

2025 Annual Report



Pennsylvania One Call: The Keystone of Damage Prevention

Dear Members and Stakeholders,

Reflecting on 2025, I am grateful for the continued commitment of our members, Board of Directors, staff, and stakeholders. Together, we kept safety at the center of our work and strengthened Pennsylvania One Call's role as the Keystone of Damage Prevention.

This year, Pennsylvania One Call processed a record 1,095,077 inbound tickets. Behind each notification is an important purpose: protecting people, preventing damage, reducing service interruptions, and helping projects move forward safely across the Commonwealth. Safe Projects require Safe Planning, "Coordinate PA" helps simplify Coordination, Collaboration and Communication.

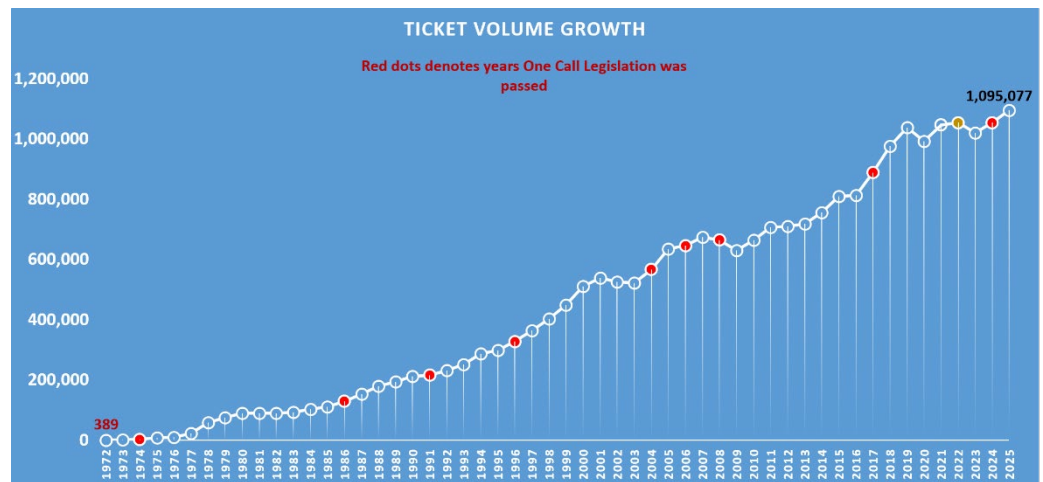
Education, outreach, and collaboration remained at the heart of our service. From UCC and Regional Partnership meetings to Complex Project coordination and public awareness campaigns, our team worked throughout the year to support better communication and safer excavation practices.

We also continued to support compliance with Pennsylvania Act 287, as amended, by processing Alleged Violation Reports, assisting the Pennsylvania Public Utility Commission, and providing training to stakeholders across the industry.

I sincerely thank our Board, committees, staff, members, and partners for the time, care, and expertise they bring to this shared mission. Your efforts make our system stronger and help protect community infrastructure throughout Pennsylvania.

Looking ahead, we will continue to improve our services, expand education, encourage collaboration, and use technology to support safe digging. Thank you for your continued partnership and dedication to damage prevention.

William G. Kiger
President and CEO



BOARD of DIRECTORS

INDUSTRY

Associate - PA Builders Association
Cable Television - Comcast
Excavator - PA Utility Contractors Association
Designer - Larson Design Group, Inc.
Electric

FirstEnergy
Adams Electric Cooperative, Inc.
PECO Energy
PPL Electric Utilities Corporation

Gas

Columbia Gas of Pennsylvania
PECO Energy
National Fuel
Peoples Natural Gas

Municipal

Philadelphia Gas Works
Butler Township
Lancaster Area Sewer Authority
PA State Association of Township Supervisors
North Wales Water Authority

Represented by

Douglas Meshaw
David Henning
Larissa Llewellyn
Matthew Frick

Deanna DeWitt
Tom McMaster
Robert Bedics
Douglas Haupt

Anthony Covey
Patrick Dunham
Jacob Specht
Charles Brazier

Brain Eckroade
Thomas Knights
Michael Kyle
Holly Fishel
Joseph Murphy

INDUSTRY

PA Emergency Management Agency
PA Department of Transportation
PA Public Utility Commission
Pipe Line

