



Office of Pipeline Safety

2025 Utility Performance Report

April 9, 2026

Contents

- OPS background..... 4
 - Mission 4
 - Overview 4
 - Services provided..... 4
- Data results 5
 - Notifications..... 5
 - Outgoing transmission volume received by OPS 5
 - On-time ticket reporting 6
 - Percentage of on-time tickets (normal, update, boundary survey) 6
 - Percentage of on-time: normal tickets 7
 - Percentage of on-time: update tickets 7
 - Percentage of on-time: boundary survey tickets 8
- Utility damage data 8
 - Total damages submitted to OPS by utility type..... 9
 - Quarterly damages for all utilities 9
 - Gas damages: U.S. versus Minnesota 10
 - Hazardous liquid damages 10
 - Electric damages 11
 - Communication damages..... 11
 - Water and sewer damages 12
 - All utilities: notification practices not sufficient..... 12
 - All utilities: excavation practices not sufficient..... 13
 - All utilities: locating practices not sufficient..... 14
 - All utilities: Minnesota Statute 216D exemptions..... 14
- Complaint and enforcement data 16
 - Complaint data 16

2025 one call complaint data.....	16
Enforcement data	17
2025 utility enforcement data	17
2025 excavator enforcement data	17
OPS education efforts.....	18
Damage prevention presentations and public outreach	18
2025 damage prevention presentations and public outreach map	18
Submitting utility operators	19

OPS background

Mission

The mission of the Minnesota Department of Public Safety's Office of Pipeline Safety (OPS) is to protect lives, property and the environment through the implementation of a program of gas and hazardous liquid pipeline inspections, enforcement, accident and incident investigations, and education.

Overview

OPS has regulatory authority over the minimum safety requirements for the pipeline transportation of gas and hazardous liquids within the state of Minnesota. Minnesota statute adopts federal pipeline safety standards and OPS conducts routine inspections and investigations of intrastate pipeline operators and facilities to ensure compliance with these regulations. A portion of federal regulation explicitly addresses damage prevention requirements that pipeline operators must follow. OPS acts as an agent for the Pipeline and Hazardous Materials Safety Administration (PHMSA) to conduct inspections and investigations of interstate pipeline operators and facilities.

OPS also has jurisdiction over the state's damage prevention laws to ensure the safety of Minnesotans excavating near underground utilities, such as pipelines, electric and telecommunications lines, and sewer and water piping. OPS interacts and regulates excavation around underground utilities through:

- Education on the damage prevention law through training, presentations and stakeholder engagement.
- Outreach at public events, like the Minnesota State Fair, to create awareness..
- Investigation of complaints received from industry.
- Enforcement of violations discovered during investigations.

Services provided

Inspection program: OPS routinely reviews pipeline operator procedures, training and records. OPS also observes practices and conditions in the field to ensure compliance with state and federal regulations. Inspections are conducted to ensure pipeline systems are operated safely.

Investigations: In the event of a pipeline incident, OPS conducts an investigation to ensure the pipeline operator follows proper procedures, maintains regulatory compliance and takes steps to prevent future incidents.

Damage prevention program: OPS is the education and enforcement authority for the "one call" law, which is outlined in Minnesota Statute 216D. The law requires any individual or company to call the Gopher State One Call (GSOC) center before digging so operators can be notified to mark underground utilities. Educational activities throughout Minnesota aim to prevent excavation-related

damage to pipelines and other underground facilities. During the 2024 legislative session, the Minnesota Legislature made several revisions to the law. One change was the addition of Minnesota Statute 216D.03 Subd. 5, which requires most utility operators to report data quarterly to OPS and for OPS to publish a report on the data collected annually.

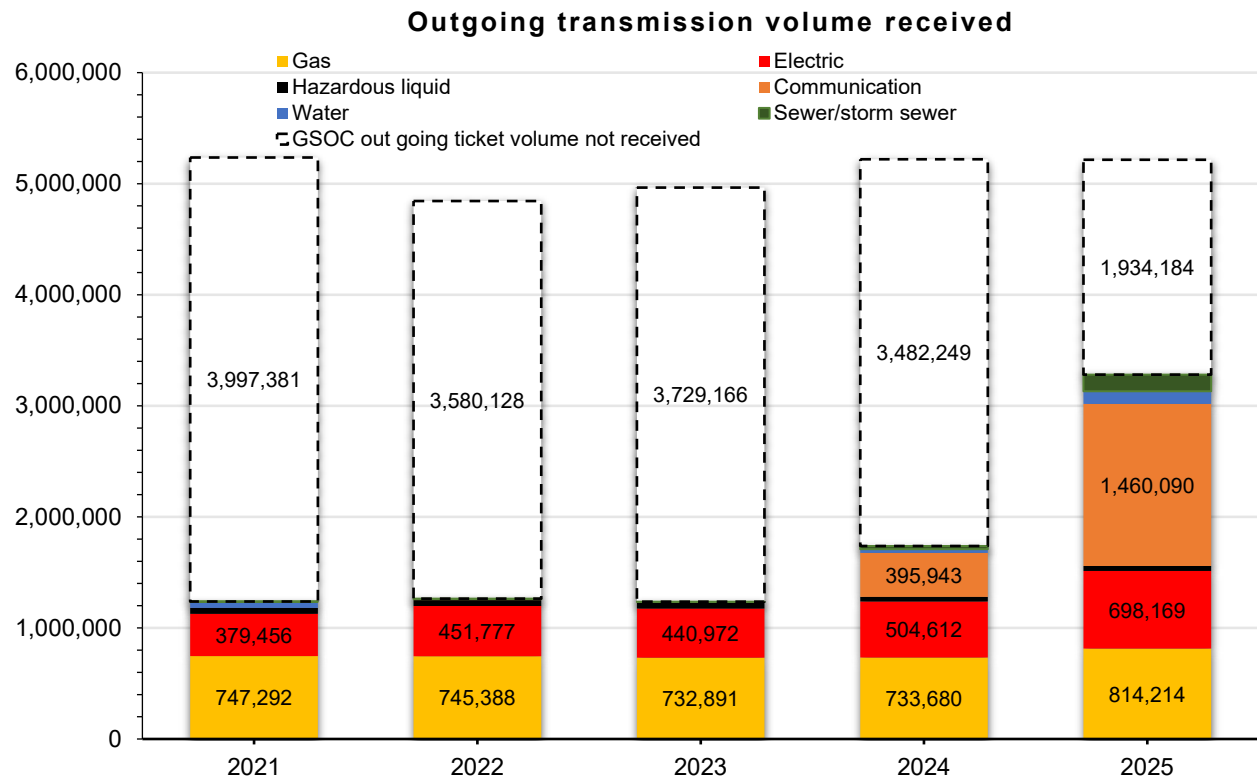
Data results

The following graphs present the submitted data as required by Minnesota Statute 216D.03 Subd. 5. Before the fourth quarter of 2024, data was submitted by the pipeline industry and several non-pipeline utility operators. OPS will be asking the excavation community to voluntarily submit data in 2026.

Notifications

Outgoing transmission volume received by OPS

Each notification (GSOC ticket) submitted creates multiple “outgoing transmissions” to affected utility operators, since each ticket has multiple utilities. This graph shows the total outgoing transmission volume and the corresponding volume OPS has received. This provides an idea of what percentage of data OPS receives from utility operators.



On-time ticket reporting

OPS collects on-time ticket data for three main GSOC ticket types as specified below.

