

**LOUISIANA STATE POLICE
UNDERGROUND UTILITIES COMPLAINT FORM**

This completed complaint form will facilitate the Office of Pipeline Safety review for possible violations to the "Louisiana Underground Utilities and Facilities Damage Prevention Law." This form should be completed to the extent possible and emailed to PipelineInspectors@la.gov. Photographs may also be attached. The toll free number for complaints is 1-833-726-0410.

Provide the following information:

PART A - WHO IS SUBMITTING THIS INFORMATION:

Who is providing this information?

Facility Owner Property Owner Excavator Locator Other: _____

Name of person providing information: _____

Daytime Phone Number: () _____ Cell Number: () _____

PART B - DATE AND LOCATION OF THE EVENT:

Location of excavation and/or damage (Including City and Parish): _____

Date the damage or downtime occurred: _____

PART C - AFFECTED UTILITY/FACILITY INFORMATION:

What type of utility/facility operation was affected? Telephone Water Gas Sewer

Cable TV Petroleum Pipeline Electric Other: _____

Is the utility owner a member of One-Call? Yes No

PART D - EXCAVATION INFORMATION:

Type of Excavator:

Contractor Municipality Railroad Developer Parish Occupant Farmer

Utility State Unknown/Other: _____

PART E - NOTIFICATION:

Did the excavator notify the One-Call Center? Yes No

If yes, provide the One-Call notification ticket number: _____

PART F - LOCATING AND MARKING:

Were utility/facility marks visible in the area of excavation? Yes No

Were utility/facilities marked correctly? Yes No

PART G - DESCRIPTION OF DAMAGE:

Was there damage to a utility/facility? Yes No

If Yes, list the duration of the outage? _____

Approximately how many customers were affected? _____

Number of people injured: _____ Number of fatalities: _____

PART H - DESCRIPTION OF THE ROOT CAUSE:

What was the root cause of the damage, downtime, or near-miss? **This information is meant to be a guide and does not cover every possible violation of law.**

Facility was not located or marked Notification to the One-Call Center made, but not sufficient

Digging beyond 10 day expiration Digging outside of the physical area of the requested locate

Digging prior to the mark by time Not reporting damage of the underground utilities/facilities

No notification made to the One-Call Center. Not calling before digging. Other: _____

PART I - EXCAVATOR INFORMATION:

Name of the excavator performing work: _____

Address: _____ City: _____

State: _____ ZIP Code: _____ Phone: () _____

Fax Number: () _____ E-Mail: _____

Was a Citation issued? Yes No Citation Number: _____