Texas Eastern/Enbridge
Williams Gas Pipeline-Transco (Conventional)
Energy Transfer/Sunoco
UGI Utilities, Inc. (Unconventional)

Telecommunications

Verizon Business
Astound Broadband Powered by RCN

Telephone

Verizon Pennsylvania LLC
Windstream Communications
Crown Castle
Verizon North, LLC

Water

Pennsylvania American Water
Lehigh County Authority
Pittsburgh Water and Sewer Authority
Municipal Authority of Westmoreland County

Represented by

Philip Barker
Dan Whetzel
Terri Cooper Smith

Ryan Lumbatis
Jerry McInaw
Molly Carriere
Christopher Clancy

Andis Kalnins
Eric Beers

Steven Hoover
Jerry Wilson, Jr.
Tyler Stein
Richard Hackney

James Baer
Christopher Moughan
Lucas Erny
Ryan Kelvington

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Assistant Secretary

Thomas Knights

General Counsel

William P. Boswell

Assistant General Counsel

Dwight A. Howes

President and CEO

William Kiger

Immediate Past Chair

Vacant

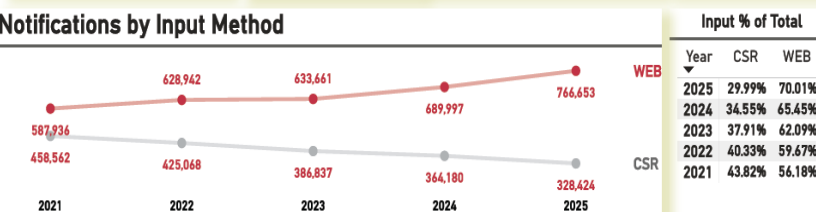
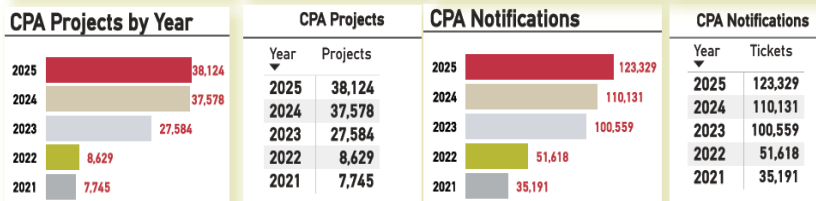
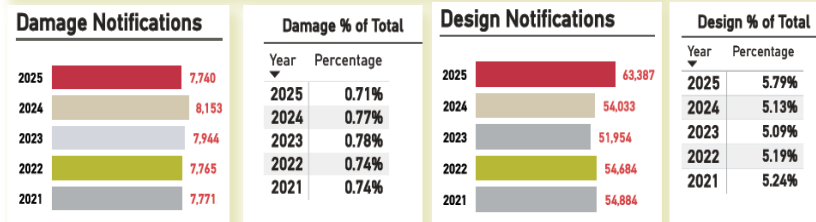
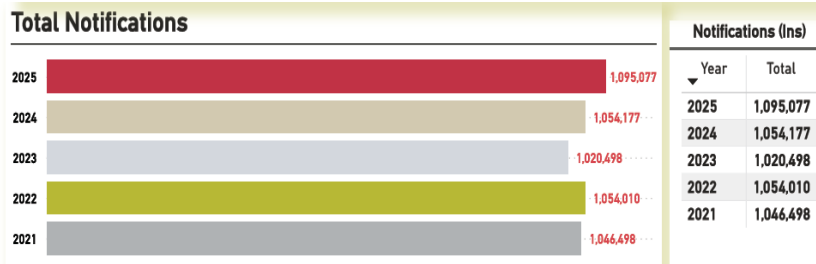
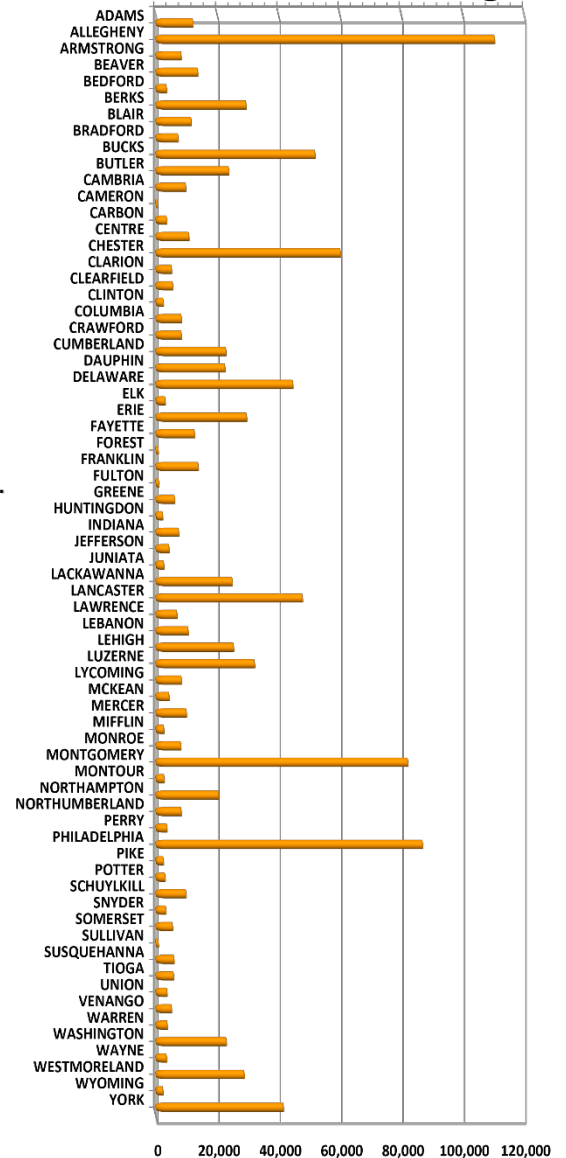
OPERATIONS...