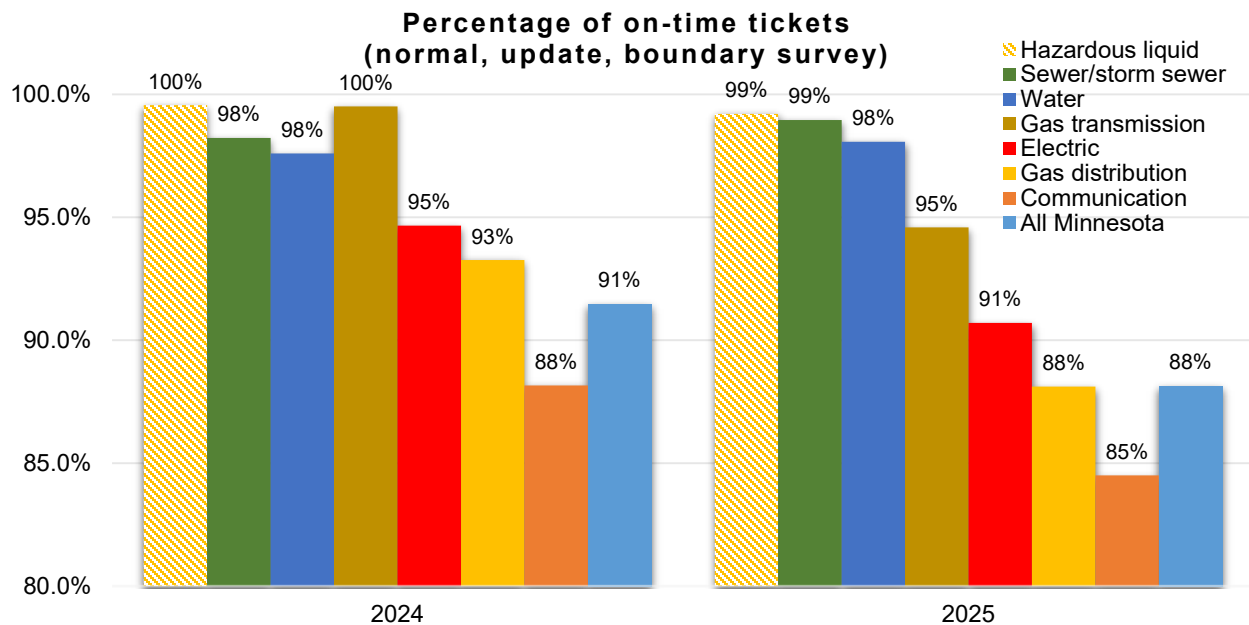
Normal ticket — A basic excavation notification (locate ticket request) that expires after 14 days. This is the most commonly submitted ticket type.

Update ticket — When a ticket expires after 14 days, and the excavator intends to continue excavating, the excavator may update the normal ticket by submitting an update ticket. This is an additional submitted ticket with its own unique identification.

Boundary survey ticket — Is submitted by a licensed land surveyor to establish the location of existing underground utilities when preparing a map or plat showing boundary lines.

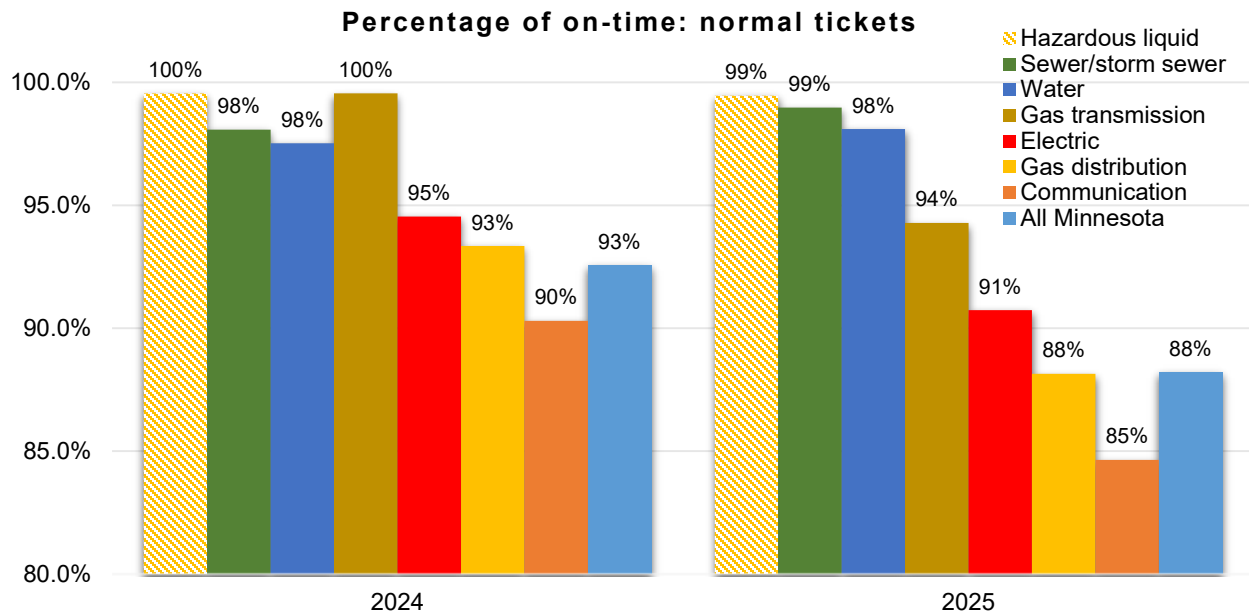
Percentage of on-time tickets (normal, update, boundary survey)

This graph shows the total percentage of notifications marked by the notice start time, broken down by utility type.



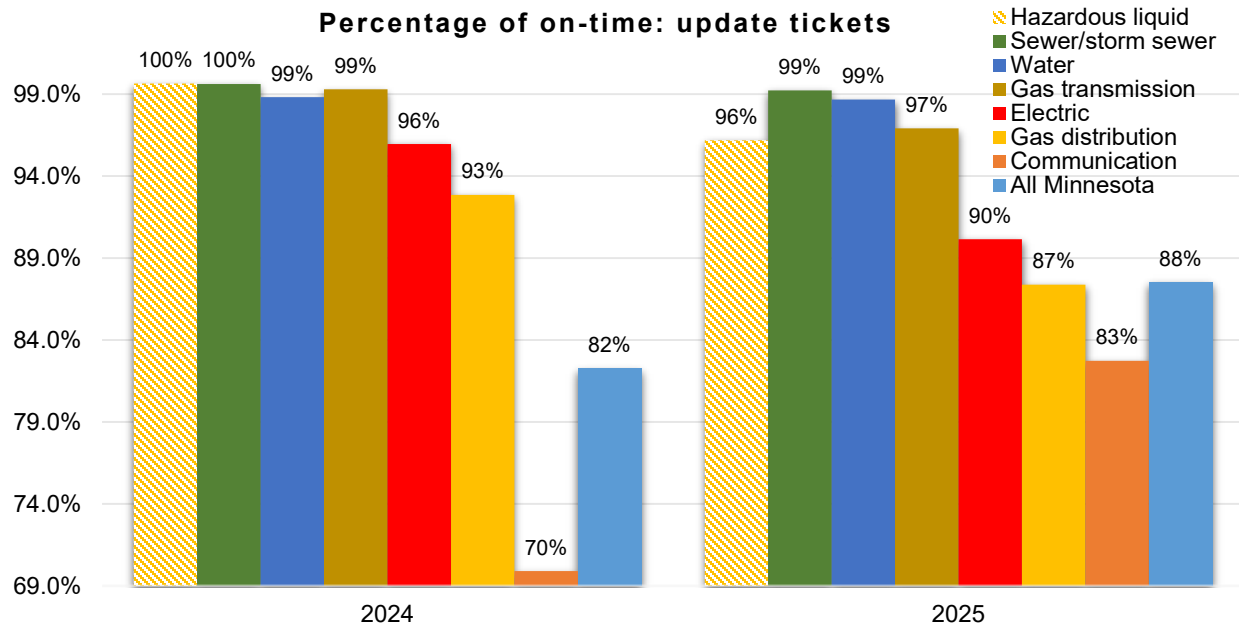
Percentage of on-time: normal tickets

This graph shows the percentage of normal notifications marked by the notice start time, broken down by utility type.



