UNDERGROUND PIPELINE 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](mailto:PipelineInspectors@la.gov). Photographs may also be attached. The toll free number for complaints is 1-833-726-0410.

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| --- | --- | --- | --- | --- | --- |
| COMPLAINANT INFORMATION | | | | | |
| Name: | | | | | |
| Daytime Phone Number: | | | Cell Phone Number: | | |
| Facility Owner  Property Owner  Excavator  Locator  Other: | | | | | |
| EVENT INFORMATION | | | | | |
| Date the damage or downtime occurred: | | | | | |
| Address of Excavation and/or damage: | | | | | |
| City: | | | Parish: | | |
| AFFECTED UTILITY/FACILITY INFORMATION | | | | | |
| Type of Utility/Facility affected:  Gas  Liquid  Unknown | | | | | |
| EXCAVATOR INFORMATION | | | | | |
| Type of Excavator:  Contractor  Municipality  Railroad  Developer  Parish  Occupant  Farmer  Utility  State  Other/Unknown    dfdfddfa | | | | | |
| Name of Excavator performing work: | | | | | |
| Address: | | | | | |
| City: | State: | | | ZIP Code: | |
| Phone: | Email: | | | | |
| NOTIFICATION | | | | | |
| Did the excavator notify the One -Call Center?  Yes  No | | | | | |
| If yes, provide the One-Call notification ticket number: | | | | | |
| LOCATING AND MARKING | | | | | |
| Were utility/facility marks visible in the area of excavation?  Yes  No | | | | | |
| Were utility/facilities marked correctly?  Yes  No | | | | | |
| DESCRIPTION OF DAMAGE | | | | | |
| Was there damage to a utility/facility?  Yes  No | | | | | |
| If yes, provide the duration of the outage: | | | | | |
| Number of customers affected: | | Number of people injured: | | | Number of fatalities: |
| 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 | | | Facility was mismarked | | |
| Digging beyond expiration date | | | 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 | | | Other: | | |
| SUMMARY | | | | | |
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