

TENNESSEE PUBLIC UTILITY COMMISSION



Underground Utility Damage Enforcement Board
 Andrew Jackson Building
 502 Deaderick Street, 4th Floor
 Nashville, Tennessee 37243

Underground Utility Damage Prevention Program Calendar Year 2025

Complaints Received
408

Enforcement Results	
Violations	169
No Violations	40
Warning	7

Violation Results	
Citations	74
Consent Agreement (Full Penalty)	66
Consent Agreement (Mitigated Penalty)	29

Sanctions	
Ordered to Training	78
Civil Penalty Amount	\$128,119

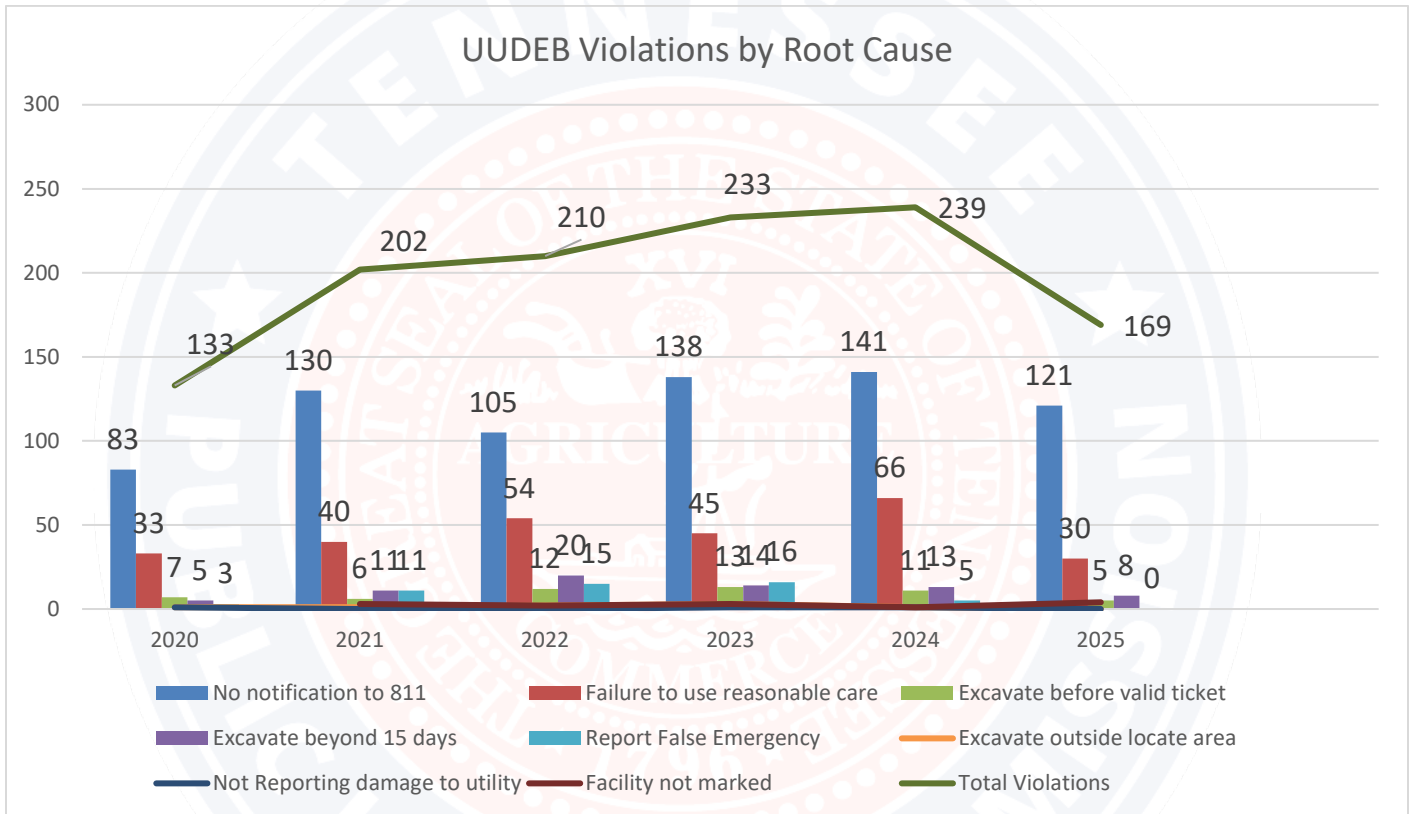
Root Cause of Violations	
No notification made to Tennessee One-Call/811	121
Failure to use reasonable care	30
Excavating beyond 15-day expiration	8
Excavating/demolishing before locate request is valid	5
Facility not located or marked	4
Notification to One-Call was not sufficient	1

Work by Violator	
Construction Services	126
Landscaping Services	19
Other	17
Utility Services	3
Fencing Services	3
Government Services	1

Complainants of Violations	
Gas	156
Water/Sewer	4
Sewer	1
Electric	2
Telecom/Cable	6

Complainant by Region	
East	68
Middle	74
West	27

	Number of Excavation Damages Reported to PHMSA (Gas)	Complaints Received by UDEB (All Utilities)
2021	3,193	320
2022	3,411	332
2023	3,438	360
2024	3,452	394
2025	Data Not Available	408



Complaints Received