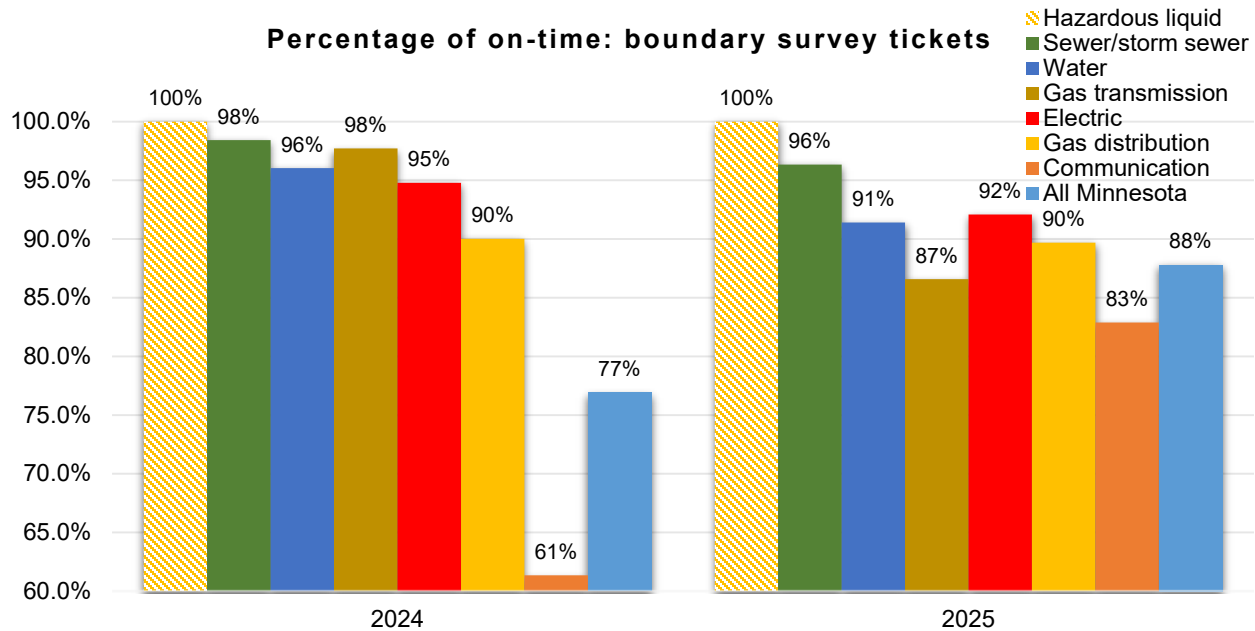
Percentage of on-time: update tickets

This graph shows the percentage of update notifications marked by the notice start time, broken down by utility type.



Percentage of on-time: boundary survey tickets

This graph shows the percentage of boundary survey notifications marked by the notice start time, broken down by utility type.

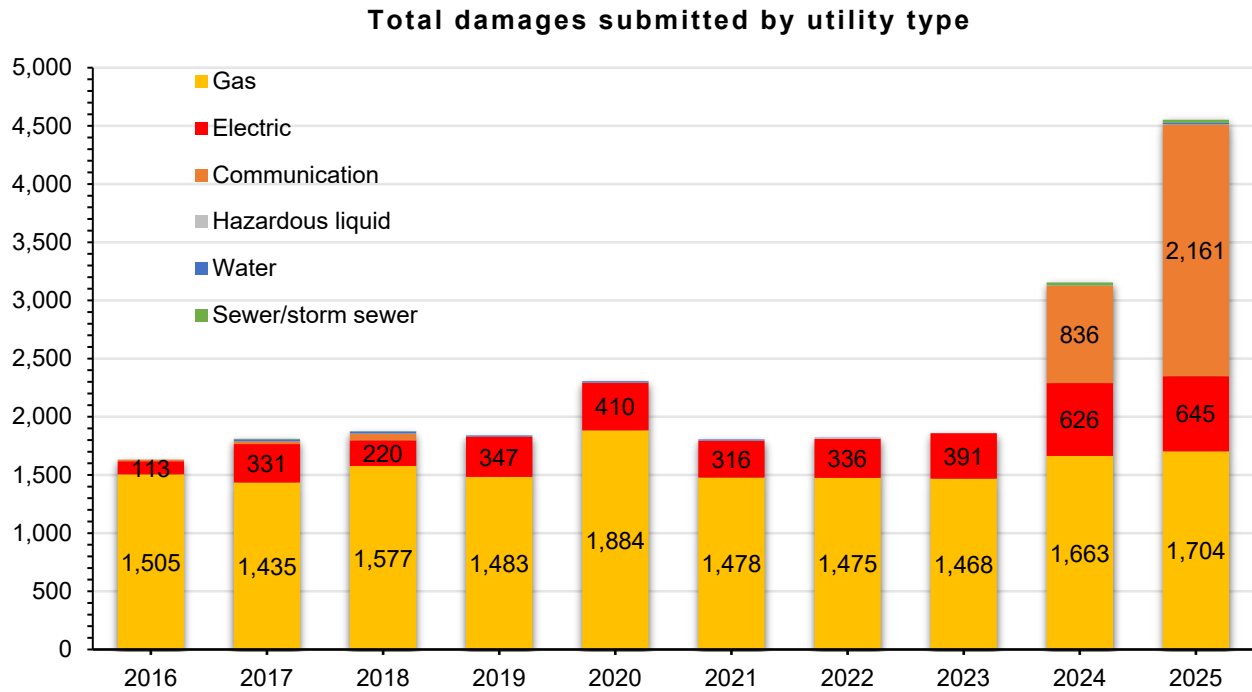


Utility damage data

The damage data submitted is specific to the root cause of the damage. The root cause is the most fundamental cause that can reasonably be identified, which, when fixed, would prevent future recurrence. Operators are asked to submit data related to excavation and non-excavation damages. Excavation is defined in Minnesota Statute 216D.01 Subd. 5 as an activity that moves, removes, or otherwise disturbs the soil by use of a motor, engine, hydraulic, or pneumatically powered tool, machine-powered equipment of any kind, or by explosives. Damages submitted in the excavation-related category are damages that occurred with a one-call notification made or should have been made as required by Minnesota Statute 216D. Damages submitted in the non-excavation-related category did not have a one-call notification made, and there was no requirement, which is also referred to as an Minnesota Statute 216D exemption. Excavation-related and non-excavation-related damages are further broken down into categories and subcategories, as specified below. These categories reference state statutes and allow industry stakeholders to evaluate the adequacy of those statutes.

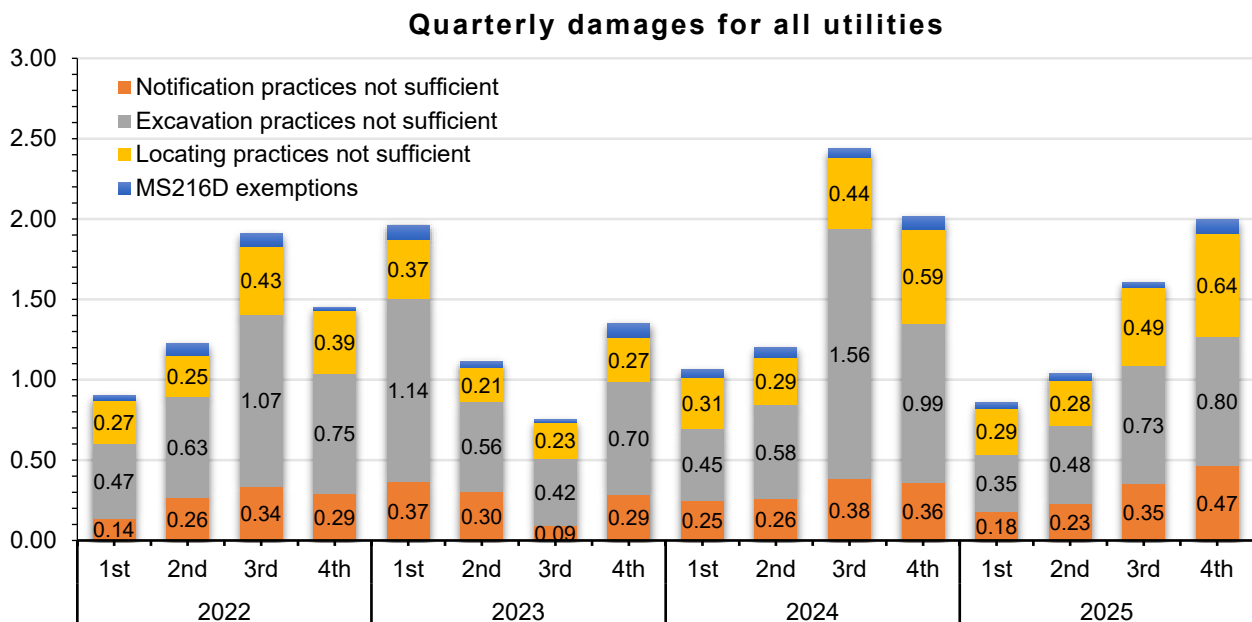
Total damages submitted to OPS by utility type

This graph shows the total number of damages submitted by utility type each year.



