reading; and
7. Familiarity with the rules in this chapter.

PART Puc 805 DUTIES OF AN EXCAVATOR

Puc 805.01 Notification Required Prior to Excavation.

(a) Excavators shall, pursuant to RSA 374:51 notify the notification center:

1. Not less than 72 hours prior to a proposed excavation, not including Saturdays, Sundays and legal holidays; and
(2) Not more than 30 days prior to a proposed excavation is to be made.

(b) The excavator’s notification, required by (a) above, shall be valid for 30 calendar days from the date and time the notification center confirms the notification.

(c) When an excavator contacts the notification center as described in (a) above, it shall provide the following:

(1) The name of the person notifying the notification center;

(2) The name, address and telephone number of the excavator;

(3) The name of each sub-contractor or other person or entity who might excavate at the intended excavation site on behalf of the excavator making the notification; and

(4) The specific location, starting date, and description of the intended excavation activity.

(d) Prior to complying with the notification requirements of RSA 374:51, II and (a) above, an excavator shall, pursuant to RSA 374:51, IV, premark the area of proposed excavation by identifying the perimeter of the proposed site of the excavation.

(e) The excavator shall premark in a way that does not interfere with traffic or pedestrian control and is not misleading to the general public.

(f) An excavator shall not be required to premark any continuous excavation that is over 100 feet in length, or any pole replacement that is within 5 feet of an existing location.

(g) If an excavation is over 100 feet in length or a pole replacement is within 5 feet of an existing location, the excavator shall communicate the perimeter of the excavation to any potentially affected operator, member of the notification center who owns or operates an underground facility, or both by:

(1) Providing a detailed description of the site area;

(2) Providing detailed construction plans;

(3) Holding an on-site meeting with potentially affected operators; or

(4) Providing other suitable means of communicating the perimeter of the excavation to any potentially affected operator, member, or both, of the notification center who owns or operates an underground facility.

(h) Once an owner or operator of an underground facility has marked the location of its underground facility
in the area of an excavation, pursuant to RSA 374:53 and Puc 805.02, the excavator, and any subcontractor, employee or agent of the excavator performing work on behalf of the excavator at the site, shall be responsible for maintaining the markings during the excavation.

(i) No person or entity not an employee of the excavator shall excavate on behalf of an excavator as a subcontractor or otherwise without separately complying with the notification requirements of this section, unless the excavator has notified the notification center of the identity of that person or entity as provided in (c)(3) above.

(j) A subcontractor of the excavator or other entity may excavate pursuant to the excavator’s notification to the notification center if the subcontractor or entity:

1. Performs excavation at the location specified in the notification;
2. Has a contract to perform this excavation with the excavator;
3. Does the excavation work specified in the notification;
4. Is listed with the notification center, as provided in (c)(3) above; and
5. Otherwise complies with Puc 800, RSA 374:48-56 and other applicable law.

(k) No person shall misuse the intent of the notification center by making a request for marking of an underground facility for other than excavating activities, such as for conducting an engineering design without intending to excavate at the site in question within 30 days.

Puc 805.02 Excavation That Affects the Tolerance Zone.

(a) Any person conducting excavation activity that affects the tolerance zone surrounding an underground facility shall exercise at all times such reasonable care as is necessary to protect the underground facility from damage.

(b) Except as provided in (c) below, in order to locate and identify an underground facility, the excavator shall excavate by methods limited to:

1. Hand digging;
2. Pot holing;
3. Soft digging;
4. Vacuum excavation;
5. Other mechanical methods with the approval of the underground facility owner or operator; or
(6) Other methods accepted in the industry consistent with the alternatives listed in (1) through (5) above, which clearly will not affect the integrity of the underground facility.

(c) For pavement removal an excavator shall not be limited to hand digging and the other non-invasive methods cited in (b) above.

(d) For parallel type excavations, such as excavation along an existing underground facility at an approximately equal distance when measured periodically, the excavator shall expose the existing underground facility at intervals as often as necessary to avoid damage.

