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Submitting a Locate Request: The Details Matter

The locate request, also known as a ticket, is the foundation of Pennsylvania 811's notification network, which includes project owners, facility owners, designers, and excavators. Excavators or designers submit pertinent work site information, including where and when, via a locate request. Pennsylvania 811 notifies affected utilities within the scope of the ticket. There are several main categories of information that belong on a ticket – the person conducting the work, ticket type, class, location, the type of work, and the dates the work will be performed.

To begin with, callers or web users provide their name, contact information, and address to Pennsylvania 811. This will allow receiving facility owners to contact the excavator directly if there are any questions or concerns, or an issue arises.

Next, the scope of work being conducted will determine the type of ticket submitted – excavation or demolition – as well as the ticket class – construction (routine), final/preliminary design, or emergency.

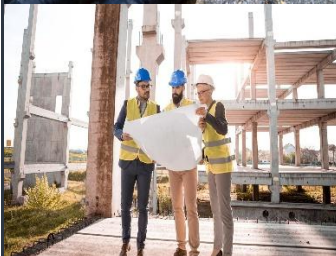
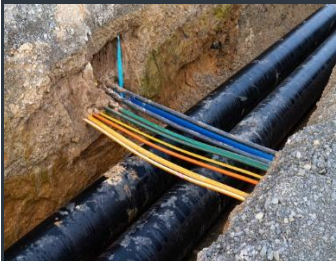
This information is located at the top of each ticket in the header section. Each ticket type or class establishes the timeline for when responses are due by facility owners and when the excavator can lawfully begin excavation.

Locate requests are intended to collect exact worksite information based on where an excavator is performing excavation or demolition work. Required information includes – County, Municipality, main work site (street address) and the nearest intersecting street, type of work, location of work (in street, sidewalk, public or private property),

excavation date, start time, and onsite contact information.

The *type of work* requirement is used to determine what kind of excavation or demolition work is being performed along with the equipment being used. For example, an excavator may indicate that they are trenching with a backhoe at an extent of twenty by thirty feet and a depth of seven feet. This information is critical for excavators planning their dig and facility owners getting a clear picture of the work site.

The *scheduled date of excavation* is required, so that facility owners can locate their facilities timely. Of note, direct contact is required by an excavator to a facility owner for disconnections when demolishing a structure. The lawful start dates are



Need to place a ticket?

Skip the call queue and use

WEB TICKET ENTRY



Have an emergency involving a damage?



ALL EMERGENCY TICKETS can be done online via Web Ticket Entry including damages!

Attention: Effective Sept. 1, 2026, Pennsylvania 811 will be implementing a one transaction per phone call limit.

As a reminder, **Web Ticket Entry** is available **24 hours a day, 7 days a week**, and provides the most convenient option for submitting locate requests.

Submitting a Locate Request: The Details Matter... Continued

calculated based on the day the notification is made, and the scheduled excavation date must be within that time frame.

Excavators can further assist to identify the worksite by providing a second intersecting street, along with Lat/Lon coordinates if available. A location information box allows users to type general directions, footage, and measurements from

landmarks. There is also a remarks box to provide any other information needed to be conveyed.

To obtain this data, excavators would do an onsite inspection of the proposed work site prior to submitting a locate request. The site inspection should be paired with marking the proposed excavation area with white paint, flags, or stakes with white ribbons.

This exact site information is vital to relay the work site as specifically as possible to the facility owners. Tickets submitted missing key details or lacking clarity require facility owners to contact the excavator for additional information.

Dan Nemanic, Damage Prevention Liaison, Pennsylvania 811



The countdown is on! Only **TWO** Pennsylvania 811 Safety Days remain in 2026. Connect with industry professionals, refresh your safety knowledge, and help keep Pennsylvania safe.

Register today!

PA 811 hosts free webinars, educational programs every spring and fall, and our flagship event – Safety Day!

Visit pa1call.org/events to learn more and register.

Need to report an alleged violation of the law?

Visit pa1call.org/enforcement, select “Submit an Alleged Violation,” and complete the form.

No dig is too small to be dangerous!

Even shallow digging can disrupt buried utilities.

Stay safe — follow the 811 process before you start.



Safety is in your hands.
EVERY DIG. EVERY TIME.



CoordinatePA

Planning a complex project?
Preparing a drawing? Enter your project into Coordinate PA as soon as the project is conceived and begin the utility coordination process early.

Locate Issue? Renotify!

Do you have a locate issue at your worksite? Have you heard of a renotify? Not sure what that is? Take a look at what PA Act 287, as amended says under Section 5 – Responsibilities of the Excavator:

*To **renotify** the One Call System of an unmarked or incorrectly marked facility, if an original, proper locate request has been made to the One Call System and, upon initial arrival at the proposed work site, it is apparent to the excavator that there is an unmarked or incorrectly marked facility.*

In short, when an excavator makes their initial arrival at the work site and determines that clear evidence of facilities exist which are not marked or may be mismarked, a renotify to the facility owner(s) in question can be placed.

Once submitted, the renoted facility owner must make direct contact with the excavator within two hours to determine what the locate issue is. Direct contact consists of visiting the worksite in person or having a direct phone conversation.

Text messages and emails are not considered direct contact. Once the issue is resolved, the facility owner posts their KARL response to the renotify.

Learn more!
Click here!

To place a renotify, follow these easy steps:

1. Login to pa1call.org and open Web Ticket Entry
2. Search for your ticket by serial number or location
3. Click the renotify icon
4. Provide your contact info, answer the questions, and select the facility owners to renotify
5. Submit

The direct contact timeframe applies as long as the excavator is on his initial arrival at the work site, the site has unmarked or mismarked lines and as long as excavation has not started.

Section 5 continues: *An excavator may not begin excavating in the affected area of the work site until after receiving sufficient information from the facility owner to safely excavate.*

An excavator may only begin digging once sufficient information has been provided by the facility owner. If sufficient information has not been provided within three hours of the renotify, the excavator may begin their work as scheduled, but not earlier than the lawful dig date, and prudent techniques must be used.

Brandon Dujmic, Sr. Damage Prevention Liaison, Pennsylvania 811



Need help with the 811 service and not sure where to turn?
Contact your Damage Prevention Liaison!

www.pa1call.org/liaisons