Pennsylvania One Call System, Inc. is a non-profit Pennsylvania service corporation dedicated to minimizing utility service interruptions, reducing the number of on-the-job injuries and deaths, promoting a higher level of public safety and protecting the environment. The corporation can be reached using the national call before you dig number of **811** or through its toll-free telephone number **800-242-1776** by anyone requesting location of underground lines prior to digging, or by creating notifications online through our website www.paonecall.org. All services are available 24 hours per day, every day of the year. Information is obtained from the person planning or scheduling excavation or demolition and disseminated to underground facility owners/operators via email, web view, or XML. Additionally, text notifications can be sent to members when emergency notifications are received, or voice relay is possible outside of normal business hours. The system accepts required responses from facility owners and relays them to the originator of the notification. Notes and attachments can be made along with the response. We provide supplemental electronic member mapping service which allows members to define polygonal notification areas to reduce the number of non-involved dig notices they receive, saving them time and money on their end, as they do not need to receive, research or respond to dig notices outside their spatial service area. There is no additional charge for this service, and it can be managed completely online. The member still has online access to the excluded notifications.

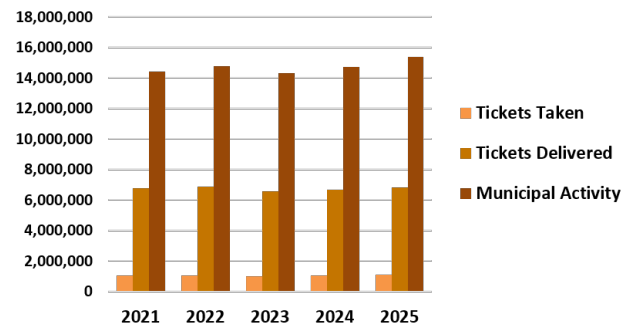
Project Owners, Designers, and Excavators can use Coordinate PA to collaborate with each other and Facility Owner Members starting with the planning phase and continuing through the excavation phase.



