



Pennsylvania One Call System, Inc.

User's Guide

For Pennsylvania Underground Utility Line Protection Law

PA Act 287 of 1974 as amended by Act 121 of 2008 73P.S. § 176 et. seq.



Know what's **below**.
Call before you dig.

1-800-242-1776

Call Before You Dig!

www.paonecall.org

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www.paonecall.org

www.dli.state.pa.us

www.apwa.net

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www.commongroundalliance.com

<http://www.nastt.org/>

Adopted by the Pennsylvania One Call System, Inc. Board of Directors, July 26, 2000 revised April 2008, January 2010

DISCLAIMER OF LIABILITY

This Guide has been prepared as an educational document for contractors, designers, operators, project owners, and facility owners. It is intended as a reference tool for interacting with the Pennsylvania One Call System, ("POCS"). It is also intended to explain in a general way the requirements provided for in Pennsylvania's Underground Utility Line Protection Law, Act 287 of 1974, as amended by Act 121 of 2008 (the "Act"). It is strongly recommended that all individuals who regularly contact "POCS" review the Act and this Guide. Familiarity with its contents will be valuable, but the Guide is meant to clarify and explain the law according to POCS' understanding of how it affects interaction with POCS. This Guide is not a substitute for the Act and it does not relieve anyone from discharging their responsibilities as set forth in the Act or as otherwise required by law.

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INTRODUCTION

The Pennsylvania One Call System Board provides this Guide for the participants of the Act to help clarify the responsibilities of each of the parties under the provisions of the law. Over 3100 facility owners participate in the Pennsylvania One Call System currently, and a 36 member Board of Directors represents each of the industries involved in subsurface activity. All of the public utilities, public works, pipe line, telecommunications, the Commonwealth, construction and design industries were represented throughout the legislative process.

This Guide has been prepared to assist you in preparing your own operating procedures to comply with the Act, and to protect yourself and those you work with. It also provides insight into what you can expect to encounter underground. It is our hope to provide you with information to assist you in developing your own policy and procedures to guard against dangers and situations of working underground.

In addition to this Guide please reference the latest version of the Common Ground Alliance (CGA) Best Practices. The Law specifically requires your best efforts to comply with the CGA standards.

SECTION I

ODDS ARE YOU COULD BE MOVING MORE THAN EARTH

It's getting crowded underground. Virtually anywhere you need to dig there are probably underground facilities somewhere in the vicinity. Growing networks of telephone cables, power lines and cable TV lines are joining the occasional gas, water, sewer and petroleum pipes. The odds of an excavator moving something besides dirt are getting greater all the time. Even if you see overhead lines that doesn't rule out the existence of buried power, television or telephone facilities. Many utility companies have long-term programs to weatherproof their plant by putting it underground. Both aerial and underground facilities may be in use during transitions. Some areas have overhead main lines with buried services going to the homes and other buildings.

Even water-filled ditches and streams may have underground utilities in or under them. A ditch may have been dry when utilities were buried. A stream may have been diverted. Even "open country" may conceal buried utilities. Large pipelines and high capacity cables are especially expensive to place, so utilities often cut across country to reduce total miles for these major installations.

You can be positive that buried utilities are located in virtually all road rights of way. Buried utilities are also found many times along property lines and between lots and serve any building located on a lot.

Damage to buried utilities most often occurs when excavators do not call for utility locations before they dig. This isn't the only cause, however. Damage also seems to occur immediately after the excavator believes the following:

"Just one last bucket;" or
"There can't be anything way out here;" or
"I know they're "XX" inches deep"

In many cases, utilities are damaged even after calls have been made and locations clearly marked. That's usually because some excavators do not know the procedures for safely excavating around the buried facilities. Section 5(4) of the Act requires excavators to exercise due care; and to take all reasonable steps necessary to avoid injury to or otherwise interfere with all lines where positions have been provided to the **excavator** by the facility owners pursuant to clause (5) of section 2. Within the tolerance zone **the excavator** shall employ prudent techniques, which may include hand-dug test holes to ascertain the precise position of such facilities. *If insufficient information to safely excavate is available pursuant to clause (5) of section 2, the excavator shall employ like prudent techniques* which shall be paid for by the **project** owner pursuant to clause (15) of this section.

After locating the precise location of underground facilities through the use of prudent techniques, excavators must continue to exercise due care within the tolerance zone to avoid interference, injury or damage to the underground lines.

Damage also results from improper backfilling around exposed utilities. The Act addresses this area. The Act states, in section 5 clause (6):

It shall be the duty of each excavator who intends to perform excavation or demolition work within this Commonwealth to inform each operator employed by the **excavator** at the site of such work of the information obtained by the **excavator** pursuant to clauses (2.1) through (5), and the

excavator and operator shall:

Plan the excavation or demolition to avoid damage to or minimize interference with a facility owner's facilities in the construction area. Excavation or demolition work which requires temporary or permanent interruption of a facility owner's service shall be coordinated with the affected facility owner in all cases.

After consulting with a facility owner, provide such support and mechanical protection for known facility owner's lines at the construction site during the excavation or demolition work, including during backfilling operations, as may be reasonably necessary for the protection of such lines.

SECTION II

DETERMINING WHO AND WHEN TO CALL

The Act; OSHA Standard 1926.651 (revised 1990); the Federal Pipeline Safety Act of 1968, as amended, protecting underground liquid (CFR 49 Part 195) and natural gas (CFR 49 Part 192.614) pipelines; and the National Electric Safety Code, ANSI C-2 (revised 1997); require anyone who engages in any type of excavation or demolition, (see the Act for definition of excavation), to provide advance notice. In Pennsylvania, the Act requires ***"notice in the design or planning phase of every work operation that involves the movement of earth with powered equipment. This notice is not less than 10 nor more than 90 business days before final design approval. In the Construction phase of a work operation involving movement of earth with powered equipment or explosives the notice required is at least 3 business days but not more than 10 business days prior to actual excavation"***. Additionally, to facilitate timely and accurate mark-outs of the notification site before you excavate, the Work Location request should cover only the excavation work that can be completed in a reasonable period of time. This should be based on the resources you plan to use and the time of year (near term weather) for each date such information is provided to the system.

All contractors, including subcontractors should make their own notification. The Act states that the person doing the work shall make the call. The only party protected by the notification is the caller.

PA One Call System is open 24 hours a day every day of the year. Pursuant to Sections 221 and 709 (e.1) of The Administrative Code of 1929, the Executive Board has determined that the administrative offices of State Government shall be closed on the following holidays for the purpose of transacting public business.

New Year's Day	Columbus Day
Martin Luther King, Jr. Day	Veteran's Day
President's Day	Thanksgiving Day
Memorial Day	Day After Thanksgiving
Independence Day	Christmas Day
Labor Day	

Please note: *"Business day" means any day except a Saturday, Sunday or legal holiday*

prescribed by statute. A business day begins at 12:00:00 a.m. and ends at 11:59:59 p.m.

PA One Call should **NOT** be contacted for any of the following reasons:

- A. To report any type of non-digging related service outage -- CALL the utility directly.
- B. To resolve any type of billing problem -- Call your provider directly.
- C. To report any excavation outside the Commonwealth of Pennsylvania; Call their One Call Center. POCS will provide their number upon request and there is a national One Call referral number – 8-1-1
- D. To request installation of any type of utility service -- Call the utility directly.
- E. To get a weather report -- Call National Weather Service or the Telephone Co. Weather Service in your area.
- F. Request any type of change with utility service.

To resolve these items, contact the facility owner (your utility provider) directly. Their numbers are on your respective monthly statement or in the telephone directory. You may also dial INFORMATION 555-1212. Please add the area code if out of your local area code or 800-555-1212 for toll free information.

SECTION III

TYPES OF CALLS HANDLED BY PA ONE CALL

There are several variations to the excavation call, covered in detail in Section IV of this document. Each variation can be used to solve unique situations or problems.

Section 5 of the Act requires the caller:

“To provide the One Call System with specific information to identify the site so that facility owners might provide indications of their lines.”

“An excavator shall use the color white to mark a proposed excavation site when exact site information cannot be provided.”

The members encourage excavators to outline their exact proposed work site in white to assist the locator in marking only the area where the work will take place.

“If, after receiving information from the One Call System or directly from a facility owner, an excavator decides to change the location, scope or duration of a proposed excavation, the obligations imposed by this section [Section 5] shall apply to the new location.”

The following is a brief explanation of each type of call taken by Pennsylvania One Call System, Inc.:

1. DESIGN CALL

Any drawing that is prepared for an excavation **REQUIRES** a Design Notification that must comply with the provisions in Section 4 of the Act.

Those planning work that disturbs the earth are required to notify POCS not less than 10, nor more than 90 business days in advance of the final design. The Design Notice is meant to allow the designer to plan the new work around existing facilities as the Act prescribes. The information provided should cover the entire scope of the plan or development with enough detail to allow the facility owners to provide the approximate locations of their lines in the proposed work area. Many times, facility owners involved will add their facilities directly on your plan document. Please state during the call that you will be sending maps/plans. As a designer, you are required to add the one call serial number and the 1-800-242-1776 or 8-1-1 number to the plan before you forward it to the involved facility owners. Once the facility owners have responded, the designer shall add their facility information to the drawing before the final design is approved.

2. EMERGENCY CALLS

An emergency is defined by Section 1 of the Act as “a sudden or unforeseen occurrence involving a clear and immediate danger to life, property and the environment, including, but not limited to, serious breaks or defects in a facility owner's lines.”

Note: When calling in an emergency excavation, inform the answering Customer Service Representative (CSR) that an emergency situation exists and describe the emergency. The answering CSR will prepare the ticket for immediate transmission. Facility owners should respond as soon as practical.

Damage Reporting Calls - When a facility is damaged the notice is generally considered an emergency to that facility owner and those in close proximity to the damage. If you damage a line, call the Center or the Facility Owner immediately. Report the details and particulars just as soon as you are sure the work site is safe. If a hazardous line has been struck it is most often best to evacuate the immediate area. Contact 911 or the appropriate emergency response unit in the immediate area. That local information should be at the job site with the crew at all times where they have access to it, along with a map or directions to the nearest emergency care facility.

Odor of Gas – We do accept non-excavation related calls from those who smell natural gas. These calls are immediately sent to the gas companies registered to receive such notices.

3. ROUTINE LOCATION REQUEST

Notification for excavation work shall be made not less than 3 business days nor more than 10 business days prior to commencing excavation work starting the day the notification is received. Each work location request must clearly identify the work site (See Section IV). When exact site information cannot be provided, use white paint to outline the proposed excavation site. The work location request shall be limited to the area described in the notification call, and cannot cross over municipality boundaries.

4. DEMOLITION WORK

Notification for demolition work shall be not less than 3 business days nor more than 10 business

days prior to commencing demolition work starting the day the notification is received. *Caution: Demolition work may require more advance clearance from the facility owner if their service lines need to be disconnected.* You also may need a permit for the work. The One Call notification should not be considered notice under any circumstance other than the Act. You must follow all local codes as a part of your compliance with the Act. Final billing and disconnect of the lines attached to the structure must be secured directly with the involved service provider.

5. COMPLEX PROJECT PRECONSTRUCTION MEETING REQUEST

In a complex project, if an excavator intends to perform work at multiple sites or over a large area that would be difficult to identify with specific information, at the excavator's option, he may choose to follow the standard locate request process and its corresponding scope of ticket restriction or create a preconstruction meeting request via the Meeting Web Portal to notify Facility Owners of intent to perform excavation. This notification shall not be less than 10 business days in advance of the beginning of excavation or demolition. Excavators requesting a meeting must hold the meeting within 3 to 21 business days of the request. The area covered by the work must be reasonably described within the notification so the one call center can notify the proper facility owners. A time and place for the meeting with any necessary directions should be included in the request. The excavator should prepare for the meeting by having a competent person present with drawings depicting the proposed work site and schedule for the execution of the work.

If in the opinion of the excavator a meeting is not necessary, he shall indicate this in the notification to give the involved facility owners the opportunity to request an individual meeting with the excavator. If a preconstruction meeting is not conducted, the excavator must follow the standard locate request process.

When a meeting is scheduled, it is important that the facility owner's representative make every effort to participate, as it is a requirement of the Act. If for any reason a facility owner cannot attend this meeting, the facility owner's representative should contact the excavator as soon as possible to make other arrangements. The excavator should document those who attended the meeting. It is recommended that minutes be taken and distributed to attendees of the job site meeting.

At this meeting, the entire scope of the project should be defined, plans should be reviewed and a locate schedule should be agreed upon so a plan can be formed to insure that the necessary markings will take place in advance of excavation as the job progresses through each area of work. The excavator and facility owners participating in the meeting may collectively agree on a maximum area for excavation notifications throughout the project that differs from the standard scope of ticket. This Scope of Ticket in a Complex Project agreement must be unanimous and communicated to the One Call System. A working relationship should be established between the excavator and the facility owner representatives to reduce confusion at the work site. Emergency phone numbers and contact people should be identified for notifications of problems, delays, or changes in the mark out plan. At the conclusion of the meeting, the excavator should update the Meeting Web Portal to include the contact information of all attendees. At his option, the excavator may upload pertinent documents such as project plans or meeting minutes for reference by all involved parties. Changes in the scope or duration of the work require a new notification under the Act.

Excavation may begin as agreed to by the parties, but not less than 3 business days after the meeting

provided that day is 10 business days after the initial meeting request. An excavation notice must be made after the complex project preconstruction meeting and should be launched from the Meeting Web Portal. The locate schedule and scope of excavation ticket agreed to by the meeting participants will determine how many locate requests (tickets) are necessary, but at least one excavation locate request (ticket) must be made. A Meeting Request Notification is not an excavation locate request. The locate request can be continued with suffixes as long as the parties agree.

