

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. Photographs may also be attached. The toll free number for complaints is 1-833-726-0410.

COMPLAINANT INFORMATION

Name:	
Daytime Phone Number:	Cell Phone Number:
<input type="checkbox"/> Facility Owner <input type="checkbox"/> Property Owner <input type="checkbox"/> Excavator <input type="checkbox"/> Locator <input type="checkbox"/> 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:
<input type="checkbox"/> Gas <input type="checkbox"/> Liquid <input type="checkbox"/> Unknown

EXCAVATOR INFORMATION

Type of Excavator:		
<input type="checkbox"/> Contractor <input type="checkbox"/> Municipality <input type="checkbox"/> Railroad <input type="checkbox"/> Developer <input type="checkbox"/> Parish <input type="checkbox"/> Occupant <input type="checkbox"/> Farmer <input type="checkbox"/> Utility <input type="checkbox"/> State <input type="checkbox"/> Other/Unknown		
Name of Excavator performing work:		
Address:		
City:	State:	ZIP Code:
Phone:	Email:	

NOTIFICATION

Did the excavator notify the One -Call Center?	<input type="checkbox"/> Yes <input type="checkbox"/> No
If yes, provide the One-Call notification ticket number:	

LOCATING AND MARKING

Were utility/facility marks visible in the area of excavation?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Were utility/facilities marked correctly?	<input type="checkbox"/> Yes <input type="checkbox"/> No

DESCRIPTION OF DAMAGE

Was there damage to a utility/facility?	<input type="checkbox"/> Yes <input type="checkbox"/> No
If yes, provide the duration of the outage:	

Number of customers affected:	Number of people injured:	Number of fatalities:
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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.	
<input type="checkbox"/> Facility was not located or marked	<input type="checkbox"/> Facility was mismarked
<input type="checkbox"/> Digging beyond expiration date	<input type="checkbox"/> Digging outside of the physical area of the requested locate
<input type="checkbox"/> Digging prior to the mark by time	<input type="checkbox"/> Not reporting damage of the underground utilities/facilities
<input type="checkbox"/> No notification made to the One-Call Center	<input type="checkbox"/> Other:

SUMMARY

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