



### Five Things the Public Utility Commission (PUC) Wants You To Know

On Oct. 30, 2017, Gov. Tom Wolf signed into law the Underground Utility Line Protection Law. Many refer to it as the "PA One Call Law." It continues to be enforced in PA, and Pennsylvania One Call System, Inc. is charged with maintaining transaction records between project owners, designers, excavators, and facility owners. PA One Call has been educating these four stakeholder groups on the important changes that have occurred as well as the other required duties of each stakeholder. Listed below are five items every stakeholder should know from the 2017 signing.

Five things to know:

1. **The PUC is the enforcement agency of the PA One Call Law.**
2. **A facility owner receiving a "Renotify" notification from PA One Call is sometimes required to respond directly to the excavator within 2 hours.**
3. **Stakeholders must fill out Alleged Violation Reports (AVRs) for damages and PA One Call law infractions.**
4. **Facility owners must participate in the One Call System's Member Mapping Solution.**
5. **A facility owner can request an excavator to designate a project as complex.**

The law remains in effect until Dec. 31, 2024. Much of the law is familiar to you if you have been involved with the PA One Call Law in the past. By now (4<sup>th</sup> Quarter 2020) you should be very familiar with the five items above. If you are not, PA One System, Inc. is available to help. PA One Call Damage Prevention Liaisons will help with training on any PA One Call Law topic, at no charge.

### A Note To Our Readers:

Welcome to the second edition of the B4 U Dig Newsletter. I wanted to take this opportunity to thank you for your interest in PA One Call System's educational programs. We are committed to helping our stakeholders increase their knowledge of processes to comply with Pennsylvania Act 287, as amended, and to perform excavation and demolition safely. Our team is compiling articles that convey process information, examples of field operations, and practical use articles for tools available to PA One Call users. We are addressing areas such as administering your One Call processes, tools to plan and collaborate, training to attend, and reporting functions you may use.

We invite you to become familiar with our Damage Prevention Liaison team. Please use them as a resource for your design, planning, and excavation needs. They are available to help you learn and navigate the valuable tool set available to you at no cost. At Pennsylvania One Call, we have 48 years of history in the safe digging realm. We are here to help you to improve communications and enjoy a safe work environment, one where we all go home safely at the end of each work day. Enjoy the newsletters, ask questions, invite us to your safety meetings, and let us know of your experiences. We learn together, through our combined experience, how to best serve our industry, now and in the future.

William G. Kiger, President  
Pennsylvania One Call System, Inc.



*Pennsylvania One Call along with others in connection with Common Ground Alliance (CGA) sponsored Tiz the Law for the 2020 horse racing season. Previously CGA/811 has sponsored Triple Crown winner American Pharoah (2015) and a Kentucky Derby and the Preakness Stakes winning horse California Chrome (2014) reminding you to call 811 before you dig.*

### In this issue:

- Five Things the PUC Wants You to Know
- Advantages to Eliminating Fax When Receiving Notifications
- Tools to Help Process Tickets After Hours
- Non-Response, the Current Most Often Fined Violation
- The Role of the Facility Owner in the One Call Process
- PA One Call Celebrates 8-1-1 Day

## Advantages to Eliminating Fax to Receive My Notifications

Are you still receiving your One Call notifications via fax?

A switch to email delivery can decrease your One Call bill by nearly 40 percent!

Notifications currently delivered by fax cost \$1.15 as compared to only \$0.70 per notification delivered via email. That extra \$.45 per ticket adds up quickly – if you receive just 10 notifications per day the switch from fax to email delivery will save you over \$1600 per year!

Here are a few techniques your fellow facility owners across Pennsylvania have used to ditch the fax. It's ultimately up to you to determine what path best fits your internal processes. As with any change, please contact Member Services at [membership@pa1call.org](mailto:membership@pa1call.org) to update your delivery method or make any other changes to your company information.