A Complex Project Preconstruction Meeting Process Policy was adopted by the POCS Board of Directors on April 29, 2009. This policy went into effect on May 1, 2009 and is as follows:

I. Terms used in this document are as defined in the Act.

II. Notifications will be via the POCS Meeting Request Web Portal

1. Excavator makes initial designation of complex project and gives notice of preconstruction meeting through POCS to affected parties and establishes date, time and place of meeting. Meetings are strongly encouraged in the case of complex projects.
 - a. It is strongly recommended that in the case of a complex project that extends over a large geographic area, the party should consider scheduling multiple meetings throughout the site to accommodate facility owner travel needs.
 - b. The excavator is responsible for notifying the project owner and the designer of the meeting.
Note: The designer is the one that prepared the drawing, not necessarily the one that is managing the project.
2. If excavator determines that a preconstruction meeting is not necessary, notice shall so state. If an individual facility owner nonetheless wishes to have a meeting, a meeting shall take place between that facility owner and the excavator. Other facility owners need not attend. [Sec 5(3) of Act.] In the notice excavator shall state the reason for determining that a preconstruction meeting is not necessary.
3. At the meeting the parties shall agree upon their individual obligations consistent with the project. These obligations may vary from project to project based upon the specifics of the project and it is not the intent of this process to provide a specific set of standards for all complex projects. Rather it is intended that the parties shall have the flexibility to make decisions consistent with the project's parameters.
 - a. The entire scope of the project must be defined at the meeting. Detail on phases should be defined as much as possible. It is recommended that known phases be entered into the POCS portal initially.
 - b. Agreement on the scope of ticket will be left to the parties attending the preconstruction meeting.
 - c. If a facility owner cannot agree to the proposed locate schedule, everyone must work to find a schedule the one facility owner can agree to.
 - d. If no agreement can be reached, the excavator must create standard dig tickets for the areas where the dissenting facility owner owns/operates lines.

- e. Regardless of the agreed to mark out schedule, the standard dig ticket is the default.
 - f. Facility Owners are required to attend the meeting either in person or electronically. If an involved facility owner fails to attend the meeting, the excavator has no further obligation to attempt to contact them or otherwise notify them of the excavation schedule except as required by Section 5 (2.1) of the Act.
4. Any minutes shall be taken by the excavator calling the meeting using the POCS approved template and the minutes shall set forth the agreements made by the parties. Excavators are encouraged to keep minutes. In the absence of minutes or a meeting the parties shall be bound by the provisions contained in the POCS Users Guide for non-complex tickets. Any minutes shall be provided to POCS on-line.
 5. No agreements made at the preconstruction meeting shall amend the Underground Utility Line Protection Act.
 6. Subsequent to the preconstruction meeting the excavator shall provide the excavation notice required by Sec. 5 of the Act. The notice shall be consistent with the agreements reached at the preconstruction meeting, if such a meeting is called.
 7. An excavator designating a project as a complex project shall provide notice of complex project status prior to making the excavation notification required in Sec. 5 of the Act and shall not issue an excavation notification prior to the preconstruction meeting.
 8. Individual facility owners shall determine their own internal processes needed to comply with the preconstruction meetings and the decisions they agree to at such meetings.
 9. If the project start is delayed after the preconstruction meeting has been conducted and the mark out schedule agreed to, the following will apply:
 - a. If the start date that was agreed to is delayed no more than 90 days:
 - o The excavator will do an Update via the portal.
 - o The portal will prompt for new dates on Locate Schedule.
 - o One Call will send a Change Announcement to Facility Owners that an updated locate schedule has been posted.
 - b. If the start date that was agreed to is delayed more than 90 days:
 - o A new Meeting Request will be required
 - c. Multiple 90 day delays will not be allowed.
 - d. If the dates of the phases change, the changes shall be done via the POCS portal.
 - o Excavators will be allowed to enter phases that were not defined during the preconstruction meeting, provided the phase does not exceed the scope of the project.
 - o One Call will send an announcement to the facility owner.
 10. If the scope of the project changes, a new preconstruction meeting request will be required.

SECTION IV

GUIDELINES FOR PREPARING A WORK LOCATION REQUEST

POCS Customer Service Representatives (CSRs) are trained to obtain specific information concerning location requests. The CSRs enter information into a computer terminal and, therefore, the order of the questions is preset. There is a definite reason for every question asked. This section will provide a brief explanation of the reason for each.

Work location request processing is very easy if the caller is prepared to answer all questions. Preparation is the key. The best way to prepare for a call is to make a copy of the work location request form as shown in the back of this Guide. Your call is recorded.

1. Telephone Number & Extension:

The telephone number, including the area code, of the excavating company, design firm, or homeowner placing the call.

2. Caller's Name:

The caller's name is taken in order to maintain records of what person placed the locate request.

3. Company:

The name of the company doing the excavation work. On design stage notifications, this field should contain the company name of the designer. This field may also contain the name of the caller, if the caller is a homeowner placing their own work location request.

4. Address, City, State & Zip:

The mailing address of the company is recorded and stored for ticket entry and retrieval as well as for our mailing list database. The mailing list may be used to notify excavators and designers of information pertaining to POCS and with respect to the Act.

Work Site Information:

5. County:

The name of the county in which the work will be performed is required.

6. Municipality:

The name of the municipality in which the work will be performed is also required.

Ward: If the work is taking place in Allentown, Erie, Pittsburgh, or Philadelphia, the voting ward of the site is also required.

Description of the Work Site:

To ensure that all underground facility owners can find the exact site of the location request, POCS has requirements for identifying the location of the job site. The best information is a specific street address.

7. Street # & Street Name:

Name of the street and/or route number. Please use the exact address numbers and the street suffix (ST, RD, CT, AVE, LN, WY, etc.)

8. Nearest Intersection:

Name of the nearest intersecting street or route (within reasonable distance).

9. Second Intersection:

This field is used by the CSR when a caller indicates they are digging between two streets. This field can be used to hold the nearest major intersection name if the nearest intersection is a new or unnamed road. Clarifying information will be typed into location information so the facility owner knows which type of data has been entered in this field.

10. Site Marked in White?

Will the proposed route or boundary of the work site be marked in white. Please answer yes or no.

11. Location Information:

Clarifying information to specify the exact location of the dig. This can be directions from the nearest town, or major intersection. Landmarks, trees, fountains, fence, railroads, highway pipeline marker, etc., directionals (N, S, E, W or variants), utility pad number and telephone pole numbers are very helpful. Give as much descriptive information as you can to help the facility owners and the locator find the site.

It is very important to describe the site in detail and give the distance from the street, structure, property line, fence, or other landmarks. If working on private property note whether working in the front, rear, left, right or all sides.

If you cannot provide the exact site information, you need to schedule a pre-construction meeting or mark the site in white. When the locator arrives it's important that they know where to mark. Identify the area where you're working to prevent the locator from over marking the site. In some areas, neighbors can get upset if the marks appear to be graffiti, so mark with 12" dashed white lines. This will also help the locators complete the work needed as well as provide you with the information you need.

NOTE: *If an exact location cannot be given, it is required that the proposed route or boundary of the work site be marked in white. Marking the job site will provide locators with an accurate picture of the proposed excavation area. These marks should be white to avoid confusion with color codes used by the underground facility owner (see Section V of this document).*

12. Subdivision:

Although not asked as a separate question during the call, the name of the subdivision, housing development or building complex where the work will take place will be entered if applicable.

13. Type of Work Being Done:

Field locators need to know the reasons for excavation. Therefore, CSRs need to know the specific reason for the work. *For example, "installing a sanitary sewer lateral" is much more helpful than "digging a sewer line."*

14. Working in:

The CSR will ask the caller to identify if the work will take place in the street, sidewalk, public or private property. Other designations such as right of way, treelawn, berm, stream, etc., can also be specified. This information gives a specific qualifier to the address.

Street: please indicate yes or no

Sidewalk: please indicate yes or no

Public Property: please indicate yes or no

Private Property: please indicate yes or no

Other: where applicable

15. Depth:

Give the approximate depth of the excavation.

16. Extent of Excavation:

Give the approximate size of the excavation. Indicate the length and width, the diameter, or some other measurement to indicate the size of the opening.

17. Method of Excavation:

Indicate how the earth will be moved, i.e. anchoring, augering, backfilling, blasting, boring, directional boring, digging, ditching, drilling, driving-in, grading, hand-digging, plowing-in, pulling-in, ripping, scraping, tilling, trenching, trenchless excavation, tunneling, or vacuum excavation.

18. Work Being Done For (Project Owner):

Identification of whom the work is being performed for is another resource for obtaining additional information about a project. The Act refers to this as the “project owner”. The *“project owner” means any person who or which engages an excavator for construction or any other project which requires excavation or demolition work.*

Mapping

The system will attempt to locate the described proposed excavation site using the county, municipality, street, nearest intersection, and second intersection provided by the caller. The caller can also provide up to two latitude/longitude points to assist in the search. Once the system finds the general location, the CSR will draw a notification area box around the proposed excavation site as described by the caller. The notification area box determines which facility owners will be notified.

In the rare situations when a site cannot be found on the map, an unmapped notification will be sent. The facility owners notified will be based on the county and municipality given by the caller.

19. Person to Contact:

The name of the person facility owners can contact in case additional information is required.

20. Phone Number and Extension (of the Person to Contact):

The phone number with area code and the extension, if needed, for daytime contact.

21. Best Time to Call:

When the contact person is normally available for the facility owner to contact with any questions.

22. Fax #:

A dedicated fax line is recommended, as fax responses are sent from facility owner's in lieu of a phone call whenever possible.

23. E-mail:

Provide the email address of the caller if they have one.

LAWFUL START DATES: (3 business days) **through** (10 business days)

These dates are calculated for routine work location requests. They indicate the earliest date that digging can begin and the last possible date when digging must begin. If digging does not start within these dates, a new one call notification must be placed. This information is provided to the caller by the CSR.

24. Scheduled Excavation Date:

On construction notifications, indicate the date the excavation work is scheduled to begin. Work cannot begin prior to the date given. This question is not asked on design stage notifications.

If the scheduled excavation date given by the caller falls between the lawful start date and is not the third business day, the lawful start dates are recalculated and the scheduled excavation date becomes the first lawful start date. The lawful end date does not change.

Start Time: The estimated time the excavator plans to be on site.

Action Types (how the request was created):

New – a new request for notification

Update – a request generated to update the lawful start dates of an existing request; no other information will change.

Renotify – a follow up request made by an excavator for a response on a previously placed request.

Cancel – notification by a caller that work will not be done.

Notification Request Types (the kind of work being performed):

Excavation – a construction notification involving the movement of earth, rock or other materials.

Damage – a notification that reports a damaged or exposed underground facility.

Demolition – a notification specifically for demolition work.

Notification Request Classes (the timeframe of the work being performed):

Design – a notification requiring not less than 10 nor more than 90 business days notice prior to final design. Lawful start dates are not calculated on design notifications. Digging is not

permitted on a design notification. If you need the facility owners to send you prints/maps, the CSR will enter your request in the remarks section of the notification.

Routine – a notification requiring not less than 3 nor more than 10 business days notice.

It is very important not to begin work prior to the lawful start dates or the scheduled excavation date. (See the Statute in the back of this book). Beginning work before the lawful start date can result in forfeiture of the excavator's rights and protection provided for under Pennsylvania Act 287 as amended. Additionally, commencing work prior to the lawful dig date is a violation of the law.

Emergency – a request where the caller states the work being done is an emergency.

Meeting – a notification used to schedule a pre-construction meeting request.

25. Duration of Job:

Give the approximate number of hours, days, weeks, months or years you will be actively working on this excavation or demolition. This information helps the facility owner determine the resources needed to deal with the request.

26. Remarks:

Additional information about the work that did not fit in prior fields can be entered here. Job numbers or other reference information can also be placed here. **This is also the place to request a job site meeting, indicating the requested date and time.**

The computer issues a serial number and displays a list of facility owners being notified.

The CSR will provide you with the serial number and offer to read you the list of facility owners being notified. The serial number is proof of your notification. It is important. Please write it down.

The following is one example of proper information when identifying the location of a job site:

CDC ABC 00001 POCS MM/DD/YY TT:TT:TT 20081234567-000 NEW XCAV RTN

=====PENNSYLVANIA UNDERGROUND UTILITY LINE PROTECTION REQUEST=====

Serial Number--[20081234567]-[000] Channel#--[1234] [0123]

Message Type--[NEW] [EXCAVATION] [ROUTINE]

County--[ALLEGHENY] Municipality--[WEST MIFFLIN BORO]

Work Site--[925 IRWIN RUN RD]

Nearest Intersection--[NOBLE DR]

Second Intersection--[LUTZ LANE]

Subdivision--[BORLAND COMPLEX]

Site Marked in White--[Y]

Location Information:

[WORKING FROM THE FIRE HYDRANT, CROSSING THE DRIVEWAY INTO THE TREELAWN AREA, UP THE MIDDLE OF THE TREELAWN, FOR 100FT TO THE LEFT CORNER OF THE BUILDING CROSSING BACK OVER THE DRIVEWAY INTO THE BUILDING.]

Caller Lat/Lon--[]

Mapped Type--[P] Mapped Lat/Lon--

[40.361226/-79.926977,40.361981/-79.924776,40.360903/-79.924907

40.361123/-79.927265]

Map Graphic--[<http://www.pa1call.org/ViewMap/view.aspx?sn=20081234567>]

Type of Work--[INSTALL 2IN WATER SVC LINE] Depth--[3FT]

Extent of Excavation--[2FT X 230FT] Method of Excavation--[TRENCHING]

Street--[N] Sidewalk--[Y] Pub Prop--[N] Pvt Prop--[Y] Other--[TREELAWN]

Lawful Dig Dates--[DD-MON-YY] Through [DD-MON-YY]

Scheduled Excavation Date--[DD-MON-YY] Dig Time--[TTTT] Duration--[1 WEEK]

Response Due Date--[DD-MON-YY]

Caller--[ANNABELLE SMITH] Phone--[555-555-5555] Ext--[]

Excavator--[ABC CONSTRUCTION] Homeowner/Business--[B]

Address--[12345 MAIN ST]

City--[PITTSBURGH] State--[PA] Zip--[15236]

Work Being Done for--[PA ONE CALL SYSTEM INC]

Fax--[555-444-4444] Email--[asmith@aol.com]

Person to Contact--[ANNABELLE SMITH] Phone--[555-555-5555] Ext--[]

Best Time to Call--[0800-1600]

Prepared--[DD-MON-YY] at [TTTT] by [CSR NAME]

Job Number--[XXXXXXXX15XXXXXX] Meeting Request Number--[YYYYJJJ1234]-[123]

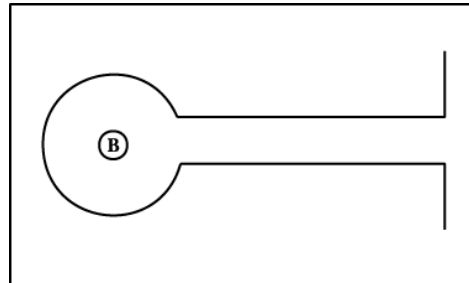
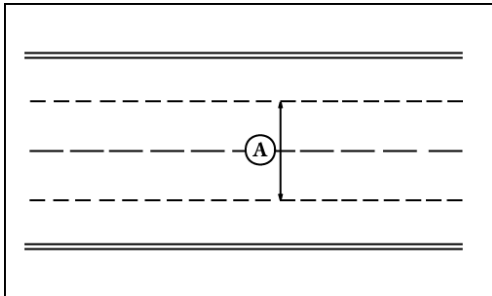
PennDOT Contract/Permit Number--[]

Remarks--

[]

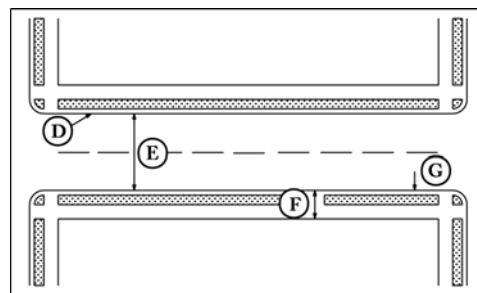
The following are definitions of some of the terms that can be utilized to help describe the work area to be marked.

