



EXCAVATORS PDATE



SPRING 2020

CALL OR CLICK 3 WORKING DAYS BEFORE YOU DIG!

**1-800-DIG-RITE or 811
MO1CALL.COM**



COVID-19 AND THE ONE CALL SYSTEM

Business As Usual

Regardless of the many factors that have and will affect us regarding the Covid-19 virus, the responsibilities of all participants in the One Call System remain the same. There are no exceptions or exemptions presently allowed under the law.

The call center has and will continue to process every locate request in an accurate and timely manner.

As always, it is the responsibility of the excavator to confirm utility response by checking the status of every ticket and the marks at the dig site before proceeding with their excavation.



MAP LINK

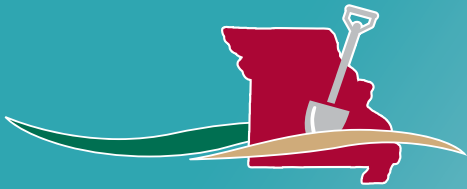
Excavators that provide an email address on their tickets will receive an email confirmation on each ticket.

This email includes a summary of the ticket as well as a link to a map showing the excavation area. The map can be displayed in many views including google maps, satellite and street view.

Clicking on the **Map Link** allows an excavator to:

- **Search** for all other tickets they have processed.
- **View** the status of the locate response from utilities.
- **Process** a Relocate/ Renewal Ticket.
- **Cancel** a Ticket
- **View** attached plans, prints, photographs.
- **Retransmit** a copy of the ticket to their email address.
- **Email** a copy of the ticket to another person.

MISSOURI ONE CALL			Call
The excavator must ensure the accuracy of the ticket and map by clicking on this link : http://mo.1tic.occinc.com/link_goes_here			
Ticket Number :	131620010	ROUTINE	
Requested By :	DUANE SNEDDEWER		
Type of Work :	LANDSCAPING		
Work Done For :	KAREN SMITH		
Address/Street:	12639 BRADFORD WOODS DR, SUNSET HILLS		
Intersecting :	MIDDLEWOOD CT and DEAD END		
Location Info :	EXCAVATION SITE IS ON THE N SIDE OF THE ROAD. MARK ENTIRE REAR OF PROPERTY.		
The following utility(s) are required to respond by marking the approximate location of their underground facility in the appropriate color, by marking CLEAR or OK at the site, or by phone/fax/email that they are not affected:			
COMPANY NAME	UTILITY TYPE	MARKED	CLEAR
AMEREN MISSOURI	E	---	---
ATT DISTRIBUTION	TEL	---	---
CHARTER COMMUNICATIONS	TEL,TV	---	---
IACLEDE GAS COMPANY	G	---	---
MISSOURI AMERICAN WATER CO	W	---	---
ST LOUIS METROPOLITAN SEWER	S	---	---
EXCAVATOR RESPONSIBILITIES:			
• This ticket number serves as proof of your request and is valid for as long as MARKINGS remain visible and usable. You are only required to request a REMARK when markings become unusable due to work or weather.			
• It is the excavators responsibility to determine which utilities have, or have not, responded prior to beginning excavation. If any utility has not responded by 6/14/13 12:00 AM you are required by law to call 800-344-7483 and request a 'No Response' ticket.			
• Any damage or disturbance of any buried utility during excavation must be immediately reported, as required by law, by calling 800-344-7483 and filing a 'Digup' ticket.			



MISSOURI ONE CALL SYSTEM

824 Weathered Rock Rd.
Jefferson City, MO 65101-1839

**CALL OR CLICK
BEFORE YOU DIG!**



811

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MO1CALL.COM**

EXCAVATORS UPDATE

LOOK INSIDE

- Map Link
- April Is Safe Digging Month
- 2020 Call Volume



MISSOURI
ONE CALL SYSTEM

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APRIL IS SAFE DIGGING MONTH

Safe Digging Month is a nationwide effort to encourage all stakeholders to promote the safe digging message. April is when digging activity peaks in Missouri and across the nation. Safe Digging Month serves as a reminder that participating in the One Call System is an essential part of safe excavation. **No matter what type of project -- never proceed without placing a locate request and confirming utility response.**

TICKET CHECK

Save yourself time and money...
Ticket Check was designed for you!

CONFIRMING UTILITY RESPONSE

Before ever driving to the dig site to begin work, excavators can confirm utility response to their locate request.

Missouri law requires utilities to status their response to an excavator's locate request. "Ticket Check" is an application that allows a utility to send a documented response on each locate request to the excavator.

Using Ticket Check, each utility will status every locate request they receive.

Once a ticket has been responded to, the utility communicates their response through the Ticket Check system, and **the status of their locate is emailed or faxed to the excavator** using the contact information they have provided. The excavator can also view the ticket through Ticket Search on the MOCS website or can also call 573-636-1555 to check the statuses.

If all the utilities listed on the locate request have not been statused by the start date and time on the ticket, the excavator is required to place a "No Response" through MOCS for those specific utilities.

This system will eliminate much of the confusion in determining if a locate has or has not been completed.

Confirm utility response...
Always check the status
of your locate request !

To Check Ticket
Status Go To:
www.mo1call.com

Click on the green
'Ticket Search'
button on the
home page.

