

# UNDERGROUND NEWS

SUMMER 2025

## IN THIS ISSUE:

- UPDATING MEMBER CONTACT INFORMATION
- EXECUTIVE DIRECTOR'S LETTER
- THE ATTORNEY GENERAL'S ROLE IN ENFORCING MISSOURI'S ONE CALL LAW: EMPOWERING ACCOUNTABILITY
- WELCOME OUR NEWEST DAMAGE PREVENTION SPECIALIST - JOHN SPATAFORA
- EMAILS, TEXTS, PHONE CALLS, OH MY!
- INTERNET TICKET TRAINING EMPOWERS SAFER, SMARTER DIGGING ACROSS MISSOURI
- SB 133: MAJOR CHANGES TO MISSOURI'S UNDERGROUND FACILITY LAW ARE HERE
- MISSOURI 811 DAMAGE PREVENTION TEAM - RESPONSIBILITIES







# UPDATING MEMBER CONTACT INFORMATION



Utility members are required to keep their account information current. This includes primary point of contact, billing, business hours, referral phone numbers, ticket receiving sites, and more.

This information can be updated anytime 24/7 via the Member Portal

Access the Member Portal here: <https://mocs.molcall.com/>

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](mailto:sgalbraith@missouri-811.org)

## 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

(Continued)

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:

This person serves as the primary liaison between your company and Missouri One Call (MOCS). Reserves 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:	<input type="text" value="Sarah"/>		
* Last Name:	<input type="text" value="Galbraith"/>		
Title:	<input type="text" value="Membership Operations Manager"/>		
* Mailing Address:	<input type="text" value="824 Weathered Rock Rd"/>		
* City:	<input type="text" value="Jefferson City"/>		
* State/Province:	<input type="text" value="Missouri"/>		
* Zip:	<input type="text" value="65101"/>		
* Phone:	<input type="text" value="573-556-8117"/>	Extension:	<input type="text"/>
Alternate Phone:	<input type="text"/>	Extension:	<input type="text"/>
Fax:	<input type="text"/>		
Email:	<input type="text" value="sgalbraith@missouri-811.org"/>		

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-compliant 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 ticket 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:	<input type="text" value="573-556-8117"/>	Extension:	<input type="text"/>
Alternate Number:	<input type="text"/>	Extension:	<input type="text"/>

Reset Form

Clear Form

Submit Form

(Continued)



## Galbraith Utilities

**Username:** 2125  
**Password:** TestCompany  
**Last Updated:** 12/03/2024  
**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: 573-556-8117  
Email: sgalbraith@missouri-811.org

### Mapping Database/GIS Contact

Sarah Galbraith, Membership Operations Manager  
824 Weathered Rock Rd  
Jefferson City, MO 65101  
Phone: 573-556-8117  
Email: sgalbraith@missouri-811.org

### Billing Information

Galbraith Utilities - TEST  
Sarah Galbraith, Membership Operations Manager  
824 Weathered Rock Rd  
Jefferson City, MO 65101  
Phone: 573-556-8117  
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





# EXECUTIVE DIRECTOR'S LETTER



## KEEPING IT UP TO DATE

Every year, the “time” changes from Standard Time to Daylight Savings Time and then again back. These two events are often used to point at other actions like changing the batteries in your smoke detectors.

Likewise, it is a good idea to double check the information you have on record with Missouri 811as regularly.

- Who is listed as Primary Point of Contact?
- Who is listed as receiving Billing and how should they receive the invoices?
- Are the phone numbers and email addresses correct?

This also goes hand in hand with updating your notification area, it is understandable that once per year may be enough for that update unless your service area is expanding or getting smaller. True, if your service area is smaller than it was, you don't want to receive notifications from us that do not truly apply. However, if it is growing, we need to know that change, as well.

It is YOUR responsibility to let us know this information as we can not know otherwise. Often, the “811 information” is overlooked, so twice a year is a good idea set a reminder to look at your notifications and contact information and verify it is correct.

For those of you who hold elections, you may also consider updating this information after an election if there is a new person in a position who is involved in receiving notifications or invoices.



