

# The Dirt

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## Do You Quick-Ticket?

Getting tickets online is easier than ever

For the past year we've been hard at work to bring new innovations to Quick-Ticket, Dig Safe's free online permitting system.

Since its launch on August 3, rave reviews have been coming in from Quick-Ticket veterans and new users alike.

### What's new?

A Google map allows you to verify the location that you enter into the system.


Not a typist? Just click to select a street name with a new drop-down menu. This eliminates typos that

before would have caused a rejected ticket. And, you no longer need to know how to properly abbreviate Avenue, Highway, Circle, or Boulevard.

If you provide a street address, the cross street names in the drop-down menus are actually specific to that area on the street.

So, if the cross streets that show up in the drop-down are not in fact streets that are located on either side of your job site, you may have entered the wrong address and should check it again.

To learn more, or to get a Quick-Ticket password, go to [digsafe.com](http://digsafe.com).

<b>State</b> Massachusetts	<b>Municipality</b> Woburn	<b>Latitude</b> <input type="text"/>	<b>Longitude</b> <input type="text"/>
		<b>Address / Intersection</b> Enter the street name or address. <input type="text"/>	
		<b>Buffer</b> - 500 ft buffer - Select the furthest point you will be digging from the centerline of the street or lat/long point entered above.	
		<b>Cross Streets</b> Select the 2 cross streets the location is in between from the drop down box. <input type="text"/> <input type="text"/>	



Maine	Mass	New Hampshire	Rhode Island	Vermont
Northport Village Corp.	Aquaria Water, LLC	PDNED Greenland, LLC	Arrow Gas	National Bank Of Middlebury
Houlton Electric	Ayer Dept. Of Public Works	Ossipee Water & Sewer	Paraco Gas Corp.	Jackman's Inc.
Valley Gas & Oil	Edgartown Wastewater	Lempster Wind, LLC	Osterman Propane	Osterman Propane
Newport Water District	Sba Advanced Wireless Networks	Osterman Propane		Merrill Gas Co.
Community Energy Co., Inc.	Dalkia Energy Services, LLC	Irving Oil Distribution & Management		
Irving Oil – Brewer	Medway, Town Of			
Transcanada Maine Wind Development, Inc.	Abington Sewer Dept.			
	Adesta – I91			
	Nextg Networks, Inc.			
	Paraco Gas Corp.			
	Osterman Propane			
	ESI Advanced Wireless Networks, LLC			
	Arrow Gas			



## Why Dig Safe Membership for your city or town?

**Minimize Service Loss** - Since most contractors call Dig Safe before starting excavation projects, you have added assurance that you'll know about them in advance.

**Minimize Repair Costs** - Compare the cost of a major utility accident with the cost of membership - one dollar per notification for most cities and towns.

**24/7 Access** - Excavators may reach you through Dig Safe 24 hours a day, 7 days a week.

**Documentation**- For your legal protection, we record all incoming and outgoing phone calls, and store all ticket data for seven years.

**Map Index System** – Our digital map system is designed to filter out tickets

you don't need, saving money and time.

**Commitment to Community** - Membership is a show of your town's commitment to public safety and quality service.

To learn more about Dig Safe membership, please go to [digsafe.com](http://digsafe.com) or call us at 877-DIG-SAFE.



**Massachusetts Highway Association's  
New England Public Works Expo**

**Date:** September 29 and 30, 2010  
**Details:** Wachusett Expo Center - Fitchburg, MA. Sponsored by Mass Highway Association

**Contact:** 781-245-7070 or  
nepublicworksexpo.org

**Vermont League of Cities & Towns Town  
Fair**

**Date:** Thursday, October 7, 2010  
**Details:** Champlain Valley Fairgrounds - Essex Junction

**Contact:** Jessica Hill at 802-229-9111 or  
jhill@vlct.org

**New Hampshire Drinking Water Exposition  
& Trade Show**

**Date:** Wednesday, October 20, 2010  
**Details:** Grappone Conference Center - Concord, NH

**Contact:** 603-415-3959

**Green Mountain Water Environment  
Association's Annual Trade Show &  
Technical Program**

**Date:** Thursday, November 4, 2010  
**Details:** Sheraton Burlington Hotel & Conference Center - Burlington, VT  
**Contact:** Jessica Hill at 802-229-9111  
or jhill@vlct.org

