

# Conversion Chart

You may speak your initials or enter your initials using the keypad on your phone. To enter your initials, look at the letter and its position on the key.

For example: if your initials are TAE, you would enter the number '8' matching the key where the 'T' is found followed by the position of the letter 'T' which is '1'. The numeric representation for the letter 'T' would be '81'. The 'A' would be '21' and the 'E' would be '32'.

K	A	R	L
52	21	72	53



The only exceptions to this rule are the letters 'Q' and 'Z'. The 'Q' is represented by '11' and the 'Z' is represented by '12'.

# Mission

Pennsylvania One Call System, Inc.'s purpose is to prevent damage to underground facilities. To promote safety, we provide an efficient and effective communications network among project owners, designers, excavators, and facility owners.

- Open 24-hours a day, every day of the year.
- A Privately funded non-profit Corporation.
- Operates under PA Act 287 of 1974 as amended.

**Pennsylvania One Call: the Keystone of  
Damage Prevention**



Pennsylvania One Call System, Inc.  
Borland Complex, 925 Irwin Run Road  
West Mifflin, PA 15122

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# KARL

**Kathy Automated Response to Location requests**

*How to Respond to Work Location Requests and Complex Project Notifications through KARL*

**1-800-222-6470**

**or**

**412-464-7138**

Facility Owners are required to respond to ALL notifications.

# How do I respond to a Work Location Request through KARL?

**Step 1** Call KARL at 1-800-222-6470 or 412-464-7138.

**Step 2** Indicate the type of caller you are. Press or say two (2) for a Facility Owner.

**Step 3** Press or say your CDC (see conversion chart). Press or say one (1) to confirm.

**Step 4** Press or say your initials (see conversion chart). Press or say one (1) to confirm.

**Step 5** Press or say your 11 digit serial number. Press or say one (1) to confirm. KARL will confirm the work location of the serial number entered.

**Step 6** Enter your response (see response options).

**Step 7** If you choose options 001-005, 082, 083, 090, 091, 092, 095, 096, or 099, KARL will confirm your response and verify that your response has been accepted.

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

## Response Options

Press or say 001 for Clear. No facilities or facilities not involved based on ticket information.

Press or say 002 for Conflict. Lines Nearby. Direct Contact to follow by Facility Owner.

Press or say 003 for Field Marked.

Press or say 004 for Insufficient Information. DO NOT DIG.

Press or say 005 for Not Marked due to no access.

Press or say 006 to Schedule Date & Time lines will be marked by: <enter YYYY/MM/DD, TTTT>.

Press or say 007 to leave a temporary Voice Message.

Press or say 082 for Design Conflict, send plans. <Facility owner's address will be provided by the system.>

Press or say 083 for Engineering Completed. A PDF file or marked plans were sent to requestor.

Press or say 090 for Will Attend Meeting.

Press or say 091 for Clear. Will Not Attend Meeting.

Press or say 092 for Requests Meeting. Direct Contact to Follow by Facility Owner.

Press or say 095 for Did Not Attend Meeting. Direct Contact to Follow by Facility Owner.

Press or say 096 for Agrees No Meeting Required.

Press or say 099 for Attended Meeting. Reached Agreement.

## Message Options

### Step 8

If you choose option 006 or 007, KARL will guide you through the steps to leave the date and time that you will mark or leave a voice message. After completion of these steps, KARL will confirm your response and verify that your response has been accepted

### Step 9

Press or say one (1) to respond to another serial number, press or say two (2) to enter a response for another CDC or hang up to end the call.

*Facility Owners are Required to Respond to All Notifications*



*Facility Owners & Line  
Locators*