Damage Reporting

January 2015
State Law:
  • RCW 19.122

The Rules:
  • WAC 480-93-200
  • WAC 480-120 (in process)

Federal:
  • Pipes Act of 2006
2006 PIPES Act Passed by Congress
(Pipeline Inspection, Protection, Enforcement and Safety)

Nine Elements of an Effective Damage Prevention Program
1. Effective communication between operators and excavators from excavation notification to completion of excavation.
2. Fostering support and partnership of all stakeholders.
3. Operators’ use of performance measures for locators.
4. Partnership in employee training.
5. Partnership in public education.
6. A dispute resolution process that defines the enforcement agency as a partner and facilitator.
7. Fair and consistent enforcement of the law.
8. Use of technology to improve the locating process.
9. Data analysis to continually improve program effectiveness.

**Old Law**
Assign responsibilities

**New Law**
Establish a comprehensive “Damage Prevention Program” that includes Damage Reporting

**Report of Damage to underground Facility**
“Facility operators and excavators who observe or cause damage to an underground facility must report the damage event to the commission. RCW 19.122.053(1)

Reports must be made to the commission’s office of pipeline safety within 45 days of the damage event, or sooner if required by law, using the commission’s virtual private damage information reporting tool (DIRT) report form, or other similar form.” RCW 19.122.053(3)
Damage Reporting

Dig Law

On Jan. 1, 2013, Washington's Dig Law (RCW 19.122) was updated.

After three years and a great deal of input from stakeholders, the Legislature passed E2SHB-1634, the Underground Utilities Damage Prevention Act, in 2011. The intent of the legislation was to build and improve upon the existing dig law by addressing federal standards along with eliminating outdated or poor practices.

Your Responsibilities

► If you’re an excavator
► If you’re an operator
► If you’re a government entity
► If you’re a permit issuer

Damage Reporting

► How do I report damage?
► Damage report statistics

Dig Law Information

► RCW 19.122
► Dig Law Webinar
  ► Webinar Attendees’ Questions and Answers

Washington Dig Law Safety Committee

► About the committee
► File a complaint
Damage Reporting Requirements

Requirements

Facility operators and excavators who observe or cause damage to an underground facility must report that damage event to the commission within 45 calendar days.

How to Report

Damage can be reported using the Common Ground Alliance's VirtualDIRT program hosted by the commission. Before entering damage for the first time, you must create an account for your company and share your data with the commission. For instructions on how to share your data, click here. Once an account is created and your data is shared, you can input reports as often as necessary. This program is anonymous.

If you do not wish to create a DIRT account, but still have something to report, you can use the alternate form available through the commission. Any damage submitted through this form is not anonymous.

- Report damage using VirtualDIRT.
- Report damage using the commission’s alternate form.
VirtualDIRT – hosted by the UTC

Mission

Our purpose is to provide an easy-to-use on-line form and related tools for stakeholders to share essential detail about underground damage or near-miss incidents for use in determining root causes, which will be evaluated and used to focus and promote underground damage prevention education and training efforts.

About Washington Utilities and Transportation Commission

The UTC is a three-member board, appointed by the Governor and confirmed by the Senate to six year terms, that regulates the rates, services, and practices of privately-owned utilities and transportation companies, ...

UTC
PO Box 47250
Olympia, WA 98504-7250
360.664.1150
### Part A: Who is submitting this information?
- **Who is providing this information?** State Regulator
- **Name of person providing this information:** Lynda Holloway <hollowway@utc.wa.gov>

### Part B: Date and Location of the event
- **Type of event:** Underground (default)
- **Date of event:** (MM/DD/YYYY or YYYY-MM-DD)
- **Country:** United States
- **State:** Washington
- **County:** -- select --
- **City:**
- **Street Address:**
- **Nearest intersection:**
- **Latitude/Longitude:**
  - **Lat:** (e.g. 39.7813) ± Unknown
  - **Lon:** (e.g. -105.1861)
- **Right of way where the event occurred:** -- select --

### Part C: Affected Facility Information
- **What type of facility operation was affected?** -- select --
- **What type of facility was affected?** -- select --
- **Was this facility part of a joint trench?** (unknown/other) --
- **Was the facility owner a member of one-call?** (unknown/other) --

### Part D: Excavation Information
- **Type of Excavator:** -- select --
- **Type of Excavation Equipment:** -- select --
- **Type of Work Performed:** -- select --

