

Mississippi

811

Volume 4, Issue 1

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ACCOUNTABILITY
EFFECTIVE ENFORCEMENT DR

**Accountability: the
elephant in the room**

page 6

**2009 Summit:
Passionate about safety**

page 10

**Mississippi State
Fire Academy**

page 14

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UTILIQUEST

from the desk of

Sam Johnson...

Thanks to all of you who have worked hard to make this past year so successful. We've gained many new members and were able to create new and exciting partnerships that will enable us to provide better and more meaningful services to you in the upcoming year.

The Summit (second annual) was a tremendous success. I want to thank the presenters who brought their expertise to the event. Thanks to the sponsors and exhibitors who helped make the event possible. And of course, thanks to all who attended the event. In a year when we would have expected a slight decrease in attendance because of the economy, the Summit actually saw a 15% increase. Summit 2010 will be held in the Vicksburg Convention Center on November 8 – 10. Mark your calendars and we are already working to ensure the next one will be the best one.

You are going to read and hear a lot about the message of "effective enforcement" this year. I would encourage you to listen carefully to the message rather than just react to the phrase. It is an issue that the Mississippi Damage Prevention Committee (MDPC) will continue to address going forward. I hope that when you are notified of a meeting in your area, you'll take advantage of the invitation to share your thoughts with us. The best way to make damage prevention relative for you is to get involved with the process. The Committee is not just about legislation, it's a group of stakeholders working together to establish reasonable and measurable steps for promoting damage prevention in Mississippi.

I appreciate the positive comments we continue to receive regarding the magazine. We remain convinced there are other great stories and perspectives throughout the state that need to be shared. Thanks again to those of you who have committed to supporting the message through advertising in the magazine. We are confident that the readers of this publication will support you when it is possible.

Our board remains convinced that the magazine will help build the partnerships necessary to create a stronger and more effective damage prevention effort in the state. I believe that it will also help build trust. Rest assured that your input is vitally important to creating this lasting relationship.

Thank you for the privilege and opportunity to serve you. I look forward to listening to and working with you to keep Mississippi a safer place for you and your family.



*Sam Johnson
President
Mississippi 811*

Welcome New Mississippi 811 Members

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contents

Mississippi
811

- 6 Accountability: the elephant in the room
- 10 2009 Summit: Passionate about safety
- 14 Mississippi State Fire Academy
- 18 Subsurface Utility Engineering vs. Locating...What's the difference?
- 28 Publisher's Perspective

Also in this issue:

- 1 From the desk of Sam Johnson
- 3 Mississippi 811 *Newsline*
- 5 Profiles
- 9 Pipeline Safety
- 13 There's no room for failure
- 16 Going where the people want to go
- 20 The doctor is in
- 22 Me and Dillard
- 24 Tales & Truth, Little Guy, Sudoku Puzzle
- 25 MDPC Update
- 27 The Master of Zing!

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Mississippi 811

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or 5258 Cedar Park Dr., Jackson, MS 39206

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DPCC Meeting Schedule ms811.org

The Damage Prevention Coordinators would like to invite contractors, utilities, county, and city governments to participate in Damage Prevention Coordination Council Meetings in 2010. Through the damage prevention meetings and programs such as courtesy stops, we can build a partnership to reduce damages and make a safer work place for us all.

If you are interested in attending a DPCC meeting or having one of the Damage Prevention Coordinators conduct a safety meeting for your employees or organization, please contact the Mississippi 811 Center or your local Damage Prevention Coordinator.

North Mississippi
Jerry Kennemur -662-415-2904
jkennemur@ms811.org

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South Mississippi
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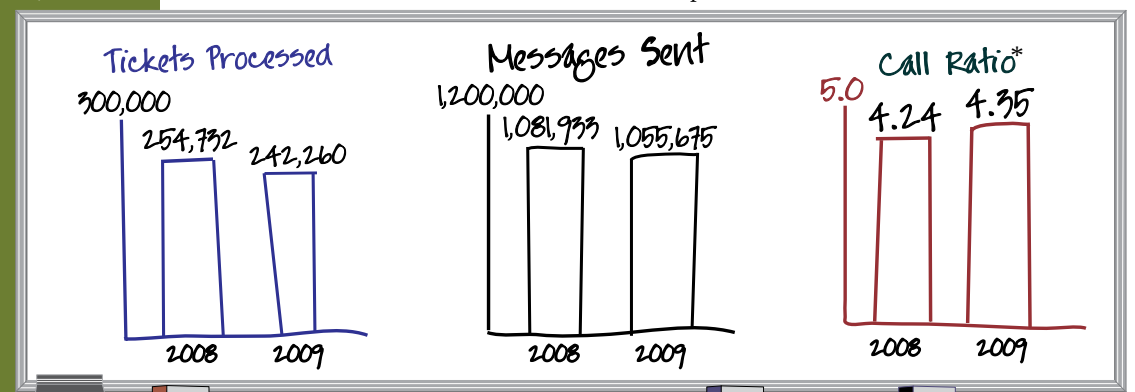
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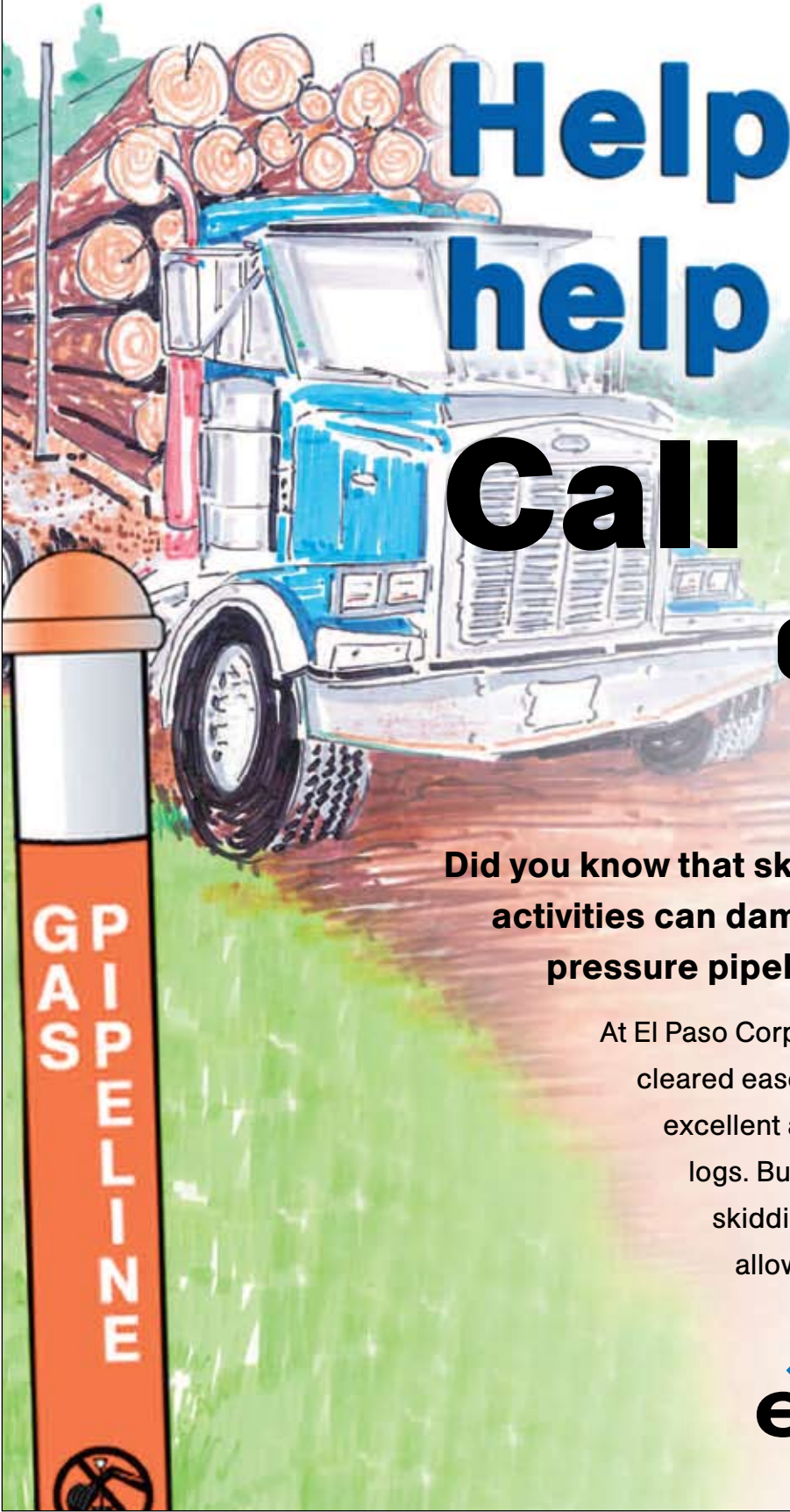