(e) For trenchless excavations, such as horizontal drilling, boring, pneumatic jacking, tunneling and pavement reclamation, reasonable care for purposes of Puc 805.02(a) shall include determining the exact depth of the underground facility and clearances required by the operator and incorporating location details into the trenchless excavation procedure so as to avoid any potential damage of the underground facility.

Puc 805.03 Emergency Situations.

(a) If necessary to respond in an emergency situation, an excavator may begin an excavation without notifying the notification center prior to excavation as required by Puc 804.01, but shall notify the notification center at the earliest practicable moment.

(b) In notifying the notification center of excavation or intended excavation in an emergency situation, the excavator shall specifically identify the dangerous condition involved.

(c) While an excavator who excavates in an emergency situation shall not be liable on that basis for a failure to notify the notification center as required by Puc 804.01, nothing in this section shall relieve the excavator from liability if:

(1) The excavator damages an underground facility which has been properly marked or which has not been marked; or

(2) The excavation does not qualify as an emergency excavation.

(d) No excavator shall indicate to the notification center or to an operator or member of the notification center that owns or operates an underground facility that an event constitutes an emergency situation unless the excavator believes in good faith that the circumstances do constitute an emergency situation.

(e) If the parties request, pursuant to Puc 200, a determination by the commission as whether a situation is, or was, an emergency situation, the commission
shall make such a determination based on a review of the facts of the situation and the definition of emergency situation.

Puc 805.04 Blasting.

(a) When an excavator determines that blasting will be required during an excavation, the excavator shall inform the notification center when providing notice of the excavation.

(b) If an excavator determines during the effective term of the excavator’s notification that blasting is required within the area premarked in accordance with Puc 805.01 (d), the excavator shall notify the notification center of the need to blast. Notification shall be made at least 24 hours prior to any blasting, not including Saturdays, Sundays, and holidays.

(c) When unanticipated obstructions prevent further excavation without blasting, the excavator shall provide separate notice of such blasting not less than four hours in advance of such blasting, not including the hours of 4:00 p.m. to 6:00 a.m. weekdays, or all of Saturdays, Sundays, and holidays.

Puc 805.05 Damage to an Underground Facility.

(a) When an excavator causes any damage to an underground facility not owned or operated by the excavator, the excavator shall:

(1) Call 911 when:

(a) A gas underground facility is damaged and there is a release of gas,

(b) An electric underground facility is damaged and an excavator determines that a person may have received an electric shock, or

(c) Any other facility is damaged and public safety is affected;

(2) Evacuate nearby structures if necessary;

(3) Contact the facility owner or operator;

(4) Attempt no repairs, unless directed to by the facility owner or operator;

(5) Call 811 or 888-DIG SAFE (Notification Center); and

(6) Report the damage to the commission.

PART Puc 806 MARKING THE TOLERANCE ZONE

Puc 806.01 Tolerance Zone.

(a) An operator shall use one of the following marking methods to mark the tolerance zone of an underground facility:
(1) The corridor marking method which shall be the practice of placing markers at either boundary of the tolerance zone, such that the markers will be 18 inches plus one-half the width of the facility away from the facility centerline;

(2) The centerline marking method which shall be the practice of placing markers directly over the centerline of the facility establishing boundaries at points located 18 inches plus one-half the width of the facility from the markers; or

(3) The offset marking method which shall be the practice of locating the centerline of the facility and placing markers at locations which parallel the facility.

(b) Any operator shall use the offset marking method only when it is impractical to use either the corridor or centerline methods, such as in marking in the traveled portion of an unpaved roadway.

(c) When marking an underground facility an operator shall mark the underground facility consistent with the color code for the utility type of the underground facility, as set forth in Puc 806.02.

(d) In the event an operator maintains 2 or more underground facilities in close proximity to each other within the area of the proposed excavation activity, and the corridor marking method is to be applied, the operator may mark one tolerance zone.

(e) When an operator marks 2 or more underground facilities as described in (d) above:

(1) The operator shall establish the boundaries of the tolerance zone by use of the corridor marking method by locating the boundaries of each separate underground facility and placing markers at the outer boundaries of the multiple underground facilities; and

(2) When the marking results in one area being marked, the operator shall inform the excavator of the marking of each of the separate underground facilities within the marked boundaries, either verbally or by appropriate single markings pursuant to Puc 806.01.