**New Hampshire Local Government  
Center's Annual Conference**

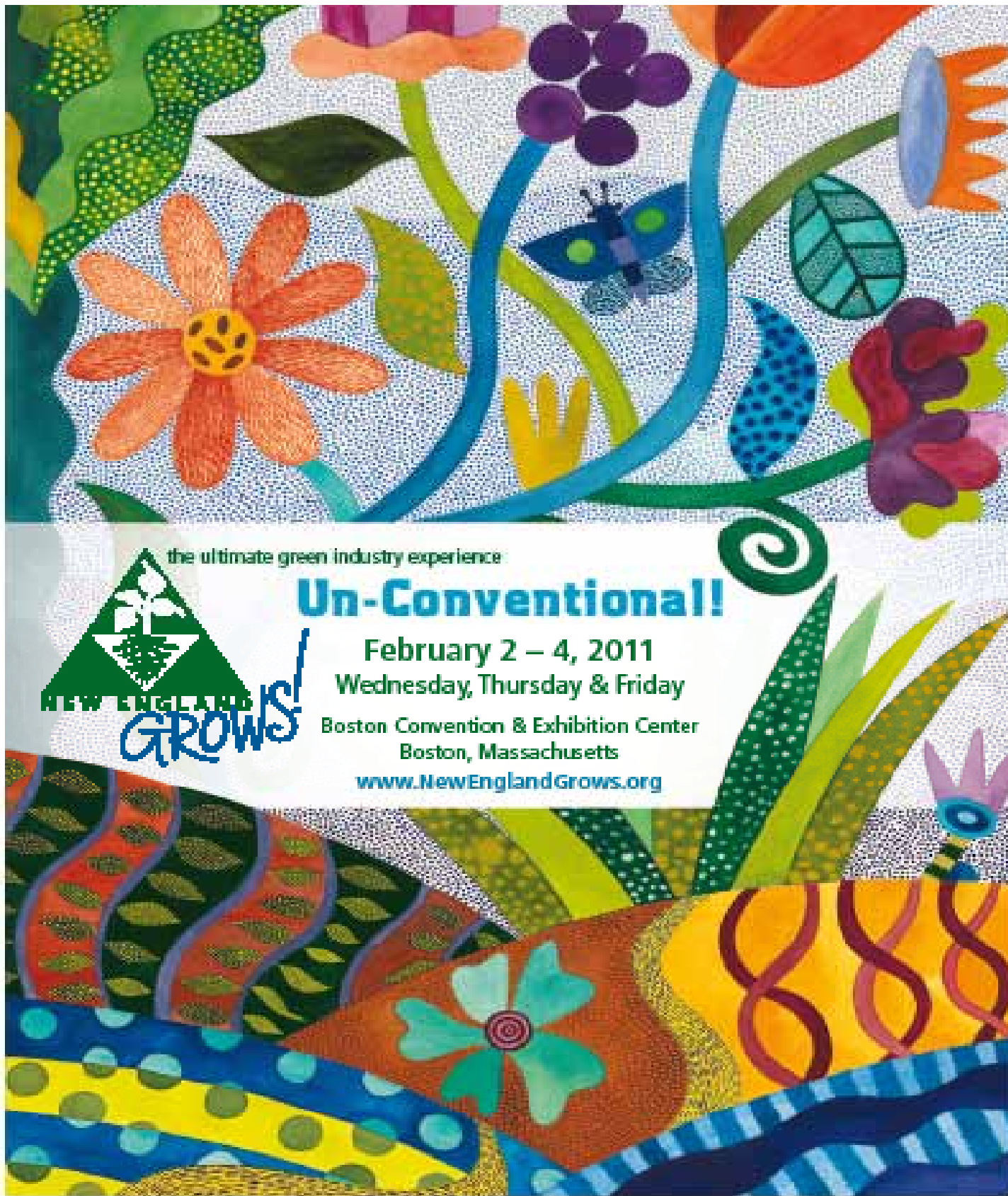
**Date:** November 17 and 18, 2010  
**Details:** Radisson Hotel - Manchester, NH  
**Contact:** 800-852-3358, info@nhlgc.org,  
or www.nhlgc.org

**Maine Rural Water Association's Annual  
Water & Wastewater Conference**

**Date:** December 7 and 8, 2010  
**Details:** Hilton Garden Inn -Freeport, ME  
**Contact:** Cindy Wade or Kirsten Hebert at  
207-737-4092

**Rhode Island League of Cities and Towns  
Convention & Exposition**

**Date:** January 27, 2011  
**Details:** Crowne Plaza Hotel - Warwick, RI  
**Contact:** 401-272-3434 or rileague.org



the ultimate green industry experience



## Un-Conventional!

February 2 – 4, 2011

Wednesday, Thursday & Friday

Boston Convention & Exhibition Center  
Boston, Massachusetts

[www.NewEnglandGrows.org](http://www.NewEnglandGrows.org)



Dig Safe is a proud sponsor of New England Grows!  
See you at our seminar “Dig Safe - What you need to know.”