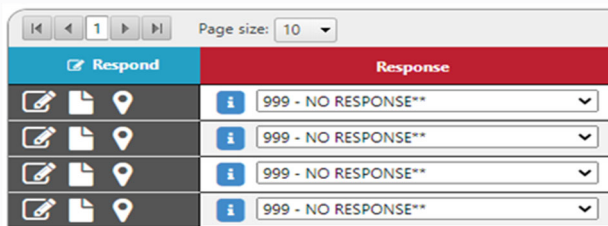
- Shared Inbox – Create a generic email account to receive notifications (example: [OneCall@paborough.org](mailto:OneCall@paborough.org)). Share the mailbox login information with any road crew or office staff responsible for tracking, marking, and responding to notifications. By requesting logins and access to Web Ticket Response, users will be able to respond to notifications while in the field.
- Auto-forward – Your email service provider (Gmail, PTD, Outlook etc.) allows you to create rules to auto-forward emails. Simply auto-forward emails received from [delivery@pa1call.net](mailto:delivery@pa1call.net) to all necessary parties. As an added bonus, your road crew will receive tickets remotely, improving social distancing in your office.
- Auto-print – This is a great solution for anyone who prefers paper copies or works in an area with limited internet coverage. Create a rule with your email service provider to automatically print emails received from [delivery@pa1call.net](mailto:delivery@pa1call.net). Leave the printer on or send it to your existing fax machine. Your road crew can collect their tickets for the day exactly as they do now for a fraction of the delivery charge!

## The Number One Violation Being Given by the PUC? Non-Response

The number one violation being given by the Public Utility Commission (PUC) Damage Prevention Committee (DPC) is for non-response (Act 287, as Amended, Section 2(v.1)). The penalty can be as much as \$2,500. The actual statement within the law is “not more than two thousand five hundred dollars (\$2,500) per violation” (Section 7.10(b)(1)(i)). When asked why they did not respond facility owners say:

“What do you mean I didn't respond?” “I didn't have any facilities near the site” or “I went out and marked my facilities with paint. I did what I was supposed to do.”

Well...marking your facilities in the field is one of the steps to responding to a One Call notification. If you are a facility owner, you are also required to respond to all notices through the One Call System.



There are multiple ways to respond to your notifications. If you receive tickets via email and have the required online web account, click on the link at the bottom of the ticket to respond. If your email does not include this link, contact Member Services or your liaison. A second option is to go directly to the PA One Call Website ([www.paonecall.org](http://www.paonecall.org)), click on “Applications” and “My POCS Links.” Once the list of links opens, click on “Web Ticket Response.” Your notifications will populate when you click “Show Lists.” Lastly, you can contact our automated system by dialing 1-800-222-6470.

An important note: Pennsylvania is a positive response state, which means you must respond with one of the final responses such as “001 - Clear, no facilities” or “003 - Field marked” on routine tickets. Responses other than “001 - Clear, no facilities” or “003 - Field marked” are considered interim responses, and your obligation is not complete until you have a final response entered in the system. Design tickets have additional final responses which are “083 - Engineering completed, a PDF file or marked up plans were sent to requestor,” “091 - Clear, will not attend meeting,” and “099 - Attended meeting, reached agreement.”

## Upcoming Training Events and Webinars

Visit the events calendar on our [website](#) to register! \*schedule subject to change

Oct. 6  
PA Act 287 for the Excavator  
8 a.m.

Oct. 7  
Member Mapping 8 a.m.

Oct. 8  
PA Act 287 for the Locator  
8 a.m.

Oct. 13  
PA Act 287 for the Excavator  
7 a.m.

Oct. 15  
PA Act 287 for the Locator  
7 a.m.

Oct. 16  
Tolerance Zone 9 a.m.

Oct. 20  
PA Act 287 for the Excavator  
7 a.m.  
PA Act 287 for the Facility Owner  
9 a.m.

Oct. 21  
PA Act 287 for the Project  
Owner and Designer 8 a.m.

Oct. 21  
Webcast time TBD

Oct. 22  
PA Act 287 for the Locator 8 a.m.

Oct. 23  
Four Components of a Correct Mark  
8 a.m.

Oct. 27  
PA Act 287 for the Excavator 7 a.m.  
Four Components of a Correct Mark  
9 a.m.

Oct. 29  
PA Act 287 for the Locator  
8 a.m.

Oct. 30  
Four Components of a Correct Mark  
8 a.m.

Nov. 4  
PA One Call Products and  
Services 7 a.m.  
Facility Owner Member Web Access  
9 a.m.

Nov. 5  
PA Act 287 for the Locator 8 a.m.

Nov. 10  
PA Act 287 for the Excavator 7 a.m.

Nov. 12  
Coordinate PA 8 a.m.

Nov. 17  
Member Mapping 8 a.m.

Nov. 18  
Webcast time TBD

Nov. 19  
Complex Projects 7 a.m.

Nov. 24  
Excavator and Designer Web Access  
8 a.m.

**Meet your local liaison!** In this issue we are featuring Senior Damage Prevention Liaison Marcos Bernal and Damage Prevention Liaison Maria White.



