

UNDERGROUND NEWS

WINTER 2025

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EXECUTIVE DIRECTOR'S LETTER: DAMAGES, DIG UPS, AND D.I.R.T.



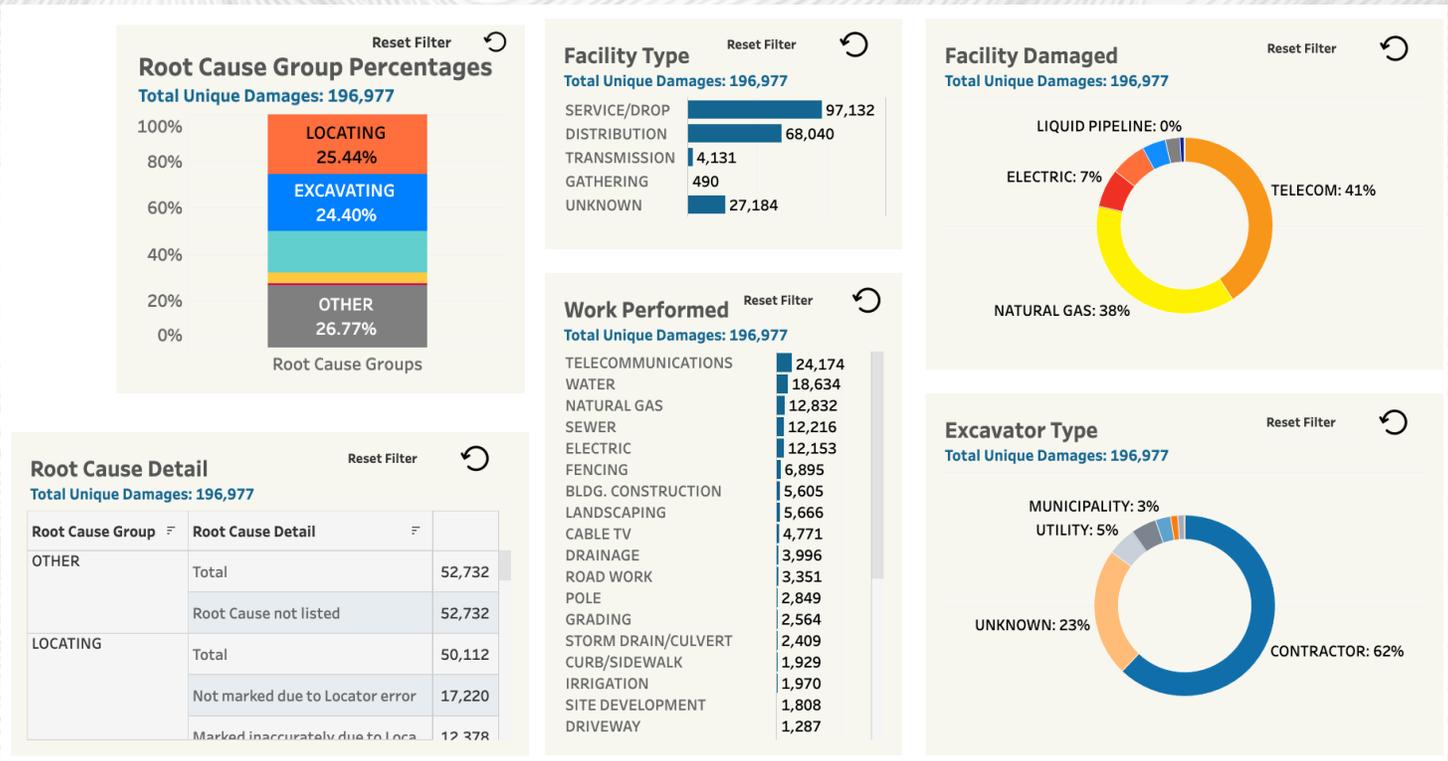
One of the greater areas we are looking into at Missouri 811 is “damages” and how we can use data to tell us the story of what’s going on with our underground endeavors. Part of Missouri 811’s mission is to reduce damage to underground facilities, and especially those that may cause harm to life.

So, what do we have in Missouri to identify, or report, damage? Right now, we call that a “Dig Up Ticket”. The Dig Up Ticket was originally created to inform utility owners that damage had occurred and allow them the opportunity to investigate it further. There are no requirements for the utility owners to respond currently. The Dig Up Ticket provides an opportunity that should not be glossed over. Here is why and what you, as a utility, should do when you receive a Dig Up Ticket.