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CSR profile

Katara Thompson



How long have you been a CSR? One year.

What do you like most about your job? I like talking to different people.

My all time favorite or memorable locate request was... One of my favorite callers calls in so much that he knows the law better than I do. So at the end of each call he tries to race me to finish the law statement. I think just to prove he knows the law better than I do or he is tired of hearing it every day.

Where is your hometown? Richland, MS

Folks who know me would say that I am... a nice person.

How do you spend your spare time? Playing video games, reading and going to the movies.

What quality do you like most about yourself? I am a good listener.

What do you least like about yourself? I need to work on being more patient.

What kind of music do you listen to? R & B.

What is your favorite movie? There are too many to count.

What was the last book you read? *White Witch, Black Curse* by Kim Harrison.

When I was little, I wanted to be... Owner of a bank.

What is the most important lesson you have learned? When I mess up I try to learn from my mistakes.

Who has had the greatest impact on your life? My husband Henry.

The Mississippi 811 professionals working for you.

How long have you been a Financial Administrator? May 2006

What do you like most about your job? The ability to work with good people everyday.

Where is your hometown? Jackson, MS

Folks who know me would say that I am... objective and candid.

How do you spend your spare time? Hiking, camping, yoga, exercising, concerts/live music, traveling, painting/drawing, exploring new activities/events, etc.

What quality do you like most about yourself? I'm very determined and don't give up easily when I set my mind on something.

What do you least like about yourself? I'm a bit of a procrastinator and not a morning person.

What kind of music do you listen to? I like many genres, but I find that I mostly listen to alternative rock.

What is your favorite movie? I'm not sure, but I think it would have to be one of these four: *Fight Club*, *Lord of the Rings* Trilogy, *Devil's Advocate*, or *Gone in 60 Seconds*.

What was the last book you read? Some awful school book related to accounting.

When I was little, I wanted to be... a pilot.

What is the most important lesson you have learned? It's better to ask than assume.

Who has had the greatest impact on your life? Both my Momma and Granny have equally impacted my life each in their own unique and meaningful ways. I'm thankful and blessed to have them in my life.



ADMIN profile

Jessica McInnis



accountability

the elephant in the room



Mitch Tomlinson, Holly Springs Utility Department

Most industry stakeholders agree that greater accountability within the 811 system will help protect underground facilities and, more importantly, enhance the safety of the citizens of Mississippi.

“I think one way to describe the issue could be the expression, ‘the elephant in the room,’” said Mitch Tomlinson, Gas and Water Assistant Superintendent at Holly Springs Utility Department. “I think we all know accountability is an issue, but it’s difficult to get everyone to agree on a solution, so we don’t spend much time talking about it.”

But Tomlinson is one who is working for more accountability, and his 22 years with the City of Holly Springs has given him first-hand experience with the issue.

“Last year, the city condemned a few houses and awarded the demolition contract to the lowest bidder,” said Tomlinson. “The day after the first house was torn down, we received a call from a neighbor reporting he smelled gas.” When the Holly Springs gas personnel arrived, they found gas escaping from a service line just below the surface of the ground.

“We guessed the contractor ripped out the gas meter since it was connected to the house, and it broke the line at the riser. Gas had been blowing at 50 PSI for nearly 20 hours.” After repairs were made, Tomlinson said the contractor was given an invoice for the cost of repairs and the lost product.

“By the time he paid for everything, we figured he did all that work for free,” said Tomlinson. “I asked him why he didn’t call

CONTINUED ON PAGE 8



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Mississippi 811 before he started the work, and he said he wasn't digging, he was just tearing the house down."

According to Tomlinson, the contractor was not argumentative even after being presented with the bill. "He understood that he should have called, but I think what bothered me the most about the whole incident was the statement he made that seemed to sum up his attitude. He said, 'Well, that's what I have insurance for.' And I've thought a lot about that ever since. If I were an insurance company, I don't think I would want to insure that kind of attitude. That's simply a claim waiting to happen."

Tomlinson said the incident could have been a lot worse. The condemned house was located on the highest point in the neighborhood so the escaping gas was going into the atmosphere and not collecting near or in another home. "Yes, we were lucky. No one was hurt, and no property was damaged, but we lost a lot of product."

Some say the incident could have been prevented if the contractor had been better educated of the dangers and the requirements of calling. "What I know is the contractor called before he demolished the other homes," said Tomlinson. "We got his attention, and we didn't try to destroy him or his business in the process. My main concern is safety, and we have to hold each other accountable for what we do or fail to do."

Tomlinson is willing to discuss the accountability issue, but he doesn't just participate in the dialog, he drives it. He is the chairperson for the Marshall County Damage Prevention Coordinating Council (DPCC).

Jerry Kennemur, Damage Prevention Coordinator for MS 811's North Region, works closely with Tomlinson to encourage participation in the DPCC meetings and develop the meeting agendas. Working together, Kennemur and Tomlinson have been very successful in getting contractors to the meetings. Tomlinson believes very strongly in the need to discuss the issues, and the meetings provide opportunities for input and a forum for addressing the challenges that face all stakeholders.

"I realize there are two sides to everything, and that's one reason we have our meetings," Tomlinson said. "I'm an operator, and when my facilities are damaged, I want to eat someone's lunch. But, on the other side, if I fail to do my job, then I need to be held accountable for not making the work site as safe as possible."

Safety is the issue that drives Tomlinson to be more involved in the dialog. He stressed that accountability is key to creating a safer environment for

excavators and the general public. "Just give me chance to protect my facilities and the public. Call 811 before you dig, and if you hit a line, let me know about it. Even if you didn't cut it, let me have an opportunity to check it out. I'm not just trying to find a way to bill you; I want to work with you to keep everyone safe."

In Tomlinson's mind, that's real accountability and the first step toward getting the elephant out of the room. 

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This is serious business

by Mark McCarver



Mark McCarver is the Director of the Pipeline Safety Division of the Mississippi Public Service Commission.

Nationwide, excavation damage continues to be a leading cause of serious pipeline incidents. The table below identifies that more than 35% of Serious Incidents as defined by Office of Pipeline Safety (OPS) is the result of excavation damage.