Marcos Bernal 412-464-7113 [mrbernal@pa1call.org](mailto:mrbernal@pa1call.org) Allegheny, Beaver, Fayette, Greene and Washington counties

Marcos started at Pennsylvania One Call System, Inc. as a part-time Customer Service Representative in June 2008 while enrolled in school at Thiel College. After graduating with a bachelor's degree in Business Administration, he began working in the Member Services & Accounting Department full time. In June 2014, Marcos was promoted to the Marketing & Education Department of Pennsylvania One Call System, Inc. as a Liaison Representative based in the southwest region of Pennsylvania. In October of 2019 he was promoted to Senior Damage Prevention Liaison. Marcos also works closely with utility coordinating efforts within Pennsylvania and is the Immediate Past President of the American Public Works Association Western Pennsylvania Chapter.



Maria White 570-954-3545 [mawhite@pa1call.org](mailto:mawhite@pa1call.org) Bradford, Carbon, Lackawanna, Luzern, Monroe, Pike, Sullivan, Susquehanna, Wayne and Wyoming counties

Maria has worked in the right-of-way acquisition and damage prevention world for over 20 years for all sizes of transmission companies and projects. Prior to that, Maria worked in the hotel business, mostly in California and Indiana, in a wide range of jobs leading up to management roles in several large hotel corporations. Recently, Maria was elected treasurer of the International Right of Way Association (IRWA). She has been a member of the IRWA since 1999 and held several Committee Chair positions. Maria joined PA One Call in August 2016 and considers it her dream job.

### **Processing a Ticket After Hours: What Can I Do?**

In 2019 Pennsylvania One Call System Inc. (Pennsylvania 811) received over one million excavation notifications. Pennsylvania 811's availability as a 24 hours a day, 7 days a week operation was instrumental in achieving this milestone.

To process this record volume of ticket notifications the call center is staffed 24/7. In addition, excavators use Web Ticket Entry (WTE) to enter tickets at will. This means a ticket can arrive at any time including emergency tickets. Facility owners may ask "How do I receive and respond to emergency ticket notifications that arrive during non-working hours?"

Let's review how a routine notification is processed. When a routine notification is placed during a facility owner's non-working hours, the notification is delivered to the facility owner's receiving site. If email is the method in which you receive notifications, the notification will be waiting in your inbox for processing. This may include emergency tickets.

When facility owners set up their Pennsylvania 811 accounts, they indicate how they will receive emergency notifications during non-working hours and how they would like to be informed that a notification was sent. They may also choose an optional method to be notified when an emergency notification is delivered. A number of options for out-of-hours notifications are available. Some request to be called, others request to be texted, and others manage the emergency notifications using their own ticket management system. Regardless of the notification methodology, it is important that facility owners respond to all emergency notifications within 2 hours or as soon as practicable.

Here are two tips. You may forward notifications to others in your company when you are not available. A final response is required to complete the legal process.

**811 Day Celebration**

Every year the industry declares August 11th 8/11 day. This year Pennsylvania One Call held a 7-hour webcast to celebrate and educate.

PPL Electric Utilities, UGI, the PUC Damage Prevention Committee, EnterTRAINING Solutions LLC and PA One Call Liaison and Member Services teams all presented during the event.

PPL shared this handy "What's yours? What's ours?" pictorial showing who owns electric components that attach a building to the electric grid.

We are reminded that only fully licensed professionals should come in contact with electric components whether above or below ground.

### What's yours? What's ours?

PPL Electric Utilities maintains the wires and facilities that deliver electricity and the meters that measure electricity use. The diagram shows a home electrical system and who is responsible for the various parts of it. **PPL Electric Utilities is responsible for the items in blue. You are responsible for the items in red.** The main parts are:

- SERVICE DROP:** PPL Electric Utilities repairs the wire that runs to your home, but we do not trim trees along the service drop. We will shut off the power at your request so trees can be trimmed safely.
- POINT OF ATTACHMENT:** You are responsible for the anchor that attaches the service drop to your home.
- SERVICE ENTRANCE CABLE:** You are responsible for the wire that runs along the outside of your home into the meter and from the meter to your service panel or fuse box.
- METER BASE:** You are responsible for the metal box that houses the meter.
- METER:** PPL Electric Utilities owns the meter that measures electricity use.
- SERVICE PANEL OR FUSE BOX:** You are responsible for the box, the circuit breakers or fuses, and all of the wiring in your home.

If you plan to repair, replace or upgrade electrical equipment, please contact a licensed electrician. To report problems with electric service, call us at 1-800-342-5775.

