

Update

June 2018

A Monthly Newsletter of the
Common Ground Alliance



Cross Bore: A Dangerous Type of Utility Damage



June
National Safety
Month

Board Spotlight

Annamarie Gibbs, Treasurer

Stakeholder group: Insurance

Board member since: 2016

Position: SVP and Risk Control
Services Leader, Lockton Companies



How have CGA's efforts impacted your stakeholder group?

The measurable impact for the insurance stakeholder group is the education of the contractor client base on safe digging practices through risk control departments. "Every nine minutes a utility line is hit because someone did not call 811." This is an improvement of three minutes over prior years.

Measuring the financial impact of utility damage to the insurance industry is difficult. Each insurance carrier has a different code system for their claims and may not code utility damage claims by cause of loss. For example: An explosion in 2013 caused the death of one person, and disfigurement and post-traumatic stress disorders for others. Claims for liability were filed against the gas company, the contractor who used directional boring and hit a gas line, the utility installing the cable, the utility locating company and the one call center. This led to many different insurance carriers being involved. The insurable and uninsurable losses include property damage to more than one building, worker's compensation claims, lawsuits for wage losses, earnings and lost earning capacity, and settlements that were not disclosed. There were also years of litigation fees, OSHA fines and the time of many individuals and companies involved that were not covered by insurance.

What are your priorities as a board member?

My priorities as a board member include educating clients, safety professionals, the general public and safety publications on the potential

consequences of not calling 811. In addition, I strive to reduce the impact to the insurance industry for covered causes of loss due to utility, property and equipment damages, worker injuries, business interruption and liability claims resulting from unsafe digging practices.

How have CGA resources impacted safety?

The DIRT Report provides a measurement tool to determine if the Best Practices and/or 811 improve safety. It also examines the ratio of excavation damages to underground utilities as compared to construction spending. This ratio has dramatically declined since the inception of the DIRT Report. The societal costs of underground utility damage have been estimated by the DIRT report to be \$1.5 billion, a figure which brought attention to damage prevention.

What does the future hold for CGA?

The future is bright for the CGA. Our new President and CEO, Sarah Magruder Lyle, is extremely dedicated to CGA's mission. Her thoughtfulness and commitment are great additions to the staff that I believe will lead to great success.

About Lockton Companies

Lockton is a global professional services firm with 6,500 associates who advise clients on protecting their people, property and reputations. Lockton has grown to become the world's largest privately held, independent insurance broker by helping clients achieve their business objectives. For nine consecutive years, Business Insurance magazine has recognized Lockton as a "Best Place to Work in Insurance."

Cross Bores: Working Together to Measure and Address this Dangerous Type of Utility Damage

As a result, these laterals are not always located and marked. During the facility installation process, gas utilities can attempt to locate sewer lines using surface ground penetrating radar (GPR), acoustic/seismic measures, traceable wire, electronic markers

Cross boring, which occurs when an existing underground facility is intersected by another, is a persistent issue in the damage prevention industry. A number of factors combine to make the issue particularly complex, but given the serious nature of the incidents they can lead to, CGA members continue to work through the consensus-based process to address cross boring.

Cross bores can be considered a two-pronged issue: (1) avoiding creation of new ones, and (2) avoiding incidents caused by the ones already in the ground.