Mississippi is not immune from such damage. We hope that you'll recognize your responsibility as a stakeholder in our state and join in with us to promote personal accountability in dealing with this very important issue. The Mississippi Damage Prevention Committee (MDPC) will continue to work diligently to carry the damage prevention message to all parts of the state in 2010. The message is not reserved just for the gas pipeline industry, but can and will impact all stakeholders in every state.

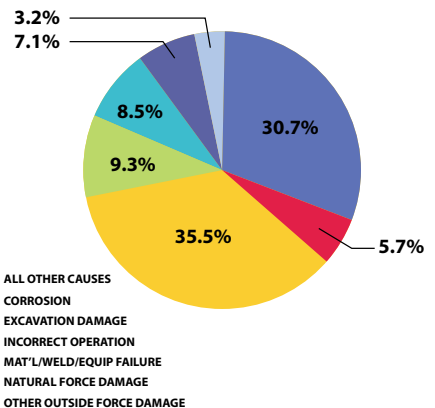
PHMSA has developed what it calls a State Damage Prevention Program (SDPP) Characterization Tool as an aid to assessing a state's damage prevention efforts. The questionnaire and associated scoring of the responses mimics a "ratings chart" approach often used for comparing products or services. The SDPP Tool contains questions on the nine elements specified in the PIPES Act of 2006. These cover all aspects of damage prevention -- not just actions by the state's pipeline safety agency. Annmarie Robertson, who was one of the presenters at the Summit this past November, is the project's leader and has conducted 20 trial interviews with state pipeline agencies and one-call centers. It is conceivable that the results produced by the SDPP Tool could be used to assist PHMSA in determining the level of relative adequacy of state damage prevention programs. The least adequate ones could be the target of federal enforcement efforts.

In a Federal Register notice published on October 29, PHMSA outlines proposed provisions to verify if a state has an "inadequate" damage prevention program. This was mandated by the PIPES Act of 2006. The proposal includes steps outlined by PHMSA in the event it has to enforce damage prevention laws against violators in a state with an inadequate program. This could cover not only jurisdictional pipeline system operators but all excavators in the state. Comments were due to the PHMSA docket on December 14, 2009.

Stay tuned. 

Serious Incident Cause Breakdown

National, All Pipeline Systems, 1989-2008



Source: PHMSA Significant Incidents Files October 14, 2009



Passionate about safety

ALL ROADS LEAD TO THE

damage prevention
summit
A CGA REGIONAL EVENT



(opposite page, clockwise) Lloyd Munn, BancorpSouth Insurance, Rodney Beech, Coast EPA, Kenny Smith, ATMOS, Al Davis, BP Pipelines, Paul Ramesy, Tennessee Gas Pipeline, Randall Zeringue, Shell Pipeline, 2009 Summit dinner. (above, clockwise) Sam Johnson Mississippi 811, Dick Burleson, SEC referee and author, Shell Pipeline booth in the exhibit hall.

What brings people to the Summit? Passion... “Being passionate about the safety of all those around us and throughout the community,” explained Randall Zeringue with Shell Pipeline, “It’s why we’re here.” It’s why more than 300 people attended the second annual Mississippi damage prevention Summit in Tunica this past November. They came from all over the state and plenty more from states all around.

Attendees arrived ready to listen, learn, and provide many different perspectives about how to keep Mississippi a safer place to live and work. “If you bring people together working for a common cause we can achieve really great things,” Randall said. And that’s exactly what happened. There were gas and pipeline representatives, water and wastewater operators, electric company personnel, communications representatives, professional excavators and locators. Many of these stakeholders met each other for the first time and got a chance to ask questions and find out what damage prevention is like from another perspective. This is one the main goals of

the Summit, to bring all of the industry stakeholders together to promote excavation safety and create an environment for building relationships.

The Competent Person training provided by David Dow with TrenchSafety was well attended. With more than 75 in attendance, it was a crowded classroom. Everyone seemed to come away with a bit more knowledge about how to keep an excavation site and those involved that much safer.

Sessions for the Summit ranged from The Chronology of MS 811 by Sam Johnson, to the Characterization Tool by Annmarie Robertson of PHMSA and a general CGA update presentation by Bob Kipp, President of CGA. These along with several other expert presenters provided the attendees valuable information.

Thanks to everyone who donated door prizes. Harrah’s donated a weekend stay and dinner for two at Paula Dean’s Buffet. The winner of this great prize was Richard Feist with the City of Saltillo. Cash prizes were also up for grabs this year. The

CONTINUED ON PAGE 12



(Top) Janet Webster demonstrates GPR, (left) Vermeer prepares to locate a gas line using vacuum excavation. (right) Paul Ramsey, Tennessee Gas Pipeline.

lucky winner of the big \$500 cash prize was Bill Bailey with the City of Oxford. Congratulations to all the winners.

If you attended the dinner and had a chance to hear the keynote speaker, Dick Burleson... You may have left feeling like a winner! Mr. Burleson is a Major General, SEC referee and author. His stories were very entertaining, humorous, and motivational. In speaking of his work as a referee for 25 years in the SEC his passion was shining bright that evening.

A very special thanks to all the sponsors and exhibitors who made the event a great success. Gold Sponsors were Atmos Energy, BP Pipelines, El Paso/Tennessee Gas Pipeline, and Shell Pipeline Company. Bronze Sponsors included Denbury Resources, Inc., Celeritas, CenterPoint Energy, KorTerra, Trunkline Gas, and UtiliQuest.

Take a moment right now and mark your calendars. The Mississippi damage prevention Summit for 2010 will be in Vicksburg at the Vicksburg Convention Center November 8 – 10.

You may be asking yourself, "Now why would I go to the Summit?" Al Davis, Damage Prevention Manager with BP Pipelines put it best, "Why wouldn't you want to be a part of something like this?"... Now that's what we're talking about. See you in Vicksburg. 

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There's no room for failure

Safety First! In Forrest County this is not just a sign on the shop wall or an empty promise. "I told the people when I ran for office, safety would be my number one issue," said Chris Bowen, Forrest County Board of Supervisors, District Five. "In other words, I'd

be working on the bridges prior to working on the culverts, and I'd be working on the culverts and shoulders prior to working on the roads."

Mississippi 811 is a resource that Bowen and the other supervisors in Forrest County utilize to help them, not only work safely, but help with the promise to keep the people of Forrest County safe. "We can't maintain our roads and keep them in good condition without a tremendous maintenance program that involves a lot of shaping. Before we do any excavation work, which certainly includes shaping ditches and replacing culverts, we call 811."

Using Mississippi 811 is one of the easiest decisions that Bowen makes and it doesn't cut into the county's budget. County supervisors are called on to accomplish a lot with limited manpower and limited resources. "There's no room for failure in a county supervisor's job," he added. "We all use what we have, in terms of resources and information to the best of our ability and push out a product in the end. It's not always cut and dried and some decisions are extremely difficult."

One such decision involved the new county jail, currently under construction just outside of Hattiesburg. When the bids were first requested, fuel prices were high, as was the cost of steel and copper. "When we got the bids, we had to make a tough decision," Bowen said. "Do we accept them or wait and see if some of the costs would go down?"

It was a gamble, but the Board of Supervisors decided to seek new bids. "It could have gone the other way, but it didn't. The costs did go down and we saved the county about \$2 million. We were also able to lock in on a lower interest rate and saved an additional \$2.8 million. That's a pretty significant savings for the people in Forrest County. Was it a hard decision? Yes it was!"

According to Bowen, "There're a lot of grey areas in what we do along with a lot of tough questions, but if you don't ask the tough questions, you'll never get where you need to be."

