



# UNDERGROUND NEWS

Summer 2023

- **BIG CHANGES**
- **MEMBER UPDATES**
- **PROTECTING PUBLIC SAFETY**
- **COLLABORATIVE CO-BRANDING**
- **.....AND MORE!**

## Executive Director's Corner: Big Changes

*Major changes are moving into action at Missouri 811, and I want to share with you three updates that offer you clarity and opportunity.*

### 1. Your Billing and Collections

Beginning in August, for our July billing, One Call Concepts will be receiving your invoice payments.

We still legally remain as "Missouri One Call System, Inc.," so you will not need a new W-9. The only thing that changes is the address if you pay by check. Please include your account number on the check.

Missouri One Call System, Inc.  
7223 Parkway Drive  
Hanover, MD 21076

Please send ALL ACH/EFT remittances to the following email address: [payments@occinc.com](mailto:payments@occinc.com)

If there are any questions about payments, or you would like to sign up for ACH/EFT payments, please email [jenniejamison@occinc.com](mailto:jenniejamison@occinc.com) or call (410) 712-0082.

The billing will soon have an itemized listing of the notification types for which you are paying. This will help you better understand what notifications you are receiving and what it is, exactly, for which you are paying.

### 2. Training

We will soon be setting the upcoming training classes and training goals for Fall/Winter 2023 and for 2024. Go to [www.missouri-811.org](http://www.missouri-811.org) to always see what is available and always for FREE to you! I encourage you to check out our Learning Management System located at <https://mocs.dpacdn.training/index> and get registered for training opportunities from the comfort of your home or office. Finally, never forget that we will provide PERSONALIZED training for your staff at NO CHARGE! Call any Damage Prevention Manager or our Member Operations Manager to set up this training. You can find all of us at the Missouri 811 About Us page at [www.missouri-811.org](http://www.missouri-811.org)

### 3. Operations Meeting

The Operating Committee Meeting is open to everyone and will soon come to you as the "Operations Meeting" and allows you to provide input on YOUR IDEAS for an improved ticketing operation for your locate requests and your notifications.

The Operations Meeting will remain in Jefferson City for 2023 but will occur each month as an opportunity for you to connect and provide input. If you cannot physically make the meeting, there is a Teams connection available to help you log in and participate or just listen in. Beginning in 2024, the Operations Meeting will move around Missouri to offer members a better opportunity to join in. John Spatafora, City of Columbia, serves as the Utility Leadership Chair and collaborates with us to help represent utilities in thinking forward with the Missouri 811 operations. You can reach John at [jwspatafa@gmail.com](mailto:jwspatafa@gmail.com) with your ideas. Likewise, you can reach me directly at [rnorden@missouri-811.org](mailto:rnorden@missouri-811.org) if you have operational ideas or thoughts about legislation.



EXECUTIVE  
DIRECTOR'S CORNER:  
BIG CHANGES





## Sarah's Commonly Asked Questions:

*How long should a utility keep their locate requests?*

The law does not address how long a utility should retain its locate request records. However, Chapter 319 does require Missouri 811 to maintain a record of each locate request for five years. If ticket data is needed, you can find it online in the ticket system for up to five years. Please note that even though Statute 319 does not dictate record retention, other state statutes may. For example, municipalities and water districts may have some mandatory record retention requirements.

Use the Live Chat feature or email [sgalbraith@missouri-811.org](mailto:sgalbraith@missouri-811.org) if you need ticket search assistance.

The Summit and Locate Rodeo are coming up! Make plans to attend today!

A promotional poster for two events. The top text says "2 DAYS 2 BIG EVENTS". Below are logos for "INTERNATIONAL LOCATE RODEO" and "The SUMMIT". The dates "DECEMBER 6-7 2023" and the phrase "DON'T MISS IT!" are prominently displayed. The location is "OZARK EMPIRE FAIRGROUNDS, SPRINGFIELD, MO". At the bottom is the "MCGA MISSOURI COMMON GROUND ALLIANCE" logo. A red banner at the very bottom contains the website addresses "LOCATERODEO.NET | MOCOMMONGROUND.ORG".

**2 DAYS  
2 BIG EVENTS**

**INTERNATIONAL  
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RODEO**

**The  
SUMMIT**

**DECEMBER 6-7 2023  
DON'T MISS IT!**

OZARK EMPIRE FAIRGROUNDS, SPRINGFIELD, MO

**MCGA**  
MISSOURI  
COMMON GROUND  
ALLIANCE

**LOCATERODEO.NET | MOCOMMONGROUND.ORG**

## Collaborative Co-Branding: A Powerful Approach to Promote Safe Digging

*Co-branding with Missouri 811 promotes safe digging and ensures public safety.*



In a world heavily reliant on underground utilities, the importance of safe digging practices cannot be emphasized enough.