- A. **Center Lane(s)** – In a four-lane street, the two lanes at the center of the pavement.
- B. **Cul-de-sac** – A local street open at one end with a special provision for turning around.

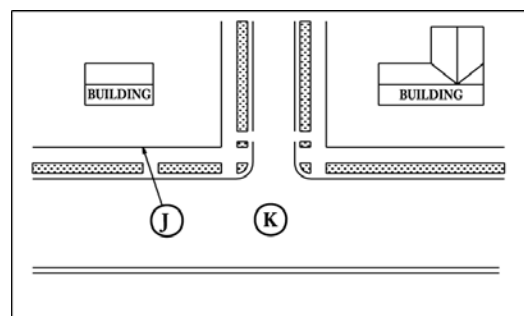


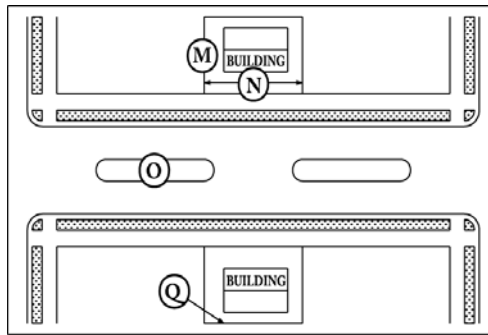
Culvert (not pictured) – Any pipe or structure under a roadway or driveway to facilitate drainage of surface water.

- C. **Curb Lane(s)** – Traffic or parking lane immediately adjacent to the curb.
- E. **Curb to Curb** – The paved area of a road right of way between the two curb lines.
- F. **Curb to Property Line** – The area between the curb and the front property line.
- G. **Curb Line** – The point where the curb meets the edge of the street pavement.

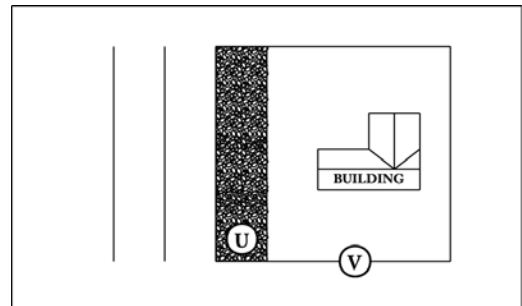
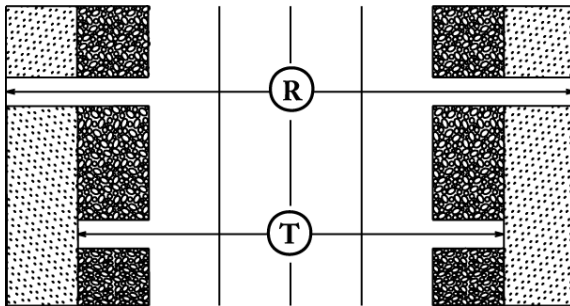


- H. **Easement** (not pictured) – A right to use or control the property of another for designated purposes.
- I. **Frontage Road** (access road - not pictured) – A local street or road auxiliary to and located on the side of an arterial highway for service to abutting property and adjacent areas and for control access.
- J. **Front Lot Line** – (Same as street right of way line) the property line adjacent to the street right of way.
- K. **Intersection** – The general area where two or more highways join or cross, within which are included the roadway and roadside facilities for traffic movements in that area.
- L. **Interchange** (not pictured) – A system of inter-connecting roadways in conjunction with one or re grade separations providing for the movement of traffic between two or more roadways on different levels.





- M. Lot Line** – A line marking the legal limits of an individual’s property.
- N. Lot Line to Lot Line** – The area between the two side lot lines on private property and the entire road right of way (See R.)
- O. Median** – The portion of a divided highway separating the traveled ways for traffic in opposite directions.
- P. Property Line** – See Lot Line (M).
- Q. Rear Lot Line(s)** – Property lot line at the rear of the lot (area opposite street that connects the two side lot lines).
- R. Right of Way** – Dedicated street areas bounded by two generally parallel lines called right-of-way lines. Another name for these lines is front property lines.
- S. Road** (not pictured) – Highway in rural area.
- T. Roadway** – The portion of a highway, including shoulders, for vehicular use.
- U. Shoulder** – The edge of a road (generally gravel) between normal traffic lanes and grass areas. The term normally used in areas where there is no curb.
- V. Side Lot Line(s)** – The two property lines, which normally extend away from the street right-of-way.
- W. Street** (not pictured) – Highway in an urban area.



SECTION V

WHAT HAPPENS WHEN THE CALL IS MADE

As the CSR completes the work location request, the computer at POCS processes the ticket. The computer issues a serial number and displays a list of members notified.

The computer transmits the message to the underground facility owners. Underground facility owners receive the information on a PC; modem equipped printer, fax equipment, or via email.

The information is received by the member facility owner. The facility owner's personnel review the work location request by comparing it with their maps and records, or making field visits. It is their job to decide whether or not the location of the work site is close to existing underground facilities.

Once it is determined that markings are required, member facility owners will dispatch a locator to the site to locate and mark their facilities in the excavation site described on the work location request with paint, stakes, and/or flags.

Facility owners shall mark facilities according to APWA/Common Ground Alliance Best Practices for Temporary Marking set for in ANSI standard Z535.1 Safety Color Code (See Section VI of this document).

If the work or site appears to be complex or the lines at the site are critical, the facility owner may request to meet the excavator. Some facility owners are required to be on site during excavation while work is in the vicinity of the line. Generally, there is no charge for this additional level of protection. Take advantage of their expertise and make sure you understand the safety precautions that are necessary to protect the line and yourself.

Underground facility owners are required to respond to the work location request through the One Call System. The automated service is called **KARL**. KARL receives the facility owner responses and faxes or emails the collected responses to the excavating or design company.

The following is a list of the Facility Owner responses used in the KARL system (please see The KARL System section of this guide for further details):

- 001. Clear – No Facilities
- 002. Conflict. Lines Nearby. Direct Contact to follow from Facility Owner.
- 003. Marked
- 004. Insufficient Information. Do Not Dig.
- 005. Not Marked – Due to No Access
- 006. Scheduled Date & Time Lines will be Marked by
- 007. Voice Message
- 008. Design Conflict. Please send plans to:
- 090. Will Attend Meeting.
- 091. Clear – Will Not Attend Meeting
- 092. Possible Conflict – Requests Meeting
- 096. Agrees No Meeting Required

SECTION VI

RESPONSIBILITIES OF THE FACILITY OWNER

(After receiving the work location request)

After receiving and screening the work location request, if a conflict exists, each underground facility owner will mark the location of their facilities in the field. Markings will be done in a reasonable manner; in order to enable the excavator to easily recognize the location of buried facilities. Underground facility owners will mark facilities in accordance with the following APWA/Common Ground Alliance Best Practices for Temporary Marking (uses ANSI standard Z535.1 Safety Color

Code):

WHITE	Proposed Excavation
PINK	Temporary Survey Markings
RED	Electric Power Lines, Cables, Conduit and Lighting Cables
YELLOW	Gas, Oil, Steam, Petroleum or Gaseous Materials
ORANGE	Communication, Alarm or Signal Lines, Cables or Conduit
BLUE	Potable Water
PURPLE	Reclaimed Water, Irrigation and Slurry Lines
GREEN	Sewers and Drain Lines

SYMBOLS

(These symbols further define the color-coding used in marking buried facility locations).

CH	Chemical	SS	Storm Sewer
E	Electric	SL	Street Lighting
FO	Fiber Optic	STM	Steam
G	Gas	SP	Slurry System
LPG	Liquefied Petroleum Gas	TEL	Telephone
PP	Petroleum Products	TS	Traffic Signal
RR	Railroad Signal	TV	Television
S	Sewer	W	Water
SD	Storm Drain	W	Reclaimed Water “Purple

Underground facility owners will use stakes, flags, paint, or other suitable materials in varying combinations dependent upon the type of surface to be marked. These marks will be in sufficient quantity to clearly identify the routes of the facility. The marking should also include the symbols of the underground facility owner or actual company abbreviation (i.e. VZPA, DLCO, PECO, UGI, PAW, ATT, Sprint, etc.).

When the surface over the underground facility is planned to be destroyed, supplemental offset marking may be added. Such markings will identify the direction and distance to the actual facility. Supplemental marking may be added at the discretion of the facility owner.

Please see the attached marking card for guidelines for marking of underground facilities.

USE OF MARKING

Use color-coded surface marks (paint or similar coating) to indicate the location and route of buried lines. To increase visibility, color-coded vertical markers (temporary stakes or flags) should supplement surface marks. All marks and markers should indicate the name, initials or logo of the company that owns or operates the line and the width of the facility if it is greater than 50 mm (2”). If the surface over the buried line is to be removed, supplemental offset markings may be used. Offset markings should be on a uniform alignment and must clearly indicate that the actual facility is a specific distance away.

LOCATION TOLERANCE ZONE

Any excavation within the tolerance zone should be performed with hand tools until the marked facility is exposed. The width of the tolerance zone *means the horizontal space within eighteen inches of the*

outside wall or edge of a line or facility. Excavation within this zone must be performed with prudent techniques i.e. hand tools until marked facilities are exposed. Section 5 clause (4) states: “To exercise due care; and to take all reasonable steps necessary to avoid injury to or otherwise interfere with all lines where positions have been provided to the **excavator** by the facility owners pursuant to clause (5) of section 2. Within the tolerance zone **the excavator** shall employ prudent techniques, which may include hand-dug test holes to ascertain the precise position of such facilities. ***If insufficient information to safely excavate is available pursuant to clause (5) of section 2, the excavator shall employ like prudent techniques*** which shall be paid for by the **project** owner pursuant to clause (15) of this section 5.”

After locating the precise location of underground facilities through the use of prudent techniques, excavators must continue to exercise due care within the tolerance zone to avoid interference, injury or damage to the underground lines.

Note: The “**PROJECT OWNER**” under the Act is any person who or which engages the contractor for construction or any project which requires excavation or demolition work as herein defined.

Emergency work location requests that fall within the definition of an emergency are given top priority. Underground facility owner are required to mark facilities within the emergency excavation area as soon as practicable.

SECTION VII

RESPONSIBILITIES OF THE DESIGNER

A Designer is any architect, engineer or other person who or which prepares a drawing for construction or other project which requires excavation or demolition work as defined by the Act. Each designer preparing a drawing requiring excavation or demolition work within the Commonwealth shall contact Pennsylvania One Call System. The Design Notice is meant to allow the designer to plan the new work around existing facilities as the law prescribes. The notice shall be placed not less than 10, nor more than 90 business days in advance of the final design. Designers can obtain such information more than 90 days before final design is to be completed, however, they shall state in their requirements that such work is preliminary.

Final Design means “the engineering and construction drawings that are provided to a bidder or other person who is asked to initiate construction on the bid date or date the project is set for construction in the absence of a bid”.

In many instances engineering and construction drawings are prepared far in advance of bid acceptance or the start of construction; or last minute project owner/designer adjustments may result in changes to the proposed excavation area. The date of the most recent design One Call Notification should never be more than 90 days prior to the project bid date (or date of construction in the absence of a bid). This provides the designer with the opportunity to assess the possible impact of any recently installed underground facilities within the project area and to adjust the design accordingly prior to the bid or the start of construction. It is the Project Owner’s responsibility to not release any project to bid or construction until after final design is completed. Good communication between the designer, project owner and involved facility owners is necessary to produce the most accurate construction drawings

possible.

Notifying POCS is the first step and there are several other responsibilities, which need to be completed.

When contacting POCS to request the line and facility information; the information provided should cover the entire scope of the plan or development with enough detail to allow the facility owners to provide the location of their lines in the proposed work area. As much descriptive information as you can should be given to help the facility owner identify the proposed construction area. Please be as specific as you can with the location information. It is very important to describe the site in detail.

The designer shall make a reasonable effort to prepare the construction drawings to avoid damage to and minimize interference with a facility owner's facilities in a proposed construction area. A copy of the project plans shall be forwarded to each facility owner who requests a copy. If a designer is unable to provide a copy because of security of the project or proprietary concerns regarding the design of the project, the designer shall negotiate in a timely manner with the facility owner the means of obtaining the necessary data.

Once the request has been made the designer shall show upon the drawing the position and type of each facility owner's line, derived pursuant to the request made, the name of the facility owner as shown on the list from the one call system, the serial number of one call notice and the toll free number of the one call system. Once the responses are received from the one call notification, it is acceptable to send enhanced .pdf plans of the site.

The designer shall make a reasonable effort to prepare the construction drawings to avoid damage to and minimize interference with a facility owner's facilities in the construction area by maintaining the clearance as provided for in the applicable easement condition or an eighteen-inch clearance of the facility owner's facilities, where practical, if no easement restriction exists, or other clearance permitted or agreed upon.

The designer should consult with and advise the project owner regarding the project owner's requirement to utilize sufficient quality levels of subsurface utility engineering. Design stage responsibilities of the designer and project owner are contained within the law and in the latest version of the Common Ground Alliance (CGA) Best Practices. The Act specifically requires your best efforts to comply with the CGA standards.

As with notifications of excavation work, the facility owners shall respond to notifications through the KARL System. There is even a response dedicated specifically for design notifications, "8. Design Conflict. Please send plans to:". In addition to responding through the KARL System, facility owners can send plans to the Designer, mark the plans provided by the designer by field location or by another method agreed to by the designer, excavator and facility owner, or their agent, mark the field, or indicate they are clear if there is no conflict with the notification.