Where does Chris Bowen want to be? "It doesn't matter where I want to be, but it does matter where I would like community to be. I want the next generation to have access to the same wonderful environment that I was raised in. We have excellent drinking water, some of the best air quality east of the Mississippi, a university here in the county, Camp Shelby, Forrest General Hospital... I've been all over the world and there's no place I'd rather be. We've got the best of all worlds and I hope the things I do help keep it that way." 



Forrest County Supervisor Chris Bowen and Maintenance Supervisor, Curtis Elliot at the new county jail construction site.



Some say it is Mississippi's best-kept secret, but the statistics don't support it. The Mississippi State Fire Academy must be well known because 17,000 emergency responders and industry safety personnel requested and received training at the facility in 2009.

"That doesn't count the thousands of volunteer firefighters we train annually in the field through our Extension Service Bureau," said Curtiss Marbury, Instructor Chief with the State Fire Academy. "We're extremely busy around here and, as a matter of fact, we're currently booking reservations for 2011 and 2012."

The State Fire Academy Executive Director, Reggie Bell, has been involved in training efforts in 36 states. "I've seen all their training facilities and to be very honest, we have the best in the nation, right here in Mississippi."

The Academy is a 90-acre disaster with train derailments, airliner crashes, and buildings on fire. It looks real, but it's not. Each disaster situation is called a "prop" and is designed to allow emergency responders to experience real emergencies with outcomes controlled by highly trained instructors.

"Trent Lott visited the Academy one year and said it looks like a Hollywood movie set," said Bell. "For example, we can create every kind of situation in our computer-controlled burn building. With the click of a mouse, we can add fire or smoke and just as quickly, take it away."

Realistic props, dedicated personnel, and customized training are the things

(top, left to right) Curtiss Marbury and Reggie Bell, State Fire Academy discuss plans for the new Leak City prop with Mark McCarver and Illicia Boaler, Mississippi Public Service Commission. (opposite page) A computer controls training simulations in the "Smoke Building."



Mississippi State Fire Academy

that attract clients to the Academy. The list includes Memphis International Airport, Fed-X, the Virgin Islands, and firefighters from across the country.

“We recently had a group here from Poland,” said Bell. “They came to the United States to see a large fire department, which was New York City, a rural fire department, and the best fire training facility in the country. They picked us.”

The Academy has developed curriculum in concert with the infrastructure to give clients the best possible training in a broad range of emergencies. “We are constantly adding to the facility to accommodate as many as we can, and we stay booked,” said Marbury. “Having the ability to pass along knowledge to others is the greatest gift in the world. This is a great place to work.”

A new training prop for the Academy is in the planning stage, and the idea came from off campus. “Illicia Boaler, with our office, and Ricky Davis, State Chief Deputy Fire Marshal, came up with the idea for creating “Leak City” at the Academy,” said Mark McCarver, Mississippi PSC Office of Pipeline Safety. “It’s a great idea and will impact industry personnel as well as emergency responders.”

The proposed prop will involve gas and liquid leak scenarios involving both pipeline and distribution systems.

“The beauty of Leak City will be the ability to train industry personnel and emergency responders together,” said McCarver. “It will be a great opportunity for operators and firefighters to get a better understanding of each other’s needs should a real incident occur.”

Marbury said that firefighters are expected to know how to handle every emergency situation regardless of the chemical, fuel, or gas that may be involved. “That’s not easy to do, and difficult to train for,” said Marbury. “To have the opportunity to train along side operators who are experts with their product will be a great addition to the Academy.”

According to McCarver, the Academy will need help to construct the new prop. That help will come from contributions of cash and materials. “We are just in the planning stage, but we’re open to ideas as well as funding sources to get this completed,” said McCarver. “It’s got to be a cooperative effort, but that’s the beauty of it. It’s a win/win for everyone involved, especially the people of Mississippi.”



When you drive into the State Fire Academy, you may think that you are entering a state park. Located just off Interstate 20 in Jackson, the pristine Academy setting is easily recognized from the road by the airplanes parked on a concrete pad. The planes are a part of a 90-acre training complex designed to provide emergency responders with realistic fire and rescue scenarios.

The Academy has provided customized emergency training since 1972 and continues to provide cutting edge technology training to emergency responders from municipal, volunteer, and industrial fire departments. The staff includes 29 full-time staff instructors and 93 associate instructors.

Training on campus is facilitated by the creation of a variety of emergency situations from house fires to airline crashes to train derailments. All of this is possible because of the high tech “props” or simulations that allow instructors to create situations of varying degrees of danger. The confined space prop is considered the best in the nation.

The State Fire Academy maintains a curriculum current to the needs of emergency responders and industrial clients. New props are being proposed, and the campus is adding four new classrooms.



Mayor Johnny L. DuPree, Ph.D.

Going where the people want to go

According to Mayor Johnny L. DuPree, Ph.D., all roads lead to Hattiesburg. He's not alone in his assessment of the importance of the city - Hattiesburg is also known as the Hub City of the South, a prospering region for economic development, education, the arts, health care, retirement, and raising a family.

"CNN and Forbes Magazine also said it's a great place to launch a business," said Mayor DuPree, "It's a great city and, of course, Brett Farve played for the University of Southern Mississippi and lives in Hattiesburg."

DuPree was elected Mayor of Hattiesburg in 2001, after serving three terms on the Forrest County Board of Supervisors. However, politics was not on his mind while earning a master's degree in Political Science and a doctorate degree in Urban Studies. "I went into sales after graduating, but I have always been interested in community development," he said. "And after being appointed to the school board in 1987 and seeing

how things worked and didn't work, I decided this was where I needed to be, helping the community and doing things that had only been talked about in the past."

The first thing Mayor DuPree saw was a fractionalized system where good ideas were often opposed only because they originated from a different area of government. "The world is moving toward regionalization," said DuPree. "We found we were able to leverage our resources much better if we used them with a regional type of approach."

One example he pointed to was a 2005, \$1,000,000 grant from the EPA Brownfields grants program. "We were the only city in Mississippi to receive the grant, and it was because we pulled in not only Hattiesburg and Forrest County, but also Petal. It was a partnership effort, and I can go on and on with examples of projects that were completed using that same concept of partnership. It works, and we proved it."

Can this approach be bottled and sold? "It can work anywhere, but you have to move egos out of the way first," he said. "You know, in the end, it doesn't matter who did what. You can stick your name on a building and years later, people will say, 'Who is that?' It's really about the people and representing what they want. That's what matters."

When I want your opinion, I'll give it to you.



Hattiesburg Train Depot

The Mayor points to the train depot restoration in Hattiesburg. This is an example of moving egos out of the way and forming relationships that produce results rather than impede actions. “By working together, we were able to complete the \$25,000,000 restoration of the old train depot,” said the Mayor. “We had a celebration and every official was recognized for the contributions made toward completing the project. It just happened that it was completed on my watch, but there were a lot of others involved and from different administrations. What really matters is that the goal was achieved, and the people of the community benefited from everyone’s hard work.”

Over the years, Mississippi 811 has also played a key role in the economic development of Hattiesburg and in keeping the citizens of Hattiesburg and Forrest County safe. The city serves its 52,000 citizens with water and sewer services and has been a member of 811 since August of 1999.