(f) When an operator maintains 2 or more underground facilities in close proximity to each other within the area of the proposed excavation and the centerline marking method is to be applied, the operator shall place markers, conforming with Puc 806.01(a)(2), over the centerline of each facility.

(g) In the event the operator or member who owns and/or operates an underground facility is unable to designate the location of the underground facility due to extraordinary circumstances, the operator or member shall notify the notification center and provide an
estimated completion date. The notification center shall then document on the existing notification ticket, utilizing an attachment message, that the utility is unable to designate the location of the underground facility. The operator shall notify the excavator who called the notification center that it is unable to designate the location of the underground facility due to extraordinary circumstances.

Puc 806.02 Markers.

(a) Within 72 hours after receipt of notice from a proposed excavator or from the notification center of a proposed excavation, but not including Saturdays, Sundays and holidays, an operator or member of the notification center who owns or operates an underground facility, shall

(1) Mark the location of its underground facility in the area of the proposed excavation; or

(2) If no underground facility is within the area of the proposed excavation, so notify the excavator pursuant to Puc 804.02(e).

(b) An operator who participates in an underground utility damage prevention system shall not be required to locate underground facilities not owned by the operator. Underground facilities which the owner shall not be required to locate shall include, but not be limited to, facilities running from a house to a garage or other outbuilding.

(c) An operator shall mark underground facilities by the use of paint, stakes, flags, or by any other means that clearly indicates the location of the underground facility.

(d) An operator shall consider the physical characteristics in the area of the proposed excavation in determining the type of marker to be used.

(e) Operators shall mark underground facilities according to the following color code:

(1) Red shall be used for underground facilities conveying electric power, electric cable conduits or lighting cables;

(2) Yellow shall be use for underground facilities conveying gas, oil, steam, petroleum, or gaseous materials;

(3) Orange shall be used for underground facilities used for communications, alarm, signal, communications cables, or communications conduit;

(4) Blue shall be used for underground facilities conveying water or used for irrigation or slurry lines; and
Green shall be used for underground facilities conveying sewer or used for drain lines.

Excavators shall use the color white for the pre-marking of the boundaries of a proposed excavation, except as provided in (g) below.

Excavators shall use pink for pre-marking when snow conditions would render white premarking not clearly visible.

### Puc 806.03 Identification.

(a) When an operator marks its underground facility it shall indicate:

1. The width of the underground facility for all facilities greater than 1 inch nominal diameter;
2. The specific owner or operator of the underground facility; and
3. The function of the underground facility.

(b) For purposes of Puc 806.03 (a)(3) functions shall be marked by using:

1. The letter E for underground facilities conveying electricity;
2. The letter G for underground facilities conveying gas;
3. The letters PP for underground facilities conveying oil;
4. The letters ST for underground facilities conveying steam;
5. The letters CH for underground facilities conveying chemicals;
6. The letter T for underground facilities containing telephone wires or cable;
7. The letters CATV for underground facilities conveying cable television signals;
8. The letters TC for underground facilities conveying traffic control information or signals;
9. The letters FA for underground facilities conveying fire alarm information or signals;
10. The letter W for underground facilities conveying water;
11. The letters RW for underground facilities conveying reclaimed water;
12. The letter S for underground facilities conveying sewage;
13. The letters SS for underground facilities conveying storm sewage; and
(14) The letters SD shall be used for underground facilities used for storm drainage.

(c) An operator shall identify with markings any changes in direction or terminations occurring within the immediate area of the proposed excavation with arrows or other appropriate indicators.

**Puc 806.04 Emergency Procedures.**

(a) Each operator and member of the notification center who owns or operates underground facilities, or both, shall develop internal practices and procedures to:

(1) Receive and respond to emergency notifications; and

(2) Mark the location of facilities in emergency situations.

**Puc 806.05 Marking Certain Newly Installed Underground Facilities.**

(a) Upon completing the installation of new underground facilities within an area that has been subject to excavator notification and premarking pursuant to Puc 805.01, an operator shall make reasonable efforts to communicate the existence of such facilities if they are covered with soil or other material that impairs their visibility.