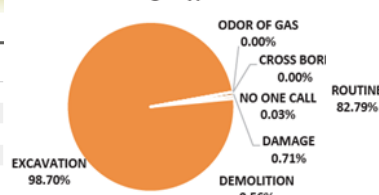
Pennsylvania 811



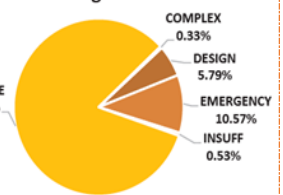
Ticket Volume with Municipal Activity



Message Type



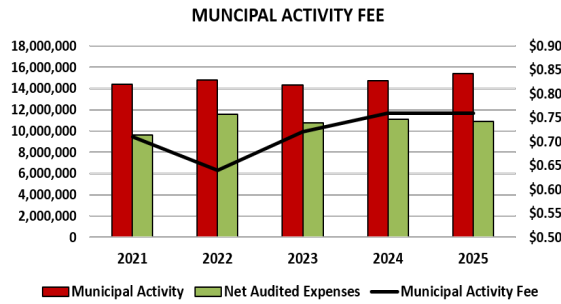
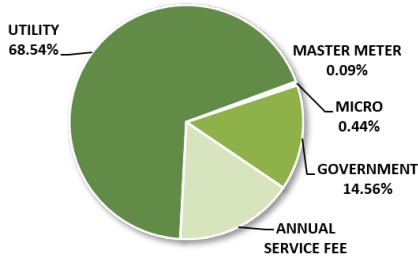
Message Class



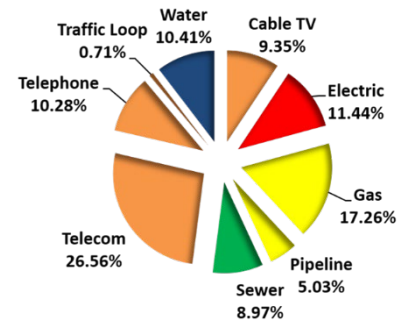


FINANCIALS...

REVENUE BY STAKEHOLDER

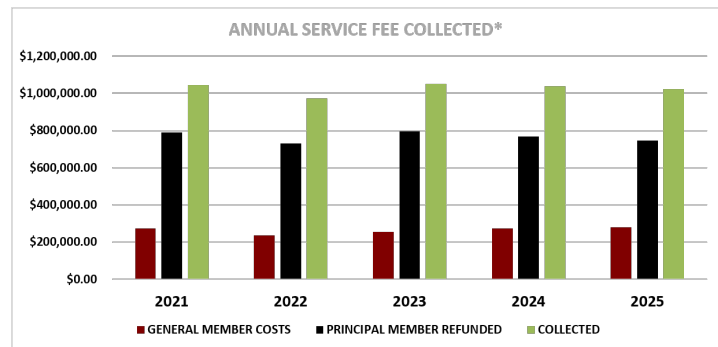
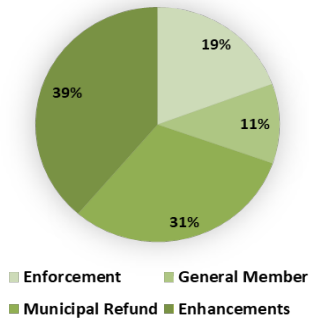


NET REVENUE BY PRIMARY FACILITY TYPE



The corporation's financial position is audited annually by the independent certified public accountants Louis Plung & Company, in accordance with the auditing standards generally accepted in the United States of America. In 2025, Pennsylvania One Call System's total operating revenue was \$16,522,328 and its total operating expenses were \$15,865,003. More complete information in the form of financial statements is on file in the offices of Pennsylvania One Call System, Inc. and is provided to the Board of Directors for review and approval annually.

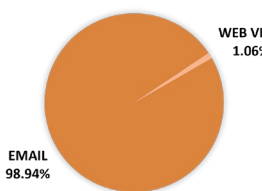
ANNUAL SERVICE FEE COLLECTIONS



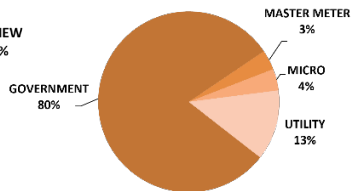
*Used for General Member Offset & Refunded Principal Municipal Members Ref. 3.1(e) & (f.1)

MEMBERSHIP...

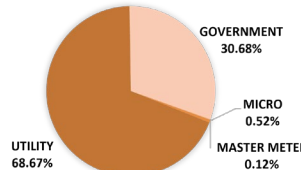
MEMBERSHIP BY SERVICE TYPE



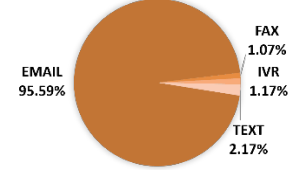
MEMBERSHIP BY ENTITY TYPE



MEMBER TRANSMISSIONS BY ENTITY TYPE

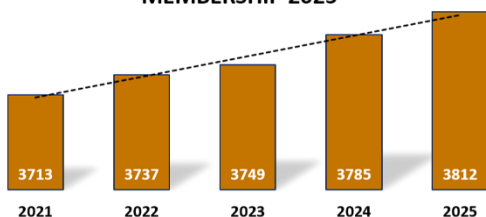


MEMBER TRANSMISSIONS BY SERVICE TYPE



Since its inception in 1972, Pennsylvania One Call System, Inc. has increased its membership from six (6) utilities to 3,812 underground facility owners from the following industries: cable television, electric, gas, propane, Marcellus shale, pipeline, sewer, telecommunications, telephone, water, and government, including state, county, city, borough, townships of the first class, townships of the second class, and municipal authorities. Members also include private master meter companies, manufactured housing communities and private entities, such as schools, hospitals, manufacturing sites, and others owning underground facilities.

