



## DITCH the PHONE: Click Before You Dig!

If you're an excavator working in Pennsylvania, you know it's the law to call 811 before you dig. This gives facility owners the opportunity to mark their lines at your worksite, helping you complete your job as safely as possible.

What you may not realize is that you don't have to make a phone call to meet this requirement. Like many other services that have moved from the phone to digital platforms, Pennsylvania 811 offers convenient online tools that are faster, more accurate, and more efficient than calling.

PA One Call features three convenient online platforms for ticket submission: Web Ticket Entry, Web Single Address, and Coordinate PA. Submitting tickets online gives you flexibility. Whether you need extra time to enter details or are working in an unfamiliar location, you're not under pressure to explain everything to a call center representative. Instead, you remain in control of the process.

**Web Ticket Entry** allows you to create both routine and emergency tickets more quickly and precisely than by phone. With an intuitive web-based interface, you can locate your dig site on the map, draw your dig box, provide excavation details, and receive your serial number all in about five minutes. You also have the option to upload files and photos directly to your ticket, ensuring facility owners receive the most complete information.

If you're new to Web Ticket Entry, Pennsylvania 811 provides a short training video to help you get started. For additional support, you can attend a live monthly webinar at [www.pa1call.org/events](http://www.pa1call.org/events), where one of our damage prevention liaisons will walk you through the application and answer your questions.

For contractors working at a single address, **Web Single Address** offers a simplified option. Enter the worksite address, provide the excavation details, and receive your official Pennsylvania 811 dig notification quickly and easily. Please note that this option is only for projects working at a single address location.

For larger or more complex projects, **Coordinate PA (CPA)** provides a comprehensive platform that supports planning from design through construction. With features such as project contacts, file sharing, and integrated communication tools, CPA allows all parties to coordinate effectively. Entering a ticket is straightforward—if you're familiar with Web Ticket Entry, you'll find CPA just as simple to use.

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Pennsylvania 811's web-based tools are designed to help you submit tickets more efficiently and with greater accuracy, so you can begin your work faster and safer. The next time you prepare to dig, choose the convenience of clicking 811 to handle your notifications online.

*Written by: Brandon Dujmic, Senior Damage Prevention Liaison*

## Responding with Clarity

Pennsylvania is a positive response state, which means facility owners must not only mark their facilities but also respond to every dig notification through the One Call System, as required by the PA One Call Law. These responses provide excavators with vital information, helping prevent damage and keeping jobsites safe.

In October 2024, an updated PA One Call Law added a provision requiring facility owners to enter a final response in a timely manner. To better align, the Pennsylvania One Call Board of Directors voted in July 2025 to adopt a resolution stating that KARL responses previously designated as “interim” will now be recognized as “final.” While all responses are now considered final, PA 811 recommends using **001 – Clear – No Facilities/Not Involved** or **003 – Field Marked**, as they communicate most effectively with excavators.

Facility owners can submit responses online through the Online Ticket Management (OTM) application or by calling the KARL system at 1-800-222-6470. Facility owners responding through the OTM application also have the option to add notes to their responses. These notes are shared with the excavator, and can further support safe excavation practices.

Failure to respond to a dig notification may result in alleged violation reports and administrative penalties imposed by the Pennsylvania Public Utility Commission’s Damage Prevention Committee. For more information, contact your local Damage Prevention Liaison at [www.pa1call.org/liaisons](http://www.pa1call.org/liaisons).

Written by: Erika Dominick, Damage Prevention Liaison

### KARL RESPONSES

Excavation	Design	Preconstruction Meeting
<b>001 Clear</b> No facilities or facilities not involved based on ticket information	<b>082 Design Conflict</b> Send Plans	<b>090 Will Attend Meeting</b>
<b>002 Conflict</b> Lines Nearby Direct Contact to follow by Facility Owner	<b>083 Engineering Complete</b>	<b>091 Clear</b> Will Not Attend Meeting
<b>003 Field Marked</b>		<b>092 Requests Meeting</b> Direct Contact to follow by Facility Owner
<b>004 Insufficient Information</b> Do Not Dig		<b>093 Did Not Attend Meeting</b> Direct Contact to follow by Facility Owner
<b>005 Not Marked</b> Due to No Access		<b>096 Agrees No Meeting Required</b>
<b>006 Schedule Date and Time</b> Lines Will Be Marked By		<b>099 Attended Meeting</b> Reached Agreement
<b>007 Voice Message</b>		

**999 DID NOT RESPOND THROUGH PA ONE CALL**

# Click Before You DIG!

Visit [WWW.PA1CALL.ORG](http://WWW.PA1CALL.ORG) to submit a ticket

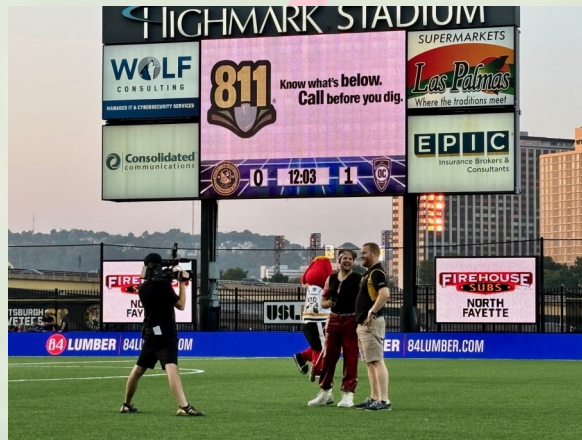


# PA One Call Celebrates



Pennsylvania 811 partnered with the State College Spikes, Pittsburgh Riverhounds, Williamsport Crosscutters, York Revolution, Scranton Wilkes-Barre RailRaiders and Altoona Curve to celebrate August 11 as 8-1-1 Day! August 11

serves as a reminder for Pennsylvania residents to contact 811 before digging to alert underground facility owners to mark their underground lines. Pennsylvania 811 damage prevention liaisons had the opportunities to do on field interview and participate in game-day activities including throwing out first pitches at minor league baseball games and presented in the game ball delivery for minor league soccer.



## SAVE THE DATE - 2026 Safety Days

### 2026 PA Safety Days

#### Erie

Thursday, May 21

#### York

Thursday, June 18

#### Canonsburg

Thursday, June 25

#### Oaks

Tuesday, September 22

#### Wilkes Barre

Thursday, September 24



[www.paonecall.org/safetyday](http://www.paonecall.org/safetyday)

Visit [www.pa1call.org/safetyday](http://www.pa1call.org/safetyday) or scan the QR code