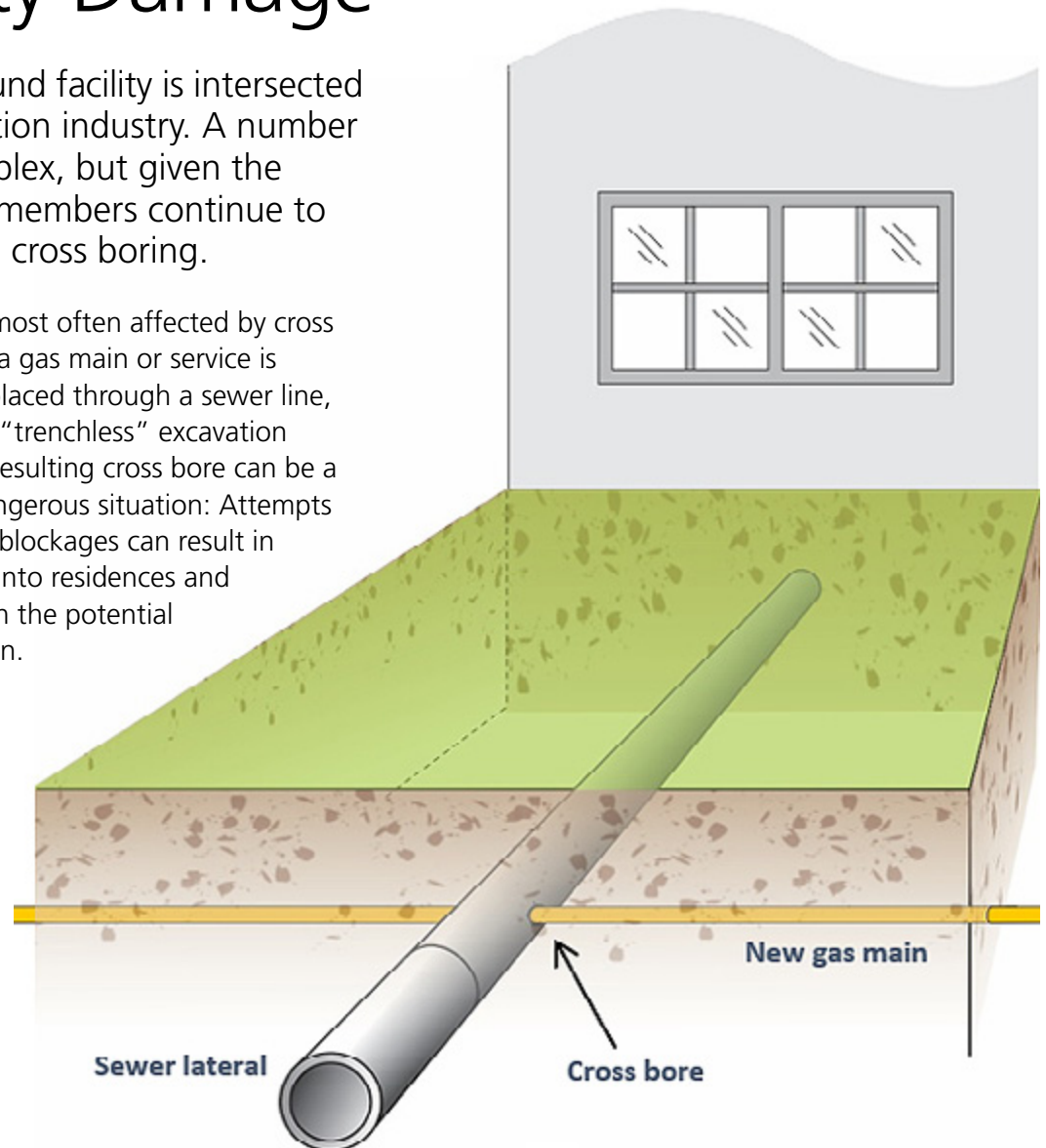
CGA members are sharing their experiences with cross bore mitigation and collaborating on the ways the damage prevention industry as a whole can work to reduce the impact of this type of utility damage. In 2018, CGA's Damage Information Reporting Tool (DIRT) is incorporating new questions designed to better measure instances of cross bores, our first **Technology Report** included a case study on possible technical solutions for cross bore identification, and our Best Practices committee is reviewing existing cross bore determination and mitigation practices.

A complex problem

Sewer lines, which are often non-metallic and therefore difficult to locate using traditional

methods, are most often affected by cross boring. When a gas main or service is inadvertently placed through a sewer line, typically using "trenchless" excavation methods, the resulting cross bore can be a particularly dangerous situation: Attempts to clear sewer blockages can result in gas migration into residences and businesses with the potential for an explosion.

Compounding the issue is the reality that sewer laterals are often owned by municipalities exempted from one call membership.





or closed-circuit television (CCTV) camera inspections – a process that typically falls to a specialized contractor.

With several stakeholder groups directly and indirectly involved in the cross bore issue, CGA's consensus process is essential as we work to reduce this type of damage.

How member Washington Gas tackles cross bores

CGA member and Bronze Sponsor Washington Gas delivers natural gas in the Washington, D.C. metro region, and has developed a robust and effective cross bore mitigation program after beginning to look at the issue seriously in 2008. Washington Gas's multi-pronged approach proactively identifies legacy cross bores, addresses new facility installation processes to prevent new cross bores, and integrates day-to-day operational procedures to prevent dangerous situations from developing.