MEMBERSHIP 2025



2025 Active Members

3,812

Principal
2,233

A facility owner (as defined by the Act) other than a General member.

Membership
Classification

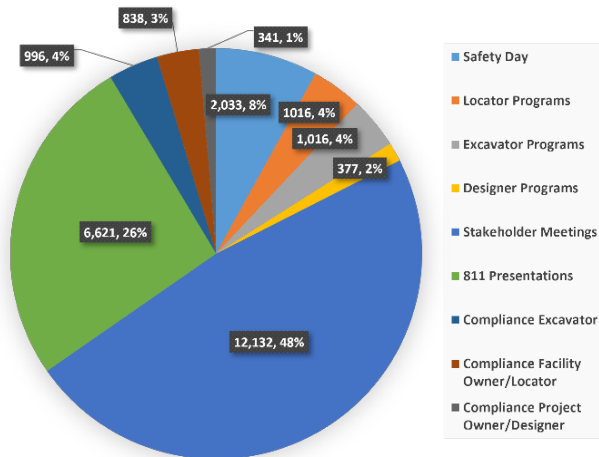
General
1,579

Any political subdivision facility owner with a population < 2,000 or a municipal authority serving < 5,000 persons.

New
52
Merge
15
Cancel
10

EDUCATION...

2025 Educational Events Attendance



There are 34 active UCCs throughout Pennsylvania. The advent of Coordinate PA has vastly improved the ability of underground stakeholders to communicate and collaborate effectively on underground excavation projects. There were 138 UCC/Regional Partnerships with approximately 2,878 attendees.

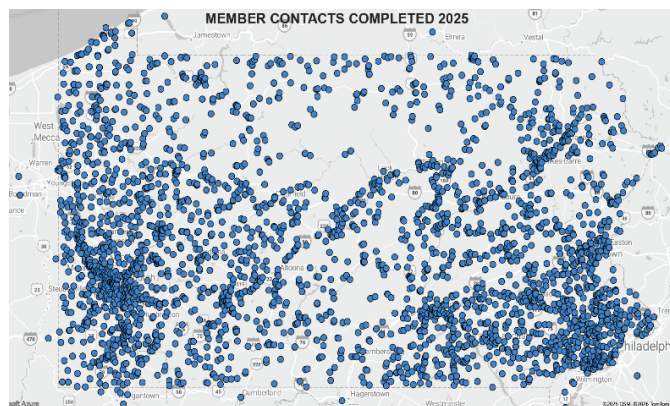
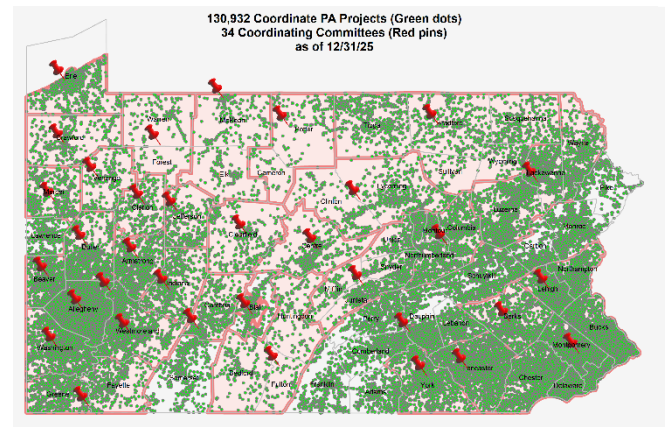
The DPLs attended 1,478 Complex Project meetings with approximately 6,279 attendees to support Pennsylvania stakeholders' underground excavation Complex Project process and facilitate the use of the Coordinate PA application.