The designer is required to attend and participate in preconstruction meetings on complex projects when the excavator determines the project to be complex and actually schedules a meeting. Project owners are required to participate in design and preconstruction meetings either directly or through a representative. In many instances the designer may be the project owner's representative. Such meetings are encouraged to improve communications between all parties.

During Excavation

The designer is reminded that responsibilities under the law apply to all design activities, including changes of and additions to a project on which excavation is already underway. At the end of the project all SUE data shall be forwarded to the One Call Center in enhanced .pdf format.

SECTION VIII

RESPONSIBILITIES OF THE EXCAVATOR

(After Making the Call)

Many people believe that by notifying POCS of intended excavation they have completed all of their responsibilities with respect to the locating process. This is not the case. Notifying POCS is only the first step, and there are several other important considerations.

Prior to the Start of Excavation

When planning excavation activities the excavator should consider all available site information relating to the existence of underground facilities. The position of facility marks, any Subsurface Utility Engineering information contained on the project plans and the existence of visible landmarks such as meters, valve boxes, manhole covers and similar evidence should be included in the excavator's site assessment.

The excavator must inform each powered equipment operator employed at the site of the information obtained as a result of his notification to POCS. It also is good practice to provide this information to all workers at the site.

The excavator should plan the excavation or demolition work to avoid damage to or minimize interference with underground facilities in the construction area. If the work requires temporary or permanent interruption of the facility owner's service the excavator must coordinate the work with the affected facility owner(s) in all cases.

If the excavator is using horizontal directional drilling (HDD), he must, at a minimum, utilize the best practices published by the HDD Consortium.

If requested to do so by a facility owner, the excavator must assist a facility owner in determining involvement of their lines by disclosing additional available information including dimensions and the direction of the proposed excavations.

The excavator, except in an emergency with proper notification to POCS, may not begin excavation or demolition earlier than the scheduled excavation date which can be on or after the third business day after the notification to POCS was made. In a Complex Project, if the excavator requests a pre-construction meeting, he may not begin excavation for at least ten business days after notification to POCS that the project has been declared to be a Complex Project.

Consider documenting the position of marks as soon as possible after they are placed. Be watchful for possible removal and tampering of marks. This can occur unintentionally as a result of things such as

lawn mowing, normal street maintenance, activities of children playing in the neighborhood as well as normal construction activities. Please remember that weather and wear can obliterate markings. Do not pile brush or spoilage on the marking. You are responsible for the marks once the locator has left the site. If the excavator suspects that marks may have been compromised or eliminated he should contact the One Call Center to request that the facilities be marked again.

During the Excavation Process

All underground facilities encountered during the excavation work should be considered in use and potentially dangerous unless specific information from the facility owner indicates that the facility is abandoned or otherwise not in use and does not contain any dangerous elements or by-products.

As the excavation operation approaches the estimated location of underground facilities, the excavator must determine the exact location of the marked facility by safe and acceptable means. This is usually accomplished by the use of hand tools or vacuum excavation techniques. The Act requires the use of prudent techniques for the area considered the “TOLERANCE ZONE”, that is 18” from the outside wall or edge of the line or facility. Unless the depth of the marked facility is indicated, the excavator should continue the use of prudent techniques within the tolerance zone to the required depth of excavation. If a marked facility is not found within the established Tolerance Zone during excavation, the excavator should contact the one call center and renotify the facility owner. If excavation continues, prudent techniques must be used until the precise location of the facility is identified or until it has been otherwise determined that the excavation is not in conflict with the facility. The excavator may be entitled to compensation from the project owner for this extra work as set forth in clauses (4) and (15) of section 5 of the Act.

If the Tolerance Zone is not established because of the inability or failure of the facility owner to provide marks or the information provided by the facility owner is insufficient to safely excavate and it is reasonably necessary for the excavator to ascertain the precise location of any line, including abandoned or unclaimed lines, the use of prudent techniques is required. The excavator may be entitled to compensation from the project owner for this extra work as set forth in clauses (4) and (15) of section 5 of the Act.

Work with the locator to reduce the confusion at the work site. Scheduling and cooperation can keep your job moving efficiently. Discuss your schedule and resources with the locators and set up a working relationship that can save everyone significant delays and confusion. It is always a good practice to document the work you do and record what safety instructions are given by the locator or field representative at the site.

Certain of our members have special policies because of the critical nature of their lines, (i.e. liquid pipelines, fiber optic communications, high pressure natural gas, chemical lines), and want to be on site when you are near their lines. Some facilities demand special consideration and are significant enough that your risk management policy should dictate extreme care be taken when working around these lines.

The one call system is a mandatory organization. Pennsylvania One Call System is presently the only one call system in operation in Pennsylvania. Some underground facility owners have elected not to belong; in violation of the Act. Excavators are not required to make an effort to contact these

nonparticipating facility owners directly before attempting an excavation, but realistically there could be a safety issue if you see indications of facilities that are not marked. It is your safety that's at risk. Excavators are reminded not to begin excavation prior to the scheduled date of excavation.

NOTE: *Before excavation, check with the property owner to help identify any privately owned underground lines. In many areas of the state, the line from the curb to a dwelling is the property owner's, not the utility's.*

Many excavators mistakenly believe that POCS is responsible for the actual marking of facilities. This is not the case. POCS takes information from the excavator and relays it to the underground facility owners. The facility owners are responsible for ensuring that their facilities are properly marked.

POCS will collect the responses from the facility owners through the KARL system and relay it to the excavator. Excavators are encouraged to verify the current status of their one call request prior to commencing excavation or demolition work by calling the POCS KARL system at 1-800-222-6470. The following is a list of the Facility Owner responses used in the KARL system (please see The KARL System section of this guide for further details):

- 001. Clear – No Facilities
- 002. Conflict. Lines Nearby. Direct Contact to follow from Facility Owner.
- 003. Marked
- 004. Insufficient Information. Do Not Dig.
- 005. Not Marked – Due to No Access
- 006. Scheduled Date & Time Lines will be Marked by
- 007. Voice Message
- 008. Design Conflict. Please send plans to:
- 090. Will Attend Meeting.
- 091. Clear – Will Not Attend Meeting
- 092. Possible Conflict – Requests Meeting
- 096. Agrees No Meeting Required

When one underground facility owner indicates that there are no facilities in conflict with specific excavation, the excavator must realize that this does not mean that POCS has cleared the site, nor does it mean that other facilities are not at that location.

Failure to Locate Facilities Prior To the Start Date

On the scheduled day of excavation if a facility owner(s) has failed to respond or to mark the facilities; or appears to have marked the facilities incorrectly; it is strongly recommended, for safety reasons, the excavator call the one call center and renotify those facility owners. The Act does allow the excavator to begin work as scheduled, but not earlier than the lawful dig date, provided he exercises due care and uses prudent techniques in his work.

At the caller's request, the Center will renotify facility owner(s) with a statement in the remarks section of the ticket indicating which facility owner or type of facility the excavator needs to contact.

CAUTION: Certain facilities require special handling and protection. This protection should be the responsibility of the facility owner alone. Please contact them and they will provide the necessary support and protection or advise you specifically at the site.

When Damage Occurs

If during the course of excavation, a facility has been exposed and/or damaged, it is the excavator's responsibility to promptly notify the facility owner so that it may be inspected and repaired, if necessary, before being backfilled. The excavator should support these exposed facilities until such time as the facility owner inspects them. Failure to notify the facility owner can result in the excavator being held responsible for any and all damages attributable to the damaged facility.

If a facility is damaged which results in personal injury or property damage to parties other than the affected excavator or facility owner, the excavator must submit an incident report to the department within ten business days of the damage occurrence.

If the damage results in the escape of any flammable, toxic or corrosive gas or liquid which endangers life, health or property the excavator must **immediately** notify 911 and the facility owner. The excavator must also take reasonable measures, based on his knowledge, training, resources, experience and understanding of the situation to protect himself and those in immediate danger, the general public, property and the environment until the facility owner or emergency responders have arrived and completed their assessment of the situation. The excavator must also remain on site to convey any pertinent information to responders that may help them to safely mitigate the situation. The requirement to notify 911 is also mandated by the Federal Pipeline Safety Act. Conviction can result in substantial monetary penalties, imprisonment, or both.

NOTE: Cathodic Protection techniques are often used to deal with the earth's stray electric current where steel and other metal lines are buried. If these are damaged they cause problems to the pipe or cable and must be repaired by the facility owner.

SECTION IX RESPONSIBILITIES OF THE PROJECT OWNER

Project owners were not a principal focus of Act 287 when it was passed in 1974 and were largely ignored in subsequent revisions. References to "owners" in earlier versions of the Act were confusing and made it difficult to ascertain responsibilities. Act 287, as amended by Act 121 of 2008, recognizes that the project owner, as well as the facility owner, has an important role in the process. This is a significant change to Act 287. It is the project owner who retains the designer or excavator to undertake construction of a project specific to their needs. A new section has been added to clarify the duties and responsibilities of the project owner.

It is the duty of project owners to utilize and pay for Subsurface Utility Engineering (SUE) in accordance with the Act. It is the project owner who initiates design projects that will require excavation or demolition and they are its principal beneficiary. The use of SUE or other similar techniques is required on large or complex projects costing \$400,000 or more, whenever practicable. SUE provides a

way to accurately identify the quality of subsurface utility information. The highest level of SUE will provide precise location information permitting the designer to avoid interference with underground facilities where possible.

Sometimes it is not possible to accurately locate or identify all lines. When an excavator must ascertain the location or lines, including unclaimed or abandoned lines, as outlined in clause 15 of the responsibilities of an excavator, he is entitled to compensation from the project owner as outlined in said clause. The project owner has responsibility to respond to such notifications, and to compensate the excavator for such work. By choosing and utilizing the highest level of SUE, this potential is minimized.

Occasionally when a final design is properly completed in accordance with a contract between the project owner and designer, the project is not immediately let for construction. A definition for final design has been added that ties the final design under the Act to the bid date or the date the project is let for construction. Final design requires the designer to notify POCS and obtain information within 90 days of final design. If the project owner cannot or does not release the project for construction upon completion of final design as defined by this Act, the project owner needs to update the design. Projects should not be released for bidding until after final design notification process is completed. This will permit modifications, extensions or changes to facility owner's lines to be added to the drawings. The intent is to keep the information on the plans as current and up to date as possible. Plans that have been completed and not let for construction should be updated prior to bids being received. This is to prevent jobs that have been put aside for long periods of time for various reasons and then just sent out for bidding when funding becomes available.

This new section recognizes the value of communication between all parties to the Act. It is important for all parties to be involved in pre-construction and pre-design meetings. Clause 4 reinforces this responsibility of the project owner and permits him to send a representative. Often this will be the designer.

Information obtained via SUE will benefit facility owners only as it is shared with them. The intent of clause 5 in this section is for the One Call System to be a repository for the information and to convey it to the affected facility owners. The project owner provides the SUE data to the One Call Center. This retains the information for future reference and allows the facility owner to update their records with more accurate information. In many instances, the project owner will have the designer, as his agent, furnish the SUE data.

This section also encourages the use of permanent color-coded markers to indicate the type and location of all laterals for new construction. These markers will assist in locating efforts in the future.

SECTION X

REPORTING PROBLEMS

There are several problems that the excavator may encounter during the locating process. POCS will assist in the resolution of these problems. The following are some of the more commonly experienced problems with a brief description of the proper channels to follow.

1). Correcting Errors on a work location request

If, at any time, it is discovered that incorrect information was provided to POCS, callers should notify POCS as soon as possible. Customer Service Representatives will assist you in making corrections, depending on the circumstances.

2). Legal Matters

POCS records all conversations that pertain to the work location request, and maintains a copy. The voice and data records are maintained for five (5) years.

POCS has various methods of searching for these records. The quickest method of obtaining a work location request from the file is through the use of the serial number. Records can be found from other information, but the process is much more difficult. Getting a copy includes a reasonable charge. The charge will be quoted at the time of the request and will be based on the information you can provide.

3). Incident Report

Excavators, designers, and facility owners may file an incident report with the Pennsylvania Department of Labor and Industry as provided for in the law. However, facility owners and excavators are required to file incident reports in cases where excavation activities result in personal injury or property damage to third parties.

By use of the incident report, the parties are capable of notifying L&I of offenders and providing documentation to take further action to prevent damage to member's underground facilities or injury to excavators or their employees.

When notified of damage, members should fully investigate circumstances involved with damage. Use the "Incident Report" to document the occurrence with L&I. Fax a copy to L&I at (717) 787-0517. Please ensure that information is complete and that a clear violation of the law has occurred. Additional information may be required and you may be contacted.

Call the Department of Labor and Industry or go to www.dli.state.pa.us for a copy of the Incident Report form. It can be faxed or mailed to you. Incident reports can also be completed online. Read the instructions carefully. Make as many copies as you may need for future use. **We request you designate only one person from your organization as a "contact person" to administer these incident reports.**

After completing the form, mail it to the Department of Labor and Industry's Bureau of Labor Law Compliance at Room 1301 Labor and Industry Building, 7th and Forster Streets, Harrisburg, PA 17120, website – www.dli.state.pa.us.

An Incident Report can be completed online or an electronic version of the Incident Report form can be downloaded from the Link-To-Link - Industry Related Sites under Links on the POCS Web Site.

Pennsylvania One Call System is not responsible for the issuance of citations or enforcement under this statute. The Bureau of Labor Law Compliance may be reached at 717-787-4763.

Pennsylvania One Call System has the authority under the statute to create and administer a voluntary payment dispute resolution process for all parties involved with the statute. This process may not be

used to settle or resolve alleged violations of the law.

4). Governing Structure

Pennsylvania One Call System, Inc. is a non-profit Pennsylvania Corporation. It is governed by a 36 member Board of Directors, comprised of representatives from each industry.

5). Membership

Membership is required by law, and open to all underground facility owners who agree to abide by POCS articles of incorporation, by-laws, and service agreement.

6). Associate Membership

Excavators, locating services and other parties who share the goals of POCS can join the system as associate members. Information on associate membership can be obtained by contacting POCS.

SECTION XI TAMPERING WITH MARKS

Under the law owners of underground facilities such as pipe lines, electric, communication and other types of lines are required to place physical marks on the surface of the ground within 18” of the actual underground position of the lines, identifying the size, type and number of lines when an excavator makes a request to locate through Pennsylvania One Call System, Inc. These marks help the excavator determine, *in advance of excavation*, where the safety (tolerance) zone of the buried lines are so they can use prudent techniques to safely excavate without causing damage to the underground facility within the tolerance zone. This process greatly reduces the chance that an existing line will be damaged during excavation activities.

