Railroad Commission of Texas

How to Submit an Excavator Texas Damage Reporting Form (TDRF)

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To begin, type the web address www.rrc.texas.gov into your web browser.

This is the homepage of the Railroad Commission of Texas website.
For the quickest way to begin filing an Excavator Report, click **Pipeline Damage Reporting** and jump to Slide 7.

Otherwise, for a step by step guide that does not utilize the shortcut, continue on to the next slide.
Next, click on Pipeline Safety. The below webpage will be displayed in your browser.

After that, click on the link that says Pipeline Damage Prevention Program.
On this webpage, you can find anything and everything dealing with the Pipeline Damage Prevention Program.

To begin entering a new report, click on **Reporting Pipeline Damages**.

Note the Helpful links.
Si habla español, hay un link para eso.

To enter the TDRF System as an excavator, click on **Texas Damage Reporting Form**.

Note that the TDRF can only be submitted online.
If you or your company damaged a pipeline, **always choose** [Enter a New Excavator Report](#).
There are three different, separate ways to enter an Excavator Report. Options #1 and #2 will create a completely new report, whereas Option #3 edits an existing one.

Option #1: input the Incident Date and the Incident County, then click the Submit button without inputting an Incident Number.

Option #2: if you know the Incident Number, input only that number and click the Submit button.

Option #3: if you have received a No Report Letter (or if you have acquired the Document Key in some other way), input the Document Key and click Retrieve Report. The Document Key is specific to the report.

Only one of the above options should be completed (if you are following Option #3, skip to Slide 16). See next slide for an example of a No Report Letter.
This is a No Report Letter that the Commission sends to excavators when we have received an Operator Report but not an Excavator Report.

Note the outlined areas.
If you input Option #1, this is an example of what you would see. The TDRF System displays all incidents that occurred on the date and in the county that you select (it is possible for no incidents to show up). For Option #2, go to the next slide.

Note that this incident already has an Operator Report and an Excavator Report submitted, making it unlikely that this is your incident.

Clicking on the number of reports (typically a 1 or 2) expands the incident so that you can see what has already been submitted. You can also click “EXCAVATOR” or “OPERATOR” on an expanded incident to view that report.
If you see the correct Incident Number listed, click on **New Damage Report** and skip to Slide 13.

If you do not see your incident listed here, click **New Incident/Damage Report** and continue to the following slide.
This is the page that you are directed to when you are creating a new incident. On this page, you fill in the Incident Information.

When you have finished inputting the information, click **Continue**...
If you or your company has submitted a TDRF in the past, click **Search/Change Excavator Contact** to search for that information. You also click this button to enter in new excavator information.

Make sure that you **save each page** of the report by clicking **Save Report**.
If your company has submitted a TDRF before, search for that information by entering your Company Name and State and clicking **Search**. You can also search by City if you want to search that way instead.

If this is the first time your company is submitting a TDRF, fill out the **Excavator Detail** section and then click **Create**.
When your information appears on screen, click **Return to Report**.
When you return to the report and save, the System prompts you to write down the **Document Key** that appears near the top of the screen. It is **very important** that you write this key down. It can be used to return to this specific report if the System logs you out for any reason. If the information on screen is correct, save the report and go to **Page Two**.
Page Two contains the most questions of any page in the report. Fill out this page of the report to the extent of your knowledge.

If you encounter a question that you are unsure how to answer, it is perfectly all right to select the option “Unknown”.
There is no need to answer the “If yes...” questions if you selected “No” or “Unknown” to the previous question.

Note that this is not the space for your locate ticket. This is for your dig-up ticket which is called in after a line is struck. Your locate ticket will be input on Page Three.

If you don’t know the answer to a fillable question, put “UNK” in the space provided.
Finish inputting the necessary information for Page Two.

After you are done entering the information, you must click Save Report at either the top or bottom of the page to save your information.
This is what Page Three initially looks like when it loads. If the answer to the Notification of Excavation section is “No”, the page will stay this way.

If you did not call 811 before you dug, fill out the remaining questions and go to Slide 22. Note that the two boxes on this page are freeform.
If you **did** call 811 for a locate ticket prior to digging, select “Yes” to the first question. This brings up more questions on the incident that you need to complete.

This is where you enter in your locate ticket.

The same rules apply to this page as did for Page Two. Answer the questions to the best of your ability, marking “Unknown” if you do not know the answer to a question.
After you are done answering the questions on Page Three, you must click **Save Report** so that the information you just input is saved to the incident.

Once the report has been successfully submitted, it **cannot be altered** in any way. It is very important to make sure that the report is accurate before the Submit Completed Report button is clicked.

After saving, it is advised to check the other pages of the report for accuracy. After you have reviewed the report, click **Submit Completed Report**.
If there are any unanswered questions (or if anything unacceptable was entered in a blank, fillable space), the error(s) will show up at the top of Page Three. Note that the error(s) can be on any page of the report but only show up on Page Three. The error(s) will be highlighted in red when you check the other pages. Correct the error(s) and then return to Page Three to submit the report again. Remember that you must save every page before continuing to a new one.
This webpage appears when the report has been successfully submitted. If you are never directed to this page, you most likely have not submitted the report.

Click the **Confirmation Report** link to print a copy of the report that you just submitted. Keep this report for your records.
This is the first page of the printable Confirmation Damage Report. Photos and additional information can be submitted to the Commission regarding the incident.

Email is preferred when submitting photos and additional information.