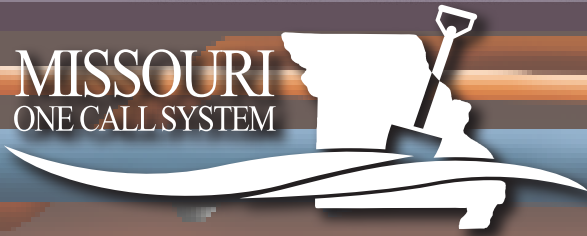


SUMMER 2022

MOCS MEMBER UTILITIES

underground news

MISSOURI
ONE CALL SYSTEM



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

LOOK INSIDE...

- ▣ **Member Spotlight - Everstream**
- ▣ **Advance Ticketing**
- ▣ **What to Do in Case of a Natural Gas Emergency**
- ▣ **Updating Your Contact Information**



SUMMER UPDATES



BOARD MEMBERS

Chase	Shelley	Liberty Utilities	President - Executive Committee	Large Electric
Becky	Allmeroth	MoDOT Central Office	President - Elect - Executive Committee	MODOT
Laura	Schneider	Ameren Missouri	Secretary - Executive Committee	Large Electric
John	Overstreet	Tri-County Water Authority	Treasurer - Executive Committee	Large Water
Craig	Hoeflerlin	Spire	At-Large - Executive Committee	Natural Gas
Jerry	Baker	City Utilities of Springfield	Board Member	City Utilities
Benjamin	Baker	Everstream	Board Member	Telecommunication Distribution
Paul	Berra	Charter	Board Member	Telecommunication Transmission
Derek	Brown	City of Albany	Board Member	
Gerry	Germann	Sinclair Transportation	Board Member	Pipeline
Jimmy	Goodnight	Boone Electric Cooperative	Board Member	Cooperatives
Ryan	Johnson	Chariton Valley	Board Member	Telecommunication Transmission
Marshall	Johnson	ATT	Board Member	Telecommunication Transmission
Tina	Steele	Evergy	Board Member	Electric
Rob	Thiemann	City of Kansas City Water	Board Member	
Leon	Keller	Meyer Electric	Advisory Member	Advisory
Russell	Reeves	USIC Locating Services, Inc.	Advisory Member	Advisory
Bob	Sellenriek	Sellenriek Construction, Inc.	Advisory Member	Advisory

FREE WHITE FLAGS!

We mailed out close to
70,000
white flags in 2021!

To improve the utilities' ability to perform a fast and accurate locate, utilities should consider handing out white flags to excavators.

Free white flags can be obtained from the MOCS website.
Click on the "Order MOCS Materials"
button on the homepage to submit your order.

Everyone else is ordering them. **You should too!**

NEW MEMBERS

- CWE Business Community Improvement District
- Washington University - Danforth Campus
- Current Electric, Heating and Air Inc
- Marshall Municipal Utilities Fiber
- Buchanan County Fiber
- Central Methodist University
- Village of Tallapoosa
- MetroNet Inc
- Intercept Fiber
- Metro Communications



¿HABLA ESPAÑOL?

SPANISH version of the Excavator Manual, available **NOW!**

molcall.com/resources/order-mocs-materials/

Stay Informed by Updating Your Contact Information

Many utility members have outdated contact information with MOCS. In order to stay up to date with the latest news and information from Missouri One Call System, you must log-in to the Member Portal and update any information that may have changed.

HOMEOWNERS EXCAVATORS **UTILITY MEMBERS** MEETINGS RESOURCES ENFORCEMENT NEWS

Member Services
Become a Member
Utility Member Guide
By-Laws
Operating Specs

Locate Requests
Place a Locate Request
Timeline Chart
Ticket Types/Response
Times
Design Tickets
State and Federal Holidays

Ticket Management
Status Ticket
Check Ticket Status
Ticket Search
Ticket Status Codes

Login
Utility Members Portal
Bill Pay
ISITE

Member Listings
By County
Alphabetical

Contact
MOCS Help Desk/Support

Order MOCS Materials
Order Form

One-Call Law Violations
Report Violations

MODIRT
About MODIRT
Login to MODIRT

Other
Industry Links
FAQ's

1-800-DIG-RITE or 811



Edit Utility Member Information

This area is restricted to Utility Members and allows them to update their contact information as well as edit the transmission of locate notifications to their utility for locating purposes.