It is important that these marks remain visible and unaltered until all excavation in the area is completed. Accurate marks for underground lines result in safer excavations with fewer damaged lines. Removing, moving or otherwise tampering with marks for underground facilities increases the chance of damage to the line. This can result in injury and even death to those in the immediate vicinity. This also can cause interruption of service to you and your neighbors and may result in costly repairs that could increase your monthly utility bills.

Marks that have been removed, moved or otherwise tampered with are *never* accurate and could prove to be deadly! The color, style, method and location of marks communicate critical information to the excavator. If you witness or otherwise have reason to believe that someone has tampered with underground utility marks, please immediately notify the excavation company and Pennsylvania One Call System, Inc. POCS may be contacted by dialing 8-1-1 or 1-800-242-1776.

Tampering with underground facility marks, even if those marks are placed on private property, violates Section (10) of PA Act 287, as amended. Conviction can result in a fine of up to \$50,000, or imprisonment of up to ninety days, or both, not to speak of any civil liabilities in the matter.

Accurate marks result in safer excavations for everyone!

Underground Utility Line Protection Act
AKA Underground Utility Line Protection Act

HB2644 **ACT 121** **Signed: 10/9/2008**

PN3986 **2008** **Effective: 10/9/2008**

73 P. S. § 176 et. seq.

Reprinted by Pennsylvania One Call System, Inc. The purpose of this reprinting is to provide those affected with a complete copy of the ACT.

Note: Changes are shown in bold italics.

AN ACT

Amending the act of December 10, 1974 (P.L.852, No.287), entitled "An act to protect the public health and safety by preventing excavation or demolition work from damaging underground lines used in providing electricity, communication, gas, oil delivery, oil product delivery, sewage, water or other service; imposing duties upon the providers of such service, recorders of deeds, and persons and other entities preparing drawings or performing excavation or demolition work; and prescribing penalties," further providing for the title of the act, for definitions, for duties of facility owners and for the duties of the One Call System; providing for liability, fees and governance of the One Call System; further providing for applicability; providing for the duties of project owners and for rights of the Auditor General; further providing for the governing board of the One Call System, for fines and penalties and for applicability to certain pipeline systems and facilities; providing for a voluntary payment dispute resolution process, for best efforts, for removal or tampering with a marking, for determination of position and type of lines and for impairment of rights and immunities; further providing for expiration; repealing provisions of the act of June 19, 2002 (P.L.421, No.61), known as the Propane and Liquefied Petroleum Gas Act, concerning the prohibition of certain liquefied petroleum gas facilities or distributors from being subject to the Underground Utility Line Protection Law; and making an editorial change.

The General Assembly of the Commonwealth of Pennsylvania hereby enacts as follows:

SECTION 1. The title of the act of December 10, 1974 (P.L.852, No.287), referred to as the Underground Utility Line Protection Law, is amended to read:

AN ACT

To protect the public health and safety by preventing excavation or demolition work from damaging underground lines used in providing electricity, communication, gas, propane, oil delivery, oil product delivery, sewage, water or other service; imposing duties upon the providers of such service, recorders of deeds, and persons and other entities preparing drawings or performing excavation or demolition work; and prescribing penalties.

TERMS TO BE USED IN THIS ACT - DEFINITIONS

As used in this act:

"Abandoned" means no longer in service and physically disconnected from a line.

"Business day" means any day except a Saturday, Sunday or legal holiday prescribed by statute. A business day begins at 12:00:00 a.m. and ends at 11:59:59 p.m.

"Cartway" means that portion of a street which is improved by surfacing with permanent or semipermanent material and is intended for vehicular traffic.

"Common Ground Alliance best practices" means the damage prevention industry recommended standards issued by the Common Ground Alliance, a not-for-profit corporation created pursuant to the issuance of the United States Department of Transportation's Common Ground Task Force report in 1999.

"Complex project" means an excavation that involves more work than properly can be described in a single locate request or any project designated as such by the excavator as a consequence of its complexity or its potential to cause significant disruption to lines or facilities and the public, including excavations that require scheduling locates over an extended time frame.

"Consumer Price Index" means the index of consumer prices developed and updated by the Bureau of Labor Statistics of the United States Department of Labor.

"Continuing property records" means a record required pursuant to 66 Pa.C.S. § 1702 (relating to continuing property records).

"Demolition work" means the partial or complete destruction of a structure, by any means, served by or adjacent to a line or lines.

"Department" means the Department of Labor and Industry of the Commonwealth.

"Designer" means any architect, engineer or other person who or which prepares a drawing for a construction or other project which requires excavation or demolition work as herein defined.

"Emergency" means a sudden or unforeseen occurrence involving a clear and immediate danger to life, property and the environment, including, but not limited to, serious breaks or defects in a facility owner's lines.

"Excavation work" means the use of powered equipment or explosives in the movement of earth, rock or other material, and includes but is not limited to anchoring, augering, backfilling, blasting, boring, digging, ditching, drilling, driving-in, grading, plowing-in, pulling-in, ripping, scraping, trenching and tunneling, but does not include soft excavation technology such as vacuum, high pressure air or water, tilling of soil for agricultural purposes to a depth of less than eighteen inches, the direct operations necessary or incidental to the purposes of finding or extracting natural resources, political subdivisions performing minor routine maintenance up to a depth of less than eighteen inches measured from the top of the edge of the cartway or the top of the outer edge of an improved shoulder, in addition to the performance of incidental de minimis excavation associated with the routine maintenance and the removal of sediment buildup, within the right-of-way of public roads or employees of the Department of Transportation performing within the scope of their employment work up to depth of twenty-four inches beneath the existing surface within the right-of-way of a State highway.

"Excavator" means any person who or which performs excavation or demolition work for himself or for another person.

"Facility owner" means the public utility or agency, political subdivision, municipality, authority, rural electric cooperative or other person or entity who or which owns or operates a line. This term does not include the Department of Transportation within a State highway right-of-way. The term does not include any of the following:

(1) A person serving the person's own property through the person's own line if the person does not provide service to any other customer.

(2) A person using a line which the person does not own or operate if the use of the line does not serve more than a single property.

"Final design" means the engineering and construction drawings that are provided to a bidder or other person who is asked to initiate construction on the bid date or the date the project is set for construction in the absence of a bid.

"Horizontal directional drilling" means the use of horizontal boring devices that can be guided between a launch point and a reception point beneath the earth's surface.

"Line" or "facility" means an underground conductor or underground pipe or structure used in providing electric or communication service, or an underground pipe used in carrying, gathering, transporting or providing natural or artificial gas, petroleum, propane, oil or petroleum and production product, sewage, water or other service to one or more transportation carriers, consumers or customers of such service and the appurtenances thereto, regardless of whether such line or structure is located on land owned by a person or public agency or whether it is located within an easement or right-of-way. The term shall include unexposed storm drainage and traffic loops that are not clearly visible. The term shall not include crude oil or natural gas production and gathering lines or facilities unless the line or facility is a regulated onshore gathering line as defined in regulations promulgated after January 1, 2006, by the United States Department of Transportation pursuant to the Pipeline Safety Act of 1992 (Public Law 102-508, 49 U.S.C. § 60101 et seq.), if the regulated gathering line is subject to the damage prevention program requirements of 49 CFR § 192.614.

"Locate request" means a communication between an excavator or designer and the One Call System in which a request for locating facilities is processed. Locate requests submitted by an excavator performing work within the right-of way of any State highway, either under contract to the Department of Transportation or under authority of a permit issued by the Department of Transportation, shall include the number of the Department of Transportation contract or permit.

"Minor routine maintenance" means shaping of or adding dust palliative to unpaved roads, removal and application of patches to the surface or base of flexible base, rigid base or rigid surface roads by either manual or mechanized method to the extent of the existing exposed base material, crack and joint sealing, adding dust palliative to road shoulders, patching and cutting of shoulders and shoulder bases by either manual or mechanized methods to the extent of the existing exposed base, and cleaning of inlets and drainage pipes and ditches.

"One Call System" means the communication system established within this Commonwealth to provide a single nationwide toll-free telephone number or 811 number for excavators or designers or any other person covered by this act to call facility owners and notify them of their intent to perform excavation, demolition or similar work as defined by this act. The One Call System shall be incorporated and operated as a nonprofit corporation pursuant to 15 Pa.C.S. Pt. II Subpt. C (relating to nonprofit

corporations).

"Operator" means any individual in physical control of powered equipment or explosives when being used to perform excavation or demolition work.

"Person" means an individual, partnership, corporation, political subdivision, a municipal authority, the Commonwealth and its agencies and instrumentalities, or any other entity.

"Powered equipment" means any equipment energized by an engine or motor and used in excavation or demolition work.

"Preconstruction request" means a notification to facility owners regarding a complex project.

"Project owner" means any person who or which engages an excavator for construction or any other project which requires excavation or demolition work.

"Secretary" means the Secretary of Labor and Industry of the Commonwealth.

"Site" means the specific place denoted on the locate request where excavation or demolition work is being or is planned to be performed. A site should be denoted as a clearly defined, bounded area, including relevant identifiable points of reference such as the specific address with a specific description as to the portion of the property, including descriptions such as front, back, left side, right side and direction such as N, S, E, W or variants. Where possible, the points should also reference, without limitation, the size and radius or circumference of the excavation, utility pad or pedestal numbers, utility pole numbers, landmarks, including trees, fountains, fences, railroads, highway and pipeline markers, and latitude and longitude.

"Subsurface utility engineering" or "(SUE)" means those techniques set forth in the American Society of Civil Engineers (ASCE) standard CI/ASCE 38-02, or its successor document as determined by the One Call System.

"Tolerance zone" means the horizontal space within eighteen inches of the outside wall or edge of a line or facility.

"Traffic loop" means a device that detects metal object such as cars and bicycles based on the change in inductance that they induce in the device.

RESPONSIBILITIES OF THE FACILITY OWNER

SECTION 2: It shall be the duty of each facility owner:

(1) To be a member of and give written notice to the One Call System. Such notice shall be in a form acceptable to the One Call System and include:

(i) the legal name of the facility owner and their official mailing address;

(ii) the names of the counties and municipalities, down to and including wards in Philadelphia, Pittsburgh, Allentown and Erie, in which its lines are located and other related information as may be required by the One Call System regarding the location of a member's facilities;

(iii) the facility owner's address (by street, number and political subdivision), and the telephone number and fax number, if available, to which inquiries may be directed as to the location of such lines;

(iv) the street identifications or like information within each of the municipalities in which its

lines are located. This information shall be in a form acceptable to the One Call System. Upon acceptance of the information from a facility owner, the One Call System shall provide the facility owner with notification within the boundaries described. All facility owners shall agree to indemnify and hold harmless the One Call System for any errors and omissions on the part of the facility owner or the excavator or designer providing the information as the agent of the facility owner; and

(v) any other information required by the One Call System.

(2) To provide the One Call System, within five business days, with any revised information required under this section.

Clause 3 eliminated.

(4) Not more than ten business days after receipt if a request from a designer who identifies the site of excavation or demolition work for which he is preparing a drawing, to initially respond to his request for information as to the position and type of the facility owner's lines at such site based on the information currently in the facility owner's possession or to mark the plans which have been provided to it by the designer by field location or by another method agreed to by the designer, excavator and facility owner, or their agent. The facility owner shall so advise the person making the request of the facility owner's status at the site through the One Call System.

(5) After receipt of a timely request from an excavator or operator who identifies the site of excavation or demolition work he intends to perform and not later than the business day prior to the scheduled date of excavation:

(i) To mark, stake, locate or otherwise provide the position of the facility owner's underground lines at the site within eighteen inches horizontally from the outside wall of such line in a manner so as to enable the excavator, where appropriate, to employ prudent techniques, which may include hand-dug test holes, to determine the precise position of the underground facility owner's lines. This shall be done to the extent such information is available in the facility owner's records or by use of standard locating techniques other than excavation. Standard locating techniques shall include at the utility owner's discretion the option to choose available technologies suitable to each type of line or facility being located at the site, topography, soil conditions or to assist the facility owner in locating its lines or facilities, based on accepted engineering and operational practices. Facility owners shall make reasonable efforts during the excavation phase to locate or notify excavators of the existence and type of abandoned lines that remain on the continuing property records of the facility owners.

(i.1) To, where contained on its continuing property records, identify the location of an actually known facility's point of connection to its facilities, where the point of connection is not owned or operated by the facility owner. ***A facility owner may identify the location of a known facility connected to its facilities, but not owned or operated by the facility owner, as a helpful guide to the excavator or owner.*** The identification shall not be deemed to impose any liability upon the facility owner for the accuracy of the other facility's identification.

(ii) To, at its option, timely elect to excavate around its facilities in fulfillment of this subparagraph.

(iii.1) To propose mutually agreeable scheduling by which the excavator, facility owner or designer may locate the facilities.

Clause (iv) eliminated.

(v) To respond to all notices through the One Call System, provided the request is made in the time frame set forth under this act. The response shall be made not later than the end of the second business day following receipt of the notification by the One Call System, excluding the business day upon which the notification is received, or not later than the day prior to the scheduled date of excavation, if the excavator specifies a later date. In the case of an emergency, to respond through the One Call System as soon as practicable following receipt of notification of the emergency by the One Call System.

(vi) In marking the approximate position of underground lines or facilities, the facility owner shall follow the Common Ground Alliance Best Practices for Temporary Marking set forth in ANSI standard Z535.1. Should the Common Ground Alliance Best Practices be amended, the amended guidelines shall be applied and followed. If the Common Ground Alliance Best Practices no longer publishes guidelines for temporary markings or if the responsibility for publishing the guidelines is transferred to or assumed by another entity, the facility owner shall follow the guidelines approved by the One Call System's board of directors.

(vii) To respond to emergency notifications as soon as practicable following receipt of notification of such emergency. The response by the facility owner shall be consistent with the nature of the emergency information received by the facility owner.

(viii) To participate in preconstruction meetings for a complex project or as described in clause (3) of section 5.

(ix) If notification is received pursuant to clause (8) of section 5, to give priority to responding to notification as an emergency.

Clause 8 eliminated.

(9) If a facility owner fails to become a member of the One Call System in violation of this act and a line or lines of such nonmember facility owner are damaged by an excavator by reason of the excavator's failure to notify the facility owner because the facility owner was not a member of the One Call System serving the location where the damage occurred, such facility owner shall have no right of recovery from the excavator of any costs associated with the damage to its lines. The right herein granted shall not be in limitation of any other rights of the excavator.

