

UNDERGROUND NEWS

WINTER 2024

NEWS

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UPDATING MEMBER CONTACT INFORMATION



Keeping your contact information up to date in the Missouri 811 Member Portal is essential for ensuring seamless communication and compliance with utility regulations. Accurate details such as your primary point of contact, billing information, business hours, referral phone numbers, and ticket receiving sites enable us to serve you effectively and prevent any disruptions in service. By regularly updating your account information, you help facilitate efficient operations and contribute to the safety and reliability of utility services

This information can be updated anytime 24/7 via the Member Portal found under the Utility Members tab on the Missouri-811 website (Missouri-811.org) or via: <https://mocs.mocall.com/>



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

Once logged in, simply click on each section along the top (Primary Contact, Mapping/GIS Contact, Billing info, etc.) to view and edit the information. You **MUST** click “Submit Form” at the bottom of each section to save the info before moving on to the next section.

If you need your Member Portal credentials, or have questions about your membership, contact Sarah Galbraith at sgalbraith@missouri-811.org

The following information is essential for us to service your membership in the Missouri One Call System (MOCS). Click on the white tabs below to edit your membership information.

Primary Contact | Mapping/GIS Contact | Billing Info | Gen Info | References | Ticket Receiving | Backup Message | Secondary Receiving

Primary Point of Contact:

This person serves as the primary liaison between your company and Missouri One Call (MOCS). Receives the right to vote in the annual election for the Board of Director's. Receives newsletter and email correspondence.

Add/Change Primary Point of Contact:

* First Name:

* Last Name:

Title:

* Mailing Address:

* City:

* State/Province:

* Zip:

* Phone: Extension:

Alternate Phone: Extension:

Fax:

Email:

Reset Form | Clear Form | Submit Form

Primary Contact Mapping/GIS Contact Billing Info Gen Info Referral Info Ticket/Receiving Backup Message Secondary Receiving

Backup Message Information

A backup message is an additional alert to let someone in your company know that we have transmitted an emergency, dig-up, non-complaint or no response locate request that may need immediate attention.

Add/Change Backup Message Information

I wish to receive a backup message Yes No

Select the stake types below:

- Emergency
- Dig-up
- Non-compliance
- No Response
- Incorrect Locate

* Message Notification:

Notifications may be delivered through our Automated Phone Call System when Call Center call volumes are high.

* Number: Extension:

Alternate Number: Extension:

Galbraith Utilities

Username: 2125
 Password: TestCompany
 Last Updated: 12/13/2024
 Joined:
 Account Number(s):
 District Code(s):
 Utility Type(s): Sewer, Storm Sewer

The following information is essential for us to service your membership in the Missouri One Call System (MOCS). Click on the white tabs below to edit your membership information.

Primary Contact Mapping/GIS Contact Billing Info Gen Info Referral Info Ticket/Receiving Backup Message Secondary Receiving

Primary Point of Contact

Sarah Galbraith, Membership Operations Manager
 824 Weathered Rock Rd
 Jefferson City, MO 65101
 Phone: 573-666-8117
 Email: sgalbraith@missouri-811.org

Mapping Database/GIS Contact

Sarah Galbraith, Membership Operations Manager
 824 Weathered Rock Rd
 Jefferson City, MO 65101
 Phone: 573-666-8117
 Email: sgalbraith@missouri-811.org

Billing Information

Galbraith Utilities - TEST
 Sarah Galbraith, Membership Operations Manager
 824 Weathered Rock Rd
 Jefferson City, MO 65101
 Phone: 573-666-8117
 Email: sgalbraith@missouri-811.org
 Purchase Order:
 Deliver Invoice By Email: sarahgalbraith@mo1call.com

General Information

Open 24 hours a day, 7 days a week, 365 days a year

Utility Type(s):
 Sewer, Storm Sewer

THE ESSENTIAL ROLE OF MEMBER UTILITIES



Missouri 811 serves as the communication hub that connects excavators and utility operators to ensure the safe and efficient completion of digging projects. One of the most critical responsibilities of member utilities in this process is the accurate marking of the public underground facilities and the proper status updates for locate requests or “tickets.” These actions are fundamental to the integrity of the one-call system, ensuring that every stakeholder can trust the process.

