

SPRINGFIELD GAS SYSTEM SURVEY QUESTIONS FOR EXCAVATORS

DATE _____

NAME AND ADDRESS OF COMPANY _____

Springfield Gas System believes it is important to get feedback from people such as you about pipeline safety. We would like to ask you a few questions and would greatly appreciate your candid answers. The information on your particular response will be kept confidential.

1) In the last 12 months, have you been contacted or received written information from Springfield Gas System regarding pipeline safety? *[Yes or No]* _____

If yes:

1a What was the source of the information (check all that apply):

- ☐ a. Telephone call
- ☐ b. Mail
- ☐ c. Visit or in-person meeting
- ☐ d. E-mail
- ☐ e. Sign or billboard
- ☐ f. Other: _____

2) Have you received information from any other sources about pipeline safety? *[Yes or no]* _____

If yes, which? _____

3) Have you contacted Springfield Gas System in the past year to inquire about the location of pipelines? *[Yes or no]* _____

If yes, about how many times? _____

How did you make the contact:

- ☐ a. Telephone
- ☐ b. E-mail
- ☐ c. Letter
- ☐ d. In-person
- ☐ e. Other: _____

4) How often would you say your company checks whether a pipeline exists before digging in a new spot?

- ☐ a. Always
- ☐ b. Usually
- ☐ c. Sometimes
- ☐ d. Rarely or Never
- ☐ e. Don't know.

4a If not always: why not?

- ☐ a. Didn't know where to get information
- ☐ b. Not necessary
- ☐ c. Didn't think about it
- ☐ d. Takes too much time
- ☐ e. Think we can tell where pipeline is on our own

☐ f. Other: _____

5) How do you make sure that all the right people in the company get the information on who to call before digging? That is, how do you disseminate the information?

- ☐ Post it
- ☐ Discuss in meetings
- ☐ E-mail
- ☐ Calls
- ☐ Put in company's written procedures
- ☐ Put in company newsletter
- ☐ Other: _____

6) About how many people in your company actually determine where to dig? _____

What jobs do they have (e.g., excavator equipment operator; executive; operations boss; etc.):

How many of them probably have information on where to call before digging?

- ☐ All
- ☐ Most
- ☐ Some
- ☐ Few or None

7) Has your company ever unexpectedly encountered a pipeline while digging? [*Yes or No*] _____

If yes, how often has this occurred? _____

Explain whether pipeline location was unknown and why. _____

If yes, how many were "close calls"? _____

How many resulted in damage? _____

DATE _____

SIGNATURE _____