



Massachusetts Department of Public Utilities
Pipeline Safety Division
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DIG SAFE VIOLATION/DAMAGE REPORT INSTRUCTIONS

The Pipeline Safety Division (“Division”) investigates Dig Safe violations based on the information provided in the Dig Safe Violation/Damage Report, which can be found [here](#). Please fill out the entire report as thoroughly and accurately as possible.

I. ESSENTIAL ITEMS TO KNOW:

- ◆ **Use Adobe Reader (or Adobe Acrobat)** to complete the report electronically. You can save a partially completed report as a PDF for later completion and submission.
- ◆ **The areas lined in red are mandatory fields and must have information entered in them.** If you don’t know a date, enter “11/11/11”; if you don’t know a phone number, enter ten zeros; for other fields, enter “n/a” or zero.
- ◆ **To submit the report electronically:**
 - **Use the “Attach Documents” button at the end of the form** to attach documents before submitting the completed report to the Division. The documents must be located on your device.
 - **Use the “Submit Form by Email” button at the end of the form** to email the completed report (and any attached documents) to the Division. Enter the **incident date and location** in the subject line.
 - If you prefer, you can submit the completed report without attaching documents, and then send the documents in a subsequent email, with the **incident date and location** noted in the subject line.
- ◆ **If you do not have Adobe Reader**, print the form and enter the information by hand, then scan and email it (or send it by mail, if necessary) to the address noted above.

II. HOW TO COMPLETE THE FORM

Part I – GENERAL INFORMATION

Provide information about the reporting party, including contact information.

- If you are not an operator/utility or excavator, choose “Other” and specify whether you are a homeowner, concerned citizen, police officer, etc.
- Date entries default to the “mm/dd/yy” format.

Part II – INCIDENT INFORMATION

Provide information about the incident. All fields are mandatory.

- Include both street number and street name.
- Use dropdown arrow to select City or Town.
- Date of Incident defaults to “mm/dd/yy” format.
- Time of Incident defaults to military time if you enter “am” or “pm” (or “AM” or “PM”).
- If you are unsure of the exact date or time, note this at the end of the report.
- If you do not know the Dig Safe Number, enter eleven zeros.
- Describe the damage as thoroughly as you can; you can continue your description at the end of the report.

Part III – ALLEGED VIOLATION OF DIG SAFE

Check off all relevant violations.

- For Option 1, the excavator failed to call 811, Dig Safe Inc., or has an invalid Dig Safe ticket for any of the following reasons:
 - Failure to describe excavation location or type of work being done.
 - Failure to include excavator’s name on ticket.
 - Failure to wait 72 hours (excluding Saturdays, Sundays, holidays) before commencing excavation.
 - Failure to wait 24 hours (excluding Saturdays, Sundays, holidays) after requesting a remark.
 - Failure to commence excavation within 30 days.
 - Requested Emergency Dig Safe ticket for nonemergency situation.
 - Failure to request new Dig Safe ticket after emergency concluded.
 - Failure to request new Dig Safe ticket after new utility was installed.
- For Option 2, the operator failed to mark out its underground facility within 72 hours (or within 24 hours in response to a remark request).
- For Option 3, the operator failed to mark out its underground facility so that the facility was completely located within a safety zone no more than 18” plus the width of the facility from the mark.
- For Option 4, the excavator failed to maintain the marks by using flags, paint, etc., with the same standard color code (see 220 CMR 99.02). If the original marks were removed or destroyed, the excavator failed to call for a new Dig Safe ticket before continuing the excavation.
- For Option 5, the excavator used machinery within the safety zone (i.e., within 18” of the underground facility) or failed to use reasonable precaution to protect and prevent damage to the underground facility.
- For Option 6, the excavator failed to notify the operator of any damage to the underground facility.

- For Option 7, the Dig Safe ticket for blasting failed to include the date and specific location of the blasting.
- For Option 8, the excavator failed to premark the excavation area prior to calling 811.
- For Option 9, if the incident doesn't match any of these violations, please describe what happened.

Part IV – EXCAVATOR INFORMATION

Provide information about the company, crew supervisor, and individual involved in causing the damage.

Part V – FACILITY INFORMATION

Provide information about the facility that was damaged, including the operator, type of facility, and depth of facility.

Part VI – DAMAGE INFORMATION

Provide information about the excavation work leading to the damage, the type of tool or equipment used, and the names of all witnesses to the incident. In addition, indicate if there are photographs of the damage, and respond to the yes/no questions on the next page.

Part VII – DOCUMENTATION & EVIDENCE

Check off each item to be submitted either as an attachment to the report, through the button at the bottom, or by a subsequent email or mail.

- Provide as much documentation and evidence as possible.
- Provide photos of the mark-outs and the damaged facility, both close-up photos and those showing the damage in context. We recommend that you take pictures of the jobsite and mark-outs before commencing any excavation.
- Provide all documentation (emails, contracts, paychecks, etc.) and photographs of the incident to assist with the investigation.
- Use the space at the bottom to provide further notes or observations.