Please sign in

Username:

Password:

Sign In

[Forgot Username](#) [Forgot Password](#)



What to Do in Case of a Natural Gas Emergency

Damages to natural gas lines pose serious risk to any persons or properties in the vicinity of the damage. Knowing the signs of a natural gas leak can be life saving.

An “emergency” is legally defined as a situation resulting from a sudden unexpected occurrence and presenting a clear and imminent danger demanding immediate action to prevent or mitigate loss or damage to life, health, property or essential public services.

NATURAL GAS LEAKS: KNOW THE SIGNS & TAKE ACTION

SMELL - Natural gas is injected with a chemical that produces a sulfur like smell for easy detection.

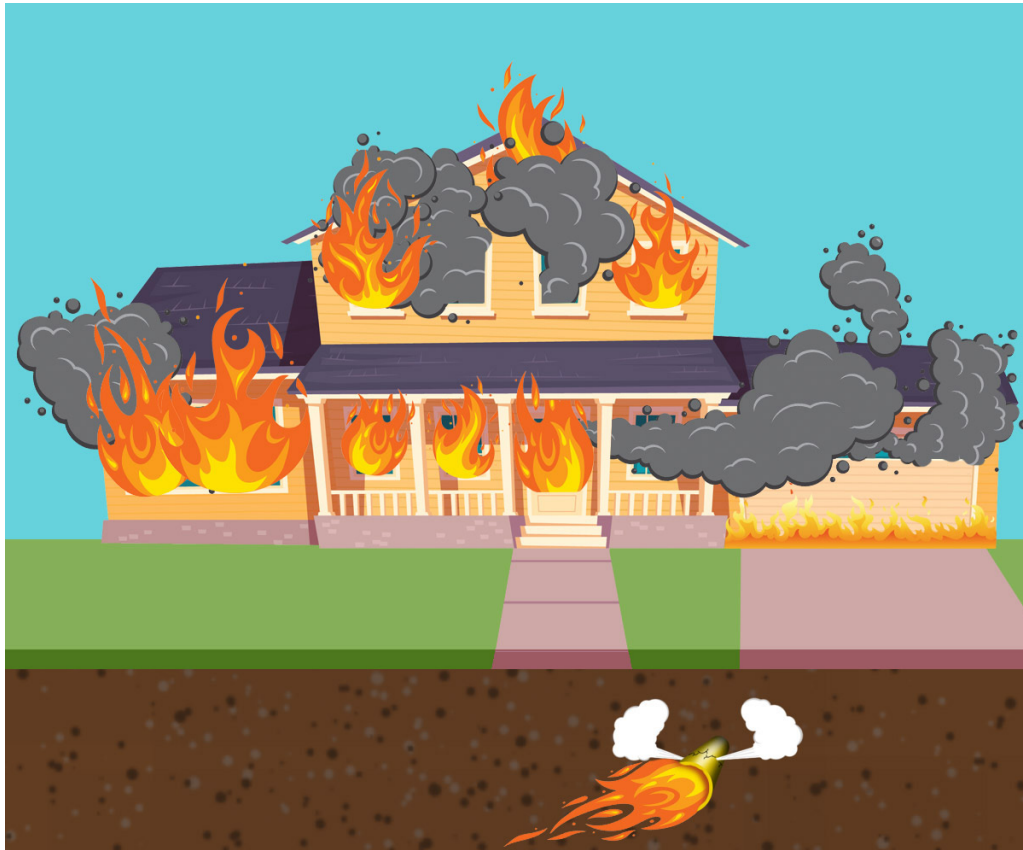
LISTEN - Broken or damaged natural gas pipes can hiss or even make roaring sounds.

LOOK - Leaking pipes can produce bubbles through standing water or blow dirt.

WHAT TO DO:

- Immediately evacuate the area.
- Never use your phone, flip a light switch, or do anything that might cause a spark.
- Call your local gas company when you are at a safe distance away from the area.