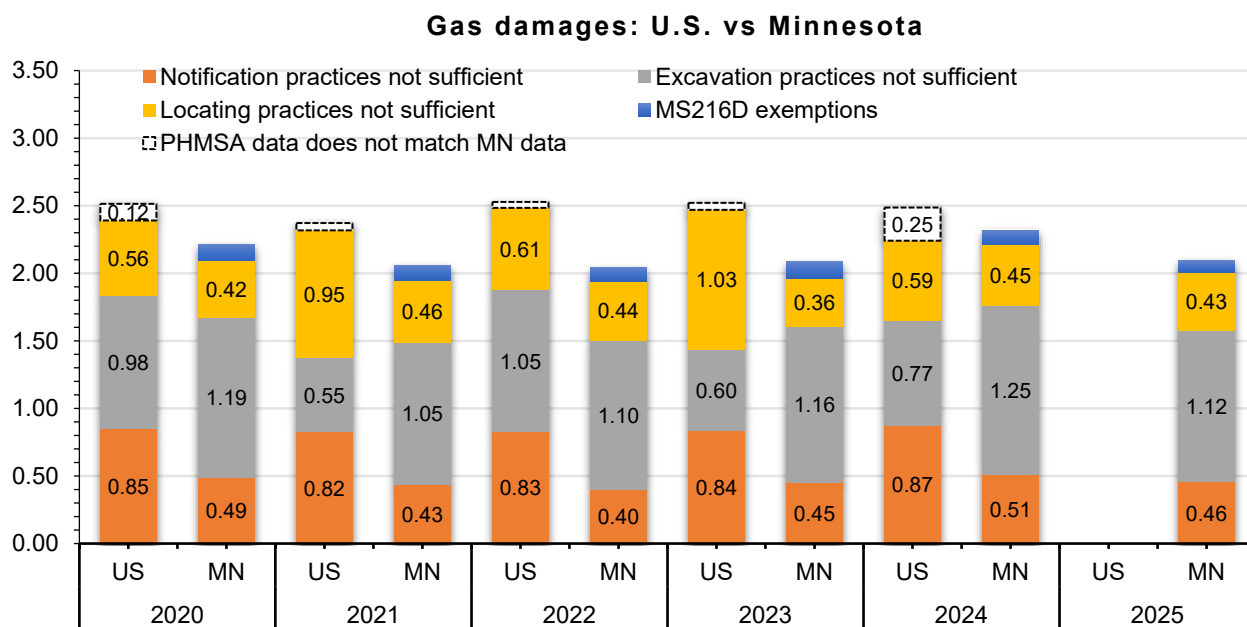
Quarterly damages for all utilities

This graph shows the damage rate per 1,000 notifications broken out by the damage cause type for each quarter of each year.



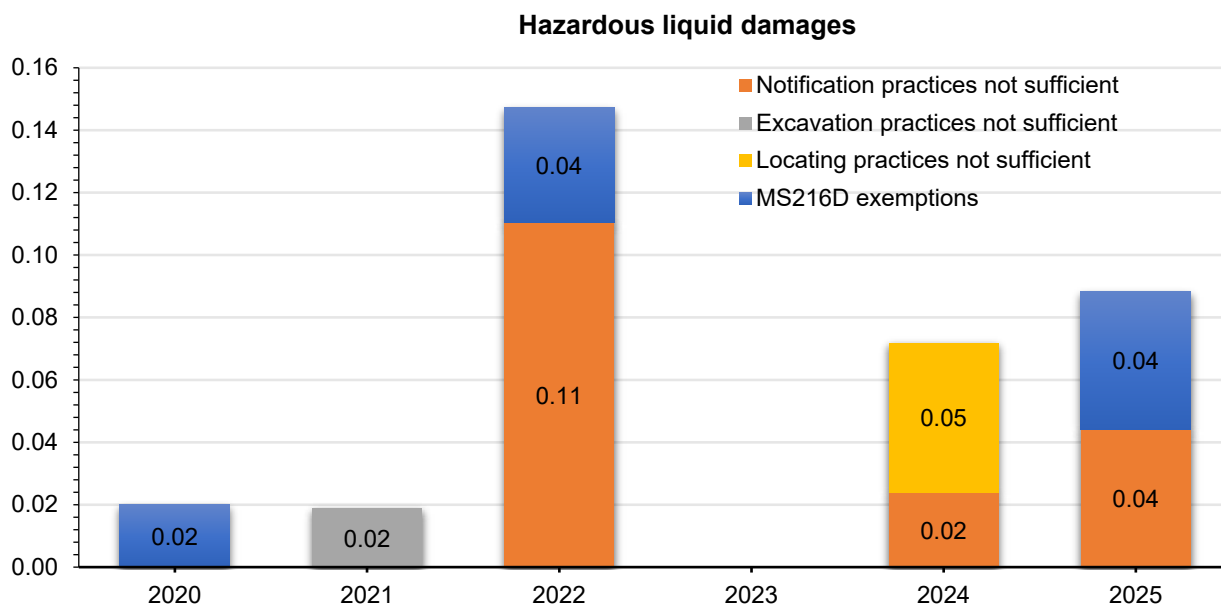
Gas damages: U.S. versus Minnesota

This graph shows the damage rate per 1,000 notifications for gas utilities by the damage cause type for each year. It also uses PHMSA data to show a comparative national damage rate, excluding Minnesota. U.S. data has not yet been published for 2025.



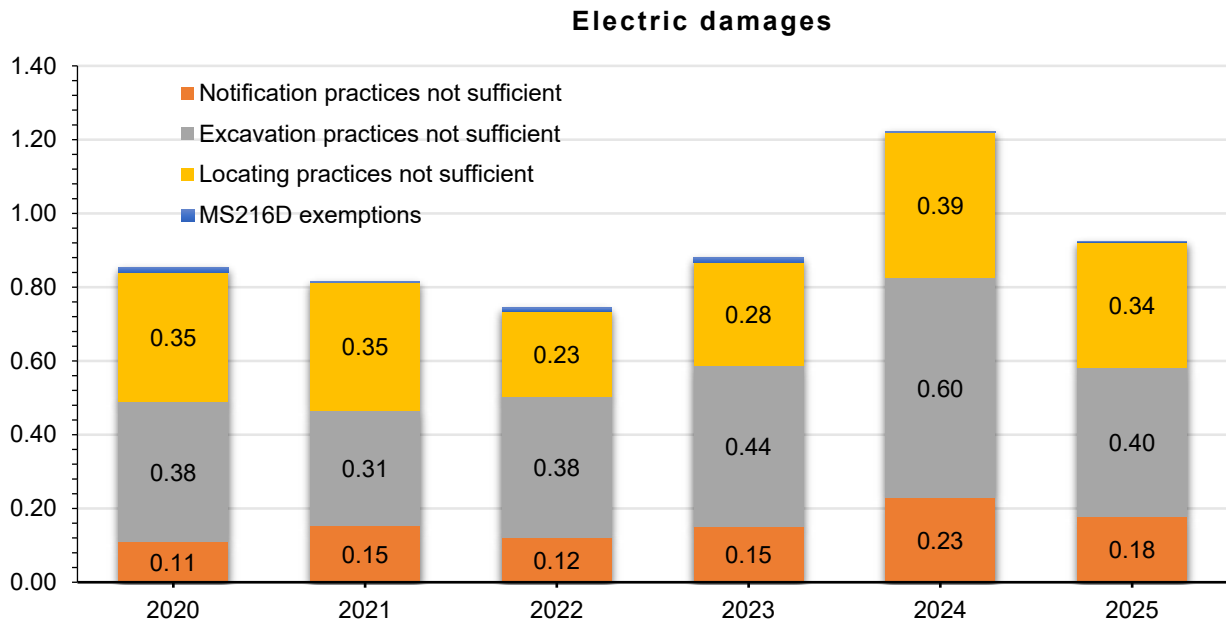
Hazardous liquid damages

This graph shows the damage rate per 1,000 notifications for hazardous liquid pipelines by the damage cause type for each year.