# THE ATTORNEY GENERAL'S ROLE IN ENFORCING MISSOURI'S ONE CALL LAW: **EMPOWERING ACCOUNTABILITY**



## **THE ATTORNEY GENERAL'S ROLE IN ENFORCING MISSOURI'S ONE CALL LAW: EMPOWERING ACCOUNTABILITY**

The Missouri Attorney General plays a critical role in upholding the Missouri Underground Facility Safety and Damage Prevention Act, commonly known as the One Call Law (RSMo Chapter 319.010 to 319.050). This law is designed to prevent damage to underground utilities and protect public safety by ensuring proper communication between excavators and utility owners before digging occurs.

### **A LEGAL AUTHORITY FOR SAFER EXCAVATION**

Enforcement of the One Call Law is more than just a deterrent; it is an active safeguard for workers, communities, and infrastructure. The Attorney General's Office is empowered to investigate and take legal action against both excavators and utility owners who fail to comply with the law. Depending on the nature and severity of the violation, outcomes can range from official warning letters to legal penalties.

Missouri 811 collaborates with the Attorney General's One Call Enforcement Unit to ensure that each reported violation is properly reviewed and addressed. Together, they work to uphold the integrity of the state's damage prevention system.

### **NEW IN 2025: SUBMIT VIOLATIONS FROM THE MISSOURI 811 WEBSITE DIRECTLY TO THE ATTORNEY GENERAL**

A major enhancement to the enforcement process now gives stakeholders an easier and more direct way to report potential violations. The updated Missouri

(Continued)



811 Enforcement webpage (<https://missouri-811.org/enforcement/>) features a “Report a Violation” section that allows users to submit online forms for:

- **EXCAVATOR VIOLATIONS**

- No call made prior to excavation
- Inadequate notice or information
- Misuse of emergency locate requests

- **UTILITY OWNER VIOLATIONS**

- These may include failures to respond to locate requests or provide accurate information about underground facilities.

Once submitted, these forms go directly to both Missouri 811 and the Attorney General’s Office, enabling faster review and potential action. This streamlined reporting process is designed to empower all industry stakeholders, including contractors, utility companies, municipal crews, and citizens, to play an active role in damage prevention enforcement.

## **SUPPORTING RESOURCES AND TEMPLATES**

To make the reporting process even easier, Missouri 811 provides downloadable templates for various violation types. These include step-by-step instructions, common violation descriptions, and checklists to help ensure that all essential information is documented. Reporters are encouraged to include key details such as:

- Date and time of the incident
- Location and address
- Names of involved parties or companies
- Photos or other visual evidence when available

These details greatly enhance the Attorney General’s ability to act on submitted complaints.

## **A SHARED RESPONSIBILITY**

The One Call Law only works when everyone plays their part. Missouri 811 encourages all stakeholders to remain vigilant and proactive. Whether you’re an excavator, utility owner, or simply a concerned citizen, your observations and reports matter.

By working together and with support from the Missouri Attorney General, we can maintain a safer and more accountable excavation environment across the state.





## WELCOME OUR NEWEST DAMAGE PREVENTION SPECIALIST - **JOHN SPATAFORA**



### **WELCOME OUR NEWEST DAMAGE PREVENTION SPECIALIST – JOHN SPATAFORA**

Missouri 811 is proud to welcome John Spatafora as the newest member of our Damage Prevention Team. With more than two decades of experience in underground utility safety and a strong record of leadership in the damage prevention community, John brings a wealth of knowledge and energy to his new role as Damage Prevention Specialist for Northeast Missouri.

### **A CAREER BUILT ON DAMAGE PREVENTION**

John joins Missouri 811 following a distinguished 20-year career with the City of Columbia, where he played a leading role in damage prevention and underground utility locating. His work helped shape the city's approach to utility safety, and his dedication to continuous improvement had measurable results: under John's leadership, Columbia's damage rates were reduced by nearly 80–90% through strategic enhancements in policy, training, and communication.

He has also contributed at the statewide and national levels, serving as the Chair of the [Missouri 811 Operations Committee](#), representing municipalities on the Missouri Common Ground Alliance board, and participating as an executive team member and master judge at the [International Locate Rodeo](#), a prestigious national event that celebrates and advances locating excellence.