(b) For purposes of (a) above, reasonable efforts shall include:

(1) Marking the tolerance zone in accordance with 806.01, 806.02, 806.03, and 806.04;

(2) Contacting the excavator with information regarding the presence of the newly constructed facilities, or

(3) Leaving a tag or marker clearly indicating the presence of the newly constructed facilities with contact information.

**PART Puc 807 ENFORCEMENT PROCEDURES**

**Puc 807.01 Investigation of Complaints.**

(a) The notification center shall institute procedures to receive and resolve complaints of excavators, operators, owners or operators of underground facilities, members, and the general public.

(b) Owners and operators of underground facilities shall institute procedures to receive and resolve complaints of excavators and the general public.

(c) The commission staff shall consider and decide unresolved complaints pursuant to the procedures established in Puc 200.
(d) An unresolved dispute relating to Puc 800 which is appealed in writing to the commission shall be handled as follows:

(1) The matter shall be treated as a request for an adjudicatory proceeding; and

(2) The parties to the dispute shall have a right of appeal by petition to the New Hampshire Supreme Court pursuant to RSA 541:6.

**Puc 807.02 Notice of Probable Violation.**

(a) In the event the commission staff determines that a probable violation of RSA 374:48-56, Puc 800, or both, has occurred, staff shall issue a written notice of probable violation (NOPV) to the party alleged to have committed the violation.

(b) The commission staff shall send information regarding the NOPV by certified mail to the party regarded as in violation.

(c) The NOPV shall include the following:

(1) A description of the probable violation and reference to the rule or statute regarded as violated;

(2) The date and location of the probable violation;

(3) A statement notifying the party or parties involved that civil penalties might be imposed pursuant to RSA 374:48-56, in the event of unfavorable judgment;

(4) Statutory rights of the respondent as enumerated in RSA 374:48-56; and

(5) Procedures for resolving the complaint.

(d) Any owner or operator of an underground facility involved in the NOPV shall provide a representative for any informal conference or hearing scheduled pursuant to Puc 800.

**Puc 807.03 Alternative Responses to Notice of Probable Violation.**

(a) Upon receipt of the NOPV the respondent shall either:

(1) Submit to the commission within 30 days, in writing, evidence refuting the probable violation referenced in the NOPV;

(2) Request in writing within 30 days, an informal conference with commission staff to examine the basis of the probable violation; or

(3) Execute a consent agreement with the commission resolving the probable violation.
(b) If the respondent requests an informal conference pursuant to (a)(2) above, the commission staff shall set a date and time for the informal conference.

Puc 807.04 Notice of Violation.

(a) If the commission or commission staff involved in the damage prevention program, after reviewing evidence and testimony obtained in writing or conferences, determines that a violation of RSA 374:48-56, Puc 800, or both, has occurred, the commission or commission staff involved in the damage prevention program shall issue a notice of violation (NOV) to the respondent pursuant to RSA 374:55, VII.

(b) The NOV so issued shall include:

(1) The factual and statutory basis for the unfavorable preliminary determination;

(2) A description of factors relied upon by commission staff in making its determination, such as the gravity of the violation, history of prior violations, degree of culpability of the respondent, how quickly the respondent took action to rectify the situation, cooperativeness of respondent, and any other factors which would tend to either aggravate or mitigate the violation;

(3) The civil penalty, if any, proposed to be imposed;

(4) Procedures for remitting penalty; and

(5) Statutory rights of the respondent as enumerated in RSA 374:48-56.

Puc 807.05 Response to Notice of Violation.

(a) Within 10 days from receipt of the NOV, the respondent shall either:

(1) Sign a consent agreement and remit the civil penalty; or

(2) File a request in writing for a hearing before the commission.

Puc 807.06 Commission Action.

(a) The commission shall act upon staff’s recommendation unless the respondent requests a hearing pursuant to Puc 807.05(a)(2). Upon such hearing request, the commission shall provide the respondent with notice and an opportunity for a hearing, held pursuant to Puc 200. At the hearing, the respondent may show by a preponderance of the evidence why the commission or designated commission staff determination should be changed.
Puc 807.07 Civil Penalties.