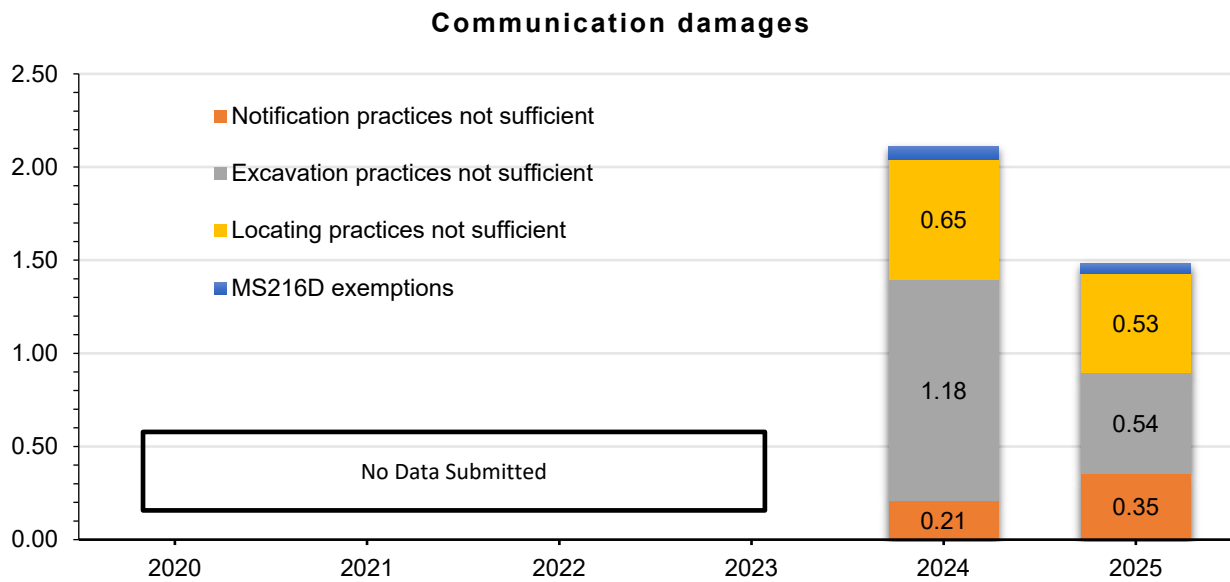
Electric damages

This graph shows the damage rate per 1,000 notifications for electric utilities by the damage cause type for each year.



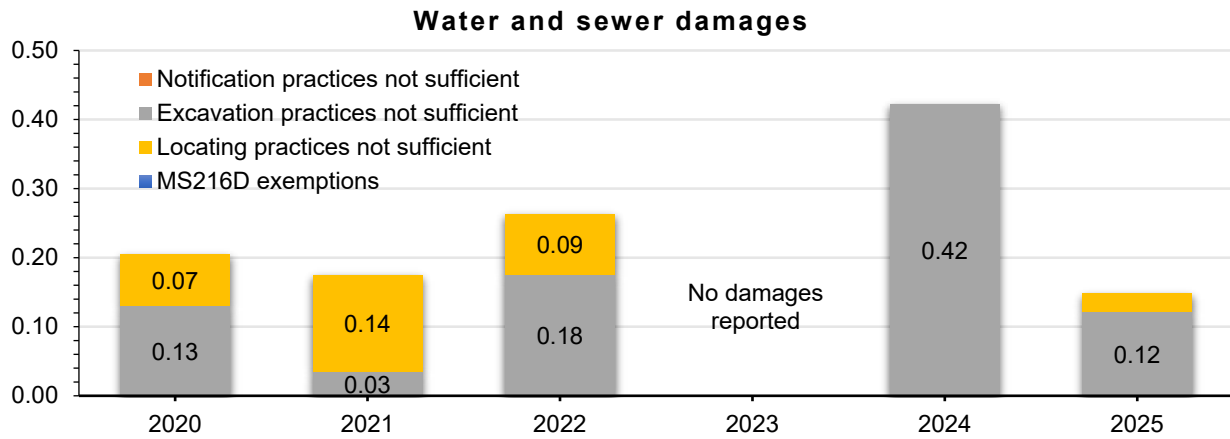
Communication damages

This graph shows the damage rate per 1,000 notifications for communication utilities by the damage cause type for each year.



Water and sewer damages

This graph shows the damage rate per 1,000 notifications for water and sewer utilities by the damage cause type for each year.



All utilities: notification practices not sufficient

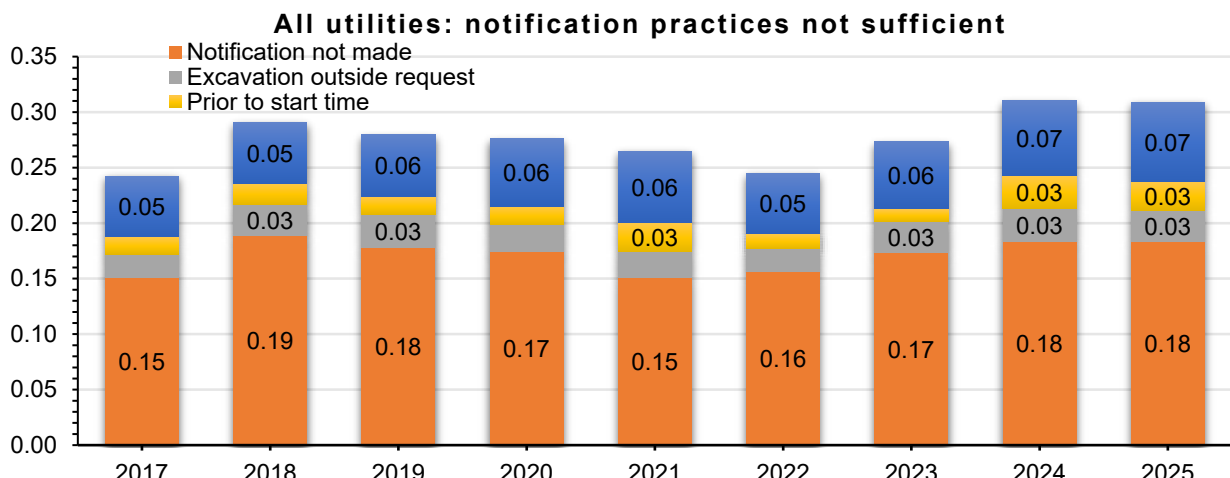
This graph shows the damage rate per 1,000 notifications for all utilities specific to the cause type “notification practices not sufficient.” The graph further breaks down the damage cause into the following subcategories:

Notification not made (no locate ticket) — Minnesota Statute 216D.04 Subd. 1(a): The excavator did not make a notification to GSOC (i.e., no locate ticket).

Excavation outside request — Minnesota Statute 216D.04 Subd. 1(b)(2): The excavator performed excavation outside the limits described in the notification.

Prior to start time — Minnesota Statute 216D.04 Subd. 1(a): The excavator began excavation before the notification's start time.

Expired notification — Minnesota Statute 216D.04 Subd. 1(a): The excavator previously had a notification but it had expired and a new notification was not made.



All utilities: excavation practices not sufficient

This graph shows the damage rate per 1,000 notifications for all utilities specific to the cause type “excavation practices not sufficient.” The graph further breaks down the damage cause into the following subcategories:

Failed to determine precise location — Minnesota Statute 216D.04 Subd. 4(a): The excavator failed to determine the precise location of the marked facility, within two feet on each side of the located marks, before starting excavation (e.g., damaged by excavation equipment, not potholing, no hand digging).