### **SUPPORTING NORTHEAST MISSOURI**

In his new role, John will serve as the primary point of contact for damage prevention efforts across Northeast Missouri. His responsibilities include:

(Continued)



- Providing training and education to excavators, utilities, municipalities, and homeowners
- Assisting stakeholders with understanding Missouri's Safe Digging Law and how to comply
- Helping communities implement and refine local damage prevention programs
- Acting as a subject matter expert for safe digging practices and the use of

## **MISSOURI 811'S TOOLS AND SYSTEMS**

John's deep experience in both excavation and locating gives him a unique perspective that will directly benefit Missouri 811's stakeholders. His ability to communicate with field workers, utility personnel, and municipal leaders alike makes him an invaluable resource in helping reduce damages and improve safety statewide.

## **A FOCUS ON MUNICIPAL ENGAGEMENT**

One of John's key focuses will be supporting municipalities in developing or improving their own damage prevention ordinances. Having successfully written and implemented policy for the City of Columbia, John understands the challenges municipalities face and how to customize solutions to meet their unique needs.

Missouri 811 is also planning a special municipal-focused training session at this year's Common Ground Alliance Summit, where John will join a panel of experts sharing best practices for reducing damages in towns and cities across the state.

## **JOIN US IN WELCOMING JOHN**

John's collaborative spirit, proven track record, and passion for safety make him a tremendous asset to the Missouri 811 team. Please join us in welcoming him to his new role as Damage Prevention Specialist for Northeast Missouri. Whether you're a contractor, utility representative, or local government official, John is here to support your safe digging efforts every step of the way.



EMAILS,  
TEXTS,  
PHONE CALLS,  
OH MY!



## EMAILS, TEXTS, PHONE CALLS, OH MY!

Are your ticket notifications working for you?

Do you wish you could adjust how—or when—you're notified?

Do you want to get alerts on certain days only, or for specific ticket types?

## I CAN HELP YOU!

Locate tickets will always appear in the ticket management system.

Additionally, you can utilize a variety of ticket delivery and notification options.

### PRIMARY RECEIVING SITE

This is how and where you receive ALL tickets, with all the information, 24/7, no matter the time or ticket type. Tickets can be delivered via email, text message, and FTP/SFTP. The Primary Receiving Site can be configured through the Member Portal [HERE](#).

### BACKUP MESSAGES

This is an additional courtesy notification to inform you that an emergency/short notice ticket has been sent. Backup Message provide ticket information and can be configured differently during business hours and after business hours, and you can choose which high priority tickets you'd like a notification for. They can be sent via email, text message, or automated phone call. Backup Messages can be configured through the Member Portal [HERE](#).

(Continued)



Primary Contact
Mapping/IS 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 ticket types below.

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

\* Message Notification: Phone Call

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

\* Number: 573-556-8117 Extension:

Alternate Number: Extension:

Reset Form
Clear Form
Submit Form

## TICKET ALERTS

These are simple generic notifications that let you know you've received a ticket. You would have to obtain the ticket information from the ticketing system or your primary receiving site. Alerts can be created for different people, on different days and times, and for different ticket types. Additionally, you can toggle them on and off as needed.

Ticket Alerts can be delivered via email or text message and can be managed by yourself within the ticketing system, or by the district's administrator. Setup instructions can be found [HERE](#).

If you have any questions, or don't have editing access and need assistance, use the live chat [HERE](#), or contact me at [sgalbraith@missouri-811.org](mailto:sgalbraith@missouri-811.org) or 573-556-8117.





## INTERNET TICKET TRAINING EMPOWERS **SAFER, SMARTER DIGGING ACROSS MISSOURI**



### **INTERNET TICKET TRAINING EMPOWERS SAFER, SMARTER DIGGING ACROSS MISSOURI**

Missouri 811, in collaboration with One Call Concepts, continues to enhance the efficiency and safety of underground utility locating through targeted Internet Ticket training sessions. These live webinars are designed to help users, both new and experienced, navigate Missouri 811's online ticketing system with confidence, ensuring smoother excavation workflows and fewer errors.

#### **CONSISTENT, ACCESSIBLE TRAINING**

Held online every 2nd and 4th Wednesday of each month, the Internet Ticket Training series covers essential topics that are critical for safe and compliant digging. Whether you're a contractor submitting dozens of locate requests or a first-time user looking to understand the basics, these webinars are tailored to improve the overall user experience.