Enter the number
of your locate
request.

Scroll down to
view each utility's
response.

Damage can be avoided



99% of the time by calling
811 before digging.

cga-dirt.com



CHARLIE PEEL

MOCS is pleased to announce that it has hired Charlie Peel as a Damage Prevention Manager. Charlie has an extensive background in the damage prevention and safety arena. Charlie has experience as a locator and the pipeline industry and is also involved in the Fire Fighters Association of Missouri.



Charlie will cover the central part of the state. He can be reached at charliep@mo1call.com and at **913-219-4174**

ENFORCEMENT BY THE STATE ATTORNEY GENERAL'S OFFICE

CIVIL PENALTIES CONTINUE BEING ACCESSED

Enforcement of the Underground Damage Prevention law continues to result in penalties and warning letters issued by the AG's office.

Last year, the AG's office took action on 125 member utilities and excavators who failed to comply with the Missouri Damage Prevention law.

The typical first offense penalty is \$1000. If those issued a penalty take and pass an on-line test and attend a MOCS safety meeting, the penalty is usually reduced to \$500. The highest penalty accessed so far was for \$40,000.

A continued effort of enforcing the law by the AG's office, aimed at both excavators and member utilities, is anticipated.



NEW MEMBERS

Terra-Gen LLC

Tenaska Clear Creek Wind Farm

MGM Interconnect LLC

Kirkwood Traffic Signals

City of Berger

Mobilitie LLC

Liberty Utilities - Cedar Hill

WHAT'S WRONG IN THIS PHOTO?



The workers in this photo have exposed themselves to real dangers.
HOW MANY CAN YOU SPOT?
(Answers on next page)

Used with permission of 811 Magazine.



an underground facility is damaged because someone didn't call for a locate request.

RECORD YEAR FOR CALL VOLUME 2019

A solid economy, good weather and our extensive on-going public awareness efforts made 2019 another record year.

Excavators across the state have again called in a record amount of locate requests for the eighth year in a row.

The total number of 2019 locate requests were 6.8% higher than 2018.

MOCS should break one million locate requests for the first time ever this fall.

1 MILLION LOCATE REQUESTS EXPECTED IN 2020

PAST DAMAGE QUOTES

I thought I knew where it was.

It was supposed to have been deeper.

I was just going to take one more scoop off the top.

I have a ticket number, that's all I thought I needed.

I thought all the marks were there.

My contractor called in the locate and told me it was OK to dig.

I hope this isn't going to cost too much.

I almost got one of my employees killed today.

I didn't think there was any chance that there was anything here.

We were in a hurry and didn't want to take the time to make the call.

We were lucky no one was hurt.

We called and had our property marked last year, I didn't remember that being marked.



FREE WHITE FLAGS!

We mailed out 96,300 white flags in 2019! --- 150 at a time.

Excavators all over the state are ordering them. You should too!

When you visit the dig site prior to calling in your locate request, it is to your advantage to mark or "white line" the area where you intend to work.

Carry white paint or flags in your trucks. When you define your dig site, it improves the utilities' ability to do a fast and accurate locate which in turn directly benefits the excavator.

Free white flags can be obtained from the MOCS website www.mo1call.com. From the home page, click on "Order MOCS Materials" to submit your order. Everything on that page is free and will be shipped out the next day.

DIG-UP DOCUMENTATION

MOCS routinely receives calls from excavators for ticket information about past damages.

Often the excavator has misplaced or failed to retain any documentation that he may have had and has since received a bill from the utility for damages.

Even when a utility representative on-site states that you are not at fault, the claims department of that company does not always receive that information and will routinely issue an invoice for damages.

Usually some time has passed before the invoice from the utility is received. It would be to your benefit to be able to produce documentation about that particular dig-up if you feel you need to contest the bill.

Every excavator should:

1. Take lots of photos. Photograph the work site before you begin and again in the event of a dig-up. Include in the background reference points and place an item in the foreground that will give some scale to the photograph. Shoot in a 360 degree circle around the damage. Use your cell phone or a camera and store the photos. Order and carry the 2-foot rulers from the MOCS website to use in your photos.
2. Maintain a file for each job. Keep any and all documentation; ticket numbers, (both the original request and the Dig-Up), photographs, names, phone numbers and notes for future reference.
3. Print off the tickets using "Ticket Search" on the MOCS website (www.mo1call.com) for this file.

The excavator is required by law, in the event of damage, to call **1-800-DIG-RITE** or **811** to process a Dig-Up ticket.

DAMAGE PREVENTION MANAGERS

Charlie Peel

Central Missouri

charliep@mo1call.com

913-219-4174

Bill Murry

St Louis & Eastern Missouri

billm@mo1call.com

314-307-2122

Derek Leffert

North & Central Missouri

derek@mo1call.com

573-280-8500

Nick Rasa

West & Southern Missouri

nickr@mo1call.com

660-221-1625

WHAT'S WRONG IN THE PHOTO? ANSWERS

1. No protection in place - no trench shoring to protect against a cave-in.
2. The heavy equipment straddling the ditch could cause the walls to collapse.
3. There is standing water in the trench.
4. There is no visible means of access or egress.
5. Workers are directly under an overhead load.
6. Not everyone is wearing a hard hat.