(10) To submit an incident report to the department not more than ten business days after receipt of notice that the facility owner's lines have been damaged by excavation or demolition activities that resulted in personal injury or in property damage to parties other than the affected excavator or facility owner. In addition, the incident report may likewise be furnished to the Pennsylvania Public Utility Commission and the Pennsylvania Emergency Management Agency pursuant to memoranda of understanding negotiated between these agencies and the department, which shall, at a minimum, provide for a common reporting format for incident reports. The department shall furnish to the One Call System, upon reasonable request, statistical data pertaining to the number of incident reports filed with the department and the type, number and results of investigations for violations of this act.

(11) To comply with all requests for information by the department relating to the department's enforcement authority under this act within thirty days of the receipt of the request.

RESPONSIBILITIES OF THE ONE CALL SYSTEM

SECTION 3: It shall be the duty of the One Call System to do the following:

(1.1) To assign one or more serial numbers and the date that the site may legally be excavated and to log the entire voice transaction on logging recorders in appropriate digital form and maintain these logs for five years. All records shall be indexed and available to the parties involved at a reasonable cost and at reasonable times set by the One Call System.

(1.2) Perform the obligations, as set forth under this section, on behalf of the facility owner, excavator or designer as established by the board of directors of the One Call System.

(1.3) Provide access to municipal lists provided to the One Call System for those interested parties. This list shall contain facility owners having lines in the municipality, including wards as indicated in subclause (ii) of clause (1) of section 2, and to maintain, for each municipality, a list containing the information as required to be submitted by the facility owner. Such list shall be updated as revised information is received from the facility owner within five business days.

(2) To make such lists under clause (1.3) available for public inspection via the county recorder of deeds without charge. A maximum copy fee of no more than twenty-five dollars (\$25) may be charged per county list. Each facility owner change shall be forwarded, at no charge, to the respective county recorder of deeds for public access. The recorder of deeds shall make such list available for public inspection based on the most current information provided to it by the One Call System.

(3) Not more than ten business days after the receipt of a clear and specific request from the department, to provide access to or photocopies of specific One Call System response records, tickets or other like information relating to matters under investigation by the department pursuant to its enforcement authority under this act.

(4) To determine the maximum geographic area that shall constitute a valid single notification and to determine when multiple notifications shall be required of any person, including the method, the type and the number of notifications in a complex project.

(5) If approved by the board of directors of the One Call System, to offer a service for the application and obtaining of State or municipal permits for excavation work. Issuance of the required permits shall be the responsibility of the appropriate State or municipal agency which has jurisdiction over the type of excavation work being performed.

(6) Pursuant to policies adopted by the One Call System's board of directors, to provide a secure repository for and access to subsurface utility engineering data received from project owners to affected facility owner members.

(7) To inquire, when an excavator has notified the One Call System of the existence of a release of natural gas or other hazardous substance or of potential danger to life, health or property, whether the excavator has notified the 911 system. If the 911 system has not been notified, the One Call System shall notify the excavator of the excavator's responsibility to notify the 911 system and shall make a record of the conversation.

SECTION 3.1. (a) The duties of the One Call System are those duties as set forth in section 3. Duties assigned to other parties in other sections of this act shall be the duties of those parties and shall not be imputed to the One Call System, including the duty to provide accurate information to the One Call System concerning proposed excavation and the duty to locate facilities at a site.

(b) The One Call System shall not be liable for damages to the person or the person's property arising out of its nonnegligent actions in furtherance of the duties imposed under this act and shall be liable only if the failure to comply was the proximate cause of any damages claimed.

Subclause (c) reserved.

(d) The One Call System shall be governed by a board of directors, to be chosen by the facility owners. No less than twenty percent of the seats on the board shall be held by municipalities or municipal authorities. The board shall include all of the following:

- (1) The Chairman of the Pennsylvania Public Utility Commission or his designee.
- (2) The Director of the Pennsylvania Emergency Management Agency or his designee.
- (3) The Secretary of Labor and Industry or his designee.
- (4) The Secretary of Transportation or his designee.
- (5) An excavator or excavation industry representative.
- (6) A designer or designer industry representative.

(e) Operation costs for the One Call System shall be shared, in an equitable manner for services received, by facility owner members as determined by the One Call System's board of directors. Political subdivisions with a population of less than two thousand people or municipal authorities having an aggregate population in the area served by the municipal authority of less than five thousand people shall be exempt from the payment of any service fee. The One Call System may be reimbursed for its costs in providing this service from the contractor fees.

(f) All fees shall be set by the board of directors and shall be based on the latest annual audited cost factors of the One Call System. Fees shall be set and adjusted to a rate not more than five percent above the audited cost factor plus the current average published Consumer Price Index for Pennsylvania. Costs of capital improvements may be added, if the improvement receives a majority vote of the board of directors.

(g) An excavator, designer or operator who proposes to commence excavation or demolition work and requests information of the One Call System shall be charged a fee for the service received from the One Call System. The fee shall be used to offset the operation cost levied on the political subdivision and municipal authority members in lieu of additional fees charged for locations under this act.

(h) Any request for information shall be reviewed and provided as determined in accordance with the procedure established by the One Call System's board of directors.

RESPONSIBILITIES OF A DESIGNER

SECTION 4. It shall be the duty of each designer preparing a drawing which requires excavation or demolition work within the Commonwealth:

(2) To request the line and facility information prescribed by section 2, clause 4 from the One Call System not less than ten nor more than ninety business days before final design is to be completed. This clause is not intended to prohibit designers from obtaining such information more than ninety days before final design is to be completed; however, they shall state in their requirements that such work is

preliminary.

(2.1) To forward a copy of the project plans to each facility owner who requests a copy. If a designer is unable to provide a copy because of security of the project or proprietary concerns regarding the design or the project, the designer shall negotiate in a timely manner with the facility owner the means of obtaining the necessary data.

(3) To show upon the drawing the position and type of each facility owner's line, derived pursuant to the request made as required by clause (2), and the name of the facility owner as shown on the list referred to in section 3.

(4) To make a reasonable effort to prepare the construction drawings to avoid damage to and minimize interference with a facility owner's facilities in the construction area by maintaining the clearance as provided for in the applicable easement condition or an eighteen-inch clearance of the facility owner's facilities if no easement restriction exists.

(5) A designer shall be deemed to have met the obligations of clause (2) if he calls the One Call System and shows as proof the serial number of one call notice on drawings. The designer shall also show the toll-free number of the One Call System on the drawing near his serial number.

(6) If, after receiving information from the facility owners, the designer decides to change the site of a proposed excavation, the obligations imposed by this section shall apply to the new site.

(7) The designer who has complied with the terms of this act and who was not otherwise negligent shall not be subject to liability or incur any obligation to facility owners, operators, owners or other persons who sustain injury to person or property as a result of the excavation or demolition planning work of the designer.

RESPONSIBILITIES OF THE EXCAVATOR

SECTION 5. It shall be the duty of each excavator who intends to perform excavation or demolition work within this Commonwealth:

(2.1) To request the location and type of facility owner lines at each site by notifying the facility owner through the One Call System. Notification shall be not less than three nor more than ten business days in advance of beginning excavation or demolition work. No work shall begin earlier than the scheduled excavation date which shall be on or after the third business day after notification. The scheduled excavation date shall exclude the date upon which notification was received by the One Call System and notification received on a Saturday, Sunday or holiday, which shall be processed on the following business day. In the case of a complex project, notification shall not be less than ten business days in advance of the beginning of excavation or demolition work.

(2.2) To provide the One Call System with specific information to identify the site so that facility owners might provide indications of their lines. An excavator shall be deemed to have met the obligations of clause (2.1) if he calls the One Call System, provides the site and other required information and receives a serial number.

(3) In a complex project or if an excavator intends to perform work at multiple sites or over a large area, he shall take reasonable steps to work with facility owners, including scheduling and conducting a preconstruction meeting, so that they may locate their facilities at a time reasonably in advance of the actual start of excavation or demolition work for each phase of the work. A preconstruction meeting may take place at any time prior to the commencement of excavation or

demolition work, and the excavator, facility owner and designer, or their agents, shall attend the meeting. Notice of the meeting shall be given sufficiently in advance so as to permit attendance, either in person or electronically, by the excavator, facility owners and designer, or their agents, and shall include information sufficient to identify the scope of work. If the excavator does not believe that a preconstruction meeting is necessary under the circumstances of this paragraph it shall indicate such belief in its notice, but any facility owner with facilities at the site may request a meeting with the excavator and a meeting shall be held between the facility owner and the excavator. After commencement of excavation or demolition work, the excavator shall be responsible for protecting and preserving the staking, marking or other designation until no longer required for proper and safe excavation or demolition work at or near the underground facility, or by contacting the One Call System to request that the facilities be marked again in the event that the previous markings have been compromised or eliminated.

(3.1) To comply with the requirements established by the One Call System as determined by the board of directors regarding the maximum area that a notification may cover.

(4) To exercise due care; and to take all reasonable steps necessary to avoid injury to or otherwise interfere with all lines where positions have been provided to the excavator by the facility owners pursuant to clause (5) of section 2. Within the tolerance zone the excavator shall employ prudent techniques, which may include hand-dug test holes to ascertain the precise position of such facilities. If insufficient information to safely excavate is available pursuant to clause (5) of section 2, the excavator shall employ like prudent techniques which shall be paid for by the project owner pursuant to clause (15) of this section.

(5) If the facility owner fails to respond to the excavator's timely request as provided under clause (5) of section 2 or the facility owner notifies the excavator that the line cannot be marked within the time frame and a mutually agreeable date for marking cannot be arrived at, the excavator may proceed with excavation as scheduled, but not earlier than the lawful dig date, provided the exercises due care in his endeavors, subject to the limitations contained in this clause and clauses (2.1) through (4).

(6) To inform each operator employed by the excavator at the site of such work of the information obtained by the excavator pursuant to clauses (2.1) through (5), and the excavator and operator shall:

(i) Plan the excavation or demolition to avoid damage to or minimize interference with a facility owner's facilities in the construction area. Excavation or demolition work which requires temporary or permanent interruption of a facility owner's service shall be coordinated with the affected facility owner in all cases.

(ii) After consulting with a facility owner, provide such support and mechanical protection for known facility owner's lines at the construction site during the excavation or demolition work, including during backfilling operations, as may be reasonably necessary for the protection of such lines.

(7) To report immediately to the facility owner any break or leak on its lines, or any dent, gouge, groove or other damage to such lines or to their coating or cathodic protection, made or discovered in the course of the excavation or demolition work. The One Call System board of directors may adopt procedures to permit reporting under this clause through the One Call System.

(8) To immediately notify 911 and the facility owner, if the damage results in the escape of any flammable, toxic, or corrosive gas or liquid which endangers life, health or property. The excavator shall

take reasonable measures, based on its knowledge, training, resources, experience and understanding of the situation to protect themselves and those in immediate danger, the general public, property and the environment until the facility owner or emergency responders have arrived and completed their assessment and shall remain on site to convey any pertinent information to responders that may help them to safely mitigate the situation.

(9) The time requirements of clause (2.1) shall not apply to a facility owner or excavator performing excavation or demolition work in an emergency, as defined in section 1; nonetheless, all facility owners shall be notified as soon as possible before, during or after excavator or demolition, depending upon the circumstances.

Clause 10 eliminated.

(11) An excavator shall use the color white to mark a proposed excavation site when exact site information cannot be provided.

(11.1) To assist a facility owner in determining involvement of a facility owner's lines by disclosing additional available information requested by the facility owner, including dimensions and the direction of proposed excavations.

(11.2) If using horizontal directional drilling (HDD), at a minimum, to utilize the best practices published by the HDD Consortium.

(12) The following standards shall be applied in determining whether an excavator shall incur any obligation or be subject to liability as a result of an excavator's demolition or excavation work damaging a facility owner's facilities.

(i) The excavator who has complied with the terms of this act and who was not otherwise negligent shall not be subject to liability or incur any obligation to facility owners, operators, project owners or other persons who sustain injury to person or property as a result of the excavator's excavation or demolition work damaging a facility owner's lines.

(ii) Where an excavator has failed to comply with the terms of this act or was otherwise negligent, and the facility owner or designer has misidentified, mislocated or failed to identify its facilities pursuant to this act, then in computing the amount of reimbursement to which the facility owner is entitled, the cost of repairing or replacing its facilities shall be diminished in the same proportion that the facility owner's or designer's misidentification, mislocation or failure to identify the facilities contributed to the damage. Should the facility owner or designer not have misidentified, mislocated or failed to identify its facilities pursuant to this act, there shall be no diminution of the facility owner's right of recovery.

(13) If, after receiving information from the One Call System or directly from a facility owner, the excavator decides to change the location, scope or duration of a proposed excavation, the obligations imposed by this section shall apply to the new location.

(14) If an excavator removes its equipment and vacates a worksite for more than two business days, he shall renotify the One Call System unless other arrangements have been made directly with the facility owners involved in his worksite.

(15) When the information required from the facility owner under clause (5)(i) of section 2 cannot be provided or due to the nature of the information received from the facility owner, it is reasonably necessary for the excavator to ascertain the precise location of any line or abandoned or

unclaimed lines by prudent techniques, which may include hand-dug test holes, vacuum excavation or other similar devices, the excavator shall promptly notify the project owner or the project owner's representative, either orally or in writing. If oral notification is given, the notice shall be reduced to writing within a reasonable time by the project owner or excavator. After giving such notice, the excavator shall be entitled to compensation from the project owner for this additional work as provided in the latest edition of the Pennsylvania Department of Transportation Form 408 specifications for extra work performed on a force account basis. The provisions of this subsection shall not be deemed to limit any other rights which the excavator has under its contract with the project owner or otherwise. Provisions in any contract, public or private, which attempt to limit the rights of excavators under this section shall not be valid for any reason, and any attempted waiver of this section shall be void and unenforceable as against public policy and any such attempted waiver shall be reported to the department.

(16) To submit an incident report to the department not more than ten business days after striking or otherwise damaging a facility owner's line during excavation or demolition activities that resulted in personal injury or property damage to parties other than the affected excavator or facility owner. In addition, the incident report may be furnished to the Pennsylvania Public Utility Commission and the Pennsylvania Emergency Management Agency pursuant to memoranda of understanding negotiated between these agencies and the department.

(17) To comply with all requests for information by the department relating to the department's enforcement authority under this act within thirty days of the receipt of the request.

(18) To, if it chooses to do so and if working for a facility owner, a municipality or a municipal authority, delegate the power to discharge the duties set forth in clauses (2.1) and (2.2) to its project owner, with the project owner's consent. If the power is delegated pursuant to this clause, both the excavator and the project owner shall be responsible for providing the required notices.