- 1) Acknowledge that you received it.** Sometimes, the excavator will make comments on what they claim is damaged, but keep in mind that even though they mention a specific utility, other utilities may have received damage in the same process. You may even want to go on site and check it out. If you are the damaged utility, the excavator would appreciate an outreach to help them understand what you want them to do at that point (e.g., refill the hole, wait for someone to show up, etc.).

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2) Tie your Dig Up Tickets back to the original ticket. This shows you what the type of work was, who was digging, and the tools used. This information can tell you more about the damage profile and help to provide you information on the “whys” of the damages to your facilities and “who” may be involved in damages to your utilities.



2024 D.I.R.T. Report Data

The D.I.R.T. (Damage Information Reporting Tool) is a reporting tool maintained by Common Ground Alliance. In Missouri, gas and electric utilities are required to report damages through the D.I.R.T. system. I would encourage all utilities and excavators to submit D.I.R.T. reports because this information goes directly into the national report that is most viewed upon. Presently, the data provides an incomplete picture.

If you have more interest in tracking your damage data, about Dig Up Tickets, or the D.I.R.T. report, please contact anyone with Missouri 811. Likewise, don't forget that you can contact us at any time to arrange free on-site training for you and your staff. ◀

ENHANCING DAMAGE PREVENTION: HOW MISSOURI 811'S NEW MAPPING TOOLS WILL STRENGTHEN SAFETY FOR UTILITIES



Accurate mapping and clear communication between utilities and excavators remain two of the most critical components of underground damage prevention. As rural communities grow, utility systems expand, and infrastructure becomes more complex, the demand for clear, reliable information continues to increase. To support utilities in meeting these challenges, Missouri 811 is rolling out two major advancements: **Enhanced Locator Mapping**, which is already available for use, and **Enhanced Positive Response**, scheduled for release in 2026.

These tools are designed to streamline the locating process, reduce the chance of mistakes in the field, and equip both utilities and excavators with better, clearer information. Together, they represent an important step forward in making Missouri's underground infrastructure safer and easier to protect.

ENHANCED LOCATOR MAPPING: A SMARTER WAY TO LOCATE

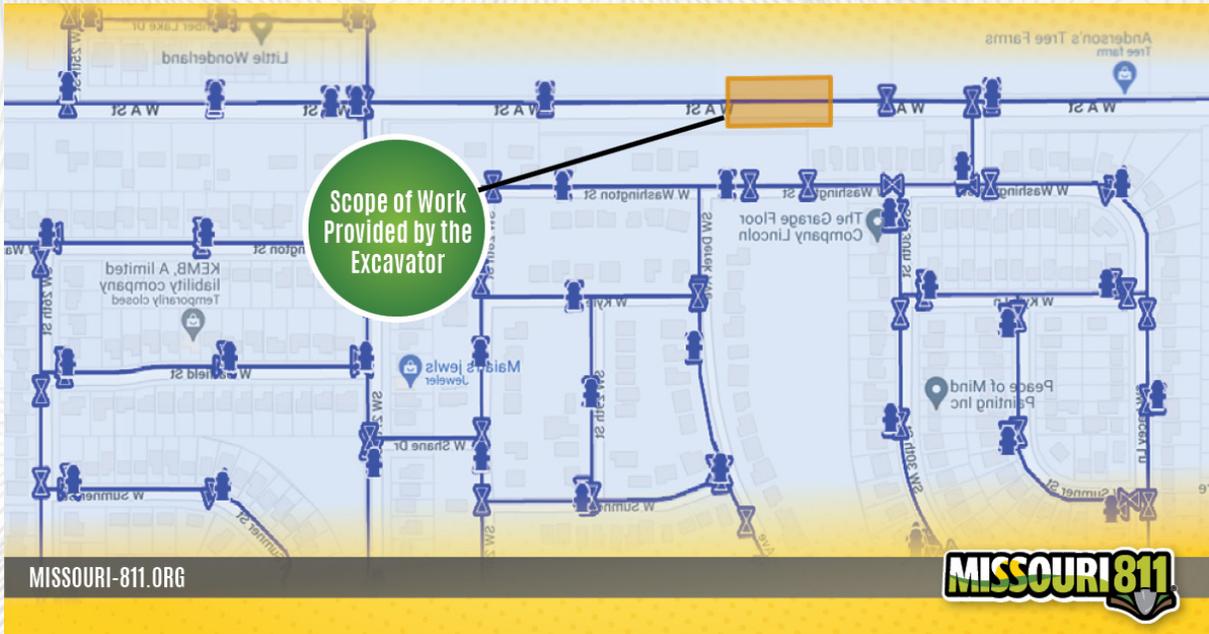
Enhanced Locator Mapping (formerly known as Web Mapping Service or Web Feature Service integration) is designed to solve one of the most common challenges locators face today: the need to compare two separate maps while reviewing a ticket.