Each session focuses on a specific feature or process within the Missouri 811 ticketing platform. From uploading site plans to managing past tickets, users gain practical, hands-on knowledge to avoid common pitfalls and speed up their workflows.

#### **UPCOMING 2025 TRAINING TOPICS**

- July 23: Using Mapping Tools to Create Tickets
- August 13: How to Process Multiple Tickets at Once
- August 27: How to Find and Manage Past Tickets
- September 10: Request Ticket Cancellation or Extension

(Continued)



- September 24: Provide Positive Response and Comments
- October 8: How to Request an Emergency Ticket Online
- October 22: How to Report a Utility Damage Online
- November 12: How to Save a Ticket For Future Excavation
- November 26: Report a No Response or Incorrect Locate
- December 10: How to Upload Photos or Plans to a Ticket
- December 24: Using Mapping Tools to Create Tickets

## **WHY ATTEND?**

The training sessions are not only educational, but essential for reducing ticket errors, improving communication, and keeping your projects on schedule. Attendees learn how to:

- Use advanced mapping tools accurately
- Submit multiple or emergency tickets efficiently
- Navigate new features in the online ticketing system
- Provide positive response updates to facility owners
- Resolve common issues such as no response or incorrect locates

## **HOW TO REGISTER**

All sessions are free and available online. You can find registration links and updates at: <https://missouri-811.org/meetings-events/category/webinars/>



# SB 133: MAJOR CHANGES TO MISSOURI'S UNDERGROUND FACILITY LAW ARE HERE



## SB 133: MAJOR CHANGES TO MISSOURI'S UNDERGROUND FACILITY LAW ARE HERE

Signed into law by Governor Mike Kehoe on July 14, 2025, Senate Bill 133 brings a comprehensive update to Missouri's Underground Facility Safety and Damage Prevention Act. These changes aim to improve damage prevention, increase safety, and modernize communication between stakeholders. Below is a summary of key updates that Missouri 811 members should prepare for.

### 1. Expanded Definitions and New Terminology (§319.015)

Several new definitions have been added or updated to align with best practices and evolving technologies:

- New terms introduced: best practices, careful and prudent, electronic white lining, detectable underground location device, locator strip, locator wire, reasonable care, and start date of work.

### What does this mean for me?

Best Practices are widely accepted methods for preventing utility damage, such as calling before you dig and digging carefully near markings. These are outlined in the Common Ground Alliance (CGA) Best Practices guide, which Missouri 811 supports. You can find it on Missouri 811's website:

<https://missouri-811.org/resources/download-library/>

Keep in mind that Missouri law takes priority over the CGA guide. If the two differ, follow Missouri law. For example, the CGA defines the tolerance zone as the width of the facility plus 18 inches on either side of the outside edge of an underground utility, but Missouri law uses 24 inches, and therefore, 24 inches is enforced in Missouri. When in doubt, always follow state law.

(Continued)



## 2. Excavation Notices Now Valid for 21 Calendar Days (§319.025)

One of the most significant updates in SB 133 is the extension and clarification of the validity period for excavation notices.

Under the new law, the Ticket Life for an excavation notice submitted through the Missouri 811 notification center will now be valid for 21 consecutive calendar days from the excavator's stated start date of work, with the notice expiring at 11:59 p.m. on the twenty-first day.

### Notes:



1. Ticket life is not affected by Missouri holidays or weekends, meaning, these days count toward the 21 consecutive day period.
2. Locate Requests timelines have not changed. Locate Requests require three working days and are impacted by Missouri holidays and weekends, meaning these days don't count toward the 3-day period.

### What does this mean for me?

#### Utility Owners

You now have a clear, twenty-one-day window to track and support excavation activity. This helps with planning, resource management, and avoiding confusion about expired tickets.

(Continued)



## Locators

With a defined expiration date, it's easier to plan and prioritize locate work. You'll know exactly how long markings are expected to remain valid and when to expect potential renewals.

## Excavators

You have more time to finish your project without needing to submit a new ticket. Missouri 811 will send you an email fourteen days after your start date (seven days before your ticket expires) to ask if you'll finish on time. If you need more time, Missouri 811 will provide you with simple step-by-step instructions to submit a renewal ticket.