(19) To ensure the accuracy of any information provided to the One Call System pursuant to this section.

LEGISLATIVE INTENT

SECTION 6. Except as otherwise provided in this act, this act shall not be deemed to amend or repeal any other law, Commonwealth regulation or any local ordinance enacted pursuant to law concerning the same subject matter, it being the legislative intent that any such other law or local ordinance shall have full force and effect where not inconsistent with this act.

RESPONSIBILITIES OF THE PROJECT OWNER

SECTION 6.1. It shall be the duty of each project owner who engages in excavation or demolition work to be done within this Commonwealth:

(1) To utilize sufficient quality levels of subsurface utility engineering or other similar techniques whenever practicable to properly determine the existence and positions of underground facilities when designing known complex projects having an estimated cost of four hundred thousand dollars (\$400,000) or more.

(2) To timely respond to notifications received from excavators pursuant to clause (15) of section

5.

(3) To not release to bid or construction any project until after final design is completed.

(4) To participate in design and preconstruction meetings either directly or through a representative.

(5) To furnish the pertinent data obtained through subsurface utility engineering to the One Call System in a mutually agreeable format.

(6) For new construction and where practicable in the opinion of the project owner, to install color-coded permanent markers to indicate the type and location of all laterals installed by the project owner.

PERFORMANCE CRITERIA

SECTION 7. (a) The Auditor General may review management and financial audits of the One Call System, which audits shall be performed by a qualified auditing firm within this Commonwealth. A copy of the audit shall be submitted to the Auditor General upon its completion and to the General Assembly by October 31 of the year following the end of the audit period. The cost of reasonable expenses incurred by the Auditor General in performing the obligations under this section shall be reimbursed by the One Call System. The fees shall not be inconsistent with those of commercial auditing firms for similar work.

(b) The Auditor General, for the purposes set forth in subsection (a), and any contractor, excavator, facility owner or member of the One Call System shall have the right during regular business hours to inspect and copy any record, book, account, document or any other information relating to the provision of one call services by the One Call System, at the cost determined by the board of directors.

(c) The One Call System shall submit an annual report to its members, and a copy of the report shall be submitted to the Auditor General.

Section 7.1 was repealed by this Act.

FINES & PENALTIES

SECTION 7.2. (a) Any person violating any of the provisions of this act, except clauses (1) and (2) of section 2, commits a summary offense and shall, upon conviction, be sentenced to pay a fine of not less than two thousand five hundred dollars (\$2,500) nor more than fifty thousand dollars (\$50,000) or undergo imprisonment for not more than ninety days, or both. The Attorney General of the Commonwealth or any district attorney may enforce the provisions of this act in any court of competent jurisdiction. The department, in consultation with the Attorney General, may also enforce the provisions of this act in any court of competent jurisdiction. A facility owner may petition any court of competent jurisdiction to enjoin any excavation or demolition work conducted in violation of this act. Local law enforcement or emergency management personnel may, in the interest of public safety, order excavators on a site to stop further excavation, if the excavation is being conducted in violation of this act.

(b) Fines levied under subsection (a) shall be determined according to the following schedule:

(1) Where violations result in property damage that does not exceed three thousand dollars (\$3,000), the fine shall not exceed five thousand dollars (\$5,000).

(2) Where violations result in property damage of more than three thousand dollars (\$3,000), the fine shall not exceed ten thousand dollars (\$10,000).

(3) For violations which result in personal injury or death, the fine shall not exceed fifty thousand dollars (\$50,000).

(c) The following factors shall be considered in determining the fine to be assessed:

(1) The degree of the party's compliance with the statute prior to the date of the violation.

(2) The amount of personal or property damage caused by the party's noncompliance.

(3) The degree of threat to the public safety and inconvenience caused by the party's noncompliance.

(4) The party's plans and procedures to insure future compliance with statutes and regulations.

(c.1) In addition to any other sanctions provided by this act, the department shall have the authority to issue warnings and orders requiring compliance with this act and may levy administrative penalties for violations of this act. Any warning, order or penalty shall be served on the person or entity violating the act at their last known address. The department shall consider the factors set forth in subsection (c) in determining the administrative penalty to be assessed. Any party aggrieved by the imposition of an order or administrative penalty imposed by the department may appeal such order or penalty as provided in 2 Pa.C.S. Ch. 5 Subch. A (relating to practice and procedure of Commonwealth agencies) and Ch. 7 Subch. A (relating to review of Commonwealth agency action).

(c.2) Administrative penalties imposed by the department under subsection (c.1) shall be determined according to the following schedule:

(1) Any person or entity violating the provision of clauses (1) and (2) of section 2 may be subject to an administrative penalty not to exceed five hundred dollars (\$500) per day. Each day of noncompliance shall constitute a separate violation.

(2) Any person or entity receiving three or more warnings in a calendar year may be subject to an administrative penalty not to exceed five hundred dollars (\$500).

(3) Where violations result in property damage that does not exceed ten thousand dollars (\$10,000), the administrative penalty may not exceed one thousand dollars (\$1,000).

(4) Where violations result in property damage of more than ten thousand dollars (\$10,000), the administrative penalty may not exceed five thousand dollars (\$5,000).

(5) For violations that result in personal injury or death, the administrative penalty may not exceed ten thousand dollars (\$10,000).

(d) All fines and penalties recovered under this section shall be payable to the Attorney General, district attorney or the department, whichever brought the action, and collected in the manner provided for by law. Administrative penalties collected by the department may be expended by the department for costs related to its enforcement activities and to sponsor damage prevention activities of the One Call System.

(e) The provisions of this act shall not affect any civil remedies for personal injury or property damage, except as otherwise specifically provided for in this act.

(f) The secretary or his designee shall have the authority to issue subpoenas, upon application of an attorney responsible for representing the Commonwealth in actions before the department, for the

purpose of investigating alleged violations of this act. The department shall have the power to subpoena witnesses and compel the production of books, records, papers and documents as it deems necessary or pertinent to an investigation or hearing.

Section 7.6 was repealed by this Act.

DISPUTE RESOLUTION

SECTION 8. The One Call System shall have the authority to design, establish and administer a voluntary payment dispute resolution process which may be used by excavators, facility owners, designers, project owners and other involved persons. The process shall provide for dispute resolution panels selected from among a list of representatives of stakeholder groups, including facility owners, excavators, designers and regulators. The process established under this section may not be used to settle or resolve alleged violations of this act nor may involve any issues related to the department's enforcement activities.

COMMON GROUND ALLIANCE BEST PRACTICES

SECTION 9. Except as otherwise provided for by this act, persons shall use their best efforts to comply with the Common Ground Alliance best practices.

SECTION 10. No person shall intentionally remove or tamper with a marking provided for under this act.

SECTION 11. Nothing in this act shall impair the rights or immunities provided to political subdivisions under 42 Pa.C.S. Ch. 85 Subch. C (relating to actions against local parties) or any other State law.

SUNSET PROVISION

SECTION 39. This act shall expire on December 31, 2016.

EFFECTIVE DATE

This act shall take effect immediately.

Approved – The 9th day of October, A.D. 2008

EDWARD G. RENDELL

The KARL System

(Kathy Automated Response to Location requests)

Overview

Pennsylvania One Call System, Inc. (POCS) has created a voice relay and response solution that automates the call out process to facility owner members requesting supplemental voice relay of information on emergency notifications; allows facility owner members to respond to all notifications; faxes or emails excavators/designers with the collected responses; and allows excavators/designers to retrieve information about their responses.

When an excavator/designer calls into the system a customer service representative (CSR) will enter the ticket information into the POCS computer system as a work location request (WLR). Excavators and designers who have registered with POCS may also create their own work location requests utilizing Web Ticket Entry. Each WLR is assigned a unique serial number. Based on information within the ticket the computer system assigns a message type and determines if voice notification has been requested by a facility owner member. This information is passed to the KARL System.

KARL determines the priority of the voice message and queues a voice call out request for each pertinent facility owner. When a facility owner answers a voice call out KARL speaks the WLR information. Upon completion of the callout, KARL records the outcall status as successful or failed. Anytime during voice relay of an emergency, KARL will accept responses to the spoken WLR information. When a facility owner responds, KARL will record their response in the database. On all other WLR's KARL will accept responses through telephone input, data transfer, or web ticket response.

Once all utilities have responded to a particular WLR, or on the response due date, KARL will fax or email the results to the excavator/designer who initiated the WLR, to inform them of the status. If a response is not received for a facility owner by the response due date, KARL will send a "No response" indication for that facility owner. At any time, the excavator/designer may call into KARL to inquire the current status of the WLR.

RESPONSE CODES	
001	Clear, no facilities.
002	Conflict, lines nearby, direct contact to follow by facility owner.
003	Marked.
004	Insufficient information, do not dig.
005	Not marked due to no access.
006	Scheduled date of mark.
007	Voice Message (temporary communication valid for 30 days)
008	Design conflict – Please send plans to (facility owner's address will be provided).
090	Will Attend Meeting
091	Clear – Will Not Attend Meeting
092	Possible Conflict – Requests Meeting
096	Agrees No Meeting Required
999	Did Not Respond Through PA One Call. (system generated response when no response received from facility owner)

KARL Responses - Uses and Constraints

001 CLEAR – NO FACILITIES

- Facility Owner has no underground lines at the site as described in the work location request.
- This is considered a final response under the law.

002 CONFLICT. LINES NEARBY. DIRECT CONTACT TO FOLLOW BY FACILITY OWNER

- Facility Owner may have underground lines at the site and will contact excavator directly at the contact information provided on the work location request.
- This is considered an interim response under the law and should be updated with a Clear or Marked response after contact is established with the excavator.

003 MARKED

- Lines have been marked at the site for excavation notices
- or -
Plans have been marked up or field markings are done for design notices.
- This is considered a final response under the law.

004 INSUFFICIENT INFORMATION. DO NOT DIG

- Facility Owner cannot make a determination of their involvement based on the information provided by the excavator on the work location request.
- The facility owner should attempt to contact the excavator to obtain additional information, or instruct the excavator to call in a new work location request. This response should be updated with a Clear or Marked response after contact is established with the excavator.
- This is considered an interim response under the law.

005 NOT MARKED - DUE TO NO ACCESS

- Facility Owner has a conflict but could not mark their lines at the site because the locator could not gain access to the location caused by things such as a bad dog, locked gate or other security measures.
- The facility owners should attempt to contact the excavator to arrange for access. This response should be updated with a Clear or Marked response after contact is established with the excavator.
- This is considered an interim response under the law.

006 SCHEDULED DATE AND TIMES LINES WILL BE MARKED BY: (system inserts data)

- Facility Owner will mark the lines at the site by this date and time.
- This response should be updated with a Marked response once marking is complete.
- This is considered an interim response under the law.

007 VOICE MESSAGE

- Facility Owner recorded a message to convey information to the excavator that is different from the standard KARL responses. It is important to note that this is a temporary message that is only saved for 30 days and is not considered a final response under the law.
- This response should be updated with a Clear or Marked response once contact is established with the excavator.
- This is considered an interim response under the law.

008 DESIGN CONFLICT, SEND PLANS:

(system completes facility owner name & address from file)

- Facility Owner has lines at the site and the design drawings should be sent to them for markup.
- This response should be updated with a Marked response once plans are marked up and returned to the designer, or updated with a Clear response if after review of the plans, the facility owner determines no conflict exists.
- This is considered an interim response under the law and only available on Design Stage Notifications.

Responses for Meeting Request Notices

In the case where the excavator states that a **Meeting is required** for the Complex Project:

090 WILL ATTEND MEETING

- Facility Owner may have underground lines in the area of the complex project and will attend the meeting
- The law requires facility owners to attend complex project meetings when requested by the excavator
- This is a final response under the law.

091 CLEAR – WILL NOT ATTEND MEETING

- Facility Owner has no underground lines in the area of the complex project and will not attend the meeting.
- This is a final response under the law.

In the case where the excavator states that **No Meeting** is required for the Complex Project

092 POSSIBLE CONFLICT – REQUESTS MEETING

- Facility Owner may have underground lines in the area of the complex project and requests to meet with the excavator.
- Excavators are required by law to conduct a meeting with any facility owner that requests it.
- This is a final response under the law.

096 AGREES NO MEETING REQUIRED

- Facility Owner agrees that a meeting is not required for this complex project.
- This is a final response under the law.

099 DID NOT RESPOND THROUGH PA ONE CALL

- System generated response when no response received from facility owner
- This is a violation of the law.

INTERACTING WITH THE VOICE RESPONSE UNIT (KARL):

Users of the KARL system will be required to enter numeric and alphabetic answers to interact with the voice response unit. These responses may be entered verbally or by using the telephone keypad. At different times in the script, KARL may ask facility owners for the member call directing code (CDC), for the initials of the person entering responses or accepting supplemental voice outdials, and to confirm the company telephone numbers. KARL will ask excavators and designers for their company telephone number, for serial numbers, and the initials of the person performing the inquiry.

If you choose to enter your alphabetic response by using the telephone keypad you must translate the letters into numbers. To translate letters into numbers for entry into KARL, look at the letter on the telephone keypad and the letter's position on the key. For the letter Q enter 11 and for the letter Z enter 12.

For example, if your initials are SAM, you would enter the number 7 matching the key where the S is found, followed by the position of the letter S which is 3. The numeric representation for the letter S would be 73. The A would be 21 and the M would be 61.

K	A	R	L
5 2	2 1	7 2	5 3

1	ABC 2	DEF 3
GHI 4	JKL 5	MNO 6
PRS 7	TUV 8	WXY 9
*	0	#

Facility owner Response and Excavator/Designer Inquiry

Responses are initiated by facility owners after they have researched the serial number information delivered to them during the notification phase. Inquiries are made by excavators/designers seeking the current status of their serial number. Facility owners are required to respond to design stage serial numbers within ten business days of the creation date of the serial number, and within two business days on construction serial numbers. Responses will be accepted from the facility owner after entering the member CDC and the initials of the person initiating the response. Serial number responses may be updated by a facility owner for up to ten business days from the creation date of serial number on construction notices, and up to 90 days on design notices. During the response update time frame, a facility owner may respond to a serial number multiple times. The last response made will be stored. No responses will be accepted from a facility owner after 10 business days on construction notices and 90 business days on design notices.

Inquiries are initiated by excavators and designers. They will be allowed to listen to the current status of the serial number they entered. The date/time of the inquiry will be recorded in the database.

