

EMERGENCY CONTACT LIST



Algonquin Gas Transmission LLC (Enbridge)  
(CT, MA, ME, NH, RI)  
Website: [www.enbridge.com](http://www.enbridge.com)  
**Emergency Number: 1-800-231-7794**



Buckeye Partners, LP  
(CT, MA, ME)  
Website: [www.buckeye.com](http://www.buckeye.com)  
**Emergency Number: 1-866-514-8380**



Maritimes & Northeast Pipeline (Operated by Enbridge)  
(ME, NH)  
Website: [www.enbridge.com](http://www.enbridge.com)  
**Emergency Number: 1-800-231-7794**

To learn more about your local pipeline operators, please visit: [ma.pipeline-awareness.com](http://ma.pipeline-awareness.com)

**Note:** The above numbers are for emergency situations. Additional pipeline operators/companies may exist in your area. Visit the National Pipeline Mapping System at [www.npms.phmsa.dot.gov](http://www.npms.phmsa.dot.gov) for transmission companies not listed above.

**One-Call System**

**Phone Number**

Dig Safe System, Inc. .... **1-888-344-7233 or 811**

# 2024 PIPELINE EXCAVATOR QUICK REFERENCE GUIDE - MASSACHUSETTS

## EXCAVATOR RESPONSIBILITIES:

- Call Before You Dig - **It's the Law!**
- Wait the required time for the markings!  
(state specific time – check your local One Call Law)
- Tolerance Zones – May vary by state and/or company!
- Respect the marks!
- Dig with care!

## RISK CONSIDERATIONS

- Type/volume/pressure/location/geography of product
- Environmental factors – wind, fog, temperature, humidity
- Sight, sound, smell – indicators vary depending on product
- Black, dark brown or clear liquids/dirt blowing into air/  
peculiar odors/dead insects around gas line/dead  
vegetation
- Rainbow sheen on the water/mud or water bubbling up/  
frozen area on ground/frozen area around gas meter
- Other utility emergencies

## PIPELINE MARKERS

The U.S. Department of Transportation (DOT) requires the use of signs to indicate the location of underground pipelines. Markers like these are located on road, railroad, and navigable waterway crossings. Markers are also posted along the pipeline right-of-way. Markers may not be located directly over the pipeline it marks.

### The markers display:

- The product transported
- The name of the pipeline operator
- The operator's emergency number



## EXCAVATION BEST PRACTICES JOB SITE CHECKLIST

- White Lining (Pre-marking)
  - One Call Facility Request
  - One Call Access
  - Locate Reference Number
- 
- Separate Locate Request
  - Pre-excavation Meeting
  - Facility Relocations
  - One Call Reference Number at Site
  - Contact Names and Numbers
  - Positive Response
  - Facility Owner/Operator Failure to Respond
  - Locate Verification
  - Work Site Review with Company Personnel
  - Documentation of Marks
  - Facility Avoidance
  - Marking Preservation
  - Excavation Observer
  - Excavation Tolerance Zone
  - Excavation within the Tolerance Zone
  - Vacuum Excavation
  - Mismarked Facilities
  - Exposed Facility Protection
  - Locate Request Updates
  - Facility Damage Notification
  - Notification of Emergency Personnel
  - Emergency Coordination with Adjacent Facilities
  - Emergency Excavation
  - Backfilling
  - As-built Documentation
  - Trenchless Excavation
  - No Charge for Providing Underground Facility Locations
  - Federal and State Regulations

## MASSACHUSETTS

**Website:** [www.digsafe.com](http://www.digsafe.com)

**Advance Notice:** 72 hours (excluding weekends and holidays)

**Marks Valid:** 30 working days

**Law Link:** [http://www.digsafe.com/laws\\_rules.php](http://www.digsafe.com/laws_rules.php)



**Know what's below.  
Call before you dig.**

TICKETS		STATE LAWS & PROVISIONS										NOTIFICATION EXEMPTIONS				NOTIFICATIONS ACCEPTED						
FAX	Online	Mobile	Statewide Coverage	Civil Penalties	Emergency Clause	Mandatory Membership	Excavator Permits Issued	Mandatory Permits	Positive Response	Hard Dig Clause	Damage Reporting	DOT	Homeowner	Railroad	Agriculture	Dig-in	Design	Damage	Emergency	Overhead	Large Projects	Tolerance Zone
N	Y	Y	Y	Y	Y	Y	Y	N	Y	Y	Y	N	N	N	Y	N	Y	Y	Y	N	N	18"

**MASSACHUSETTS**  
 fe System, Inc.: 811 or 888-344-7233  
 e: [www.digsafe.com](http://www.digsafe.com)  
 24 hours, 7 days  
 ce Notice: 72 hours (excluding weekends and holidays)  
 Valid: 30 days from ticket date  
 nk: [http://www.digsafe.com/laws\\_rules.php](http://www.digsafe.com/laws_rules.php)

