



ENERGY CONNECTIONS

MARCH 2015

What is 811?

Want to avoid spending a day in the dark? It's as simple as 8-1-1. When you call before you dig, you'll prevent unintended consequences such as injury to you or your family, damage to your property, utility service outages to the entire neighborhood and potential fines and repair costs.

Call 811 from anywhere in the country a few days prior to digging, and your call will be routed to your local One Call Center. **The service is free.** Tell the operator where you're planning to dig, what type of work you will be doing and your affected local utilities companies will be notified about your intent to dig. Each state has different rules and regulations governing digging, some stricter than others, but usually the locator has two business days to mark the approximate location of your underground lines, pipes and cables, so you'll know what's below - and are able to dig safely.

This includes:

- Planting a tree
- Building a fence
- Burying a pet
- Digging a foundation
- Trenching
- Digging a ditch

For more information, visit our website.



Know what's below. Call before you dig.

It's the Law

According to the laws of the states in which NorthWestern operates, anyone who excavates, trenches, plows, drills, augers, blasts, strips topsoil or levels land is required to give notice at least two working days before any excavation work is started.

Excavators who damage underground facilities without first calling to request and obtain locates must pay the full cost of repairs. In the case of personal injury or loss of life, as the excavator, you may be subject to a civil suit. When electrical, natural gas, and other service lines are ruptured or damaged, the responsible excavator is charged for the repair.

Safe Digging

Well you called before digging, waited for your lines to be marked, and now it's time to roll up your sleeves and get to work!

By now locator crews, possibly from multiple companies, have been to your property and made sure to mark the approximate location of your

Utility line color coding The color of the paint, stake or other marker indicates what's below:	
	Proposed Excavation
	Temporary Survey Markings
	Electric
	Gas / Oil
	Communications / Cable TV
	Water
	Reclaimed Water
	Sewer

underground utility lines. Check the area before proceeding with your project. The One Call service is free. Some underground lines on private property are privately-owned and may not be marked by a utility. Other underground lines, between a meter and the home or business, may be considered privately-owned. In these cases a charge by the utility may apply to locate and mark those lines, and a special request to One Call must be made (please note, a location fee may apply).

When digging, make sure to always dig around the marks, not on them. Some utility lines may be buried at a shallow depth, and an unintended shovel thrust can bring you right back to square one – facing potentially dangerous and/or costly consequences.

If you expose gas or electric lines that haven't been marked, or damage a line, stop excavating and call NorthWestern Energy immediately. Damage to a pipe that results in the release of gas, the excavator should call 911 immediately.

Don't forget that with time, erosion or root structure growth may shift the locations of your utility lines, so remember to call, each time you are planning a digging project. And help spread the word – make sure your friends and neighbors know the importance of calling 811.



How 811 Works

Good job – you’ve taken the first step toward safe digging and made a call to 811!

But wait, what happens next? Well, since your call was routed to your state One Call Center, locate crews from member utility companies have found out exactly where you are planning to dig and are on their way to mark where those hidden underground utility lines are under your lawn!



To assist locate crews, you should mark the dig area with white paint or stakes - even before you make the call.

Most locate crews will arrive to mark your property within two business days, and will make sure you know exactly where to dig – even though the depths of utility lines may vary and there may be multiple utility lines in the same area.

So kick back and relax, knowing your call made a safe digging project possible. Now’s your chance to take a deep breath before beginning that project. Catch a movie, read a good book, walk the dog, or take a trip to your local home improvement store and get everything you’ll need for your project - just don’t dig until your yard is marked, of course!

Customer Notice: Responsibility of Home/Property Owner or Current Occupant

The maintenance of buried gas piping downstream of the gas meter to gas fired appliances or other various structures on the property is the responsibility of the home/property owner or current occupant. NorthWestern Energy is required to inform customers with privately-owned natural gas or propane service lines of their responsibility to inspect and maintain their piping (Code of Federal Regulations 49 CFR 192.16). Customers should have the pipes periodically inspected for leaks and metallic pipes should also be inspected for corrosion by qualified professionals. Any unsafe conditions should be repaired immediately or the flow of gas should be shut off. Piping that is not maintained may be subject corrosion or leaking. When digging near buried gas pipes, the pipes should be located in advance and the excavation done by hand.

El mantenimiento de pipas de gas enteradas desde el medidor de gas a los aparatos que funcionan con gas u otras estructuras diferentes en la propiedad es la responsabilidad del dueño de la propiedad / casa o inquilino actual. Se le requiere a NorthWestern Energy informar a sus clientes con líneas de gas natural de propiedad privada o servicio de gas propano sobre su responsabilidad de tener inspecciones y mantener sus pipas de gas al (Código de las regulaciones federales 49 CFR 192.16). Los clientes deben tener inspecciones de las pipas de gas periódicamente para verificar que no haya fugas y se deben también inspeccionar por profesionales calificados las pipas de gas tan bien metálicos para asegurarse de que no tengan corrosión. Cualquier situación peligrosa debe ser reparada inmediatamente o se debe cerrar el flujo de gas. Si no se mantienen las pipas de gas puede estar sujeto a corrosión o fugas. Cuando deban realizarse excavaciones cerca de las pipas de gas enteradas, estas deben ser localizadas por adelantado y realizar la excavación a mano.

It’s Pipeline Inspection Season

To ensure the safety and integrity of all our natural gas pipelines, NorthWestern Energy employees and contractors may occasionally be in your area performing physical checks of all pipelines and related equipment.

There should be no interruption of service resulting from the inspection, and should we need to access your property, you will be notified. Inspectors wear clothing that clearly identifies them and carry identification that can be presented as requested. Thank you for supporting us as we work to keep our communities safe.



Contact us...

MONTANA

Customer Contact Center (888) 467-2669
7 a.m. - 6 p.m. M-F
Emergency 24/7 Service
Call Before You Dig 811
Energy Efficiency (800) 823-5995

NEBRASKA

Customer Contact Center (800) 245-6977
7 a.m. - 6 p.m. M-F
Emergency 24/7 Service
Call Before You Dig 811

SOUTH DAKOTA

Customer Contact Center (800) 245-6977
7 a.m. - 6 p.m. M-F
Emergency 24/7 Service
Call Before You Dig 811

PAYMENT

Automated Phone
Payment Option: (800) 218-4959
(via checking, savings, or money market account)
SpeedPay Automated
Phone Payment Option: (877) 361-4927
(via credit card account)

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NorthWestern
Energy
Delivering a Bright Future