THE ONE-CALL SYSTEM: A VITAL PROCESS FOR SAFETY AND PRECISION

The one-call system, represented by Missouri 811, is a vital tool for maintaining safety and underground infrastructure integrity. When an excavator submits a locate request, Missouri 811 notifies the relevant utility operators of the planned digging activities in the specified area. Member utilities are then required by law to respond by marking their underground facilities or providing a clear notification that no conflict exists in the excavation zone.

The process is governed by state laws, which require utilities to respond to locate requests within two working days. This timeline is critical to allow excavators to safely proceed with their projects while minimizing risks of utility damage, service interruptions, and accidents.

THE IMPORTANCE OF ACCURATE MARKING

Accurately locating and marking underground facilities is essential for the following reasons:

PUBLIC SAFETY: Clear and precise markings prevent accidents, such as gas leaks or electrical shocks, ensuring the safety of workers and the surrounding community.

INFRASTRUCTURE PROTECTION:

Striking underground utilities can result in significant financial and operational costs, from emergency repairs to prolonged service outages. Accurate marking safeguards critical infrastructure.

COMPLIANCE AND RISK

MITIGATION: Utilities are required to comply with Missouri’s damage prevention laws. Errors in marking or failure to respond to tickets can lead to penalties and legal liabilities.



TICKET STATUS’ING: A KEY COMPONENT OF COMMUNICATION

Accurate and timely ticket status updates are a cornerstone of the one-call system. After a utility receives a public locate request, they are required to provide a status update indicating the progress of their response. Common status designations include:

MARKED: Underground facilities have been identified and marked at the excavation site.

CLEAR/NO CONFLICT: No underground utilities are present in the excavation area.

INCOMPLETE OR ACCESS ISSUES: Locators could not access the site due to barriers such as locked gates or other obstructions.

IN PROGRESS: Locating work has started but is not yet complete. Missouri 811 provides tools to help excavators verify the responses to their tickets. The Internet Ticket Processing system (iTIC) ensures excavators can easily confirm when a site has been cleared for digging, reducing confusion and enhancing trust in the process. This system allows all parties to monitor the progress and completion of locate requests in real-time.



CHALLENGES IN LINE MARKING AND TICKET STATUS'ING

While the one-call system provides a structured framework for damage prevention, challenges can arise, including:

MISCOMMUNICATION: Errors in marking or failure to accurately identify the excavation area can lead to missed or incorrect utility markings.

MISSED DEADLINES: Delays in ticket status updates can hinder excavation schedules and increase the risk of accidental utility damage.

LACK OF FOLLOW-THROUGH: Excavators sometimes fail to verify the status of locate requests before digging, which can lead to unnecessary risks.

BEST PRACTICES FOR MEMBER UTILITIES

Member utilities can improve their accuracy and reliability by adopting the following practices:

INVEST IN ADVANCED TECHNOLOGY: Modern tools like GPS and GIS mapping systems enhance the accuracy of locating underground facilities.

MAINTAIN COMPREHENSIVE TRAINING PROGRAMS:

Educating locators ensures they understand the importance of their role and how to perform it effectively.

ENSURE TIMELY UPDATES: Regularly updating the status of tickets helps excavators stay informed and avoid unnecessary delays.

PROMOTE CLEAR COMMUNICATION: Partnering with Missouri 811 to educate stakeholders about safe digging practices and the one-call process enhances overall system reliability.

BUILDING TRUST IN THE ONE-CALL SYSTEM

For the one-call system to work effectively, all stakeholders must trust its processes. Excavators need assurance that utilities will respond promptly and accurately. Likewise, utilities rely on excavators to respect markings

and dig with care. By fulfilling their obligations, member utilities contribute to a safer, more efficient excavation environment while reinforcing public confidence in Missouri 811.

Accurate marking of underground facilities and timely ticket status updates are the foundation of a successful one-call system. These actions protect public safety, preserve vital infrastructure, and ensure compliance with Missouri's laws. By prioritizing these responsibilities, member utilities uphold the integrity of the system and contribute to the safety and well-being of the communities they serve.

