

Alleged Violation Report (AVR) Frequently Asked Questions

AVR FAQ's

Q: Should I submit an AVR?

A: Yes. Excavators, designers, project owners, and facility owners must submit an alleged violation report (AVR) to the Public Utility Commission (PUC) through the PA One Call System's (POCS) website, at www.paonecall.org, for instances when a person/company by action or inaction fails to fulfill the obligations of the Act.

Possible Scenarios:

- **Q: My Company hired an excavator to do work for us and they damaged an underground line while doing the work. Do we have to submit an AVR?**
 - A: Yes, your company is considered the project owner and an AVR needs to be submitted within 10 business days of the excavator striking or damaging the line.
- **Q: My Company is the design firm for a project and we were informed a line was damaged by the excavator.**
 - A: Yes, your company is the designer and an AVR needs to be submitted within 30 business days of the excavator striking or damaging the line.
- **Q: We are a Facility Owner and our line was damaged, however the cost of the damage did not exceed \$2,500, do I need to submit an AVR?**
 - A: No. However, even though it is not required, submitting an AVR is the only way for the PUC investigators to know all of the facts, and they base their decisions on the information available to them.

Q: Can I only report damage to an underground line on an AVR?

A: No. Any alleged violation of the Underground Utility Line Protection Law (UULPL) should be reported.

Q: Can I report more than one type of Alleged Violation on the same report?

A: Yes, provided the alleged violations are all related to the same incident, more than one can be entered on the form. *Hint: Use the **Add ... link** to select additional violations.*

Q: A line was just damaged, should I submit an AVR now without all of the data?

A: No. Review how long you have to submit an AVR based on your role. You may begin entering an AVR with the information you have, save the draft, and once you have all of the pertinent information, you can complete the AVR and submit.

Q: If One Call was not notified of a damage or near miss, should I select No for the question "Was the One Call System notified"?

A: No. Only select "No" if the One Call System was not notified prior to the start of the excavation being done, i.e., prior to when the line was damaged or exposed.

Q: What is the Original Serial Number?

A: The one call notification under which the work is being performed.

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Q: When I entered the Original Serial Number in the form, the work site information in the Event Information is not the correct location, should I type in the correct information?

A: Yes. BUT, before typing over the pre-filled location information, **confirm that the correct serial number was entered** for the alleged violation. If the number was entered incorrectly, re-enter the serial number. If the serial number was entered correctly, then you may type over the information in the fields.

Q: The contact information is not correct when I started the AVR form, can I correct it?

A: Yes. Always confirm that the pre-filled information is correct on the AVR form and update the information on the form if necessary. You can contact POCS's Member Services Department to correct your web account information before or after submitting the AVR.

Q: Can an Update ticket be the Original Serial Number?

A: Yes

Q: I am completing an AVR and I am not sure which alleged violation applies, what should I do?

A: When submitting an AVR use the dropdowns and choose the closest match for the section of the law which was allegedly violated.

Hint: Alleged Violations normally fall within the following section of the law:

- *Section 2: Facility Owner*
- *Section 3: One Call System*
- *Section 4: Designer*
- *Section 5: Excavator*
- *Section 6: Project Owner*

Q: Can I include photos or videos when I submit an AVR?

A: Yes. It is highly recommended to include photos or videos to assist in the investigation of your alleged violation report.

Q: I made a mistake on the AVR I submitted and have the correct or more information, should I submit a new AVR?

A: No. Reply to the confirmation email you received when the AVR was submitted, and include the information you want to correct or add. The updated information will be forwarded to the PUC.

Q: Will I be contacted after I submit an AVR?

A: You may be contacted by a PUC investigator for more information related to your AVR.

Q: Who determines what will happen with my Alleged Violation Report?

A: Once submitted via the POCS website, the AVR is immediately forwarded to the PUC. The PUC is charged with investigating the alleged violation report and may forward their recommendation to the Damage Prevention Committee (DPC) for discussion. The DPC meets on the second Tuesday of each month to review information forwarded to it by the PUC. The DPC meetings are open to the public and you will be notified by the PUC if your case is being discussed.

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Q: I received a letter from the PUC stating the Damage Prevention Committee determined we must attend an educational program, where can I get the training?

A: POCS provides Compliance Training for both the Excavator and the Locator. You can register for either the Compliance Training for the Excavator or Compliance Training for the Locator on the POCS website. Simply search for compliance training on the POCS website to get a list of the training sessions. Additionally, the letter from the PUC should have a list of acceptable trainers you can contact.

Q: Who do I contact for the status of an AVR I submitted?

A: You can contact the PUC at 717-787-6489 with questions regarding an Alleged Violation Report you submitted.