Excavators should still monitor site markings closely and request a remark if any markings are obscured due to weather, construction activity, or other causes. If work is not finished within the 21-day window, a renewal ticket is required.

### 3. Detectible Location Devices Required for New Facilities (\$319.019)

Starting August 28, 2025, all new underground facilities (except storm and sanitary sewer mains/laterals deeper than six feet) must include a detectible underground location device, unless they are otherwise electronically locatable.



MISSOURI-811.ORG

Image Credit: LouScheffer - Own work, CC BY-SA 4.0, <https://commons.wikimedia.org/w/index.php?curid=120152780>



(Continued)



## **What does this mean for me?**

### **Utility Owners:**

If you install underground facilities after August 28, 2025, you will be required to include a detectible location device—such as tracer wire or locator tape—unless the facility is already locatable using electronic methods. This means you'll need to plan for these materials and installation steps during design and construction, especially for electric, gas, telecom, water, and broadband lines. The goal is to make future locating easier and more accurate.

### **Locators:**

This change will make your job more efficient and precise. When new facilities are properly installed with detectible devices, you'll be able to locate them faster and with greater confidence, reducing time spent on complex locates or guesswork in difficult terrain.

### **Excavators:**

You benefit from safer digging. As more facilities are installed with tracer wire or similar tools, you're more likely to receive accurate markings, reducing the risk of utility strikes and jobsite delays. Over time, this helps improve job safety and reduces liability exposure.

## **4. Enhanced Notice and Marking Requirements (§319.026)**

Electronic white lining is now recognized as an acceptable way to designate excavation areas.

## **What does this mean for me?**

Electronic white lining is now officially part of state law, but nothing changes in practice. It has already been available for years through the Missouri 811 Internet Ticketing system and remains an easy way to mark dig areas online.

## **5. Clarified Design Request Rules (§319.027)**

Design requests are used to gather information about underground utilities before a project begins. SB 133 updates the law to give excavators more flexibility in the planning phase while also reinforcing that a design request is not permission to begin digging.

- The previous 10-day limit for design requests has been removed.
- Information provided in response to a design request cannot be used as authorization to begin excavation. A standard locate request must still be submitted before any digging begins.

(Continued)



## What does this mean for me?

Excavators can now submit a design request well in advance of a project, weeks or even months ahead. This gives you more time to gather facility information, plan your job, and coordinate with other crews or contractors. Just remember that a design request is for planning purposes only. You still need to submit a standard locate ticket before any digging begins.

**Ticket no 351630014**

Set an internal status

[Back](#) [Cancel](#) [Dig-up](#) [extend start time](#) [No response/ Incorrect Locate](#) [Relocate](#) [Add attachment](#)

**Ticket information**

Ticket no	351630014
Original call date	06/12/25 10:34 am
Start date	06/21/25 12:00 am
Type	DESIGN CALL

**Dig site location**

State	MO
County	COLE
City	JEFFERSON CITY
City limits	Y
Address/street	824 WEATHERED ROCK RD
At	WEATHERED ROCK CT
Location of work	MARK ENTIRE PROPERTY.

Search place or address

Locate by...

Expand map

Latitude: 38.542052 / -92.193707

Midwest Independent BankersBank

Ashbury Heights

Weathered Rock Rd

Stewart Rd

Locust Grove Rd

Missouri 811

## 6. Liability Clarifications (§319.034 & §319.035)

This section explains who may be held responsible when an underground utility is damaged. It reinforces that excavators, utility owners, and locators all share responsibility for safe digging and clear communication.

If a utility is damaged, and the excavator followed all requirements outlined in Sections 319.010 to 319.050 (such as submitting a locate request, waiting the required time, and digging carefully) then the excavator may not be held liable if it is proven that the Utility Owner provided incorrect information or the Locator does not provide an accurate locate.

Here are two examples of when responsibility may fall on the Utility Owner or Locator:

- A Utility Owner statuses a ticket with a “Clear/No Conflict” status, resulting in the Excavator striking an underground utility.
- A Locator marks the underground facility in the wrong place, such as outside the tolerance zone (also defined as the “approximate locate”), causing the Excavator to strike the underground facility.