### Part E: Notification
- **Was the one-call center notified?** No
- **If yes, choose the one-call center:** n/a
- **If yes, please provide the ticket number:** n/a
### Part F: Locating and Marking (required if answered yes to part E)

<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Type of Locator</td>
<td>n/a</td>
</tr>
<tr>
<td>Were facility locate marks visible in the area of the excavation?</td>
<td>n/a</td>
</tr>
<tr>
<td>Were facilities marked correctly?</td>
<td>n/a</td>
</tr>
</tbody>
</table>

### Part G: Excavator Downtime

<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Did the excavator incur downtime?</td>
<td>-- select --</td>
</tr>
<tr>
<td>If yes, how much time?</td>
<td>n/a</td>
</tr>
<tr>
<td>Estimated cost of downtime?</td>
<td>n/a</td>
</tr>
</tbody>
</table>

### Part H: Description of Damage

<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Was there damage to a facility?</td>
<td>Yes</td>
</tr>
<tr>
<td>Did the damage cause an interruption in service?</td>
<td>-- select --</td>
</tr>
<tr>
<td>If yes, duration of the interruption?</td>
<td>n/a</td>
</tr>
<tr>
<td>Approximately how many customers were affected?</td>
<td>Unknown</td>
</tr>
<tr>
<td>Estimated cost of damage repair/restoration</td>
<td>Unknown</td>
</tr>
<tr>
<td>Number of people injured</td>
<td>Unknown</td>
</tr>
<tr>
<td>Number of fatalities</td>
<td>Unknown</td>
</tr>
</tbody>
</table>

### Part I: Description of the Root Cause

<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Choose a first-level cause:</td>
<td>-- select --</td>
</tr>
<tr>
<td>If applicable, choose a 2nd-level cause:</td>
<td>n/a: no 2nd-level causes for this option</td>
</tr>
<tr>
<td>For Other/None of the above, please explain:</td>
<td></td>
</tr>
</tbody>
</table>

### Part J: Additional Comments (Character Limit: 4000)

- 

### Part J cont. (non-CGA) Images and Attachments

<table>
<thead>
<tr>
<th>Thumbail</th>
<th>File Name</th>
<th>Size</th>
<th>Last Modified</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Add #1</td>
<td>[Browse]</td>
<td></td>
<td></td>
<td>Remove</td>
</tr>
<tr>
<td>Add #2</td>
<td>[Browse]</td>
<td></td>
<td></td>
<td>Remove</td>
</tr>
<tr>
<td>Add #3</td>
<td>[Browse]</td>
<td></td>
<td></td>
<td>Remove</td>
</tr>
</tbody>
</table>
Quarterly Damage Report Statistics

Washington State Damage Reporting
Q3 2014 DIRT Analysis
July - Sept. 2014

Introduction
This Washington DIRT report provides a summary and analysis of the submitted damage events occurring during the third quarter of 2014. To generate the most accurate analysis of damage events, it's important that damages are reported to DIRT within the 45 day timeframe set forth in the statute. Any damages occurring during that time which were submitted after the 45 day period will not be included in the report analysis.

Trends
In the third quarter of 2014, a total of 874 damage reports were submitted in the DIRT database. Of those reports, seven were duplicates (meaning both the facility owner and the excavator submitted reports). It was good to see that the Miscellaneous category reduced from 50 percent last quarter to 25 percent this quarter. In that same category, there were also 58 fewer events identified as “Data Not Collected.” This is significant because the more detailed information we have about damage events, the clearer the picture will be about the types of activities that cause damage. Excavation Practices Not Sufficient accounted for 32 percent of total damages, with 85 incidents “other insufficient excavation practices.” In addition, we identified 130 damage incidents caused by “failure to use hand tools,” which is an all-time high and a 14 percent jump over last quarter. Locating practices not sufficient takes 27 percent, and is down nearly 10 percent from the previous quarter, with 131 incidents of “facility not located or marked” and 95 incidents of “facility marking or location not sufficient.” One Call Notification Practices Not Sufficient is at 16 percent, with 136 incidents identified as “no notification made to one-call center.” This is good news, as it’s the second consecutive report showing this category under 20 percent, and leads us to believe more people are getting the message to call for locate.

