



Toolbox Talk

Volume 21: Failure to Notify!

Topic: Reporting damages and not tampering with utility facilities

Underlying Rule: 16-345-4(f)(1) When any contact is made or damage is done to any underground facility of a public utility the excavator responsible shall notify the corresponding utility and not tamper or attempt to repair the facility unless authorized by the public utility.

Scenario: A contractor was installing drainage along the side of a house when they came in contact with and damaged the natural gas service line to the building. The contractor operated the valve to the service line; shutting off the gas and then left for the day. The contractor then notified the gas company the following day of the damage. There was no active CBYD ticket for the location. The gas company reported the damage to PURA and the contractor was fined for failure to notify CBYD and tampering with the facility.



What should have been done?

The contractor should have noticed the lack of markouts for the gas service line near the gas meter where they were digging. After noticing the lack of markouts the contractor should have checked to see if they had an active CBYD ticket. After the damage took place the contractor should have notified 911 and then contacted the corresponding utility company to notify them of the damage. The contractor should have not operated the valve for the service line.

Lessons Learned:

- It is important to be aware of your surroundings. If you see valve boxes, meter sets , or other above ground clues indicating the presence of underground utility facilities but no additional markings it could be a sign that there is no active CBYD ticket for the location.
- After contact is made with an underground facility it is the contractor's responsibility to notify the corresponding utility company of the contact or damage.
- Never tamper with or operate valves to a natural gas facility

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CBYD Toolbox Talks are designed as quick training tools for use by excavator's safety or management personnel to have brief but meaningful discussions about safe excavation practices. These talks are based on real incidents that have occurred in Connecticut or significant incidents elsewhere in the country.

For questions or additional training, contact Sean Morris of PURA at (860) 827-2888.