Facility Owner Response

Action required:	Call KARL at 1-800-222-6470
KARL will say:	<i>"Thank you for calling the Pennsylvania One Call serial number response system." Please indicate the type of caller you are. Press or say 1 for excavator, press or say 2 for facility owner, press or say 3 for homeowner. To speak with a customer service representative, press or say 0."</i>
Action required:	PRESS or SAY 2
KARL will say:	<i>"Please enter your cdc code. Press or say 7 for help on how to enter your cdc code numerically."</i>
Action required:	Enter your two or three digit cdc.
KARL will say:	<i>"CDC <cdc> is for <facility owner name>. If this is correct, press or say 1. If this is not correct, press or say 2. To speak with a customer service representative, press or say 0."</i>
Action required:	PRESS or SAY 1
KARL will say:	<i>"Please enter or say your initials. Press or say 7 for help on how to enter your initials numerically."</i>
Action required:	Enter or say at least two initials (4 numbers). KARL will accept three initials (6 numbers).
KARL will say:	<i>"The initials you have entered are <initials>. If this is correct, press or say 1. If this is not correct, press or say 2. To speak to a customer service representative press or say 0"</i>
Action required:	PRESS or SAY 1
KARL will say:	<i>"Please enter or say the one call serial number."</i>
Action required:	Enter your 11 digit serial number.
KARL will say:	<i>"The work location for ##### is for <work site address>. If this is correct, press or say 1. If this is not correct, press or say 2. To speak with a customer service representative, press or say 0."</i>
Action required:	PRESS or SAY 1.
KARL will say:	<i>"What is the status of this ticket?"</i> <i>"If this location is clear, no facilities press or say 1.</i> <i>If this location has Conflict, lines nearby direct contact to follow by facility owner, press or say 2.</i> <i>If this location is marked, press or say 3.</i> <i>If this location has insufficient information, do not dig, press or say 4.</i> <i>If this location is not marked due to no access, press or say 5.</i> <i>If you will schedule a date and time for the mark, press or say 6.</i> <i>If you would like to leave a message, press or say 7.</i> <i>If there is a design conflict, press or say 8.</i> <i>If you will attend the meeting, press or say 90</i> <i>If you are clear and will not attend the meeting, enter or say 91.</i> <i>If you have a possible conflict and require a meeting, enter or say 92.</i> <i>If you agree that no meeting is required, enter or say 96."</i>
Action required:	PRESS or SAY 1, 2, 3, 4, 5, 6, 7, 8, 90, 91, 92, or 96.
KARL will say:	
If 1:	<i>"You selected, clear, no facilities."</i>
If 2:	<i>"You selected, conflict, lines nearby direct contact to follow by facility owner."</i>
If 3:	<i>"You selected, marked."</i>
If 4:	<i>"You selected, insufficient information, do not dig."</i>
If 5:	<i>"You selected, not marked due to no access."</i>

If 6: "You selected, to mark by <date> 2359.
 If 7: "You selected, to leave a message.
 If 8: "You selected, design conflict."
 If 90: "You selected, will attend meeting."
 If 91: "You selected, clear - will not attend meeting
 If 92: "You selected, possible conflict - requests meeting
 If 96: "You selected, agrees - no meeting required
 "Your response to serial number ##### has been accepted. If you would like to enter a response for another ticket, press or say 1. If you would like to enter ticket response for a different CDC press or say 2. If you have no more ticket responses, please hang up."

Excavator/Designer Inquiry

Action required: Call KARL at 1-800-222-6470
 KARL will say: "Thank you for calling the Pennsylvania One Call serial number response system. "Please indicate the type of caller you are. Press or say 1 for excavator, press or say 2 for facility owner, press or say 3 for homeowner. To speak with a customer service representative, press or say 0."

Action required: PRESS or SAY 1
 KARL will say: "Please enter or say the One Call serial number."
 Action required: Enter or say your 11 digit serial number.
 KARL will say: "Please enter or say your company's 10-digit phone number."

Action required: Enter or say the phone number used when the dig notice was created.

KARL will compare the phone number entered against the phone number associated with the serial number. If they match, KARL will speak the phone number and company name.

KARL will say: "If this is correct, press or say 1, If this is not correct, press or say 2. To speak to a customer service representative press or say 0."

Action required: PRESS or SAY 1
 KARL will say: Please enter or say your initials. Press or say 7 for help on how to enter your initials numerically.

Action required: Enter or say at least two initials (4 numbers). KARL will accept three initials (6 numbers).
 KARL will say: "The initials you have entered are <initials>. If this is correct, press 1. If this is not correct, press or say 2. To speak to a customer service representative press or say 0."

Action required: PRESS or say 1
 KARL will say: "The work location for serial number ##### is for < work site address>. If this is correct, press or say 1. If this is not correct, press or say 2. To speak to a customer service representative press or say 0"

Action required: PRESS or say 1
 KARL will retrieve the status of each utility that has responded to the current ticket and speak the response to the excavator/designer. If an excavator/designer presses 2, they will be given another opportunity to enter a different serial number.

KARL will say: "To hear this serial number's information again, press or say 1. To enter a new One Call serial number, press 2. To speak with a customer service representative, press 0. To end this call, please hang up."

Action Required: Hang Up.

Facility Owner Notification

As directed by the facility owner, on serial numbers requiring supplemental outcall notification, such as emergency notifications out of normal business hours, KARL will attempt to deliver information for all serial numbers that apply to the contacted facility owner within the same call. The outcall will be considered a success and removed from the outcall queue after the field “location information” has been spoken to the facility owner member. Outcalls will be limited to one attempt per member CDC. After each outcall attempt the resulting successful or failed status of the outcall will be entered into the database.

To ensure successful facility owner out-dials please follow these instructions when KARL calls you:

- Action required: Answer the telephone
KARL will say: *“Hello, this is the Pennsylvania One Call. We have an emergency location request for you. Press or say one to continue.”*
- Action required: PRESS or say 1
KARL will say: *“Please enter or say your company’s ten-digit phone number.”*
- Action required: Enter the telephone number designated for emergency notifications, which is the telephone number KARL dialed.
KARL will say: *“Please enter or say your initials. Press or say 7 for help on how to enter your initials numerically*
- Action required: Enter or say at least two initials (4 numbers). KARL will accept three initials (6 numbers).
KARL will say: *“The initials you have entered are <initials>. If this is correct, press or say 1. Press or say 7 for help on how to enter your initials numerically.”*
- Action required: PRESS or SAY 1
- KARL will speak the serial number, the proposed dig date and time; the work-site county, municipality, address, nearest intersection and location information of the WLR.
KARL will say: *“To repeat this information, press or say 1. To respond to this serial number now, press or say 2. To continue, press or say 3. To speak with a service representative, press or say 0. To end this call, please hang up.”*
- Action required: PRESS or SAY 1, 2, or 3.
If 1: KARL will repeat the information.
If 2: KARL will accept your response to the serial number (see Response Section)
If 3: KARL will continue and speak the excavator name.
- KARL will say: *“The excavator is<excavator name>. For detailed information on this excavator, press or say 1. To continue, press or say 2.”*
- Action required: PRESS or SAY 1 or 2.
If 1: KARL will speak the excavator address, caller name, caller phone number, person to contact and contact phone number.
If 2: KARL will speak the type of work, the extent of excavation, if the excavation is on the street, sidewalk, public property, private property, who the work is being done for, and remarks.

Contact Us

Call Before You Dig



Know what's below.
Call before you dig.

KARL System

POCS Administrative Offices

Administrative Fax

1-800-242-1776

1-412-464-7100

8-1-1

1-800-222-6470

1-800-248-1786

1-412-464-7104

Bill Kiger, President and Executive Director

wgkiger@palcall.org

1-412-464-7111

Ellen Kiger, Senior Director

emkiger@palcall.org

1-412-464-7115

Sherry Harim, Director – Member Services & Accounting

sdharim@palcall.org

1-412-464-7116

Dan Lucarelli, Director – Marketing & Education

djlucarelli@palcall.org

1-412-464-7129

Linda Covelli, Manager – Operations

ljcovelli@palcall.org

1-412-464-7110

Kelly Pearl, Manager – Member Services & Accounting

1-412-464-7106

S. Robin Johnson, Compliance Coordinator

1-412-464-7127

Donna Williams, Business Analyst – Technology Dept.

1-412-464-7119

Greg Krawchuk, Liaison Representative (South East)

1-610-532-4126

gjkrawchuk@palcall.org

Kevin Goldblum, Liaison Representative (Central)

1-717-731-1181

ksgoldblum@palcall.org

Steve Tatrai, Liaison Representative (South West)

1-412-464-7113

sptatrai@palcall.org

Mark Santayana, Liaison Representative (North East)

1-570-696-5270

mcsantayana@palcall.org

Kirk Kirkpatrick, Liaison Representative (North West)

1-814-563-7686

kpkirkpatrick@palcall.org

Our purpose is to prevent damage to underground facilities. To promote safety, we provide an efficient and effective communications network among project owners, designers, excavators, and facility owners.



PENNSYLVANIA ONE CALL SYSTEM, INC.

Dig Safely.

www.paonecall.org
CALL 1-800-242-1776



WORK LOCATION REQUEST FORM

TELEPHONE NUMBER: () EXT.: CALLER:

COMPANY NAME:

ADDRESS:

CITY: STATE: ZIP:

WORKSITE INFORMATION:

COUNTY: MUNICIPALITY: WARD:

STREET ADDRESS: STREET NAME:

NEAREST INTERSECTION:

SECOND INTERSECTION:

SITE MARKED IN WHITE ☐ Yes ☐ No

LOCATION INFORMATION:

SUBDIVISION: TYPE OF WORK:

WORKING IN: ☐ STREET ☐ SIDEWALK ☐ PUBLIC PROPERTY ☐ PRIVATE PROPERTY
☐ OTHER (SPECIFY)

DEPTH: EXTENT OF EXCAVATION:

METHOD OF EXCAVATION: DURATION OF JOB:

WORK BEING DONE FOR: PERSON TO CONTACT:

PHONE: () EXT: BEST TIME TO CALL:

FAX #: () EMAIL ADDRESS:

JOB #: MEETING REQUEST NUMBER

PENNDOT CONTRACT/PERMIT #:

REMARKS:

NOTIFICATION TYPE:

☐ CONSTRUCTION (Not less than 3 nor more than 10 Business Days) SCHEDULED EXCAVATION DATE: TIME:

☐ DESIGN (Not less than 10 nor more than 90 Business Days)

TO BE COMPLETED AFTER PLACING ONE CALL

LAWFUL START DATES: THROUGH

OTHER SERIAL NUMBERS REFERENCED:

FACILITY OWNER MEMBERS NOTIFIED:

SERIAL NUMBER ASSIGNED: DATE/TIME:

THERE IS AN ANNUAL FEE
DO NOT FAX THIS FORM TO POCS



APWA/CGA Best Practices for Temporary Marking



Know what's below. Call 8-1-1 before you dig.

PA Act 287, as amended, Section 5, Clause 11. An excavator **shall** use the color white to make a proposed excavation site when exact site information cannot be provided. THIS SHOULD BE DONE PRIOR TO THE NOTIFICATION 8-1-1 or 1-800-242-1776 (from outside PA). Pennsylvania law requires no less than 3 nor more than 10 business days before you dig ANYWHERE IN THE COMMONWEALTH.

Any excavation within the tolerance zone is performed by using prudent techniques. The tolerance zone includes the width of the facility plus 18" measured horizontally from each side of the facility (*see graphic on front*). Use pink temporary survey markings for all surveying and grade marks.

Temporary Facility Markings by Facility Owners

To mark, stake, locate or otherwise provide the position of the facility owner's underground lines at the site within eighteen inches horizontally from the outside wall of such line in a manner so as to enable the excavator, where appropriate, to employ prudent techniques, which may include hand-dug test holes, to determine the precise position of the underground facility owner's lines. This shall be done to the extent such information is available in the facility owner's records or by use of standard locating techniques other than excavation. *Reference: PA Act 287, as amended, Section 2, Clause 5(f).*

Best Practices – Locating & Marking Practices/Responsibilities

The APWA/CGA Temporary Marking Color Code and marking practices are specified in PA Act 287. Operator markings of facilities include the appropriate color for their facility type, their company identifier (name, initials or abbreviation), the number and width of their facilities and a description of the facility (HP, FO, STL). Use paint, flags, stakes or whiskers or a combination to identify the operator's facility(s) at or near an excavation site. *Reference: CGA Best Practices, Appendix B, Stmt. 4.3.*

Uniform Color Code – www.apwa.net/Documents/About/TechSvcs/One-Call/COLORCC.PDF

The American Public Works Association's Uniform Color Code is PA law. The code uses ANSI Standard Z535.1 Safety Colors, as shown for temporary marking of excavation sites and underground facility identification.



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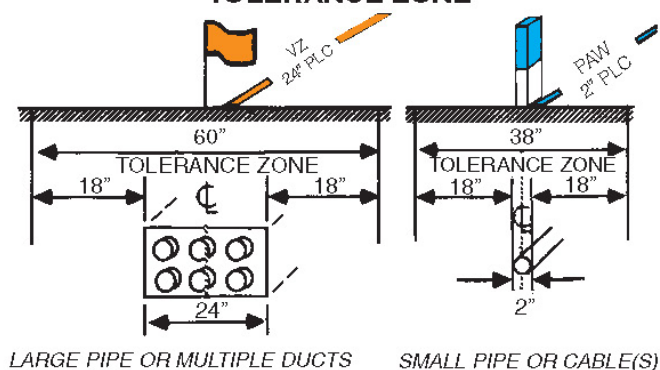


Amended POCS 01/09

APWA/CGA TEMPORARY MARKING COLOR CODE (ANSI Standard Z535.1)

	WHITE - Proposed Excavation
	PINK - Temporary Survey Markings
	RED - Electric Power Lines, Cables, Conduit and Lighting Cables
	YELLOW - Gas, Oil, Steam, Petroleum or Gaseous Materials
	ORANGE - Communication, Alarm or Signal Lines, Cables or Conduit and Traffic Loops
	BLUE - Potable Water
	PURPLE - Reclaimed Water, Irrigation and Slurry Lines
	GREEN - Sanitary and Storm Sewer Lines

TOLERANCE ZONE



LARGE PIPE OR MULTIPLE DUCTS

SMALL PIPE OR CABLE(S)



Know what's below.
Call before you dig.

THREE BUSINESS DAYS BEFORE
YOU DIG – DRILL – BLAST
Call 8-1-1 or 1-800-242-1776
(from outside PA)
www.paonecall.org