Traditionally, when a locator receives a Missouri 811 ticket, it includes a map showing the excavator's stated scope of work. The locator must then pull up a separate internal utility map, often from a GIS department, and mentally determine how the two relate. If the locator misreads either

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map, or if the maps do not align visually, the risk of unnecessary marks, missed lines, or incorrect locations increases.

Enhanced Locator Mapping eliminates that risk.



HOW IT WORKS

Missouri 811 collaborates with the utility's GIS department to securely access a live, continuously updated web mapping service. Utilities may provide this through:

- An unencrypted web link
- A secure username and password protected link

Once connected, Missouri 811 overlays the utility's live GIS data directly onto the excavator's scope-of-work map within the locator's ticket view. Instead of toggling between two documents, the locator sees a unified, precise map showing:

- The exact dig area
- The utility's own infrastructure layers
- How each line relates to the excavation site

As Nick Rasa, Chief Operating Officer at Missouri 811, explains, *"Utilities are always updating and improving their system. Using a live web service ensures that the locator is always seeing the most current map possible."*

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Static map files go out of date almost immediately.”

WHY IT MATTERS

Accurate, real-time GIS data helps utilities:

- Reduce misreads and mistakes when reviewing scope boundaries
- Prevent unnecessary locates
- Speed up field decisions
- Improve locating consistency across all stakeholders

The system is designed to work especially well for in-house locators but may also be used with contracted locators.

ONLY THE UTILITY SEES ITS OWN DATA

Utilities can rest assured that their information remains private. Enhanced Locator Mapping is not visible to excavators or other utilities on the ticket.

Each utility sees only its own map, and only within its internal locating workflow. The goal is to help the locator make better, faster decisions without exposing system maps to outside parties.

LOW BARRIER TO ADOPTION

Many utilities, large and small, have already made the switch. Most modern GIS systems can generate web mapping services at little or no additional cost, making this an accessible enhancement for utility systems of all sizes. Several small utilities are already using the service successfully.

ENHANCED POSITIVE RESPONSE: COMING IN 2026

Building on the foundation created by Enhanced Locator Mapping, Missouri 811 will introduce Enhanced Positive Response in 2026. This optional service gives excavators a limited, highly controlled look at utility maps, but in a way that prioritizes safety, privacy, and strict guardrails.

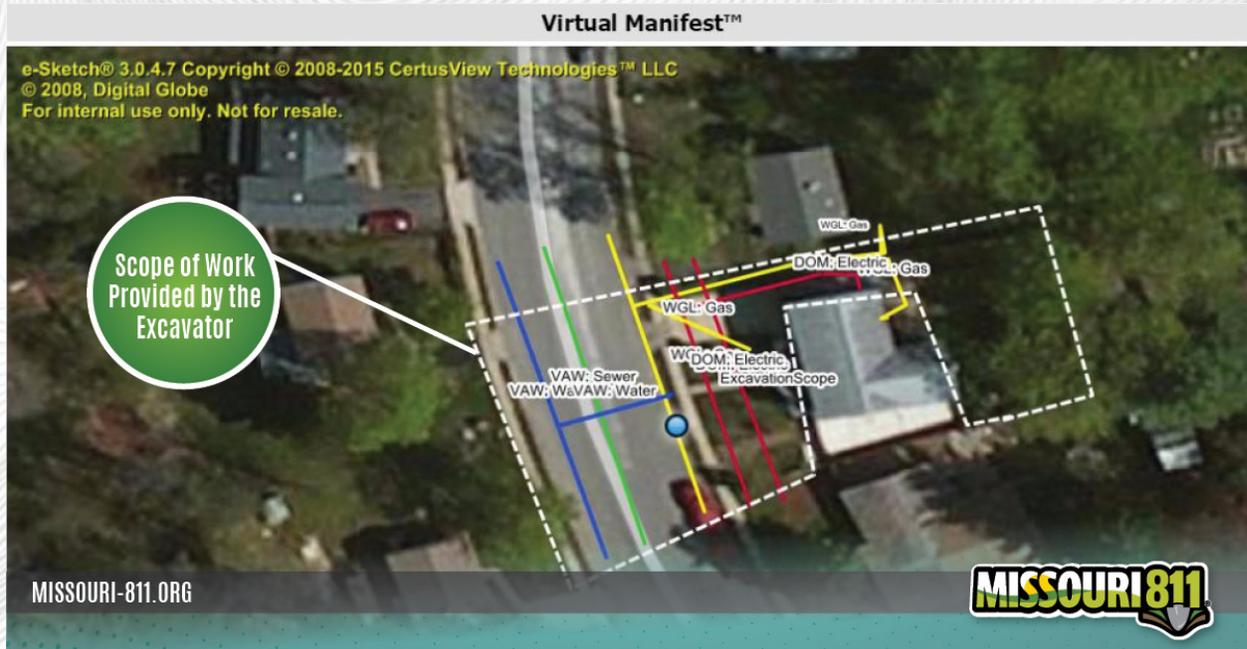
WHAT ENHANCED POSITIVE RESPONSE PROVIDES