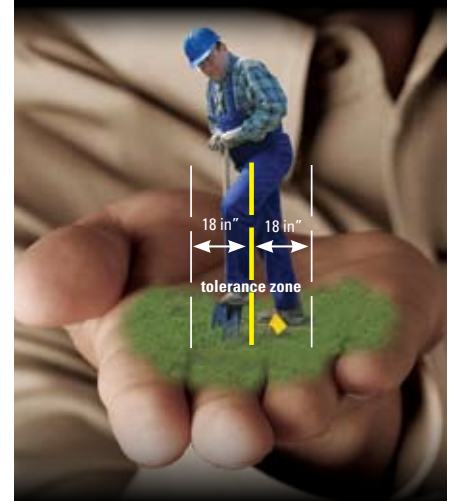
“It’s all about education,” the Mayor said. “Mississippi 811 has done a great job over the years of educating people about the need to call before you dig. Education is the key to everything.” The Mayor of the fourth largest city in Mississippi also offers this advice for 811 or any organization working to improve its services or grow stronger. “You’ve got to develop relationships to reach your goals, and you have to hold people accountable for the things they say they will do. One of the first things we did when I was elected was to forge some relationships that have lasted the past eight or nine years. Of course, there have been times when those relationships were strained, but we managed to overcome our differences and achieve our goals because we had a willingness to work together.”

Where does Mayor DuPree want Hattiesburg to go? “I love my job, and I have a number of things I would like to see accomplished. I don’t want to over simplify this, but I want Hattiesburg to go where the people want what it to go.”



Hattiesburg City Hall

WHEN IN THE ZONE, LET YOUR HANDS DO THE WORK



The job isn’t done with 8-1-1. In fact, it is just beginning. You can still damage a utility line if the proper excavation tool isn’t used. When digging near marks, identify the 18-inch tolerance zone on either side of the mark. It is important to dig manually with a shovel when excavating within the tolerance zone to avoid serious injury, service interruptions, or possible costly fines.

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Subsurface Utility Engineering vs. Locating... What's the difference?

by Nicholas M. Zembillas
Senior Vice President, Cardno TBE



Vacuum excavation is used to locate the exact horizontal and vertical location of buried utility.

In 1998, the Federal Highway Administration (FHWA) made it clear to the National Transportation Safety Board (NTSB) that Subsurface Utility Engineering should be used during the development of highway projects and one-call notification centers and/or utility companies should be notified to mark the ground indicating the location of the underground utilities prior to any excavation. This is a concept we firmly believe in – Subsurface Utility Engineering is for design, as one-call/utility notification and markings (locating) are for construction.

The following explains the difference, including when it is appropriate to use which process, between Subsurface Utility Engineering and locating.

Q. What is locating?

A. Locating determines the approximate horizontal location of an underground utility line that may exist within a pre-specified area.

Q. What is Subsurface Utility Engineering?

A. Subsurface Utility Engineering (SUE) is a highly efficient,

nondestructive engineering process that incorporates civil engineering, surface geophysics, surveying and mapping, noninvasive vacuum excavation and asset management technologies to identify and classify quality levels of existing data and maps the locations of underground utilities.

Q. When is locating appropriate?

A. According to the FHWA, locating is sufficient for marking utility facilities immediately prior to excavation or construction.

Q. When is SUE appropriate?

A. SUE is also appropriate in identifying the location of underground utilities prior to construction. SUE is even more appropriate, however, when used during the design phase of a construction project, and, in fact, the FHWA has stated that SUE should be used for design purposes. The information SUE provides contributes to informed design decisions. If SUE data reveals the existence of a utility conflict, those involved in the project find out before any damage is done and can work to develop viable design or

utility relocation alternatives to resolve the conflict.

Q. Do locators and Subsurface Utility Engineering providers use the same equipment to locate underground utilities?

A. Not necessarily. Locators generally use a pipe-and-cable device and detect one utility. SUE providers use various geophysical prospecting technologies – such as Pipe-and-Cable Locators, Electromagnetic Imaging (EMI), Acoustical, Pulse, Ground Penetrating Radar (GPR), Three Dimensional Radar Tomography, etc. – to image and detect as many utilities as possible at the site.

Locators, hired by a utility company, typically only provide information on that one utility and visit many sites during the day. Performing SUE investigations take much longer because SUE providers may spend several days at one site to obtain accurate, reliable information on all existing utilities.

All states require contractors to contact “call before you dig” one-call centers prior to construction. These centers notify utility owners, who will contract out or perform locating services within a mandated timeframe that is considered aggressive, thus creating a degree of risk. Many of these states have very “forgiving” tolerances for horizontal accuracy and no standards for vertical tolerances. This may cause information to not be accurate enough for design purposes. Engineers and designers need precise utility information to reduce or eliminate potential design or construction conflicts with utilities.

Q. What is the level of data that locating provides?

A. Locating uses existing drawings showing the location of underground utilities to mark the approximate horizontal location in the work area.

Q. What is the level of data that SUE provides?

A. As the most basic level of information, SUE uses existing records and drawings to identify existing utilities. This information may be appropriate in the very early planning stages of a project because it provides a general overview of utility congestion. However, the information

may be inaccurate or out-of-date. Experience has shown time and again that relying on information from old plans and records regarding the location of underground utilities on any construction project may not be the wisest decision. Often, these subsurface facilities are not where the records indicate. In some instances, records are unavailable or nonexistent.

The SUE process does not rely solely on existing records and includes four quality levels of information. It is important to remember that a typical project may not include all four quality levels of information, since the highest level of accuracy may be needed only at those points where conflicts may occur.

The four quality levels of information are:

- Quality Level D – the most basic level of information, based solely on existing records.

- Quality Level C – this is the most commonly used level of information, supplementing Level D information with a visible ground survey of utility facilities, such as manholes or valve boxes. However, SUE industry experts estimate a 15-30% inaccuracy rate for Level C data.

- Quality Level B – this is the first level where SUE designating information is used, supplementing and verifying Level C and D data. This

level addresses problems caused by inaccurate utility records, abandoned or unrecorded facilities, or lost references.

The resulting two-dimensional horizontal mapping information is useful during a project's preliminary design phase, when slight adjustments in the design can produce substantial cost savings by eliminating utility relocations and moving excavation work away from the utilities. At this level, the utility's vertical position is still not known.

- Quality Level A – this is the highest level of accuracy available, where SUE locating information is added to Level B designating information. Level A provides precise three-dimensional horizontal and vertical mapping of underground utilities and related structures. Small test holes, often just eight inches in diameter at the top, provide a minimum of disruption and intrusion while providing exact information for final design decisions.

These four quality levels are the same as those published by the American Society of Civil Engineers (ASCE) in its Standard Guidelines for the Collection and Depiction of Existing Subsurface Utility Data. They are endorsed by the FHWA and the American Association of State Highway and Transportation Officials (AASHTO).

Q. What are the major Subsurface

Utility Engineering activities?

A. The SUE process is tailored to each project and typically includes five major field activities:

- Scope of Work – the process of developing a written project-specific work plan package that consists of scope of work, levels of service vs. risk allocation, project schedule and desired project delivery method. This work plan package is agreed on by the SUE provider and the client.

- Designating – the process of using a surface geophysical method (or methods) to interpret the presence of a subsurface utility and mark its horizontal position – its designation – on the ground surface. Utility owners and contractors sometimes call this process “locating.”

- Locating – the process of exposing and recording the precise vertical and horizontal location of an underground utility. This typically involves nondestructive digging equipment, such as vacuum excavation, at critical points along an underground utility's path to determine the precise horizontal and vertical position, size and material composition of the underground utility line.

By locating the utility's precise horizontal and vertical position, project participants can plan for proper protection, eliminate potential damage and safety hazards during construction, and avoid unnecessary and costly utility relocations.

- Data management – the process of surveying the designating and locating utility information to project control and transferring the data into the client's project CADD files, GIS files or other data representation methods.

- Conflict analysis – the process of using engineering judgment, based on engineering and design best practices, to evaluate and compare depicted utility designating and locating information with proposed plans (highway, bridge, drainage, etc.) to inform all stakeholders of potential conflicts, potential resolutions and costs to cure.