(a) If the commission or designated commission staff within the division of safety finds reason to issue an NOV, the commission or designated commission staff shall propose to assess a civil penalty pursuant to RSA 374:55.

(b) In determining the assessment, the following factors shall be considered:

(1) The severity of the consequences resulting from the violation such that the more severe the consequences, the higher the civil penalty, the gravity of the violation, degree of culpability of the respondent, cooperativeness of respondent, history of prior violations, and other factors which would tend to aggravate fault; and

(2) Mitigating circumstances, such as how quickly the excavator took action to rectify the situation, how much control the excavator had over the situation, and other circumstance which would tend to lessen fault.
SOME KEY ELEMENTS FOR A SAFE DIG

- Plan ahead
- Communicate
- Pre-mark
- Call before you dig (<30 days prior to excavation)
- Wait required time (72 hrs. excluding weekends & holidays)

OBSERVED HOLIDAYS

New Year’s Day
M.L.K. Day
President’s Day
Memorial Day
Independence Day
Labor Day
Columbus Day
Election Day (1st Tuesday in November – even numbered years)
Veteran’s Day
Thanksgiving Day
Christmas Day

- Maintain the marks
- Excavate carefully

OBSERVE THE TOLERANCE ZONE

- Renew Ticket on the 27th day*
- Notify operator of any damages

It’s the Law

*Assumes no holiday or workday
GAS OPERATIONS
EMERGENCY PROCEDURES

Ruptured or Pulled Gas Lines

- Notify the local Fire or Police Dept. **Call 911**
- Notify Gas Company Immediately
  See page 54 for emergency contacts
- Move away from the break
- Evacuate buildings if necessary
- Keep the public and employees away from the line break (this includes vehicles)

REPORT PIPELINE EMERGENCIES

If you discover:

- Gas escaping from the pipeline (hissing sound, gas bubbling to the surface, unexplained dead vegetation on a right-of-way, natural gas smell)
- Fire, explosion or natural disaster (earthquake, wash-out, lightning, etc.) involving or occurring near pipeline facilities
- Unauthorized digging, drilling or construction on a pipeline that may constitute an emergency or hazardous condition
- Hazardous liquid (petroleum products) escaping from a pipeline

IMMEDIATELY:

- Call the pipeline company involved.
- Call the local fire department and Emergency personnel (911).
- Secure the area. Keep out unnecessary personnel. Allow only trained repair and emergency personnel onto the site.
- Eliminate any source of ignition (cigarettes, matches, flint guns, welders, flashlights, electrical and electronic devices, motorized vehicles and equipment, or anything that could produce a spark).
DIG SAFE SYSTEM, INC.
NH MEMBER COMPANY LIST
NH Member List A/O December 2008

- A T & T
- ALLEN & MATHEWSON ENERGY CORP.
- AMERIGAS - CONWAY
- AMERIGAS - LACONIA
- AMERIGAS - LANCASTER
- AMERIGAS - LONDONDERRY
- AMERIGAS PROPANE - GREENLAND
- AQUARION WATER
- ASHLAND ELECTRIC DEPARTMENT
- BAYRING COMMUNICATIONS
- BEDFORD WASTE SERVICES
- BERLIN WATER WORKS
- BODWELL WASTE SERVICE CORP.
- BRETTON WOODS TELEPHONE CO.
- BRIAR HYDRO ASSOC.
- CHARLESTOWN, TOWN OF
- COGSWELL SPRING WATER
- COMAST
- COMCAST
- CONCORD MUNICIPAL SERVICES
- CONCORD STEAM CORP.
- DF RICHARD, INC.
- DEAD RIVER COMPANY
- DIFEO OIL & PROPANE
- DIXVILLE TELEPHONE
- DOVER, CITY OF
- DUNBARTON TELEPHONE
- EASTERN PROPANE & OIL - HUDSON
- EASTERN PROPANE & OIL - LOUDON
- EASTERN PROPANE & OIL - ROCHESTER
- EASTMAN VILLAGE DISTRICT
- ENERGY NORTH PROPANE
- ENFIELD, TOWN OF
- ESTES OIL & PROPANE
- FAIRPOINT COMMUNICATIONS
- FIBERTECH NETWORKS
- FRANCONIA GAS
- FRANKLIN MUNICIPAL SERVICES
- GOFFSTOWN SEWER DEPARTMENT
- GORHAM NH WATER & SEWER
- GRANITE RIDGE ENERGY, LLC
- GRANITE STATE ELECTRIC
DIG SAFE SYSTEM, INC.
NH Member Company List (cont’d)