To maintain accurate facility owner member information, the annual Member Database Verification was released in January, approximately 87% of our Facility Owner members

Education and Public Awareness are a critical part of the service the organization provides. Our Strategic Plan is comprised of education that targeted underground facility owners, locators, designers, excavators and project owners, which also were available to all other underground stakeholder groups. In 2025, the Education Team was able to perform 2,057 educational sessions with approximately 21,300 underground stakeholders in attendance.

To promote the Pennsylvania 811 brand and to support public awareness for damage prevention throughout the Commonwealth, the Education Team participated at 113 Pennsylvania Trade shows with approximately 50,892 people in attendance.

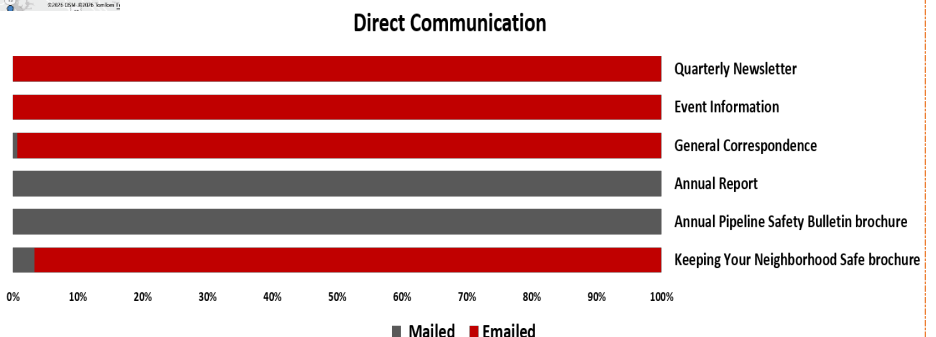
Our flagship education and training event, Pennsylvania Safety Days, were held again in 2025 at five key locations across the Commonwealth. These events promoted awareness and offered education to 2,033 stakeholders. Thank you to our sponsors, exhibitors, and keynote speaker, Cliff Meidl.

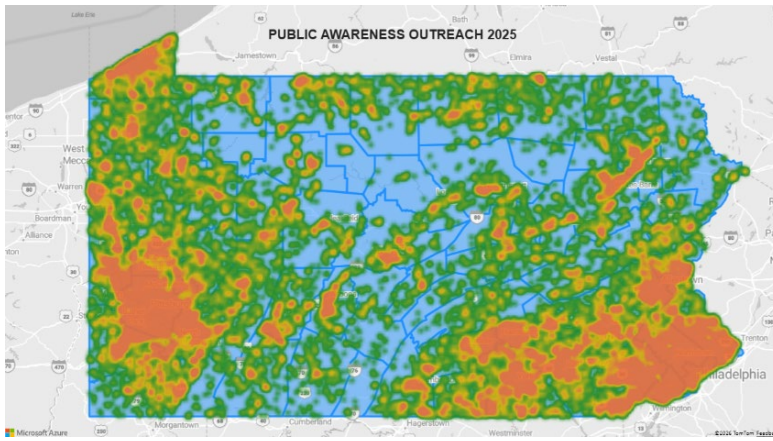


completed the verification. Additionally, 3,611 Company Representatives were contacted to answer any questions they may have and to provide an update on new developments and upcoming educational programs. At the end of each call a survey was sent to each member along with invitations to educational sessions and events.

Direct communication remained an important part of our outreach program. To assist members with federal

regulation compliance, the Pipeline Safety Bulletin was sent in addition to newsletters promoting educational information and events. In 2025, 109,054 pieces were mailed and 1,905,046 were emailed, each covering a variety of topics such as PA Act 287 training, invitations to events, and educational information.





Outreach and advertising campaigns were developed to promote awareness of safe digging practices. These campaigns consisted of billboards, (especially in high damage rate counties), email marketing ads (direct and retargeting), social media, video and TV ads, radio ads, and our YouTube channel and quarterly newsletters. Business owners and homeowners were targeted through a Digital Marketing Plan aimed at specific consumers based on their characteristics, behavior, lifestyle, demographics, and interests which included using gas station and bus shelter ads. Homeowner outreach was also done via postcards. We

leverage joint awareness efforts through partnerships with our members at minor league baseball games for 811 Day events. Advertising was also done during sporting events with the Pittsburgh Steelers and Pirates, Philadelphia Eagles and Phillies, and Pittsburgh Riverhounds. There was outreach to our state officials, i.e., Senate, House, Governor, County Commissioners, and local government entities, who in turn give us proclamations to support our efforts and the communication service.

