

2021 DIRT Report: Utility Work is the Leading Work Performed When Damages Occur

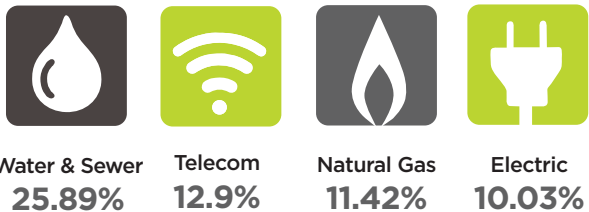
As part of its analysis of damage reports, CGA’s 2021 DIRT Report examined the type of work being performed when damages occurred and found that **utility work accounted for 60% of 2021 damages**.

This means that utility companies, as well as municipal utilities like water and sewer, can be pivotal stakeholders in decreasing damage rates by examining their internal processes ensuring that their excavators and hired contractors are following damage prevention best practices.

When damages occurred in 2021, utility work was being performed more than half of the time.

60.24%

Utility work performed when damages occurred:



Excavator type performing work when damages occurred:

Contractor/Developer - **80.47%**
 Occupant/Farmer - **8.08%**
 Utility - **6.58%**
 Municipality/County/State - **3.68%**

Backhoes

were the equipment type used when almost half of damages occurred.

49.32%



Recommendation: “Strengthen engagement with public works stakeholders” to address the large portion of damages occurring during municipal utility work.

Consider the following strategies to improve outreach to municipal utility stakeholders:

- Offer free damage prevention trainings to municipal water and sewer utilities and their contractors.
- Partner with your local 811 center (one call center) to recruit local municipalities to become active members of the 811 center.
- Encourage public works participation on local 811 center boards, regional damage prevention councils and other industry organizations.
- Provide damage prevention educational materials to municipalities that highlight CGA Best Practices.