(Continued)



Everyone involved in the 811 process plays an important role in preventing damages. Accurate information, proper marking, and clear communication are essential to the one call process.

## **What does this mean for me?**

### **Utility Owners**

You are responsible for accurately marking your underground facilities and actively participating in the Missouri 811 system. If lines are not marked correctly, you fail to respond to a locate request or provide incorrect information you may be held responsible for any damage that results.

### **Locators**

This update reinforces the importance of accurate and timely marking along with providing the correct status back to Missouri 811. If a facility is not properly marked, and damage occurs, responsibility may fall on the locator, or the contractor hired by the utility owner. Attention to detail and proper documentation are more important than ever.

### **Excavators**

If you comply with all the requirements outlined in Sections 319.010 to 319.050, such as submitting a locate request, waiting the required time, confirming positive responses, and using care while digging, you may not be held responsible if a utility is damaged due to incorrect or missing markings.

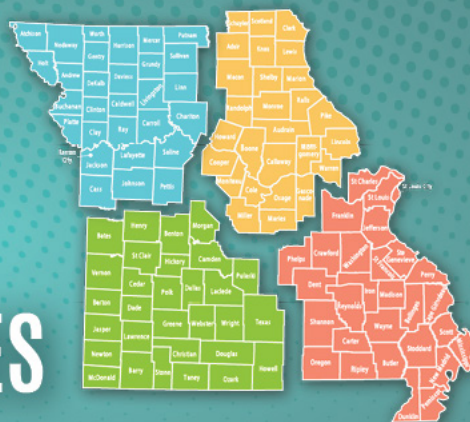
SB 133 enhances Missouri's damage prevention framework by clarifying responsibilities, improving communication, and modernizing procedures. Missouri 811 recommends all members, whether utility owners, municipalities, excavators, or locators, review their internal processes and ensure they are ready for compliance when the law takes effect later this year.

For additional guidance or training, please contact Missouri 811.





## MISSOURI 811 DAMAGE PREVENTION TEAM - RESPONSIBILITIES



### MISSOURI 811 DAMAGE PREVENTION TEAM - RESPONSIBILITIES

At the core of Missouri 811's mission is a dedicated group committed to protecting lives, property, and vital underground infrastructure: the Damage Prevention Team. Led by Damage Prevention Manager Charlie Peel, this team plays a pivotal role in educating, supporting, and engaging with excavators, utility personnel, homeowners, and locators across the state.

### EXPANDING COVERAGE FOR BETTER LOCAL SUPPORT

To strengthen its reach and effectiveness, Missouri 811 recently expanded the Damage Prevention Team with the addition of a fourth specialist. This strategic move allowed the state to be divided into more focused regions, improving local coverage and responsiveness. While each team member is assigned to a specific area, the team remains flexible and collaborative—ready to assist wherever support is needed throughout Missouri.

### DAMAGE PREVENTION TEAM'S KEY AREAS OF FOCUS

**1. Education and Outreach:** The team delivers targeted education not only to excavators, but also to utility operators, homeowners, and municipal leaders. Through in-person training sessions, community events, and one-on-one consultations, the team helps all stakeholders better understand their responsibilities under Missouri's Safe Digging Law (RSMO 319).

(Continued)

