

# SD Underground Utility Damage Prevention Survey - Utility Companies

## 1. Survey Overview

The SD PUC would like to gather industry feedback in three areas of underground utility damage prevention; employee training, public education, and data analysis.

This survey is 50 questions long and should take about 15-20 minutes to complete. We would appreciate it if you would take the time to fill out and complete the survey. Your feedback will be beneficial in deciding further actions and project implementation.

## 2. General Information

### \* 1. Company Name?

### \* 2. Company Address?

### \* 3. What type of company?

- Locating Company
- Utility Company
- Excavator Company

Other (please specify)

## 3. Effective Training Program: Utilities Training

### 4. If you are a utility company, are your locating services provided in house or are they contracted out?

- In house
- Contracted out

### 5. \* If locating services are contracted out, do you know what level of training the company's employees have recieved?

### \* If locating services are provided in house, what level of training have your employees recieved?

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**6. If you employ locators and locator training was offered by a SD PUC contractor or staff person would you participate in the training?**

Yes

No

Comment

**7. How would you like to receive this training?  
(more than one option may be selected)**

Various locations at different times of the year

Annual training at a central location

On site training

Online training

**8. Would you be willing to pay for training?**

Yes

No

Comment

**9. If you have in house locators do you have a formal training program?**

Yes

No

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### 10. Are your locators certified with NULCA?

**(The National Utility Locating Contractors Association (NULCA) represents a concerted effort by leading companies in the field to establish the highest standards to guide the industry's growth in both size and importance.)**

- Yes
- No
- Don't Know

Comment

### 11. Do you feel that there is value in obtaining the NULCA Certification?

- Yes
- No

Comment

### 12. Would you be willing to participate in a central repository for maintaining locator training records?

- Yes
- No

Comment

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**13. Have you participated in the webinar training offered by KorPartners?**

**(KorPartners provides One Call Center operations and technology, in addition they provided communications services to assist you in reaching the members, excavators and homeowners you are serving.)**

Yes

No

Comment

**14. Did you know that this training was available?**

Yes

No

Comment

**15. Have you ever contacted KorPartners for anything? If so what was it.**

**16. Do you go to the SD One Call regional excavator meetings in the spring?**

Yes

No

Comment

**17. How effective was the regional excavator's meeting you attended?**

Excellent

Good

Fair

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**18. Are you a member of any SD industry group (for example: Home Builders Association, AGC, Electric Association, Telecom Association, etc) If so which one?**

Yes

No

Industry Group

**19. Does that industry group offer any training regarding safe excavation practices?**

Yes

No

Comment

**20. If so would you participate?**

Yes

No

Comment

**21. Would you be willing to pay for this training?**

Yes

No

Comment

**22. If willing to pay for training how much would you be willing to pay?**

\$100-\$250

\$250-\$400

\$400>

Other (please specify)

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**23. Would a PUC or One Call partnership with other such organizations to promote 811 help spread the damage prevention message?**

**(811 is a federally-mandated national "Call Before You Dig" number which was created to help protect you from unintentionally hitting underground utility lines while working on excavation/digging projects.)**

Yes

No

Comment

**24. Do you think homeowners and residents of South Dakota are aware of the 811 Dig Safe Requirements?**

Yes

No

Comment

### 4. Public Education

The PUC would like to gain feedback on whether or not "the public" is receiving the damage prevention information and if property owners understand they too can be at risk.

**25. Do you feel a youth education program would be beneficial?**

Yes?

No?

Comment

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**26. If yes, would you be willing to contribute financially?**

Yes

No

Comment

**27. Do you currently participate in community events?**

**If so could 811 Dig Safe information be incorporated?**

**(811 is a federally-mandated national "Call Before You Dig" number which was created to help protect you from unintentionally hitting underground utility lines while working on excavation/digging projects.)**

Yes

No

Comment

**28. Would you be willing to pay for materials?**

Yes

No

Comment

**29. Do you do any advertising?**

**If so, could 811 Dig Safe information be incorporated?**

Yes

No

Comment

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### 30. Would you be willing to pay for the advertisements?

- Yes  
 No

Comment

### 31. Would you be willing to pool resources with other stakeholders to do a statewide advertising campaign regarding 811 Dig Safe?

- Yes  
 No

Comment

## 5. Damage Prevention Review

A review of underground utility damage prevention and feedback from industry professionals will be used to support the effectiveness of state damage prevention and one call statutes, providing a means for implementing future improvements.

### 32. Do you think incidents/accidents of underground facility damage have \_\_\_\_\_

- Increased?  
 Decreased?  
 Stayed the Same?

Comment

### 33. How many damage instances did you have in 2010?

### 34. How many locate tickets did you have in 2010?

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**35. Approximately how many underground incidents resulted in injury or death?**

**36. What was your total paid out to damage in 2010?**

- \$ 0-10,000
- \$ 10,000-20,000
- \$ 20,000-50,000
- \$ 50,000 +

**37. Would "investigation" of all excavation hits help reduce damage to underground facilities?**

- Yes
- No

Comment

**38. Do you feel on going damage data collection would be useful?**

- Yes
- No

Comment

**39. Would you be willing to participate in on going damage data collection?**

- Yes
- No

Comment

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**40. With what frequency do you feel damage reporting should occur?**

- Monthly
- Quarterly
- Semi annually
- Annually

**41. Are you familiar with the CGA?**

**(The Common Ground Alliance (CGA) is a member-driven association dedicated to ensuring public safety, environmental protection, and the integrity of services by promoting effective damage prevention practices.)**

- Yes
- No

Comment

**42. Are you familiar with the CGA-DIRT program?**

**Damage Information Reporting Tool (DIRT) is a a secure web application for the collection and reporting of underground damage information.**

- Yes
- No

Comment

**43. Do you believe DIRT is the correct damage reporting tool for SD?**

- Yes
- No

Comment

## 6. Industry Coordinated Association

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This association would be a non-government stakeholder group with representation from all stakeholders and could be an effective way to share ideas, challenges and solutions for damage prevention to underground facilities.

### 44. Would your organization be interested in joining such an association?

Yes

No

Comment

### 45. Would you be willing to pay dues?

Yes

No

Comment

### 46. Is your industry currently represented in SD through an association?

Yes

No

Comment

### 47. If so, would you urge your association director to become involved in such a group?

Yes

No

Comment

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**48. Would you be interested in participating in a task force to discuss damage prevention?**

Yes

No

Comment

**49. Do you see a need for centralized source of damage prevention education and outreach?**

Yes

No

Comment

**50. Do you think a regional CGA affiliated with the national CGA is the correct damage prevention association for SD?**

Yes

No

Comment