

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**



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Facility Owners

KARL

**Kathy Automated Response to Location
requests**

*What to do when KARL
calls you.*

**1-800-222-6470
or
412-464-7138**

What to do when KARL calls

Step 1: KARL Greeting

KARL calls and states what type of Work Location Request (WLR) is being relayed.

“Hello, this is the Pennsylvania One Call System. We have an emergency work location request for you.”

Press one (1) to continue.

Step 2: Enter 10 Digit Phone Number

Area code plus 7 digit phone number.

- ### -

Enter the telephone number KARL called.

Step 3: Enter Your Initials

Enter or say your initials (see conversion chart). Press or say one (1) to confirm.

Step 4: Work Location Request (WLR)

KARL will read the Work Location Request information.

More Information

KARL gives you the option to:

Press or Say 1

To repeat the information.

Press or Say 2

To respond to the work location request.

Press or Say 3

To continue with the information about the excavator's name. For detailed information

about the excavator and the ticket information press or say one (1).

Press or say 0

To transfer to a customer service representative or hang up to end call.

Step 5: Response Codes

If you press 2, KARL gives you the following response options:

Enter 001

Clear. No facilities or facilities not involved based on ticket information.

Enter 002

Conflict. Lines Nearby. Direct Contact to follow by Facility Owner.

Enter 003

Field Marked.

Enter 004

Insufficient Information. DO NOT DIG.

Enter 005

Not Marked due to no access.

Enter 006

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

Enter 007

Voice Message. (Temporary)

082 Design Conflict. Send plans.

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

090 Will Attend Meeting

091 Clear. Will Not Attend Meeting

Enter 092

Requests Meeting. Direct Contact to follow by Facility Owner.

095 Did Not Attend Meeting. Direct Contact to follow by Facility Owner.

096 Agrees No Meeting Required Notifications.

099 Attended Meeting. Reached Agreement

Step 6: Message Options

If you choose options 001 – 005, or 092 KARL will confirm your response and verify that your response has been accepted.

If you choose options 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 7: KARL Sign off

If there are no new work location requests to be relayed, KARL will say goodbye.



Facility Owners

Facility Owners are Required to Respond to All Notifications

www.paonecall.org

Call Before You Dig

1-800-242-1776