Q. Do SUE providers sign and seal the accuracy of their findings?



Ground penetrating radar (GPR)

CONTINUED ON PAGE 21



Holstein Cows and People

You may be surprised to learn about the similarity between Holstein cows and people.

The November 2009 issue of *Country Living* reported a study conducted by researchers at Newcastle University in England. The researchers confirmed what dairy farmers have long understood—contented cows produce more milk than their less contented counterparts. The scientists concluded that speaking kindly to cows and treating them with kindness increases their milk production up to 68 gallons of milk annually. The authors reported that stressed-out cows release too much of the hormone cortisol which retards milk production.

The researchers reported additional advantages with giving the cows names, results that give new meaning to Dale Carnegie's assertion that *the sound of your name is sweet music to your ears*.

Now what does this research have to do with people? It is no secret that people like to be valued. Using their names, showing them that they are cared for as individuals, engaging people in the decision-making process, and providing meaningful and challenging work are some of the behaviors that can let people know that they are valued.

What's unfortunate is that I imagine that some farmers treat cows better than some supervisors treat their people! Ouch! That hurt.

Over the twenty-two years of working within organizations, I've seen many sad stories:

- Narcissistic bullying.
- Cussing at people.
- Threatening job security.
- Intense micro-managing and intimidation.
- Acting like their people are stupid and even talking negatively about their people to other employees.

"People don't care how much you know, until they know how much you care."

Perhaps the last book I write in my career will be titled *Stupid Management*. That book may be a career stopper!

Again, it's a well-known fact that when supervisors treat people as the farmers reported in this research treat their cows, production improves along with the quality of the product and safety. Thus, how we should treat people is a no brainer.

There are valid reasons why we should treat people as the farmers treat their cows.

1. Organizational Commitment. Surely, you want the company to be successful. Long-term employment is predicated on the organization being successful.

2. Integrity—it's the right thing to do. Treating people with respect is just the right thing to do. Surely, we can treat each other with the respect that farmers treat cows!

3. People Power. People like to work with people who treat them with respect.

4. Life is easier and work is more fun. People like to come to work when they know they're valued and challenged with meaningful work. There is no better way to retain talent and improve productivity.

5. Continue Personal Development. All of us should continuously be improving our interpersonal effectiveness for the reasons listed in this article.

In closing, the statement in one of Ed Lawler's best selling books comes to mind, *"Only 5% of the executives practice the best management techniques upon becoming aware of them."* That means 5% of you will put the contents of this article to work. Are you in that top 5% that will treat your people as well as farmers treat their cows? ☐

Larry Cole, Ph.D., founded TeamMax®, Inc. and the TeamMax® methodologies to improve employee performance to maximize financial success. He is the author of *People-Smart Leaders: Maximize People, Performance & Profits*. Each year he speaks to thousands of people on personal development, change management and measuring behavioral change. He can be reached at: larry@aligningchange.com

Always borrow money from a pessimist, they don't ever expect it back.



Test hole data provides useful information for design decisions.



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CONTINUED FROM PAGE 21

A. In accordance with industry best practices, the performance of these five activities listed above allows subsurface utility engineers to sign and seal the resulting information in accordance with the four quality levels, or degrees of risk, described above. Signing and sealing the information means that SUE providers stand behind their findings and take financial responsibility for them.

Q. Do locators sign and seal the accuracy of their findings?

A. We are not aware of any utility owner requiring signing and sealing of "call before you dig" locate data.

Q. Where do the FHWA, AASHTO and State Departments of Transportation (DOTs) stand on the use of SUE?

A. FHWA, AASHTO and the majority of state DOTs use or encourage the use of SUE on all roadway construction projects that involve possible conflicts with underground utilities.

Contrary to what some may believe; SUE and locating providers are not in competition with one another. There is an important place for both. As I stated earlier, the FHWA has made it very clear that SUE should be used during the development of highway projects, and locating should be used prior to excavation. This makes sense because the SUE information is far more accurate and comprehensive and, as a result, more applicable to project designs, whereas locating information provides a visible marking on the ground that provides much better identification of subsurface utility locations than lines on a plan do. It is important to note, however, that steps should be taken to assure that SUE information is provided to impacted utility companies and this information is used for locating.

Rather than being competitors, SUE providers and locators can work together as a team to prevent damage to underground utilities. This will result in substantial financial savings to taxpayers and utility rate payers (who are the same people) and will reduce costly accidents.

Me and Dillard

There is simply too much to learn and not enough weekends to get it done. Saturdays were made for seven-year olds in the yesteryear of 1956. No school today...time to learn really important stuff that lasts a lifetime instead of all that unnecessary reading and writing.

I was going to take my usual walk through the woods to see Dillard, but Mr. Burnis stopped in to visit for a minute. Now, Mr. Burnis Kesterson was another one of my heroes and a real good man. He lived pretty close to Dillard and was going past Dillard's house to the bottoms to check out his cattle that ranged down there till almost winter time.

He offered the ride, and since I liked talking to him, I took it. He had a booming bass voice and would sing out loud while driving down the road. Some folks said he was off key. I don't know about such as that. I do know he enjoyed singing out loud, and I enjoyed him enjoying it. It was fun, and I would join right in. He taught me other important things, like playing dominos, shooting pool, drinking boiled coffee, and listening to Saint Louis Cardinal baseball. And to think that there were those who wanted me to waste my time reading and writing. It's a wonder I survived at all.

Soon we arrived at Dillard's home, and he was nowhere to be found. Mr. Burnis said, "Let me saddle up old Jim for you, and we'll ride down to the bottoms together. By the time we get back, he'll be home." Now old Jim was one of the gentlest plow horses you ever saw, and I thought that would be a grand adventure for sure. We went on

down the road, pulled into his gravel driveway, and pulled up to the barn.

I went in the house and hugged Mrs. Hazel. She and Mr. Burnis made a great team. He liked to talk, and she liked to listen. She put our lunch in a brown paper bag, and off we went.

It was a grand time. I'm sure I looked like Festus, but I felt like the Lone Ranger riding Silver in a cloud of dust and at the speed of light. Really, I just held onto the reins and followed old Jim. Mr. Burnis always said it was a good day when a man and his horse got to the same place at the same time. If that's the case, then I was having a good day.

We rode into the bottomland and soon found his cattle. Mr. Burnis had names for practically his whole herd. When he saw them, he'd call them by name, and they'd come to him. He'd talk to them as if they understood every word he said.

Later, we opened up our lunch sack. Mrs. Hazel had given us both a big old cat head biscuit with a slab of sugar cured ham jammed in the middle of it and another biscuit filled with melted butter and muscadine jelly. Lying back on an old log on the ground, I said, "It can't get any better than this, can it? I feel sorry for old Jim. He's going to think we are riding double on the way back."

Finally, we arrived back at Mr. Burnis's house, and we began unsaddling the horses. When we got through, I said, "Thanks for letting me go. It was really fun, and I'm going to go tell Dillard all about it."

"I'm glad you could go with me. If Dillard is still not there, just come back

and I'll take you home," he said.

"Thanks, I'll see you later," I said as I began running toward Dillard's house to tell him all about my day. I saw the front porch as I topped the little hill and smiled as I spied Dillard in his rocker.

"Guess what I've been doing," I asked him almost out of breath. "Tell me all about it," he said with the faintest of smiles. He leaned forward just a bit as if he was going to hear something that had never been told. He listened about the horses as if he didn't have four of the best cutting horses in the county. He asked me questions about the cattle as if he didn't have 550 head of cattle grazing on his own land.