After a utility has submitted its status on a ticket, the excavator will see a new link next to each status labeled “**View Map.**” When selected, this displays a

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map with the utility lines within the excavation area.

Utilities can share as little or as much detail as they feel comfortable with. Some may only show the presence of a line, while others may choose to include attributes such as size or material. Utilities will have the ability to customize as they see fit.



GUARDRAILS THAT PROTECT UTILITIES

Missouri 811 understands that utilities may be cautious about allowing excavators to see even a small portion of their GIS data. Enhanced Positive Response is designed with restrictions to address these concerns:

- Excavators cannot scroll outside the dig area
- Maps are visible during the lifespan of a ticket (aka: Ticket Life)
- Maps are clearly labeled “for reference only” and are not intended for excavation
- Utilities choose exactly which layers appear
- Excavators cannot view any information outside their specific job site

These protections ensure that sensitive utility data remains secure while still improving communication in the field.

PROVEN RESULTS FROM WASHINGTON D.C.

A pilot program in Washington, D.C. demonstrated the effectiveness of this

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approach. Preliminary data showed that when excavators received limited, safeguarded visibility into utility lines, **damages were reduced by 70 percent.**

This improvement occurs because excavators can confirm that the lines located in the field match what the map indicates should be present. If something appears missing, such as a service line, they can immediately request an Incorrect Locate before beginning work.

As Nick Rasa notes, *“Anything we can do to decrease damages is a positive. The results from Washington D.C. show clear benefits with no increase in risk.”*

UNIVERSAL AVAILABILITY ACROSS TICKET TYPES

Enhanced Positive Response will be optional for each utility. Once enabled, it can appear on any Missouri 811 ticket type.

Only utilities that opt into the program will have their maps displayed.

GETTING STARTED.

Both Enhanced Locator Mapping and Enhanced Positive Response represent a significant step forward in how Missouri utilities can manage their locating operations. By improving accuracy, strengthening communication, and reducing uncertainty in the field, these tools help create a safer and more predictable environment for everyone involved in excavation work.

For utilities ready to modernize their locating process and reduce preventable damages, Missouri 811 is here to help. To learn more or get started with either service, contact:

Nick Rasa, Chief Operating Officer, Missouri 811

 nrasa@missouri-811.org

Missouri 811 looks forward to partnering with utilities across the state to build a safer underground infrastructure for the future. ◀

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



Senate Bill 133 updates Missouri's Underground Facility Safety and Damage Prevention Act and took effect on August 28, 2025. These changes are intended to improve safety, reduce underground utility damage, and clarify responsibilities for excavators, utility owners, and locators. All Missouri 811 members should review the updates below to ensure continued compliance with state law.

DEFINITIONS AND TERMINOLOGY (§319.015)

New and updated definitions were added to better align Missouri law with current industry practices and technology.

New terms include best practices, careful and prudent excavation, electronic white lining, detectable underground location devices, locator wire, locator tape, reasonable care, and start date of work.

Missouri law continues to take precedence over national guidance when differences exist, including Missouri's 24-inch tolerance zone.