YOUR LOCAL NATURAL GAS COMPANY IS AVAILABLE 24/7/365 TO RESPOND TO ANY EMERGENCY.



HOW THIS HAPPENS:

Cross bores are one of the most common causes of natural gas leaks and damages to gas lines. Cross bores may cause severe property damage, injury or even death. If you encounter a sewer blockage of any kind, **ALWAYS** use best practices to evaluate the cause of the blockage and avoid damages to any other utility lines when clearing the blockage.

A cross bore is defined as “the intersection of an existing underground utility by a second utility using trenchless technology”.

Cross bores are rare, however, sewer lines are more susceptible to cross bores due to their larger diameter relative to other utilities.

It is common practice for most to use a mechanical rotary device to clean out a blocked sewer line. This can present a very dangerous situation if a natural gas line is cross bored through a sewer line causing the blockage. If this is the case, the mechanical rotary device may cut through the natural gas line releasing flammable and dangerous gases into your home. This may result in a significant accident that could cause damage to property, cause injury or even death.



Always scope a sewer line to identify the blockage before using a mechanical rotary device!

ADVANCE TICKETING

Missouri One Call System, in close collaboration with One Call Concepts, has released a new "Advanced Ticketing" tool that is designed to aid excavators, project managers, One Call operators, and locators, when planning future excavations, throughout the state of Missouri.

Previously, excavators were required to enter a Locate Request online or via phone 3 to 10 days in advance of starting their dig project. The 3-day limitation is imposed by law and has not changed with the new Advanced Ticketing tool. However, the 10-day limitation caused several scheduling concerns with excavators who are trying to forecast jobs weeks or months in advance. Additionally, the 10-day limitation also resulted in schedules and project planners having to place re-locate requests when the project timeline was postponed. These delays place an avoidable burden on the One Call operators and utility locators to keep up with increased demand.

The advantage of the new Advanced Ticketing tool is that it allows schedulers to plan out projects during the planning process, often months in advance of breaking ground. When utilizing the Advanced Ticketing tool, users can place locate requests in a 'tentative' status and will receive an automatic email notification 7 days in advance of the project start date that was entered in the ITIC system. When the notification is received, the user will be prompted to either submit the locate request, edit the request, or delete it altogether. From here, the scheduler can proceed with finalizing the locate as their excavation plans dictate.

Leaders in the industry should encourage their teams to utilize the Advance Ticketing tool to increase overall productivity, resulting in better, more accurate locates. In turn, this makes excavation sites safer and project timelines more compact. To find out more about the Advance Ticket tool, please visit http://mo.itic.occinc.com/MOinfo/training/mo_advance/index.html or contact MOCS at 573-635-1818.



Member Spotlight - Everstream

Everstream has raised the bar for business connectivity, delivering a business-only fiber network with the speed, reliability, scale, and performance that today's enterprises demand.

With more than 27,000 route miles of fiber and speeds up to 100 Gbps, Everstream's enterprise-grade network delivers robust business fiber services, including internet, WAN, data center connectivity and dark fiber.

Since breaking ground on its St. Louis network 24 months ago, Everstream has constructed hundreds of new route miles of fiber. That's a lot of fiber - a few thousand feet of brand-new fiber network constructed every day.

Construction at this scale requires extensive planning and coordination. From pre-engineering and design, permitting with local entities to requesting One-Call tickets for stakeholder notification and coordination, Everstream's "Do What You Say You Will Do" (DWYSYWD) approach is at the heart of our construction process. DWYSYWD translates to accountability - operating with safe digging and damage prevention at the forefront - every step of the way.

For Team Everstream, damage prevention starts during the planning phase of any new build and extends through restoration. The team employs these best practices:

- Open locate request well in advance of the project start date to allow ample time for utilities to mark their respected underground lines with accuracy.

- Detailed white line of excavation area to ensure locator accuracy

- Leverage partnerships with other utilities and locate vendors to coordinate safe drilling and excavations

Everstream requests all contractors working under our name to follow the CGA Best Practices Guide, respect public and private property, and partner with local Missouri One-Call damage prevention managers to ensure all work is completed safely while exceeding construction and restoration standards.

From the DWYSYWD Crew - Safe digging is everyone's responsibility.