Excavation-related accidents not only pose significant risks to public safety but also result in costly damages to essential infrastructure. Utility members in Missouri can play a pivotal role in raising awareness about safe digging by engaging in co-branding initiatives with Missouri 811.

Co-branding involves the strategic partnership between utility members and Missouri 811 to jointly promote the message of safe digging practices. By associating their logos and names with Missouri 811, utility members can leverage their established brand presence to reach a wider audience. This collaboration effectively communicates the shared commitment to public safety and emphasizes the significance of responsible digging habits.

Through co-branded campaigns, utility members can highlight the importance of contacting Missouri 811 before undertaking any excavation activities. By doing so, underground facilities can be located and marked, preventing accidents and service disruptions. Additionally, these initiatives can educate homeowners, contractors, and the general public about the potential consequences of negligent digging practices.

By joining forces with Missouri 811, utility members demonstrate their dedication to community welfare and emphasize the collective responsibility towards safe digging. Such collaborative efforts not only protect vital infrastructure but also foster a culture of awareness and responsibility. Together, utility members and Missouri 811 can build a safer future for all, where safe digging practices become second nature and excavation-related accidents are significantly reduced.

The Missouri 811 Brand Guide and logos can be downloaded at <https://missouri-811.org/resources/download-library/>.

Any additional marketing assets can be requested by contacting Nick Rasa at [nrasa@missouri-811.org](mailto:nrasa@missouri-811.org)



## Protecting Public Safety: Reporting Statute 319 Violations

*Reporting violations is critical  
to public safety.*

Missouri Statute 319 serves as a crucial safeguard for public safety, specifically related to the prevention of damages to underground facilities during excavation or construction activities. Violations of this statute can have severe consequences, potentially endangering lives, property, and essential infrastructure. As such, it is vital for citizens and stakeholders to actively report any suspected violations to the Missouri Attorney General's Office.

The statute requires excavators to contact Missouri 811, the state's One-Call Center, before digging to inform them of their intent to excavate. Missouri 811 then notifies all the affected public utility companies, who subsequently mark the locations of their underground facilities. This information helps excavators avoid accidental damage during their digging activities, ensuring public safety and minimizing disruptions to essential services like water, gas, electricity, and telecommunications.

When violations occur, they can lead to hazardous situations, financial liabilities, and service disruptions. Reporting such incidents to the Missouri Attorney General empowers authorities to take swift action against the responsible parties. This helps maintain accountability within the industry, setting a precedent for responsible excavation practices.

To help protect the underground facilities and to aid in reporting violations, Missouri 811 has seven violation letter templates that can be used to report violators. The templates can be downloaded <https://missouri-811.org/enforcement/>.

By reporting violations of Missouri Statute 319 to the Attorney General, citizens contribute significantly to a safer community. Their actions protect vital infrastructure, prevent service outages, and safeguard the well-being of their fellow Missourians. Remember, safety is everyone's responsibility, and timely reporting of violations ensures that Missouri remains a state that prioritizes public safety above all else.

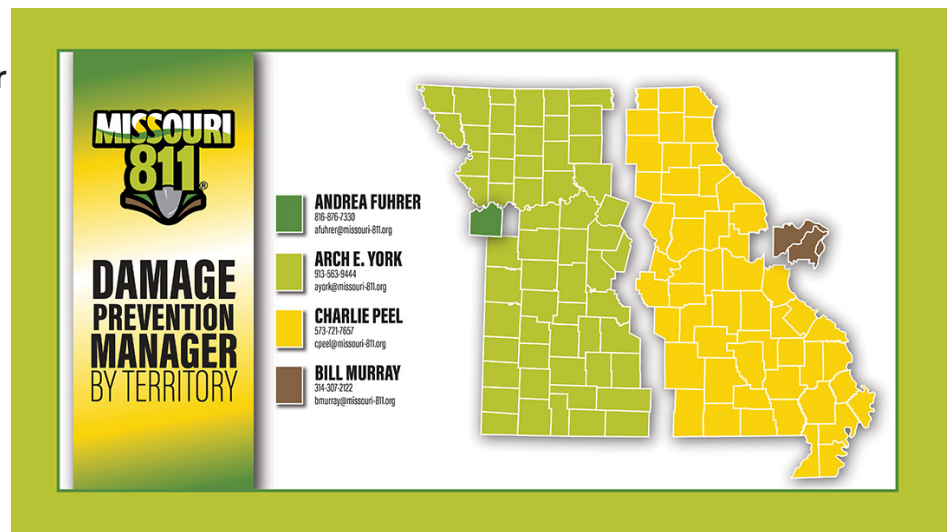
For more information on the kinds of violations that should be reported and form letters for submission, please visit:

Missouri Attorney General's Office  
221 West High Street  
Jefferson City, MO 65101  
(573) 751-3161  
[Stephanie.Weiss@ago.mo.gov](mailto:Stephanie.Weiss@ago.mo.gov)



## Missouri 811: Your Resource for Comprehensive Training

*Missouri 811's Damage Prevention Managers are here to assist your crews in acquiring adequate knowledge in damage prevention. Reach out today!*



Navigating the intricacies of the One Call process and understanding damage prevention can be complex. That's why Missouri 811 is here to assist you every step of the way. Our dedicated staff is committed to helping you comprehend your responsibilities and providing insights into the various tools, resources, and technologies available to ensure public safety and protect underground utilities throughout Missouri.

Whether you are an excavator or a utility representative, our tailored training events are designed to meet your specific needs. From compliance and marking standards to excavation safety and project coordination, our comprehensive courses cover a wide range of topics. You can choose from online or in-person sessions, and the length of each training is customized based on the selected topic(s).

If you require training or have any questions, simply fill out our form, and one of our staff members will promptly get in touch to arrange a personalized training event for you. At Missouri 811, we are dedicated to fostering a culture of safety and responsibility, and we are here to support you on your journey toward damage prevention excellence.

Reach out to your area's damage prevention manager today to schedule your training!

For more information visit

<https://missouri-811.org/field-education-training/request-training/>

## Celebrate 811 Day: Uniting for Safe Excavation Practices

*Help us celebrate 811 day!*

On August 11th, the excavation industry comes together to celebrate 811 Day, a crucial annual event that raises awareness about the importance of safe digging

practices. The date 8/11 serves as a reminder to call 811 before undertaking any digging projects to prevent accidents and damages to underground utilities.

Missouri 811 is proud to join this nationwide celebration and has exciting plans in store for the occasion. They will be hosting a special giveaway to mark the significance of 811 Day. For a chance to participate, keep an eye on our social media pages for upcoming announcements and information on how to enter the giveaway.

Let's all unite on 811 Day to promote a culture of safety and responsibility in excavation work. Remember, a simple call to 811 can save lives, protect vital infrastructure, and pave the way for a safer community. Join Missouri 811 in this important initiative and be part of the movement to ensure safe digging practices for everyone.



## Harnessing Safety and Efficiency: Missouri 811's Learning Management System

*Missouri 811's ever-expanding Learning Management System is a valuable resource for excavators and their crews.*



In the world of buried utility work and excavation, knowledge and training are the foundation of safety and efficiency. As the importance of responsible digging practices grows, so does the need for comprehensive and accessible training. Missouri 811's Learning Management System (LMS) emerges as a game-changer, offering an invaluable resource for businesses operating in the excavation industry.

The LMS serves as a centralized hub for a variety of training modules and resources, covering essential topics, and more are being added. Utilizing this system, excavation businesses can equip their employees with the necessary expertise to carry out their tasks safely and effectively.

From seasoned professionals to new hires, the LMS accommodates all skill levels, ensuring that every team member remains up-to-date with the latest industry practices. By promoting continuous learning, excavation businesses foster a culture of safety consciousness that significantly reduces the risk of accidents and costly damages to underground facilities.

Incorporating Missouri 811's LMS into excavation training programs not only elevates safety standards but also enhances operational efficiency. Well-trained staff can complete projects more adeptly, leading to improved productivity and reduced project downtime.

Missouri 811's Learning Management System empowers excavation businesses to prioritize safety, adhere to regulations, and optimize their operations. As the excavation industry continues to evolve, investing in continuous training through the LMS becomes a crucial step toward success and sustainability.

Register at <https://mocs.dpacdn.training/> today to help keep our communities, excavators, and utilities safe.



## Locator Training with Jeff Trowbridge

*There are some great opportunities remaining for Locator Training in the state of Missouri.*



**Subsurface Solutions™**

Damage Prevention Experts



Missouri 811 has teamed up with Subsurface Solutions to offer 12 free hands-on locator training courses throughout the Show-Me state this summer. Jeff Trowbridge, a 19-year veteran in the underground community, leads each class with the goal of providing insightful and practical lessons learned from the field while encouraging participants to share their best practices.

Attendees learn how to identify a grounding source, how to build a proper circuit to aid in a successful locate, locator theory, and troubleshooting steps to take to correct problems in the field. Each attendee is encouraged to bring their own locator device to the course so they are able to practice with the equipment that they use day to day.

In addition to the locator training provided by Jeff, representatives from Missouri 811 also provide an overview of the one-call process.

Visit <https://blog.missouri-811.org/free-utility-locator-training-near-you> to sign up for a free locator training session near you!