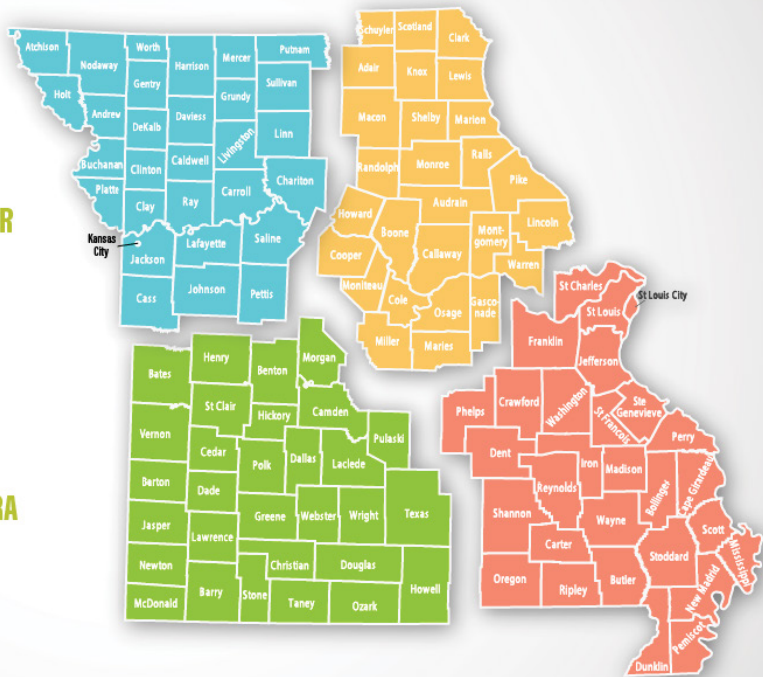




## DAMAGE PREVENTION TEAM

**CHARLIE PEEL**  
Damage Prevention Manager  
cpeel@missouri-811.org

-  **ANDREA FUHRER**  
afuhrer@missouri-811.org
-  **ARCH E. YORK**  
ayork@missouri-811.org
-  **BILL MURRAY**  
bmurray@missouri-811.org
-  **JOHN SPATAFORA**  
jspatafora@missouri-811.org



**2. Training on the Ticket Management System:** Missouri 811 offers hands-on training to help excavators correctly submit and manage locate tickets reducing delays and minimizing unnecessary reviews. The team highlights the digital tools available within the Missouri 811 Internet Ticketing System, which are designed to increase operational efficiency and reduce risk in the field.

**3. Supporting Homeowners:** Because most homeowners only dig occasionally, they're often unfamiliar with the process of submitting a locate request and navigating the 811 system. The Damage Prevention Team helps bridge that gap by guiding homeowners step-by-step, explaining when and how to submit a request, ensuring they receive a positive response from all applicable utilities, and reinforcing the importance of digging with care. This personalized support helps prevent accidents and protects both property and lives.

## A PROACTIVE, DATA-DRIVEN APPROACH

The team utilizes a new state-wide dashboard that provides real-time data on ticket activity and project locations. This tool empowers the team to:

- Identify damage hotspots
- Track major projects across Missouri
- Engage with high-risk areas before issues arise
- Reach out directly to excavators and utility partners in the field
- Preparing for Legislative Changes

(Continued)



With new legislation on the horizon, Missouri 811 is preparing a statewide outreach and education effort. The goal is to ensure all stakeholders like excavators, utilities, homeowners, and locators, clearly understand how upcoming changes to the law will affect them. These efforts will strengthen communication, increase compliance, and reinforce Missouri 811's commitment to safety through collaboration.



## EDUCATIONAL PRESENTATIONS

The Damage Prevention team are well-versed in the Missouri 319 statutes and available to provide training, FREE of charge. Schedule today by calling 573-635-1818 or directly contacting:



**CHARLIE PEEL**  
DAMAGE PREVENTION MANAGER  
cpeel@missouri-811.org  
573.721.7657



**ANDREA FUHRER**  
DAMAGE PREVENTION SPECIALIST  
afuhrer@missouri-811.org  
816.876.7330



**ARCH E. YORK**  
DAMAGE PREVENTION SPECIALIST  
ayork@missouri-811.org  
913.563.9444



**JOHN SPATAFORA**  
DAMAGE PREVENTION SPECIALIST  
jspatafora@missouri-811.org  
573-220-2039



**BILL MURRAY**  
DAMAGE PREVENTION SPECIALIST  
bmurray@missouri-811.org  
314.307.2122

## A TRUSTED RESOURCE FOR SAFE DIGGING

Missouri 811's Damage Prevention Team is a trusted partner in damage prevention across the state. With a strong focus on education, community engagement, and cross-sector collaboration, the team works tirelessly to ensure everyone from first-time homeowners to experienced contractors knows how to dig safely and responsibly.

As Missouri continues to grow, the team's work remains essential in protecting the state's underground infrastructure and the communities who depend on it every day.



# UNDERGROUND NEWS

SUMMER 2025



CLICK OR CALL  
3 WORKING DAYS  
BEFORE  
YOU DIG



@MISSOURI811



@MISSOURI\_811



/COMPANY/MISSOURI811