To find and address legacy cross bores, Washington Gas began to systematically review its records to identify locations where the possibility of cross bores was high due to known use of horizontal directional drilling (HDD), moling or other trenchless digging techniques; known conversion work; areas where its facilities are buried at the same depth as water and sewer; and/or proximity of other known cross bores. After identifying potential cross bores via record review, Washington Gas sends contractors to those sites who use CCTV cameras to inspect sewer laterals via either a "lateral launch" capability, or in cases of blockages or other accessibility issues, via a "push camera" from a clean out or from inside of a house. The same camera inspection process was added to the company's Operations and Maintenance Manual for new installations, as well, to prevent new cross bores by carefully locating and inspecting sewer facilities by camera before excavation begins, and in some instances after installations are completed.

The company also created and promotes a "Call Before You Clear" program that encourages plumbers and excavators who use mechanical equipment to clear sewer block-

ages to make an emergency locate request. A Washington Gas locator will respond by painting the approximate location of the gas facility, and the plumber can use those paint marks to assess whether there is the potential for a cross bore. In instances where there is cross bore potential, Washington Gas immediately responds just as it would to a Grade 1 emergency and will stay on-site until the issue is resolved. Washington Gas promotes the "Call Before You Clear" program through one call centers, customer outreach/education and through all of the trainings it provides throughout its footprint. The company has mitigated 47 cross bores to-date, and damage prevention manager Scott Brown has brought Washington Gas's mitigation program to bear on his work as a member of the Best Practices committee's cross bore task team.

2018 DIRT data will tell us more

In a data-driven industry, a first step toward addressing a problem is having good information about the issue. As part of a larger revision of the DIRT form, CGA's Data Evaluation & Reporting Committee added a question to begin measuring instances of cross bores as it collects 2018 data.

"CGA members are sharing their experiences with cross bore mitigation and collaborating on the ways the damage prevention industry as a whole can work to reduce the impact of this type of utility damage."

As the committee evaluated how best to collect cross bore data, it decided the best solution was to add a simple yes or no question in Part C: “Did the event involve a cross bore?” Making cross bore its own root cause would take away the ability to correlate it with other root causes like lack of 811 notification or failure to pothole. DIRT Users Guide material has been written on how to fill out a DIRT report for the various scenarios by which a cross bore condition is created and/or discovered, and can be found at cga-dirt.com.

Best Practices task team identifying cross bore mitigation and determination practices