TICKET LIFE EXTENDED TO 21 DAYS (§319.025)

Excavation notices submitted to Missouri 811 are now valid for 21 consecutive calendar days from the excavator's stated start date of work and expire at 11:59 p.m. on day 21.

Weekends and holidays count toward the 21-day ticket life.

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Locate request timelines remain unchanged and still require three working days.

A renewal ticket is required if work continues beyond 21 days.

DETECTABLE LOCATION DEVICES REQUIRED (§319.019)

All new underground facilities installed after August 28, 2025 must include a detectable underground location device such as tracer wire or locator tape, unless the facility is otherwise electronically locatable.

Storm and sanitary sewer mains or laterals installed deeper than six feet are excluded.

ELECTRONIC WHITE LINING RECOGNIZED (§319.026)

Electronic white lining is now formally recognized in Missouri law as an acceptable method for designating excavation areas.

This option remains available through Missouri 811's online ticketing system with no change to current practices.

DESIGN REQUEST RULES CLARIFIED (§319.027)

The previous 10-day limit on design requests has been removed.

Design requests are for planning purposes only and do not authorize excavation.

A standard locate request must still be submitted before any digging begins.

LIABILITY RESPONSIBILITIES CLARIFIED (§319.034 AND §319.035)

Responsibility for underground utility damage is shared among excavators, utility owners, and locators.

Excavators who fully comply with Missouri law may not be held liable if damage results from incorrect or missing locate information.

Utility owners and locators may be held responsible for inaccurate markings,

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incorrect ticket responses, or failure to properly locate facilities.

ADDITIONAL INFORMATION AND TRAINING

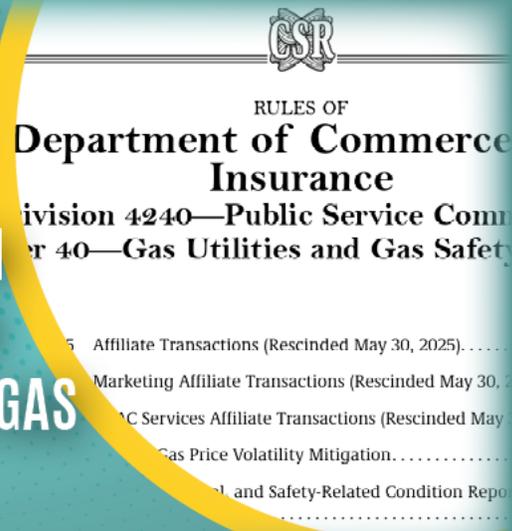
Missouri 811 is available to answer questions and provide free training and education on these law changes and safe digging requirements.

Training requests can be submitted at <https://missouri-811.org/field-education-training/request-training/>

Additional details are available at <https://blog.missouri-811.org/sb-133-major-changes-to-missouris-underground-facility-law-coming-in-august> ◀



PSC DAMAGE PREVENTION REQUIREMENTS AND HOW MISSOURI 811 SUPPORTS GAS & PIPELINE OPERATORS



The Missouri Public Service Commission (PSC) requires gas and pipeline operators to establish and maintain a Damage Prevention Program designed to reduce the risk of underground utility damage caused by excavation activities. These requirements are outlined in 20 CSR 4240-40, specifically under Section (12)(I)(3)(A), (12)(I)(3)(A)(I), and (12)(I)(3)(B), which collectively define the minimum elements of a compliant program.

While the PSC mandates what must be achieved, it allows gas and pipeline operators flexibility to determine how they will comply. One of the key requirements under Section (12)(I)(3)(B) is that operators must provide at least annual notification to excavators, including applicable sections of Chapter 319, RSMo, which governs underground facility safety and damage prevention.

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HOW MISSOURI 811 HELPS YOU MEET THIS REQUIREMENT

Missouri 811 supports its gas and pipeline members by helping satisfy this excavator notification requirement through its annual Spring Excavator Newsletter. This newsletter is distributed statewide to excavators via electronic mail and includes applicable Chapter 319, RSMo information, helping operators demonstrate compliance with PSC damage prevention expectations. The Spring Newsletter is also publicly available on the Missouri 811 website.

To take advantage of this support, gas and pipeline operators must comply with Section (12)(I)(3)(A), which requires maintaining a current listing of excavators in their service area. Missouri 811 provides an easy-to-use online portal to assist with this process.