- GRANITE STATE GAS TRANS.
- GRANITE STATE TELEPHONE
- H&H OIL CO., INC.
- HAMPSTEAD AREA WATER CO.
- HANOVER WATER WORKS
- HOOKSETT VILLAGE WATER DISTRICT
- HUDSON, TOWN OF
- IRVING OIL - AMHERST
- IRVING OIL - CONCORD
- IRVING OIL - PORTSMOUTH
- KEENE GAS
- KEENE STATE COLLEGE
- LAKES REGION WATER CO.
- LEBANON D.P.W
- LIGHTOWER
- LOWER BARTLETT WATER PRECINCT
- M C T TELECOM
- MAINGAS – FRYEBURG, ME
- MAINGAS – WEST OSSIPEE
- MANCHESTER WATER WORKS
- MARITIME PIPELINE/N.E.
- MCI
- METROCAST CABLEVISION
- NH ELECTRIC COOP
- NATIONAL GRID – FORMERLY KEYSpan
- NEW HAMPSHIRE GAS CO.
- NEW LONDON PUBLIC WORKS
DEPARTMENT
- NEW LONDON/SPRINGFIELD WATER
- NORTH CONWAY WATER PREC.
- NORTHERN UTILITIES
- NORTHSTAR CENTERS (FORMERLY
STATELINE WATER CO.)
- ONE COMMUNICATIONS
- P. GAGNON & SONS
- PALMER GAS CO.
- PEASE DEVELOPMENT AUTHORITY
- PEMBROKE WATER WORKS
- PENACOOK BOSCAWEN WATER
PRECINCT
- PENNICHUCK WATER
- PITTSFIELD AQUEDUCT
- PITTSFIELD WASTEWATER TREATMENT
FACILITY
- PLYMOUTH STATE UNIVERSITY
- PORTLAND NATURAL GAS TRANS. SYS.
- PORTLAND PIPE LINE CORP
DIG SAFE SYSTEM, INC.
NH Member Company List (cont’d)

- PORTSMOUTH D.P.W
- PORTSMOUTH FIRE DEPARTMENT
- PROULX OIL & PROPANE
- PUBLIC SERVICE OF N.H.
- RINDGE DEPARTMENT OF PUBLIC WORKS
- RIVERSIDE WATER WORKS
- ROCHESTER PUBLIC WORKS
- ROLLINSFORD WATER & SEWER DISTRICT
- RYE PUBLIC WORKS DEPARTMENT
- RYMES HEATING OIL, INC.
- SALEM WATER DEPT.
- SEABROOK, TOWN OF
- SEGTEL, INC.
- SKISAT OF WATERVILLE VALLEY
- SOMERSWORTH PUBLIC WORKS
- SPRAGUE ENERGY CORP.
- SPRINT /NEXTEL
- SUBURBAN ENERGY - LEBANON
- SUBURBAN PROPANE - MILFORD
- SUNCOOK WASTEWATER PLANT
- TDS TELECOM - CHICHESTER
- TDS TELECOM - KEARSARGE
- TDS TELECOM - WILTON
- TENNESSEE GAS PIPELINE
- TILTON AQUEDUCT CO.
- TIME WARNER CABLE – CONWAY
- TIME WARNER CABLE – KEENE
- UNH ENERGY3 CAMPUS DEVELOPMENT
- UNION TELEPHONE CO.
- UNITIL ENERGY SYSTEMS/CONCORD ELECTRIC
- UNITIL ENERGY SYSTEMS/EXETER HAMPTON ELECTRIC
- WATERVILLE VALLEY D.P.W.
- WEST SWANZEY WATER INC.
- WHITE MOUNTAIN CABLEVISION
- WHITE MOUNTAIN OIL & PROPANE
- WHITE ROCK WATER COMPANY, INC.
- WHITEFIELD, TOWN OF
- WOODSTOCK, TOWN OF
- YOUNG’S PROPANE