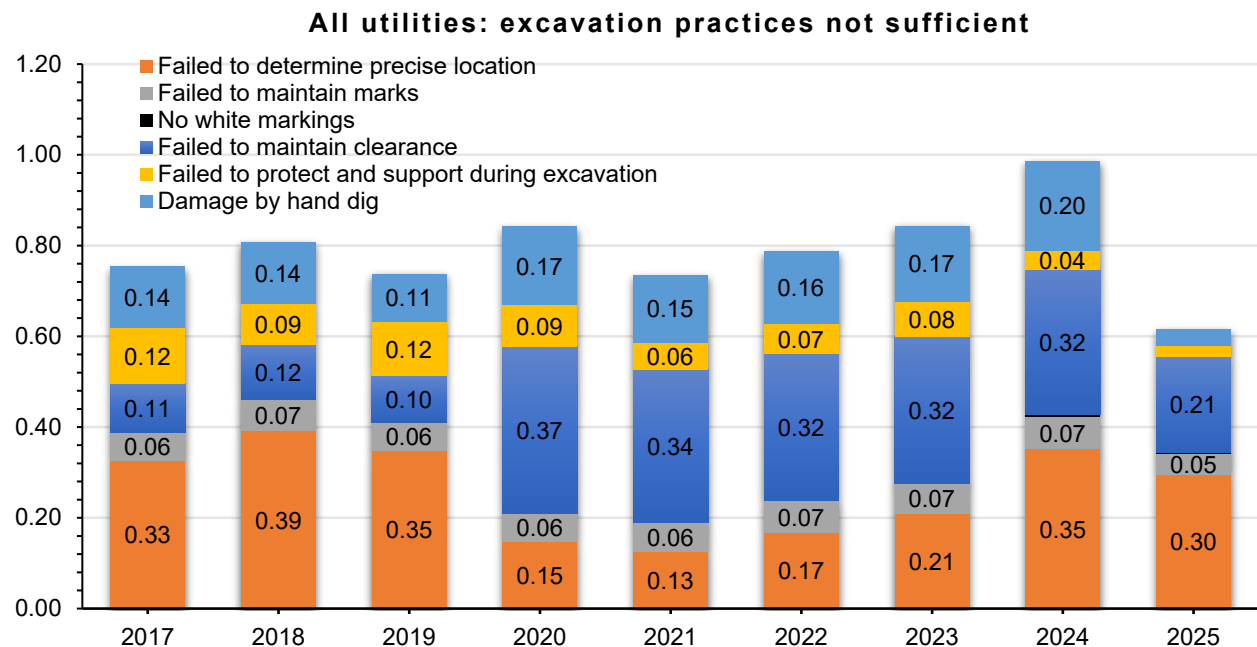
Failed to maintain marks — Minnesota Statute 216D.04 Subd. 4(d): The excavator failed to maintain, preserve or protect marks (i.e., marks destroyed after work started).

No white markings — Minnesota Statute 216D.05(2): The excavator failed to provide white or black marks in winter conditions before utility locating, which led directly to an error in marking the facilities and caused the corresponding damage.

Failed to maintain clearance — Minnesota Statute 216D.05(3): The excavator failed to maintain clearance between the underground utility and cutting edge of equipment (e.g., damaged by bucket, damaged by directional drill, damaged by trencher).

Failed to protect and/or support during excavation — Minnesota Statute 216D.05(4): The excavator failed to support or protect exposed facilities (e.g., no supports under utility causing damage, soil damaged utility during excavation).

Damage by hand dig — Minnesota Statute 216D.05(5): The excavator had a valid locate request and was exposing the facility with non-mechanized equipment, which caused damage (e.g., damage with a shovel, spade, or pickaxe).



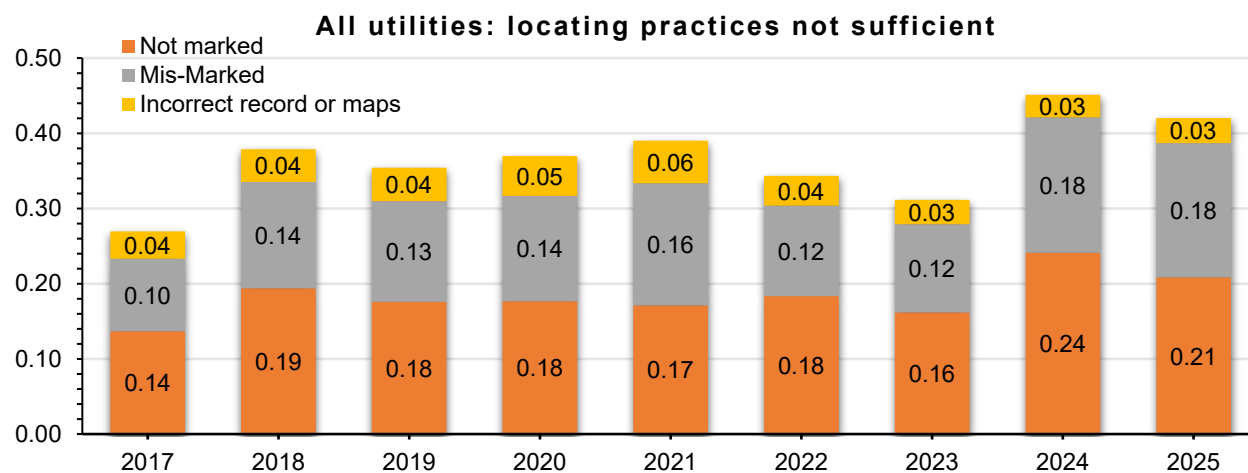
All utilities: locating practices not sufficient

This graph shows the damage rate per 1,000 notifications for all utilities specific to the cause type “locating practices not sufficient.” The graph further breaks down the damage cause into the following subcategories:

Incorrect records or maps — Minnesota Rule 7560.0150 Subpart 1: Facility records or maps were incorrect, leading to facilities not being marked or mis-marked.

Not marked — Minnesota Statute 216D.04 Subd. 3(a): The facility was not marked as shown on records or maps (i.e., the locator did not see utility on mapping, above-ground facilities were not noticed in the field, and could not be found or marked).

Mismarked — Minnesota Statute 216D.04 Subd. 3(c): The facility was marked as shown on records or maps, but marks were outside the two-foot tolerance zone (i.e., the signal bled off onto another utility).



All utilities: Minnesota Statute 216D exemptions

This graph shows the damage rate per 1,000 notifications for all utilities specific to the exemptions currently allowed by Minnesota Statute 216D:

Non-mechanized equipment with no locate request needed or made — Minnesota Statute 216D.01 Subd. 5: No locate notification was needed or made, and the damage was caused by non-mechanized equipment (e.g., damage caused by a shovel, stake, post, or forming rod).

Extraction of minerals — Minnesota Statute 216D.01 Subd. 5(1): Damage was caused during the extraction of minerals (i.e., damage while mining).

Cemetery grave opening — Minnesota Statute 216D.01 Subd. 5(2): Damage was caused during the opening of a grave in a cemetery.

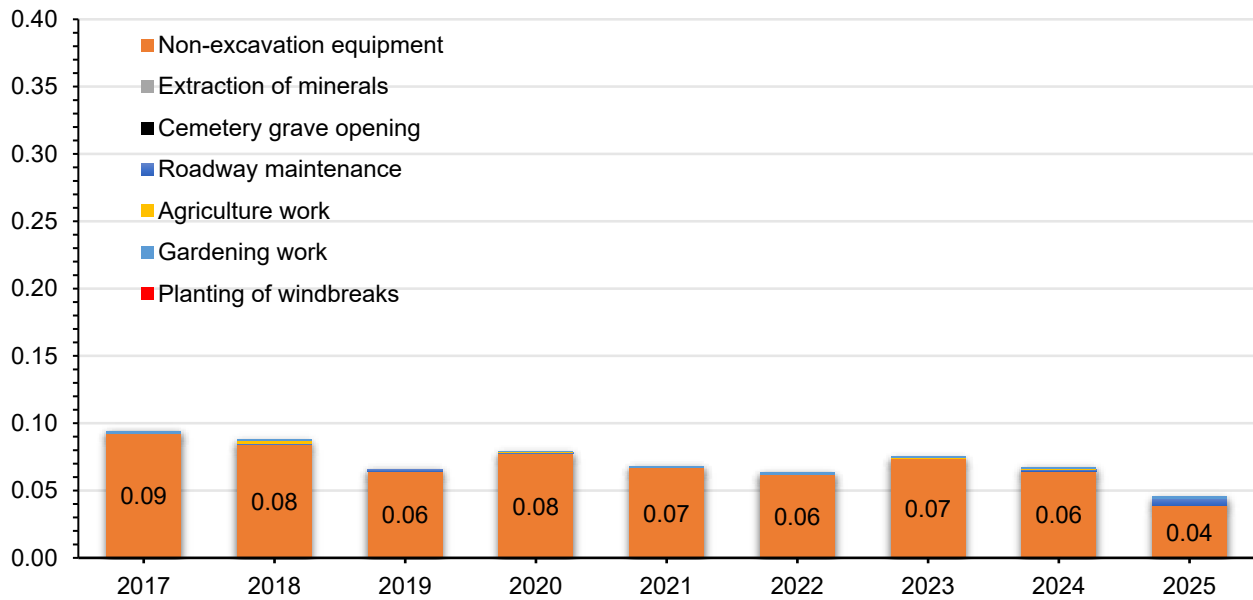
Roadway maintenance — Minnesota Statute 216D.01 Subd. 5(3): Damage was caused during the normal maintenance of roads and streets, not changing the original grade or ditch (e.g., snow plowing).