**ppl**  
PPL Electric Utilities  
[www.pplelectric.com](http://www.pplelectric.com)



**Administration is the Key to Success:**  
**Spotlight on the Role of the Facility Owner in the One Call Process**

The 3 Cs - communication, collaboration, and cooperation - among stakeholders are essential in the One Call process. Stakeholders not understanding their responsibilities under PA Act 287 as amended and/or not knowing how to utilize the tools provided for managing the process can lead to a breakdown in one or more of the 3 Cs. This breakdown results in frustration for the other stakeholders, unsafe working conditions, damages, and penalties for non-compliance. Successful administration of the One Call process can help stakeholders streamline the process and improve safety at the worksite. Facility owners who have trained administrators are more efficient and effective than those without training.

Once a ticket has been received by the facility owners, they are responsible for ensuring that a final response is placed into the system by the response due date on the locate request. When a notification is sent to the facility owner it is their obligation to determine if their facility is involved, and to properly respond to the notification. If owned or operated facilities are in the dig site, the facility owners are responsible for marking the position of their underground lines within 18 inches of the outside wall or edge of the line or facility, also known as the tolerance zone. Facility owners finalize the communication by returning a positive response to notifications through the KARL system by phone or online through Web Ticket Response.

Administrators who understand the different ticket types and classes are better equipped to manage the notifications ensuring proper responses are completed by the due date to maintain compliance. Project notifications can be in the form of single locate, complex project, design, renotify, emergency, and others. Each has a designated response time under the law.

Single locate requests require a response within 3 business days while a complex project has a 10-day response requirement. Additionally, a renotify can have as little as a 2-hour response time.

Responses to complex projects are agreements to meet or to proceed without meeting. Knowledge of the complex project can help a facility owner work with the excavators to control the locate requests and locate marking allowing efficient management of the facility owner's time. Meeting agreements, locate schedules, and project communications are available for review in the Coordinate PA application.

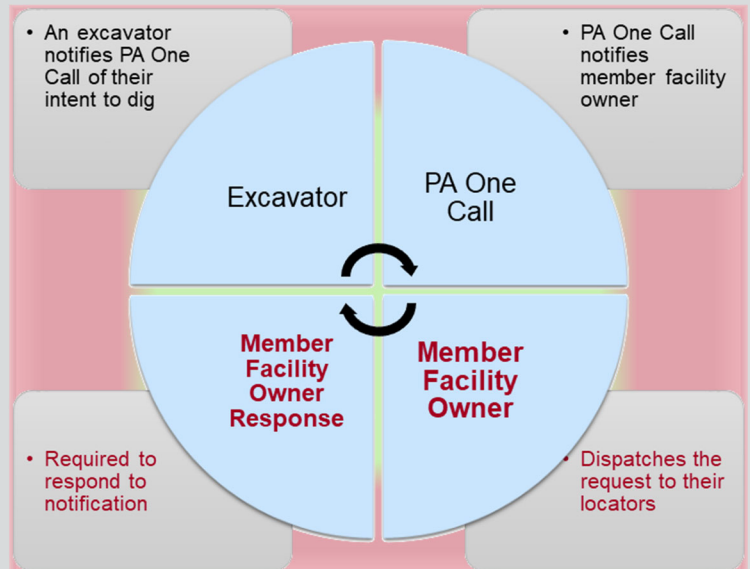
Facility owners can reduce the amount of notifications received by using the Member Mapping application.

Facility maps can be uploaded or manually drawn in position in the Member Mapping application.

This can reduce workload and administrative costs. The use of PA One Call's Mapping Solutions is in fact a requirement of Act 287 as amended.

Any person designated by the facility owner to administer the receipt, distribution, and response of PA One Call notifications should be trained to fully understand the types of notifications and meaning of information conveyed on the notification. Solid understanding of the stakeholder's responsibilities and process tools available can help to improve compliance, decrease workload, and streamline the process of keeping facilities and personnel safe. Facility owners who would like to learn more about their obligations can attend an online training or contact one of the Damage Prevention Liaisons.

Training for each of the applications is available free of charge and stakeholders can register at <https://www.paonecall.org/events>.



## Contact us!

Follow us on social media!



To place a dig or design notification in Pennsylvania, please call 8-1-1 or 1-800-242-1776

Administrative offices  
 1-800-248-1786  
 925 Irwin Run Road  
 West Mifflin, PA 15122

[contact@pa1call.org](mailto:contact@pa1call.org)

### COVID-19 Information

Remember to follow sanitary and social distancing guidelines.

Conduct meetings via technology whenever possible.