



Underground Safety Board

UTILITY INFRASTRUCTURE DAMAGE INFORMATION

What to do if you've damaged underground utility infrastructure or if you've discovered damage.

1. **EVACUATE** yourself and your crew to a safe area. Do not attempt to fix the damage.
2. **CALL 911 IMMEDIATELY** in an emergency.
3. **Also call 911 if you've damaged underground utility infrastructure, or if you've discovered damage, including:**
 - A gas or hazardous liquid utility with the escape of any flammable, toxic, or corrosive gas or liquid.
 - Any high priority utility.*
4. **NOTIFY** the utility owner as soon as possible.
5. **CALL 811** if you need the contact information of the utility owner, follow the instructions on the prerecorded phone message, or on the 811 call center website.
 - For Northern California: usanorth811.org
 - For Southern California: digalert.org
6. **REPORT Within Two (2) Hours** to the 811 call center if the utility damage was:
 - To underground natural gas or hazardous liquid utility infrastructure
 - To high priority underground utility infrastructure*
 - Caused an injury that requires treatment at a medical facility
 - Caused a fatality
7. **REPORT Within 48 hours** for all other damage.
8. **How to report damage to underground utility infrastructure:**
Call 811 or use the damage reporting tool hosted on the 811 call center website.
 - energysafety.ca.gov/underground/reportdamage





What information must be included in the damage report?

1. Excavator's contact information
2. Location of the damage
3. Type of underground utility infrastructure
4. Approximate date and time the damage occurred
5. Whether there were injuries or fatalities
6. Whether the damage caused a fire or an evacuation
7. Type of equipment used when the damage occurred or was discovered

What constitutes damage to underground utility infrastructure?

Damage includes any breaks, leaks, nicks, dents, gouges, grooves, or other damage to underground utility infrastructure.

*What is considered a high priority underground utility?

High priority underground utilities include high-pressure natural gas pipelines, petroleum pipelines, pressurized sewage pipelines, high-voltage electric supply lines, conductors, cables, or hazardous material pipelines.

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For more information, contact:

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