Agriculture work — Minnesota Statute 216D.01 Subd. 5(4): Damage was caused during plowing, cultivating, planting, harvesting, or similar work during crop growth, tree planting unless depth exceeds 18 inches.

Gardening work — Minnesota Statute 216D.01 Subd. 5(5): Damage was caused during gardening unless depth greater than 12 inches.

Planting of windbreaks — Minnesota Statute 216D.01 Subd. 5(6): Damage was caused during the planting of windbreaks, shelterbelts and tree plantations unless the depth was greater than 18 inches.

All utilities: Minnesota Statute 216D exemptions



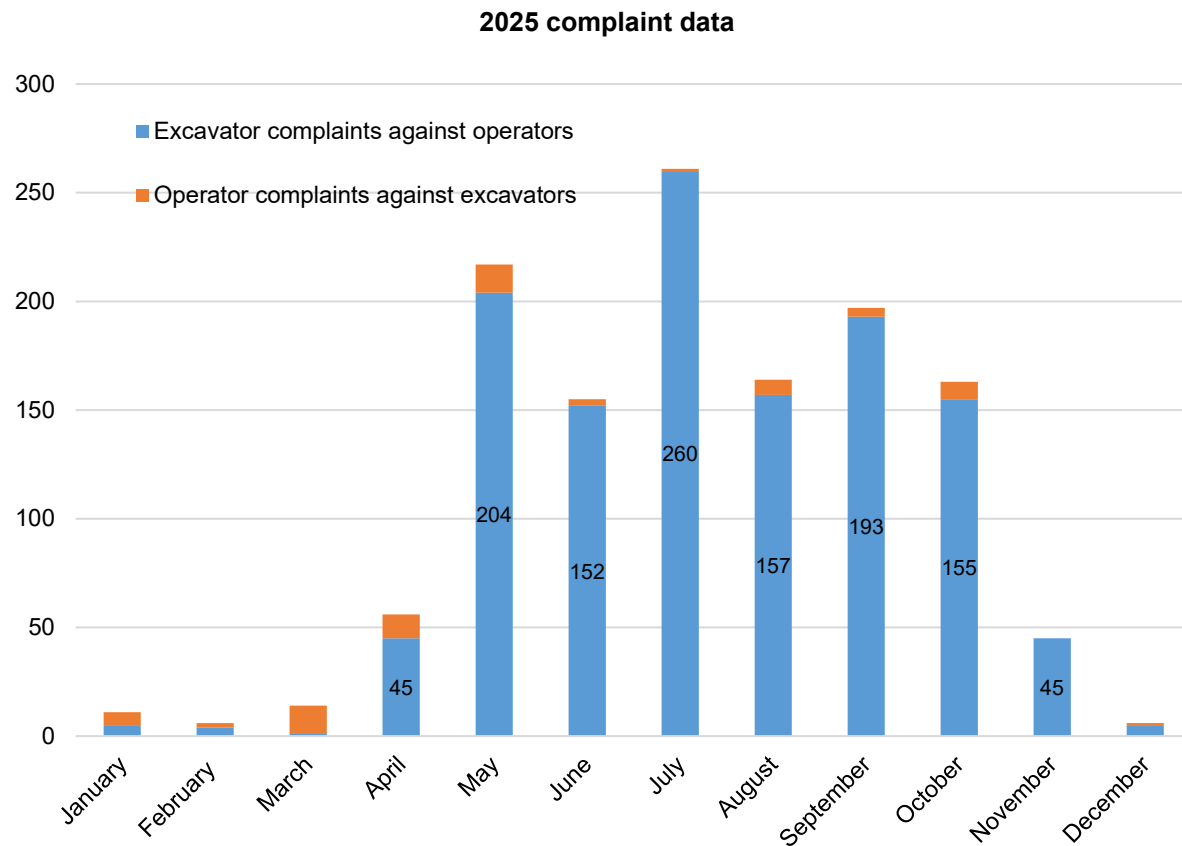
Complaint and enforcement data

OPS is the enforcement authority for the "one call" law, which is outlined in [Minnesota Statute 216D](#). Per state statute, OPS conducts enforcement through a complaint-driven process. OPS spent a total of 3,944 hours conducting enforcement efforts in 2025. Below is the data on the complaints OPS received in the previous year and the corresponding enforcement actions. The raw data for the items below can be found on the [OPS website](#).

Complaint data

2025 one call complaint data

The graph below shows the number of One-Call-complaints submitted to OPS by month in 2025. OPS received a total of 1,295 complaints in 2025.

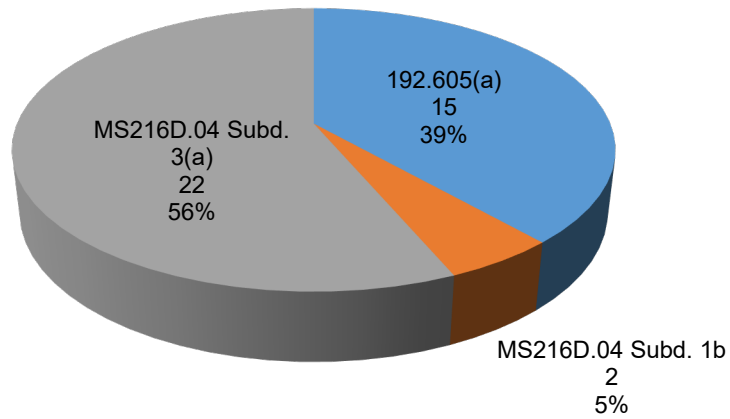


Enforcement data

2025 utility enforcement data

The graph below shows the number of damage-prevention-related enforcement actions issued by OPS against utility operators in 2025 for all currently closed cases. A single enforcement action can contain multiple violations, and in some occurrences, 100-plus violations of the state statute.

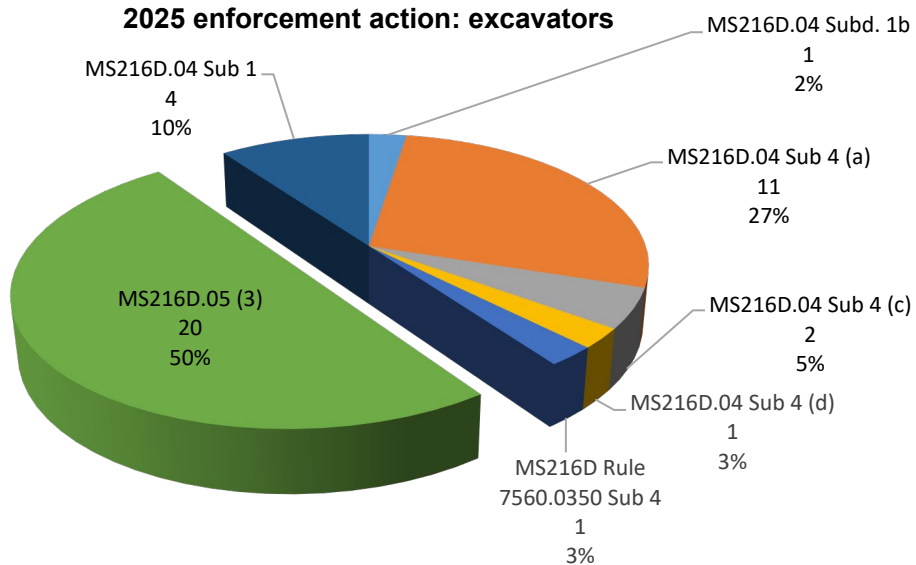
2025 enforcement action: utilities



2025 excavator enforcement data

The graph below shows the number of damage-prevention-related enforcement actions issued by OPS against excavators in 2025 for all currently closed cases. A single enforcement action can contain multiple violations.