ATTENTION
**GAS &
PIPELINE
OPERATORS**



Missouri 811 would like to remind you to review and add any excavators on your excavator list to participate in the MO811 sponsored Excavator Education Program to satisfy the PSC and DOT requirements.

PARTICIPATION PERIOD FOR 2025

January 10, 2025 - March 15, 2025

How to Participate

Visit: <https://missouri-811.org/members/gas-members/>



MISSOURI 811 BOOTCAMPS



Missouri 811's Damage Prevention Specialists are excited to host a series of Bootcamps throughout the state that are designed to equip excavators and contractors with essential skills for responsible and efficient excavation practices.

These interactive, hands-on sessions provide the perfect platform to:

- Gain a comprehensive understanding of underground utilities.
- Perfect the call-before-you-dig process.
- Collaborate with industry veterans.
- Adopt proven techniques to prevent utility damage.

Whether you're a seasoned professional or just starting out, our Bootcamps are tailored to help you build confidence and competence in safe excavation.

Seats are limited, secure your spot today and join the mission to safeguard Missouri's critical infrastructure!

Learn more and register at: <https://missouri-811.org/meetings-events/category/missouri-811-bootcamp/>

EXECUTIVE DIRECTOR'S LETTER



IT CAN BE DONE! 64% DAMAGE REDUCTION!

I wish to congratulate the City of Columbia, Missouri, as they have reduced utility damage hits by 64%!

Yes, you read that correctly! In accepting the challenge from the Common Ground Alliance to reduce utility damage by 50% in 5 years, (The 50-in-5 Challenge), it is my honor to announce a utility that has not only achieved this feat but exceeded it!

How? According to John Spatafora, City of Columbia Utilities, it involved a three-pronged approach: inspecting, addressing city ordinances, and education. These comprehensive changes were implemented in early 2024. John said the most impactful change was the mandatory inspection of every horizontal bore. Yes, this required more effort, but the damage dollars saved far outweighed the extra time expense to perform these





inspections. Additionally, this move allowed them to catch mismarks of utilities before the excavators found them.

A benefit that municipalities have as governmental entities is that they can enact ordinances within their zones of authority. This allows municipalities to maintain better control of activity with an improved degree of responsiveness from businesses hired to perform work within the city limits. Even though other utilities may not necessarily have the authority to enforce ordinances, there are other means to gain high levels of cooperation.

Education, and I might add communication, are key efforts in reducing damage. I am amazed at how often I hear someone's solution to reducing damages to utilities only involves "those people" changing "their" behavior. From where I sit, I see no angels. Too often, I see utilities that do not mark responsibly, just as often as an excavator who may not request a utility locate or pothole properly. Education and communication can bring clarity and understanding to damage prevention efforts, and the City of Columbia is a good example of the effectiveness of pre-construction meetings.

Once again, my heartfelt congratulations to the City of Columbia, Missouri, and the fellow municipalities and Utilisource that helped make this a reality. Keep an eye on this subject, as you will hear more about it soon.

FREE UTILITY LOCATOR TRAINING



ADVANCE YOUR SKILLS WITH FREE UTILITY LOCATOR TRAINING IN 2025

Missouri 811 is proud to announce the launch of FREE Utility Locator Training sessions across the state in 2025. These training opportunities are specifically designed for professionals in the utility locating industry who are committed to enhancing their expertise and ensuring safe excavation practices.

This comprehensive training will cover essential topics such as:

- Best practices for accurate utility locating.
- Advanced techniques to prevent utility strikes.
- Insights into new tools and technologies in the field.
- Real-world scenarios to reinforce effective decision-making.

Whether you're an experienced locator or just starting your career, this program offers valuable hands-on learning to help you refine your skills and stay ahead in the industry.

With multiple sessions scheduled throughout Missouri, you can find a convenient location to attend. Don't miss this opportunity to join a community dedicated to protecting underground utilities and ensuring safe digging practices.

SPOTS ARE LIMITED—RESERVE YOUR PLACE TODAY AND TAKE THE NEXT STEP IN PROFESSIONAL DEVELOPMENT!

Learn more and register here: <https://missouri-811.org/meetings-events/category/locator-trainings/>

UNDERGROUND NEWS

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NEWS



CLICK OR CALL
3 WORKING DAYS
BEFORE
YOU DIG



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