The fact that he knew more than I did about the subject didn't get in his way of listening to me. He nodded, smiled, and laughed out loud. Honestly, I don't remember exactly what we talked about. But to this day, I remember how he made me feel when he listened. He made me feel as if what I had to say was important. And that made a little boy who felt small, feel big. And it felt natural.

I heard Dillard tell somebody once, "Folks will remember how you make them feel a long time after they forget what you say." Now I don't care where you didn't go to school, that's worth remembering.

Hi-Yo Silver, Away! ☐

sudoku puzzle
solution

4	2	8	6	5	9	3	1	7
1	5	9	4	3	7	8	6	2
6	3	7	8	1	2	9	5	4
7	9	6	5	8	1	4	2	3
5	8	3	9	2	4	1	7	6
2	1	4	7	6	3	5	9	8
3	7	5	2	9	8	6	4	1
9	4	1	3	7	6	2	8	5
8	6	2	1	4	5	7	3	9

A clear conscience is usually the sign of a bad memory.



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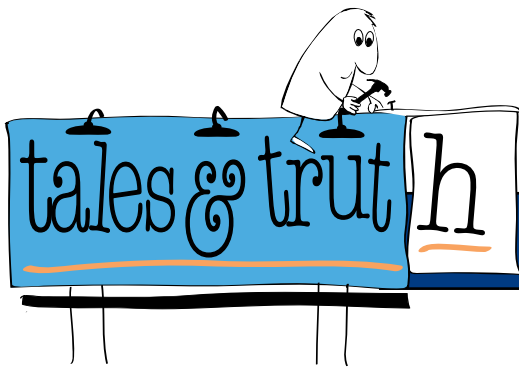
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There are some things you can live without knowing and some you can't.

[si-thur-ih-zim]

The sound of wind whispering through the trees is called psithurism.

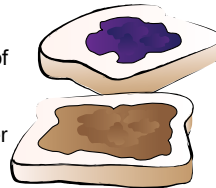


During the week of Valentine's Day, there will \$414 million dollars of candy sold. Of that amount, \$323 million will be chocolate candy.



The average person spends 40 ears cleaning.

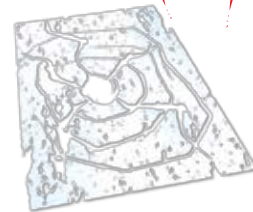
Ninety-six percent of people put the peanut butter on first when making a peanut butter and jelly sandwich.



In any given hour there are 61,000 people in airplanes over the United States.



What holiday is celebrated in every country of the world? – New Year's Day!



When glass breaks, the cracks move faster than 3,000 miles per hour.

To photograph the event, a camera must shoot at a speed of a millionth of a second.

sudoku puzzle

4	2		6	5			1	
				3		8	6	
	3	7			2		5	
	9	6	5			4		3
		3				1		
2		4		6	3	5	9	
	7		2	9				1
9		1				2		
	6		1		5		3	9

Fill in the grid with the numbers 1 through 9 so every row, every column and every 3x3 box contains the numbers 1 through 9 without repeating any of the numbers. Solution is on page 22.



Effective Enforcement

by Roger Cox



Effective enforcement is not a new concept. Nor is it something that the MDPC dreamed up. Pipeline and Hazardous Material Safety Administration's, (PHMSA) directive that stakeholders come to the table to work together to create a measurable and more effective damage prevention program is based on an age-old principle of accountability.

Frankly, we already understand and endorse the principle in our society. It's not the fine that causes us to drive within the speed limit; rather it is the threat of the fine. If it were not in place, I dare say most would be driving much faster than they do today. And in addition to the threat of the fine, speed limit signs, billboards, and other advertising avenues remind us to drive safely. The patrol cars are seen along the roadsides. All of these have been put into place because it is expected that there be a behavioral change to all who drive on our state or county roads and even city streets. They don't want to fine us; they want us to slow down. If we slow down, then the law is working. Fines are for folks who simply won't change their behaviors.

All citizens are responsible for knowing the speed limits and will be held accountable for violating the rule. That doesn't seem unreasonable to me even though a few times in my life, I've suffered the consequences of breaking the rule. Still, I'm not against such laws even though there are fines associated with them. Neither are the elected officials in the counties and cities across the state. They know such laws are a deterrent to undesirable behavior and the right thing to do.

And it's because enforcement has a crucial role to play in the criminal and civil justice systems and in a modern, democratic society; there must be ways to enforce rules. Imagine if there were no way to collect property taxes, child support debts or enforce road traffic laws such as speeding or driving under the influence. People ordered to pay a court judgment, civil penalties, and compensation awards, or to comply with the terms of a community sentence, have little or no incentive to do so if they know there is no effective means of enforcing it. Unless there is prompt and effective enforcement, the authority of the courts, the effectiveness of penalties and public confidence in the justice system are all undermined.

Laws that state what the expected behavior is, but does not state what will happen to one whose behaviors will not change will not be effective. Effective enforcement is not now, nor has ever been about fines. As a matter of fact, fines are always a last resort. Effective enforcement is about changing behaviors. Behavioral change comes about as the result of education first and foremost.

The model of effective enforcement has already been adopted and embraced by our elected officials. It seems only logical and reasonable that stakeholders charged with looking out for the best interests of the citizens of Mississippi while protecting our underground infrastructure would find a way to develop a similar standard. We must create a document by consensus that would protect those who are doing it

right, educate all involved so that the desired behavior is known, and finally hold accountable those who simply refuse to act in the best interest of our communities and families. It should be a lot easier than it will be, but those who are committed to protecting our families and our infrastructure will find a way to make it happen. And it will not be achieved by going around or over someone. It will be achieved by working with other professionals who recognize what is at stake.

Building on the considerable progress and goodwill that has been achieved through working closely with all stakeholders, the MDPC intends to address this very critical issue in 2010. The Committee hopes to build consensus for a document that embraces a mechanism for a fair and consistent approach promoting accountability in working around underground facilities. It aims to improve existing good practices, raise the level of professionalism across the whole industry, and increase awareness of all stakeholders' responsibilities.

We'll report on the progress achieved throughout the coming year. We invite those of you who would like to become more involved in protecting our communities for generations to come to be a part of this vital work. Contact us at www.msdamageprevention.com and let us know you want to join the campaign.