2025 enforcement action: excavators



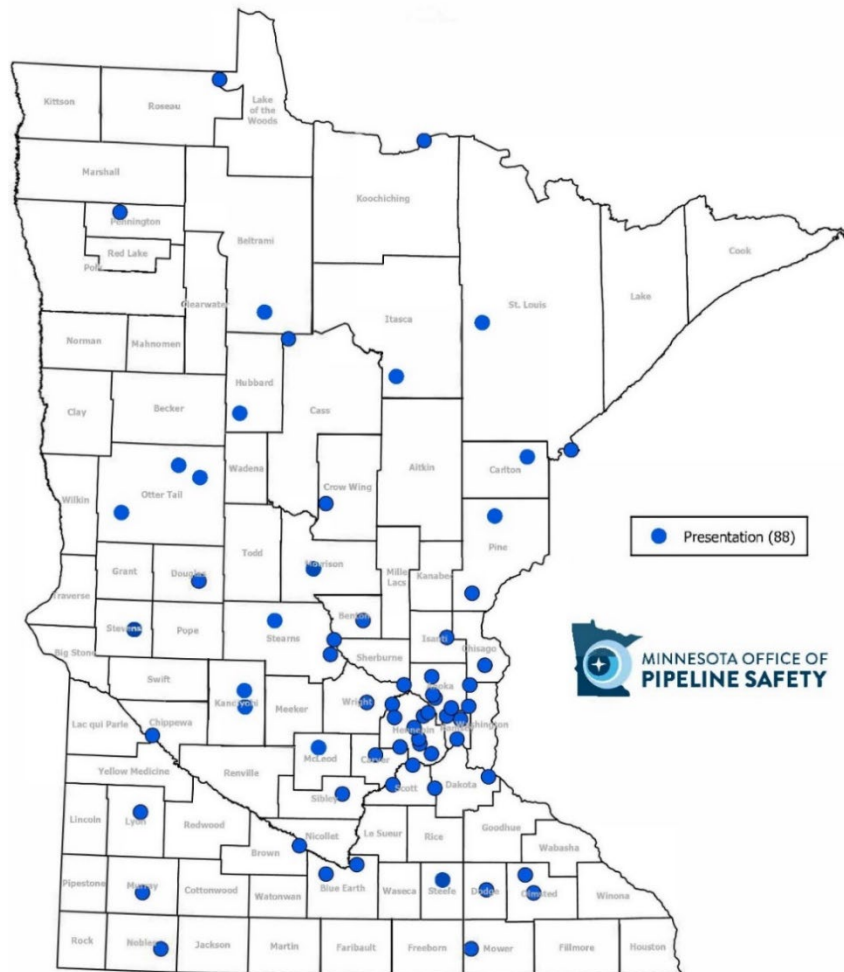
OPS education efforts

In 2025, OPS partnered with GSOC, local utility coordinating committees, Minnesota Common Ground Alliance and individual organizations to present over 88 excavation damage prevention seminars and attend six public outreach events, reaching approximately 6,000 people. This resulted in a total of 819 hours spent on damage prevention education.

Damage prevention presentations and public outreach

2025 damage prevention presentations and public outreach map

The map below shows the locations where OPS conducted damage prevention education efforts in 2025 through either damage prevention presentations or by attending and promoting damage prevention at public events.



Submitting utility operators

The following 138 utility operators submitted data for 2025. This accounted for approximately 63 percent of the notification volume for GSOC. OPS is currently identifying additional utility operators who should be submitting data.

Alliance Pipeline L.P.	Great Lakes Gas Transmission Company
Amoco Oil Co (BP Pipelines North America)	Great Plains Natural Gas
Arvig	Great River Energy
Austin Utilities	Greater MN Gas
Bagley Public Utilities	Greater MN Transmission
Bevcomm	Hawley Public Utilities
BP Pipelines (North America) Inc.	Heartland Corn Products
Brownston Natural Gas	Hiawatha Broadband Communications
Centennial Utilities	Hibbing Public Utilities
CenterPoint Energy	Hutchinson Utilities
Centra Pipelines Minnesota Inc.	Hutchinson Utilities Commission
CenturyLink/Lumen	Kandiyohi Power Cooperative
Charter Communications	Lake County Power
CHS Hallock	Lake Region Electric Coop
Circle Pines Utility	Lake Region Energy Services
City of Argyle	Lakes Community Cooperative
City of Battle Lake	Lakes Gas Co
City of Bloomington	Magellan Pipeline, a Subsidiary of Oneok
City of Chanhassen	Mankato Energy Center I, LLC
City of Clarissa/Eagle Bend	Marathon Pipe Line LLC
City of Clearbrook	Mediacom Communications Corporation
City of Cohasset	Metropolitan Council Environmental Services
City of Duluth	Midco
City of Eagan	Minnesota Energy Resources
City of Fosston	Minnesota Power Boswell
City of Henning	Minnesota Power Laksin
City of Hopkins	MNDOT

City of Lake Park	MP NEXLEVEL LLC
City of Mankato	New Ulm Public Utilities
City of Minneapolis Dept. of Surface Water and Sewer	New York Mills Municipal Gas
City of Morgan	North Dakota Pipeline Company, LLC
City of Plymouth	Northeast Service Cooperative
City of Randall	Northern Border Pipeline Company
City of Round Lake	Northern Natural Gas
City of Saint Paul Public Works Sewer Utility	Northern States Power Company
City of Saint Paul Traffic Ops	Northwest Gas
City of Sandstone	Northwest Natural Gas, LLC
City of Shakopee	NuStar Pipeline Operating Partnership L.P.
City of St Cloud - Fiber	Nuvera
City of St Cloud, MN	Onward Energy
City of St Louis Park	Owatonna Public Utilities
City of St Paul	Paul Bunyan Communications
City of Stephen	Pembina Cochin LLC
City of Tyler	Pembina Pipeline / Alliance Pipeline
City of Virginia Dept of Public Utilities	Pembina Pipeline / Cochin
City of Warren	People's Energy Cooperative
City of Winnebago	Perham Natural Gas Company
City of Woodbury	Petroleum Fuels Co
Clara City Telephone Company	Rochester Public Utilities
Comcast	Sacred Heart Telephone
Community Coops of Lake Park	Saint Paul Regional Water Services
Community Utility Co.	Savage Communications
Connexus Energy	Scott Rice Telephone
Consolidated Communications of Minnesota Company, LLC	Sheehan's Gas Company
Dakota Electric Association	St Paul Sewer
Dakota Natural Gas	Starbuck Telephone Company
Dooley's Natural Gas	Stearns Electric Association
Dooley's Natural Gas II	Thistledew Camp
	Thompson Gas LLC

East Central Energy
Enbridge Energy, Limited
Partnership/Enbridge
Pipelines (Southern Lights) LLC
Enterprise Products
Operating LLC
Flint Hills Resources, LCC
Freeborn Mower Electric Cooperative
Garden Valley Telephone Company
Gardonville Cooperative Telephone
Goodhue Public Utility Commission

Two Harbors Municipal Gas
United Natural Gas, LLC
Val-Ed Joint Venture LLP
Viking Gas Transmission
Virginia Dept of Public Utilities
WBI Energy Transmission
Westbrook Public Utilities
Zumbrota Telephone Company

Please contact the Office of Pipeline Safety at 651-201-7230 or dps.mnops.response@state.mn.us with any questions about this report.