In 2014, CGA’s Best Practices committee established a task team dedicated to

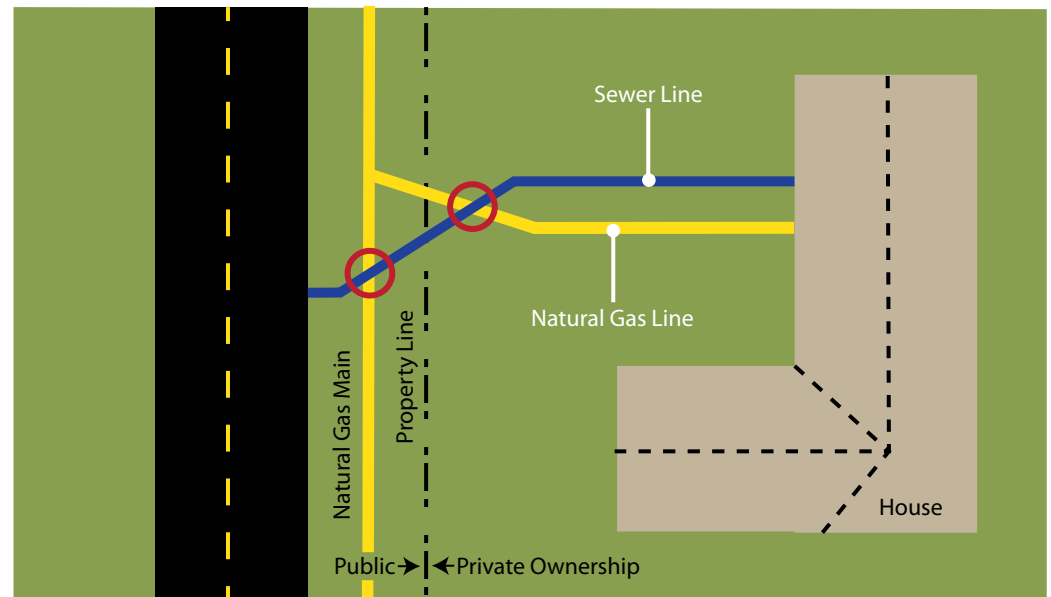
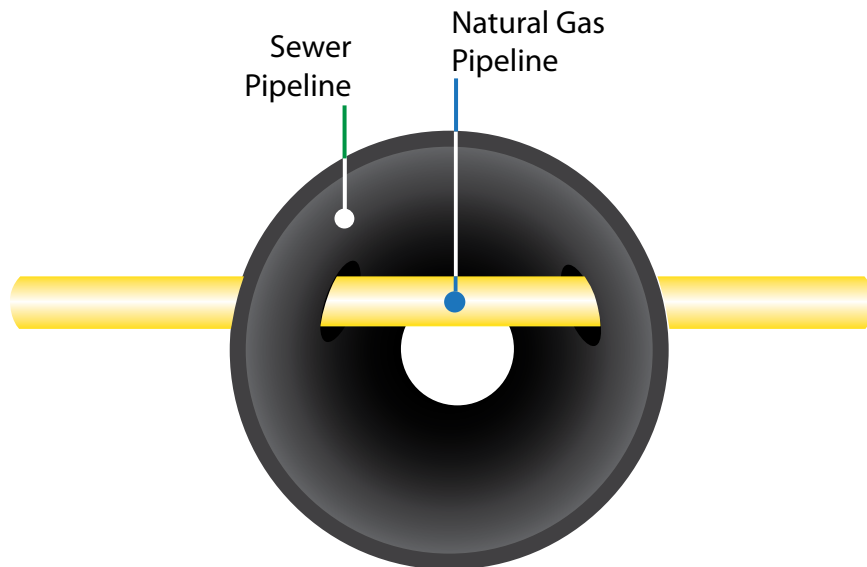
identifying best practices for determining the presence of and mitigating cross bores. The team has worked diligently since then to incorporate input from all of CGA’s stakeholder groups, as well as soliciting input from plumbers, and has also gathered information from providers of technical solutions and several CGA members who have successful cross bore mitigation programs.

At its most recent meeting in March 2018, the task team discussed how the draft language of **TR2014-02** is geared mostly toward legacy cross bores, and how membership can work together to identify practices to avoid new cross bores. The team will meet again in July to discuss next steps. If you would like to get involved in the cross bore

task team, contact CGA staff at support@commongroundalliance.com.

The future of damage prevention

Addressing the issues surrounding cross bores will require collaborative problem solving across industries and disciplines – an expansive endeavor, but one that CGA is uniquely suited for given our members’ commitment to our shared responsibility philosophy. As we increase efforts to measure the scope of the cross bore issue, document potential technology solutions, and work toward a consensus-based Best Practice, CGA’s integrated program structure is bringing the best minds in damage prevention together to tackle this entrenched issue.



News Briefs

Chicago DPC brings 811 to the Taste of Chicago

The Greater Chicago Damage Prevention Council teamed up with the Chicago Flower and Garden Show, the Chicago Department of Transportation, 811 Chicago and the Get Growing Foundation to have a public awareness garden at the hugely popular Taste of Chicago festival, set to take place July 11-15 in Grant Park. Approximately 1.6 million people attended the event last year, and the city believes it will only be bigger in 2018.

DSNY and National Grid host UNITE Summit

Dig Safely New York, Inc. (DSNY) and National Grid hosted the first annual UNITE for Damage Prevention Summit on May 17, in East Syracuse, N.Y. Utility companies and counterparts from across New York facilitated the first “competitive collaboration.” Fueled with a common goal and vested interest of damage prevention, highlights of the meeting included combining resources and enhancing awareness surrounding damage prevention and underground utilities.