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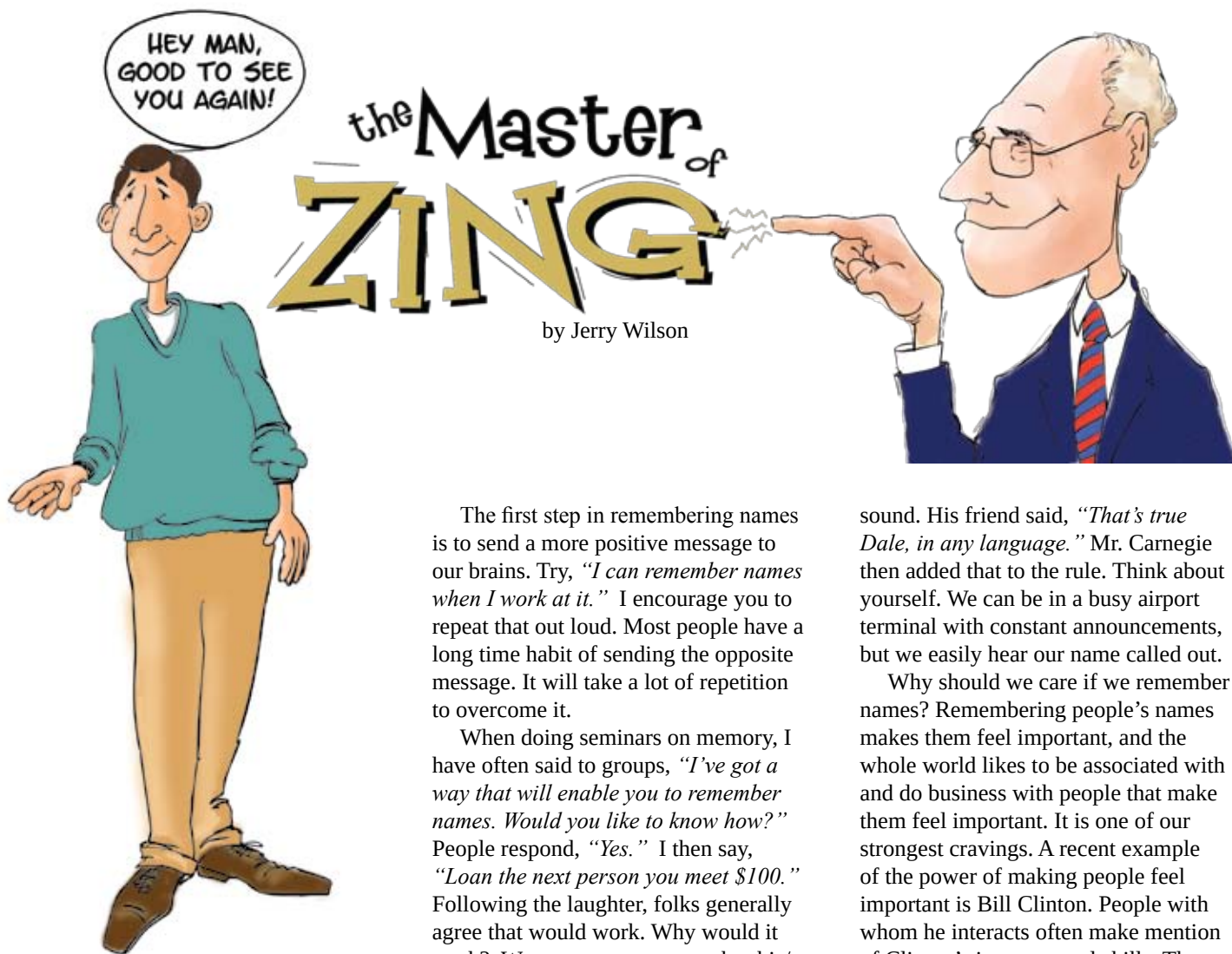
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Hey Man...Pal...Bud...Mac...
 For whatever we say when we don't remember their name. If you're like me, at that point we attempt to cover up and hope they don't recognize we've forgotten their name. The reality is that they do know! How do I know? Because I recognize when someone is attempting to hide that they don't know my name.

The excuse is, "I can't remember names." That becomes a self-fulfilling prophecy. It's self talk that convinces us to not try to remember names. People usually say, "I'm good at remembering faces." What that tells me is that you've got a good memory; you just haven't trained it enough.

The first step in remembering names is to send a more positive message to our brains. Try, "I can remember names when I work at it." I encourage you to repeat that out loud. Most people have a long time habit of sending the opposite message. It will take a lot of repetition to overcome it.

When doing seminars on memory, I have often said to groups, "I've got a way that will enable you to remember names. Would you like to know how?" People respond, "Yes." I then say, "Loan the next person you meet \$100." Following the laughter, folks generally agree that would work. Why would it work? We now want to remember his/her name.

There are many techniques taught for helping us to remember names. A few of the more effective ones are: listen when they tell us their name, repeat it, review new names often (*repetition is critical—it's how we learned our multiplication tables*), write it down, or create an association. Most memory works on association. Your application of these rules depends on your "want to" factor. That's the key.

Dale Carnegie reported that when he was writing his famous book, *How to Win Friends and Influence People*, he asked a friend to read his manuscript. The friend read the rule that states; remember that a person's name is to that person the sweetest and most important

sound. His friend said, "That's true Dale, in any language." Mr. Carnegie then added that to the rule. Think about yourself. We can be in a busy airport terminal with constant announcements, but we easily hear our name called out.

Why should we care if we remember names? Remembering people's names makes them feel important, and the whole world likes to be associated with and do business with people that make them feel important. It is one of our strongest cravings. A recent example of the power of making people feel important is Bill Clinton. People with whom he interacts often make mention of Clinton's interpersonal skills. The ability he developed for recalling names and focusing on people with whom he is talking has played a huge role in his political success.

Try this experiment. Learn someone's name at your convenience store, cleaners, restaurant, etc. Soon you'll discover they know your name. Why? It's because you made them feel important, so now you're important to them. It's a powerful tool for your toolbox.

So, to add **ZING** to your business, develop a habit of remembering people's names. 

Jerry Wilson is a partner with the ACTS team. He has personally worked with over 4,900 companies in increasing sales and enhancing leadership skills. You can contact him at: jerry@aligningchange.com.

A conclusion is the place where you get tired of thinking.



Publisher's perspective

From the contractor to the water system owner/operator and from the traditional utility company to the contract locator, all are going to be impacted by passage of the 2006 PIPES Act.

It is vitally important to understand that changes to our damage prevention programs are going to be proposed at the state level or mandated from the federal level. The best way to understand the impact of the new law is to involve yourself in meetings and sessions focusing on the advantages and disadvantages of any proposed change. It will require a commitment to a clearer understanding of the perspectives of stakeholders that do not always align with our perspectives. I do not know if consensus is possible, but I do know that it is necessary. We must work together to be successful.

The following nine elements are found in the Act and contain language and incentives to encourage states to strengthen their underground utility safety and damage prevention programs.

1) Participation by operators, excavators, and other stakeholders in the development and implementation of methods for establishing and maintaining effective communications between stakeholders from receipt of an excavation notification until successful completion of the excavation, as appropriate.

(2) A process for fostering and ensuring the support and partnership of stakeholders, including excavators, operators, locators, designers, and local government in all phases of the program.

(3) A process for reviewing the adequacy of a pipeline operator's internal performance measures regarding persons performing locating services and quality assurance programs.

(4) Participation by operators, excavators, and other stakeholders in the development and implementation of effective employee training programs to ensure that operators, the one-call center, the enforcing agency, and the excavators have partnered to design and implement training for the employees of operators, excavators, and locators.

(5) A process for fostering and ensuring active participation by all stakeholders in public education for damage prevention activities.

(6) A process for resolving disputes that defines the State authority's role as a partner and facilitator to resolve issues.

(7) Enforcement of State damage prevention laws and regulations for all aspects of the damage prevention process, including public education, and the use of civil penalties for violations assessable by the appropriate State authority.

(8) A process for fostering and promoting the use, by all appropriate stakeholders, of improving technologies that may enhance communications, underground pipeline locating capability, and gathering and analyzing information about the accuracy and effectiveness of locating programs.

(9) A process for review and analysis of the effectiveness of each program element, including a means for implementing improvements identified by such program reviews.

PHMSA's State Damage Prevention Program (SDPP) Characterization Tool is already being used to assess the State's damage prevention law. The state's one-call system, along with the state's regulatory authority, are required to respond to a series of questions that are designed to determine whether the current state law is in agreement with these nine elements.

All stakeholders are at a crossroads. We need to be careful not to look at these issues in terms of what I want vs. what you want, or even who is right and who is wrong.

We need to focus on what is right, and what is right is being willing to accept responsibility for our actions. Effective enforcement is never about fines; it's about education, and it's about accountability. 



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