NOTE: updated membership information may be obtained at: www.digsafe.com – click on Membership Info – click on Member Company List – Select State: NH
NH PUC SAFETY DIVISION
Suggested Marking Methods

Reading Suggested Markings

Proposed Common Ground Marking Guidelines.

Single Cable or Wire.

18” Tolerance Zone
/ Hand Dig Only \
Multiple Cables

Suggested Marking Methods, (cont’d)

Multiple Cables

Duct Facilities
Marked with Diamond
Multi. Facility Marking  
note wide Tolerance Zone

Multiple Duct Marking  
Stacked Ducts Marked if Known

OFF SET MARKING
Manhole / Vault Brackets

Marking 6” Plastic Pipe

Gas Trench Layout

Warning Tape may not be present
PREPARING TO CALL  
Dig Safe System, Inc.  
LOCATE REQUEST FORM  
Call 888-DIG-SAFE or On-Line www.digsafe.com

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<td>Business Hours ___ to ___</td>
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<tr>
<td>Contractor _____ Member _____ Public _____ Other _____</td>
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<tr>
<td>State: __________ Municipality __________ (Optional) Latitude __________ Longitude __________</td>
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| Buffer Distance (Please circle):  
| 500’ 600’ 700’ 800’ 900’ 1000’ 1100’ 1200’ 1320’ |  
| Nearest Cross Street 1 __________ |  
| Nearest Cross Street 2 __________ |  
| Additional Information __________ |  
| Nature of Work __________ |  
| Area of Work __________ |  
| Area Premarked? Y ______ N _______ |  
| Start Date __________/__________ Time ______ : ______ |  
| Excavator Doing Work __________ |  

Members Notified:  
____ There may be non-member utilities in the area that you need to notify.  
____ Electric and other companies may not mark lines they don’t own or maintain.  
____ The excavator is responsible to maintain marking placed by member utilities.  


This list may not represent all companies providing electric, gas, telephone or water service in the state. Many communities have municipal water systems which are not included on this list. Additionally, providers of propane gas service, cable television and competitive telephone service are not included on this list.

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EMERGENCY CONTACT NUMBERS

GAS

National Grid (formerly KeySpan) (800) 833-4200
NH Gas (formerly Keene Gas) (603) 352-1230
Unutil (formerly Northern Utilities) (866) 900-4115
Granite State Gas Transmission (800) 323-4410
Maritime Pipeline/N.E. (888) 576-4634
Portland Natural Gas Transmission System (800) 830-9865
Tennessee Gas Pipeline (800) 231-2800
Portland Pipeline Corp (oil only) Call Collect - 0 (207) 767-3231

ELECTRIC

National Grid (formerly Granite State Electric) (800) 322-3223
NH Electric Co-op (800) 343-6432
Public Service of NH (800) 662-7764
Unutil Energy Systems, Inc (formerly Concord Electric Co) (800) 852-3339
(formerly Exeter & Hampton Electric Co.) (800) 582-7276

TELECOMMUNICATIONS

Comcast (800) 556-9979 x 4
Metrocast Cablevision (800) 952-1001
Time Warner Cable (800) 833-2253
FairPoint Communications (formerly Verizon) (866) 984-1611
TDS Telecom (formerly Chichester Tel, Kearsarge Tel, Merrimack Tel, & Wilton Tel) (603) 526-9911

WATER

Aquarion Water Co (603) 926-3319
Manchester Water Works (603) 624-6494
Pennichuck Water (603) 882-5191
Portsmouth D. P. W. (603) 427-1552

Additional regulated utilities can be found at:
New Hampshire Public Utilities Commission website: www.puc.state.nh.us

Only the most frequent damages are listed – not intended to be all inclusive