

B4 U DIG



Summer 2025

Improvements to Pennsylvania 811 Tools Allow for Better Coordination

No matter the field, communication is essential to effectively accomplish tasks. A lack of communication can lead to a lot of problems – especially when the information concerns the safety of workers and communities. Without clear communication, we would not know when or where someone plans to dig, which facility owners have marked their lines or responded to our locate requests, or where to meet for a complex project. That's where Pennsylvania 811 steps in to bridge the communication gaps among all stakeholders involved in utility locating and complex projects.

Enhancements in Online Ticket Management

With Online Ticket Management (OTM), facility owners now have the ability to include detailed notes in their ticket responses. This feature allows them to specify important details about the locate process. For example, they can note if the locator contacted the excavator for additional information or if both parties came to a mutual agreement on a specific time for on-site marking. These notes are logged and preserved in the ticket's response history, ensuring transparency and preventing confusion about each party's responsibilities during the project.

New Features in Coordinate PA and Complex Projects

To ease the transition between applications, recent updates have improved the integration between Coordinate PA (CPA) and complex project workflows.

For facility owners:

You can now submit responses directly within the projects you have access to. Simply navigate to the project, go to the **Tickets** tab, find the relevant ticket, and click the **Add Response** button in the **Actions** column. As in OTM, you can select a response type and include any relevant notes.

For excavators hosting pre-construction meetings:

If you need a template for documenting meeting discussions – or prefer to take notes digitally – there are tools available. Within the project, go to the **Tickets** tab and click the **Agreements** button in the **Meeting Details** column. This opens a screen where you can download a meeting notes template or enter your notes directly. Once complete, click **Export Agreements** to download a PDF of your filled-out document. Don't forget to upload the completed notes to the **Documents** tab of your project.

This ensures that everyone involved can review the meeting's outcomes and align with agreed-upon actions.

Improved Tools = Better Results

With these enhanced tools, we can communicate more effectively with all stakeholders. As a result, we should expect fewer damages, reduced project costs, and more satisfied participants – regardless of their role in the process.

Written by: Chance Montgomery, Damage Prevention Liaison, Pennsylvania 811

In this issue:

PA 811 Tool Improvements

**Receiving and Placing
Emergency Dig Tickets**

End of Fax 6/30/25

Upcoming Webinars

2025 Safety Days

7th Annual Golf Classic

Pennsylvania 811 Discontinues Fax

June 30, 2025

Fax users must provide an email address to receive notifications

Facility Owners

- If a fax number is primary or alternate delivery method update to email.
- Online ticket management provides instant access to view and respond to tickets online or via phone.
- Some email clients/providers can be set to auto print the tickets.

Excavators

- Confirm email address is on file during next ticket to receive responses.
- Online Ticket Management shows real time responses for each ticket including notes and/or attachments provided by facility owners.

Attend an upcoming event!

www.paonecall.org/events

July 1	Coordinate PA	9 a.m.
July 15	Web Ticket Entry	9 a.m.
August 19	Online Ticket Management	1 p.m.

August 5	Coordinate PA	9 a.m.
September 23	Web Ticket Entry	9 a.m.
September 30	Online Ticket Management	9 am.

 **National Fuel**





7th Annual 811 Golf Classic

The Ridge Golf Club ● Monday, July 21, 2025

REGISTER NOW

Proceeds from the Outing to benefit Veterans Leadership Program

2025 PA Safety Days

THANK YOU

Sponsors and Exhibitors for participating at our Safety Days.

Exhibitor & Sponsorship Opportunities still available for the final PA Safety Day of 2025

Register to exhibit or attend by using the QR code or visiting
www.paonecall.org/safetyday

State College
Tuesday, September 10



 **#pasafetydays**

www.paonecall.org/safetyday

When Things Don't Go as Planned: When to Use and How to Respond to an Emergency Notification

Planning is a vital part of any excavation. However, there are times when a situation is out of an excavator's or facility owner's control. These situations may be where an emergency notification is needed to give notice of excavation. Recent updates to PA Act 287 as amended have affected the emergency notification.

An emergency is defined in the legislative update as *"a sudden or unforeseen occurrence involving a clear and immediate danger to life, property or the environment, including but not limited to, serious breaks or defects in a facility owner's lines."* Emergency notifications can be taken for **excavation or demolition**.

Pennsylvania 811 additional emergency ticket types:

1. **Damage report notice** – when a facility is damaged or exposed during excavation or when damage is discovered during excavation;
2. **Odor of gas notice** – an odor of natural gas exists in an area where no excavation is apparent, delivered to gas companies only;
3. **No One Call notice** – when a third party witnesses excavation work occurring with no physical markings visible at the work site; and
4. **Potential Cross Bore** – called in by plumbers or sewer operators to provide notice of intent to clear a clogged sewer drain prior to using a cutting tool.

When an excavator calls Pennsylvania 811 or places their emergency notification online, they will be read or prompted with the definition of an "emergency." The caller will then need to confirm that the work being done falls within the definition and describe the nature of the emergency within the notice.

When these notices are received, they should be given top priority. Once the facility owner receives the notice, the expectation is that within two clock hours of the notice the facility owner will respond to the site or make direct contact with the excavator.

For damage notices, odor of gas, no one calls, and potential cross bores, facility owners should respond in the same manner as other emergency notifications: as soon as practicable. A response within two hours of receiving the notice is the expectation.

It is now explicitly written in PA Act 287, as amended *"to not provide a misrepresentation of an emergency excavation."* Meaning, it is illegal to falsely claim a situation as an emergency when it does not meet any criteria within the definition of an emergency. Falsification of an emergency is *"subject to an administrative penalty."* The addition of this provision makes it clear that misrepresentation is not only prohibited but enforceable under penalty of law.



Some emergencies meet the definition of "an emergency" but do not require immediate marks, the emergency notice will include a scheduled excavation date beyond the current date. An example of this may be when a water line breaks during the winter months. It may freeze, causing a hazard, but can be kept safe until the next day using road salt. In this example, the response due is 23:59:59 the calendar day prior to the scheduled excavation date.

Because there are requirements for emergencies under PA Act 287, as amended for both the facility owner and excavator, they could be subject to alleged violation reports for failing to meet their requirements under the law.

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