A total of 22 attendees participated in round table and group discussions focused on shared resources, educational outreach and the common goal of providing a safe future for New York and generations to come. The following utilities were represented during the 2018 UNITE for Damage Prevention Summit:

- Con Edison
- Enbridge St. Lawrence Gas
- National Grid
- NYSEG/RG&E
- Orange and Rockland Utilities, Inc. (O&R)
- Tennessee Gas Pipeline Company, LLC
- Verizon

Kansas 811 talks safety with the Highway Association

The Kansas County Highway Association’s Spring Conference was held May 7-9 in Salina, Kan. Russ Baxter, Kansas 811 public relations



coordinator, was honored to give a presentation titled “The Proper Way to Do Things for Safety.” It was a great opportunity to educate those in attendance on safe digging practices and the tools available to them at Kansas 811.



Miss Utility promotes safe digging across the D.C. metro region

Miss Utility participated in the Maryland Municipal League Conference, which took place June 10-13 in Ocean City, Md., and brought together city and town officials from across the

state. The one call center also shared its safety message at the Maryland Emergency Management and Homeland Security Symposium, held May 29-June 1, where Miss Utility was invited to educate attendees on underground utility safety. The exhibitor booth was manned by Dora Parks, Rick Lewis and Wendy Stack.



Oregon 811 supports Dozer Day

On May 21, the Oregon Utility Notification Center (OUNC) and Oregon Utilities Coordinating Council (OUCC) came out to support Dozer Day in Vancouver, Wash. Approximately 20,000 children attended the two-day event that puts kids in the driver's seat of real heavy construction equipment while educating them about building sustainable communities, industry opportunities and public safety.

FRESH DIRT

Changes in 2018

As part of our continuing series on 2018 revisions to DIRT, we recap the new questions and fields added to the DIRT form.

We are now past the transition period when DIRT users were entering their 2017 data, while at the same time those who enter their reports as they occur were entering 2018 data.

No matter when you enter your data into DIRT, you should be aware of the new questions and fields so that the information can be captured as damage and near-miss events are investigated. If you wait until March of 2019 to enter your 2018 data, it may not be possible to go back and retrieve it.

More information about the new questions and changes to the DIRT form can be found in the “New DIRT Field Form Toolkit” which can be accessed from the CGA website [here](#).

The new questions/fields are:

- Did event involve a cross bore?
- Was facility operator exempt from one call membership?
- Minimum depth from grade
- Was excavator/excavation exempt from 811 notification?
- Was work area white-lined?

In addition, the root causes have been revamped.

When entering 2018 data, make sure the Specification Version is set to “New Version using File 2018.0.” If you enter reports one-at-a-time, the online questionnaire will guide you through the questions. If you enter reports one-at-a-time, the online questionnaire

will guide you through the questions. If you enter multiple reports at once using File Upload, make sure you are using the correct and properly formatted file version. Because some DIRT questions have been deleted and others added, the file columns now line up differently. You’ll get error messages if you try to enter 2018 events with the same file format you used for 2017.

DIRT users who submit by bulk upload are encouraged to do at least one mid-year 2018 data load to make sure they’re doing it properly and make corrections if necessary. This will help avoid a crunch as the data entry deadline approaches on March 31, 2019, especially with the annual CGA conference being later than usual (March 26-28, 2019).

If you have any questions or need further assistance, contact DIRT Program Manager Steve Blaney at 571-297-0810.

Claudette Campbell honored by GUCA with Lifetime Industry Achievement Award

The Georgia Utility Contractors Association, Inc. (GUCA) recognized Claudette Campbell of Georgia 811 with the GUCA Lifetime Industry Achievement Award for 2017-2018. Since joining Georgia 811, Claudette has held the positions of executive director and president and CEO.

Claudette has faced many of the typical day-to-day challenges that the leader of an organization is presented with, and she has gone on to lead the company through these challenges. For example, when the Olympics came to Atlanta in 1996, in order to ensure that locate requests were processed in the event that traffic would prohibit employees from getting to work, Claudette inaugurated the telecommuter program. It started with just four employees and today every employee has the opportunity to work from home. Once the telecommuting program took root, the next challenge was what to do with the open office space. Georgia 811 now offers two training/meeting spaces to stakeholders. This in turn has put the company in the Platinum category of the Georgia Clean Air Campaign and is looked upon as one of the top benefits the company has to offer.