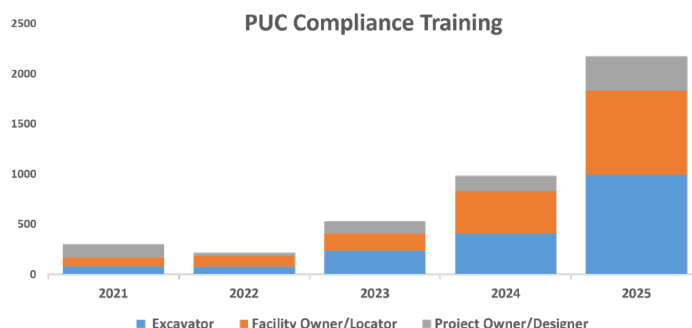
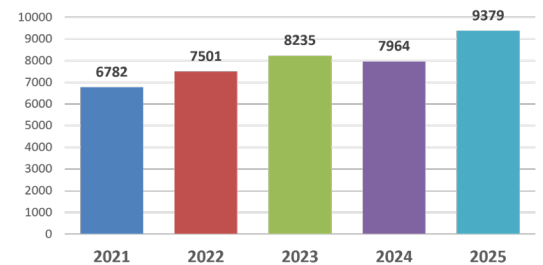
To promote safe digging and the 811 brand, Common Ground Alliance toolkits and infographics were used. These materials are published to our social media channels. We support the CGA national 811 awareness efforts in conjunction with other one call centers and stakeholders, by participating in email campaigns for National Safe Digging Month and 811 Day.

COMPLIANCE...

Pennsylvania Act 287 of 1974 as amended requires excavators, designers, project owners, and facility owners to submit an alleged violation report to the Public Utility Commission (PUC) through the One Call System for instances when a person by action or inaction fails to fulfill the obligation of the Act.

Pennsylvania 811 receives and transmits Alleged Violation Reports (AVRs) to the PA Public Utility Commission via a web service. Through 2025, 60,111 AVRs were submitted. We also provide related tickets and attachments on AVRs which have been assigned to a PA PUC Damage Prevention Investigator.

Alleged Violation Reports



To assist in the PUC's enforcement efforts, Pennsylvania One Call provides PUC Compliance Training for Facility Owners, Locators, Excavators, Designers, and Project Owners that have been found to be in violation of the Act. Compliance Training was provided to 2,175 stakeholders in 2025.



Pennsylvania One Call System Contacts

Bill Kiger	President & CEO	412-464-7111
Ellen Kiger	Executive Vice President & COO	412-464-7115
Sherry Harim	Vice President & CFO	412-464-7116
Linda Covelli	Manager - Operations	412-464-7110
Kelly Pearl	Manager - Member Services & Accounting	412-464-7106
S. Robin Johnson	Compliance Coordinator	412-464-7127
Penny Modrick	Executive Secretary	412-464-7118
Marcos Bernal	Supervisor - Education	412-999-8009
Mark Lipka	Supervisor - Education	570-939-7042
Brandon Dujmic	Senior Damage Prevention Liaison	412-427-0112
Greg Danks	Damage Prevention Liaison	215-834-2069
Erica Dominick	Damage Prevention Liaison	814-815-7047
Kevin Goldblum	Damage Prevention Liaison	717-487-0797
Kirk Kirkpatrick	Damage Prevention Liaison	814-572-8113
Chance Montgomery	Damage Prevention Liaison	412-503-3662
Daniel Nemanic	Damage Prevention Liaison	412-509-7232
Ryan Parrish	Damage Prevention Liaison	610-906-5137
Blair Prough	Damage Prevention Liaison	717-602-5976
Jim Reynolds	Damage Prevention Liaison	215-859-2868
Aaron Rugh	Damage Prevention Liaison	717-490-0452
Maria White	Damage Prevention Liaison	570-954-3545

Administrative Offices 800-248-1766
Accounting 412-464-7137
Education 412-464-7138
Member Services 412-464-7168
KARL Response System 800-222-8470

Pennsylvania One Call: The Keystone of Damage Prevention.

MISSION STATEMENT

Our purpose is to promote safety and prevent damage to underground facilities.