Reporting Issues
With 468 incident reports, natural gas stakeholders submitted the bulk of our data and accounted for 34 percent of all reports filed. Telecommunications companies submitted 170 reports, attributing 19 percent of events filed this quarter, and Electric companies submitted 135 reports for 15 percent of reports filed this quarter. A continued area of concern is that excavators submitted only 34 damage reports, accounting for just 4 percent of all reports filed. As each damage event should reflect two damage reports, we want to encourage facility operators to provide information about damage reporting to all excavators who damage their facilities, and the 45 day requirement to report, per RCW 19.122.053. Again, we also want to remind companies who record damage incidents in their own virtualDIRT programs that it is their responsibility to ensure the reports are being submitted to the commission’s VirtualDIRT program, as required in RCW 19.122.053(3).

Damage Events by County
The chart below identifies damage events by county, per 100 locate requests. While this type of chart normalizes damage statistics and shows a clearer picture of how each county rates in comparison to other counties, the smaller counties with fewer locate requests and several damage incidents will stand out considerably. For instance, seven damage events were reported in Whatcom County, but with only 97 requests made for locate they fall at 7.2 damages per 100 requests. This chart is also helpful in identifying counties that may need additional outreach and education, as we would like to see all counties below 1.0.

Education
We are currently working on the development of our 2015 advertising campaign. The campaign will feature some great new PSAs, radio spots, and outdoor media. The campaign will run from March - June 2015, and will be seen on television, the internet, in movie theaters, and the sides of buses. In addition you will hear the radio advertising on a variety of stations, including Pandora radio.

We will also continue providing outreach and education throughout the state with all stakeholders, including the excavation community, public utilities, local utility coordinating councils and facility operators. You can help by providing the commission’s contact information to anyone who is unaware of the requirements outlined in RCW 19.122, or in need of information about damage reporting. If your organization would like to arrange a presentation by the commission, or if you have questions regarding this report or damage reporting in general, contact Kardash Holloway.
DIRT Damage Reports

2013

- First Quarter Analysis
- Second Quarter Analysis
- Third Quarter Analysis
- Fourth Quarter Analysis
- End of Year Analysis

2014

- First Quarter Analysis
- Second Quarter Analysis
- Third Quarter Analysis
Dig Law Newsletter

Dig Law Update
Don’t Dig Into Trouble. Know What’s Below.

Question of the Month
Q: I’ve seen a lot of political and real estate signs on large wooden or metal posts that appear to be installed without locate requests. Is there an exemption for these types of signs?

A: The only exemption for this type of sign would be if the sign was installed no deeper than 12 inches on private noncommercial property by the person, or an employee of the person, who owns or occupies the property. See RCW 19.122.03(1)(b).

If you have questions regarding this answer, or about RCW 19.122 in general, contact Lynda Holloway.

811 Day
Many people took to the streets, ballparks and other venues on Aug. 11 to promote the Call 811 Before You Dig message. Washington 811 took over Cheney Stadium for a Tacoma Rainiers game, offering $6 11 admission, free 811 t-shirts, a kid zone, photo booth, 811 face painting, and balloon art. The John Deere Company tweeted to its more than 77,000 followers about the importance of calling 811. Sixty pipeline operators promoted 811 via a nationwide advertising campaign beginning with ads on NBC’s Today show and finishing with ads on NBC Nightly News, ABC World News and ESPN SportsCenter. PHMSA celebrated a few days earlier with an event at the DOT headquarters in Washington D.C., where PHMSA Secretary Anthony Foxx posed on the OneCall Concepts 811 Bike.

CBYD Media Campaign And the survey says...
The 2014 media campaign wrapped up on July 31 and the survey results are in! Independently conducted pre and post telephone surveys showed a 400 percent increase in the number of people who said they would likely take an action and call 811 or contact a CBYD program prior to digging. Specific mention of the CBYD campaign increased by 300 percent and 8 out of 10 residents said they had heard of the CBYD program when prompted. Also, the one-call centers received more than 15,000 additional locate requests between the months of March and July, 2014 over the same period last year. To see the PSAs that aired during the campaign, click here!

DIRT Reporting
Have you or your company been reporting all damages? Damage reporting is required per RCW 19.122.053, and the more accurate data we collect, the more accurate the analysis of damage trends will be. This helps us focus our outreach and education efforts where needed, and allows us to better target resources to areas that may need more attention. If you are not already registered with the commission’s Virtual Private DIRT page, we encourage you to do so. If you are, but are having a hard time navigating the program, contact Lynda Holloway.
Questions?

Lynda Holloway, Damage Prevention Program Manager
Washington Utilities & Transportation Commission

Lholloway@utc.wa.gov  360-664-1118