Through organizational efforts and educating the public about the benefits of calling first

and the need to dig safely, millions of locate requests are processed annually and underground utility damages are being prevented. Currently, Georgia 811 processes approximately 1.2 million locate requests transmitting some 15.8 million notices to our member utilities.

Claudette has been an industrial trailblazer. She was a member of the original One Call Systems International (OCSI) and then became chair of the Georgia Utilities Coordinating Council (GUCC). She was also a national board member of the American Public Works Association (APWA). She joined

GUCA early in her career to learn more about roads and street construction as well as water and sewer systems. After serving as the OCSI chair, Claudette was appointed by Elizabeth Dole and Samuel Skinner to serve as a public member of the Technical Pipeline Safety Standards Committee which led to her appointment to the National Transportation Safety Board (NTSB) task force. One of her tasks on this task force was to come up with a national slogan to encourage safe digging, which ultimately became "Dig Safely." After serving in various capacities, that committee evolved to become the Common Ground Alliance. At the same time, Claudette formed the Southeastern One Call System (SOCS) in the early 90s. On a more local level, she was instrumental in GUCC's transformation into a statewide organization of over 300 members and more than 40 local committees across the state. Additionally, she led the formation of the International Locate Rodeo which recognizes the work and dedication of the locating community.

Claudette also has been a member of GUCA since 1980. GUCA was the first organization that Claudette joined when she was appointed to her position as executive director at Georgia 811. She has served on numerous GUCA committees, functions and meetings, always bringing her knowledge and expertise, along with a willingness to learn to help foster solutions to outstanding issues.



Claudette Campbell (Continued)

According to Claudette, “GUCA has been instrumental in making an opportunity for me to learn about the utility construction industry. The organization and its leadership has been a tremendous asset to all our stakeholders in the safe digging industry for its ability to recognize what their members need and to respond to those needs with quality education on the latest laws and regulations.”

GUCA Executive Director Vikki Consiglio states, “Claudette was my mentor when I was hired as Executive Director of GUCA. I knew Claudette through another association and I called her immediately to help me through the one call process! Claudette and I have worked on Georgia’s one call law and she has always been a go-to person when excavators need help. I call her first a professional, a leader, a mentor and a visionary. I hope I made her as proud of me as I am of her.”

About GUCA

Georgia Utility Contractors Association, Inc. is a nonprofit state trade association located in metro Atlanta representing more than 370 contractors and affiliated firms statewide. GUCA represents the workforce who supplies, installs and rehabilitates the infrastructure of water, sewer, gas, electrical, telecommunications and other underground utility systems for the public and private sector including pipe and plant installation. For more information about GUCA, please visit guca.com.

8/11 Day is right around the corner!

Each year, damage prevention stakeholders across the U.S. celebrate 8/11 Day, or Aug 11 on the calendar, with creative and far-reaching campaigns reminding the public and professionals about the importance of safe digging.

Whether your organization already has events and outreach planned or is still looking for ideas, be sure to read about Common Ground Alliance’s (CGA) Communications Plan tools that can easily be used to spread the 811 message around 8/11 Day this year and to hear about an exciting initiative with national reach!

Download CGA’s 8/11 Day tools today, including the following:

Media outreach templates and sample social media messages

The **8/11 Day toolkit** includes a customizable press release, media advisory and other templates that your organization can use to remind the public about the importance of calling 811 before digging. You can also find sample social media messages and internal communications templates to help you spread the word this 8/11 Day.

A guide to organizing an 811 plane flyover at a local beach or another highly-populated public space

Information about how to execute an 811 plane flyover at a beach or community event can be found in the **8/11 Day toolkit**.

Send 811 cakes or cupcakes to local radio and media outlets.

Delivering 811 sweets to local media outlets is a great way to remind members of the media about damage prevention at a time of year when it matters most. For cake designs and information about executing an 811 cake drop, download the **8/11 Day toolkit**.

Social media graphics

The **8/11 Day toolkit** and the **DIRT toolkit** contain social media infographics that you can use to promote the importance of calling 811 via Facebook, Twitter, Instagram and email campaigns.

List your events on the CGA website and Call811.com

Promoting your events on CGA’s websites is as easy as visiting our **Local & Industry Events page** and clicking the “Submit an Event” button, or **click here** to enter information about your upcoming events right now.



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Bison Engineering, 1st-time speaker



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