Thursday, February 3, 2011 - Room 206A, Level 2 (West)



**Submitted by Thomas Morahan of NStar Electric - [Thomas.Morahan@nstar.com](mailto:Thomas.Morahan@nstar.com)**

### **Incident 6/24/2010**

When responding to a call that a contractor may have dug up something around our padmount transformer, a troubleshooter surveyed the area and identified that there was a fresh excavation immediately adjacent to an energized padmount transformer.

He then took the precautionary measure of carrying a voltage detector with him, and identified that there was more than just stray voltage around our pad. Using a higher voltage tester, the troubleshooter tested the case of the padmount and found it to be energized at primary voltage.

Further investigation identified that a contractor had dug up the cable adjacent to the pad, hit the driven ground rod, broke the studs to the pad, and broke the system neutral. The energized cable and the broken neutral caused the case of this padmount transformer to be

energized at system voltage.

There were no injuries, and the planning and preparation of our qualified worker to identify potential hazards prior to beginning work ensured he was safe, and this issue could be resolved to protect the public. This employee also took the time to educate the contractor on the scene.

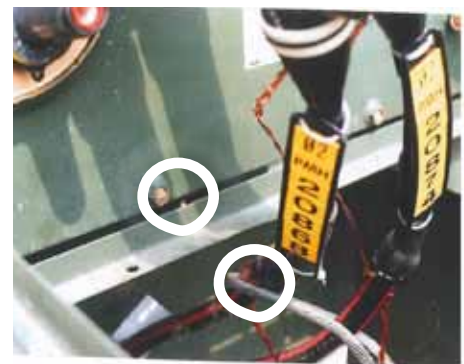
The contractor failed to call Dig Safe prior to excavating around the pad.

Any time an electrical cable or equipment is dug up, remain clear of the trench and any equipment in the area, and immediately call the electric utility responsible for service in the area. Remain in the area and keep the site safe until utility personnel arrive.

Please share you near miss story with us. Submit to [lpowers@digsafe.com](mailto:lpowers@digsafe.com).



**Padmount located in remote area. Outside case was energized!**



**Stud pulled off case. Damaged grounding.**



## Win a \$100 Home Depot Card

Entering to win is simple. When applying for a Dig Safe permit, just provide us with the two cross streets that are located on both sides of your dig location.

Until October 31, two callers who give this information will be randomly chosen to win a \$100.00 Home Depot Card.

### Why do we ask for two cross streets?

Our goal is to filter out unnecessary notifications to member companies who don't have underground facilities where you plan to dig. We want to notify only those who need to respond and mark out.

Providing the two cross streets allows our system to alert only the companies who have underground lines in that segment of the road, rather than the entire length of the road.

### How do I get this information?

When you first arrive to premark a new job, make note of the two streets on either side of your planned excavation. Or, use any free online map program to enter the location of your dig site and zoom out to find the two cross streets.

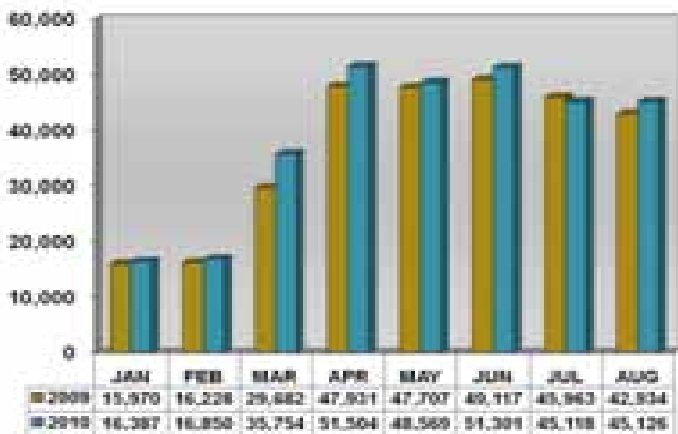


### Why should I bother?

Project management is easier with fewer companies notified, because it won't be necessary to check for the response of companies who don't have anything in the area to mark out.

And, our improved screening system may save a trip for the utility locators.

