

Facility Owner Responses

- 001 - Clear. No facilities or facilities not involved based on ticket information.
- 002 - Conflict. Lines Nearby. Direct contact to follow by facility owner.
- 003 - Field Marked.
- 004 - Insufficient Information. Do Not Dig.
- 005 - Not Marked Due to No Access.
- 006 - Scheduled Date & Time lines will be marked by: <Facility Owner enters date and time>
- 007 - Voice Message. (Temporary)
- 082 - Design Conflict. Send Plans to: <system completes Facility Owner name & address from file>
- 083 - Engineering Completed. A PDF file or marked up plans were sent to the requestor.
- 090 - Will Attend Meeting.
- 091 – Clear. Will Not Attend Meeting.
- 092 – Requests Meeting. Direct contact to follow by facility owner.
- 095 – Did Not Attend Meeting. Direct contact to follow by facility owner.
- 096 – Agrees No Meeting Required.
- 099 – Attended Meeting. Reached Agreement.

Facility Owners are required to respond to ALL notifications.

1-800-222-6470

Mission

Pennsylvania One Call System, Inc.'s 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.

- Open 24-hours a day, every day of the year.
- A Privately funded non-profit Corporation.
- Operates under PA Act 287 of 1974 as amended.



**Pennsylvania One Call: the Keystone of
Damage Prevention**



Pennsylvania One Call System, Inc.
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**Excavators,
Contractors,
and Designers**

KARL

**Kathy Automated Response to Location
requests**

*What is
KARL?*

1-800-222-6470

or

412-464-7138

What is KARL?

KARL creates a 'mailbox' for each serial number and collects the facility owner's responses.

KARL responds back to the excavator via an email or fax. You may also retrieve the facility owner's responses calling the system, by using a cellular phone with internet access, or by using web-based tools developed by POCS.

ROUTINE WORK LOCATION

REQUEST: KARL sends the response on the morning of the scheduled excavation date.

DESIGN WORK LOCATION

REQUESTS: KARL sends the response on the morning of the tenth business day after the notification is received.

EMERGENCY WORK LOCATION

REQUESTS: KARL sends the response two (2) hours after the notification is received.

INSUFFICIENT NOTICE WORK

LOCATION REQUESTS: KARL sends the response on the morning of the third business day after the notification is received.

COMPLEX PROJECT REQUESTS:

KARL sends the response on the morning of the meeting, if a meeting has been requested. If no meeting is requested, KARL sends the response on the morning of the tenth business day after the notification is received.

Entering Your Initials

You may speak your initials or enter your initials using the keypad on your phone. To enter your initials, look at the letter and its position on the key.

For example: if your initials are TAE, you would enter the number '8' matching the key where the 'T' is found followed by the position of the letter 'T' which is '1'. The numeric representation for the letter 'T' would be '81'. The 'A' would be '21' and the 'E' would be '32'.

K	A	R	L
52	21	72	53



The only exceptions to this rule are the letters 'Q' and 'Z'. The 'Q' is represented by '11' and the 'Z' is represented by '12'.

www.paonecall.org

For those who do not have a fax machine or email

You can call KARL to check if there are any responses from the utilities.

Step 1

Call KARL at 1-800-222-6470 or 412-464-7138.

Step 2

Indicate the type of caller you are. Press or say one (1) for an excavator.

Step 3

Press or say your 11 digit serial number. Press or say one (1) to confirm.

Step 4

Press or say your company's 10 digit telephone number (area code + telephone number). Press or say one (1) to confirm.

Step 5

Press or say your initials (see chart for initials conversion). Press or say one (1) to confirm.

Step 6

Please follow the prompts to listen to the responses.

Step 7

Once you have heard all responses, you can press or say two (2) to enter a new serial number.

KARL Responses may be accessed via the POCS website with Excavator/Designer Web Access. If you have a POCS web account, you can request the link at any time; if you do not have an account, you can create one through the web site by clicking Create Account link.