Go to [digsafe.com](http://digsafe.com) for official rules, and good luck!



## Call Stats:

Dig Safe's call volume is up by 5.5% since last year.

We see this increase as a sign that our sagging economy is recovering. Good news.

Higher call statistics also suggest that more and more people are aware of our free safety service. Even more good news!



## Eco-friendly, Biodegradable Marking Paint Launched Contains No Harmful Solvents; Disappears in 90 Days

For years, contractors, utility companies – anyone using marking paints – have been faced with two major problems: the durability and toxicity. We know the use of utility marks is important, and equally important for the marks to last for the appropriate amount of time. Costly damage, and in some cases loss of life, can occur when utility marks are not placed on the ground. However, once projects are completed, these marks become ‘Industrial Graffiti’ defacing streets, sidewalks and driveways – and the problem is growing.

The demand for marking paint removal continues to rise, as more and more communities pass legislation requiring removal. This is a costly undertaking – research by Florida’s Sunshine State One Call found that on average it costs 3 times as much to remove marking paint than it does to apply it. Conventional marking paint lasts anywhere from 6 months to more than 3 years if not removed.

Now there’s a product that addresses these issues. According to the manufacturer, EZ Paint is the first low impact marking paint that is biodegradable, environmentally friendly, and non-toxic.

Water-based and biodegradable, EZ Paint has been tested to last only about 90 days depending on the thickness of the application, traffic volume over the marks, and weather conditions – then it biodegrades and evaporates until it disappears. It does not have toxic solvents such as Toluene, Xylene and Acetone that others products



*Eco-friendly marking paint  
that last months... not years.*

on the market contain. EZ Paint does not contain any products on the California “Proposition 65” Law’s list of restricted products. Prop 65 is designed to control the release of toxic chemicals into the environment, promoting clean drinking water and keeping toxic substances out of consumer products.

It also is a safe alternative for workers applying marking paints. Research by the State of California reveals serious concerns about the long term health effects from

exposure to these chemicals – including cancer, birth defects and other reproductive complications.

The product was invented by award-winning custom home builder and developer Arthur Coello. “As a home builder, I saw first hand the problems with traditional marking paints. Frequently I received complaints from property owners about markings that just wouldn’t go away. It was very expensive spending the time and money to return to the job site to remove them. Now we’ve solved the problem, and at the same time made a much safer product for the environment and the people working with the paint,” states the cofounder and CEO of EZ Paint.

EZ Paint is available in the 8 fluorescent colors recommended by the American Public Works Association (APWA) – White (excavation), Yellow (gas, oil & petroleum), Orange (communication), Pink (survey), Red (electrical), Green (sewer), Blue (potable water) and Purple (reclaimed water).

EZ Paint is also an active promoter of the “811 Call Before You Dig” campaign. Learn more at [ezpaint.com](http://ezpaint.com) or call 877.291.7020.



**Dig Safe®**

**888-DIG-SAFE**

**digsafe.com**



## Henry Lynch Appointed Dig Safe Chairman of the Board

On June 3, 2010 the Dig Safe Executive board elected Henry Lynch, of New Hampshire Electric Cooperative, Chairman of the Board. Henry assumes the position as Stan Grover from Central Maine Power retires.

Henry started at New Hampshire Electric Coop in 1969, shortly after serving in the Marines. Over 18 years, he progressed to lineman, then foreman, before accepting a management position.

During his 41 years at NHEC, he has held the positions of District Manager, Operations Superintendent, Manager of Operations, and is now the Disaster Recovery Executive for the electric company.

When he became more involved in the Dig Safe process in the early nineties, Henry found that he shared the Board and Executive Committee's interest in one common goal- promoting safety. Many years and many meetings later, he was happy to become more involved when asked to join the Executive

Committee.

"The Dig Safe Center is a terrific organization, professionally run, with great management and a competent

staff dealing with daily and extended activities. The call center is one of the best in the country, is very proactive, and not afraid of

new initiatives to enhance operations. I'm proud to be a part of it."

Henry has also been an active member of the NH MUST and Regional MUST committees (Managing Underground Safety Training) since its inception, and is a beloved presenter at the NH MUST Safety Days.

Henry is a proud NH native who refers to himself as a Hay-Shaker. A seasoned pilot, his most recent challenge is becoming a tow pilot for gliders, and also learning the art of soaring.

"It's a little different flying gliders at first, when you don't have a motor up front. But it's extremely enjoyable."



Stan Grover (right) passes the torch to Henry Lynch.