IMPORTANT DATES TO KNOW

The Missouri 811 Gas and Pipeline Member Portal will be open January 15, through March 15, 2026, allowing operators to review and submit required updates. Timely participation ensures your company's excavator information is current and allows Missouri 811 to include your system in its statewide excavator education and notification efforts.

Gas and pipeline members can access the portal and additional information at <https://missouri-811.org/members/gas-members/>.

A SHARED COMMITMENT TO DAMAGE PREVENTION

Damage prevention is a shared responsibility. By partnering with Missouri 811, gas and pipeline operators can efficiently meet PSC requirements, support statewide excavator education, and help protect underground infrastructure, public safety, and their own facilities.

If you have questions about the Gas and Pipeline Member Portal or Missouri 811's excavator education programs, please contact Missouri 811 for assistance.

References:

Gas and Pipeline Operators portal: <https://missouri-811.org/members/gas-members/>

PSC 20 CSR 4240- 40: <https://share.google/FX3OkXpUe4lprLEsj>

Excavator Newsletters: <https://missouri-811.org/excavators/excavator-newsletter/> ◀

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](https://missouri-811.org)) or via: <https://mocs.molcall.com/>



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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 Alternate Info Ticket Recovery Backup Message Secondary Recovery

Primary Point of Contact:

This person serves as the primary liaison between your company and Missouri One Call (MOCS). Please use the right to vote in the annual election for the Board of Directors. Receive newsletters and email correspondence.

Add/Change Primary Point of Contact:

* First Name: Sarah
* Last Name: Galbraith
Title: Membership Operations Manager
* Mailing Address: 824 Weathered Rock Rd
* City: Jefferson City
* State/Province: Missouri
* Zip: 65101
* Phone: 573-658-8117 Extension:
Alternate Phone: Extension:
Fax:
Email: sgalbraith@missouri811.org

Reset Form Clear Form **Submit Form**

Primary Contact Mapping/GIS Contact Billing Info Gen Info Alternate Info Ticket Recovery Backup Message Secondary Recovery

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-compliance 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 tickler 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: 573-658-8117 Extension:
Alternate Number: Extension:

Reset Form Clear Form **Submit Form**

Galbraith Utilities

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

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Primary Contact Mapping/GIS Contact Billing Info Gen Info Alternate Info Ticket Recovery Backup Message Secondary Recovery

<h4>Primary Point of Contact</h4> <p>Sarah Galbraith, Membership Operations Manager 824 Weathered Rock Rd Jefferson City, MO 65101 Phone: 573-658-8117 Email: sgalbraith@missouri811.org</p>	<h4>Mapping Database/GIS Contact</h4> <p>Sarah Galbraith, Membership Operations Manager 824 Weathered Rock Rd Jefferson City, MO 65101 Phone: 573-658-8117 Email: sgalbraith@missouri811.org</p>
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Billing Information

Galbraith Utilities - TEST
Sarah Galbraith, Membership Operations Manager
824 Weathered Rock Rd
Jefferson City, MO 65101
Phone: 573-658-8117
Email: sgalbraith@missouri811.org
Purchase Order:
Deliver Invoices By Email: sarahgalbraith@onecall.com

General Information

Open 24 hours a day, 7 days a week, 365 days a year.
Utility Type(s):
Sewer, Storm Sewer



**DON'T FORGET TO SUBMIT
YOUR DIRT REPORT BY
FEBRUARY 28, 2026**



Damage prevention does not stop when a job is finished. One of the most important steps in improving underground safety across Missouri, and nationwide, is submitting a Damage Information Reporting Tool (DIRT) Report.

The DIRT Report, managed by the Common Ground Alliance (CGA), collects standardized data on incidents involving damage to underground utilities. This information helps identify trends, common root causes, and opportunities for improvement. The result is fewer future damages and safer crews, communities, and infrastructure.

IMPORTANT DEADLINE

All damage incidents from the previous year must be submitted by February 28, 2026. Timely reporting ensures the data remains accurate and useful for industry analysis and safety planning.

HOW TO SUBMIT A DIRT REPORT

Submitting a DIRT Report is straightforward and can be completed online. The CGA provides step-by-step guidance that explains what information is required and how to enter it correctly.

Instructions and access to the reporting tool are available at:

<https://commongroundalliance.com/No-Index/DIRT-TOOL-Submitting-Data>

WHY IT MATTERS

Every report contributes to a clearer picture of why damages occur and how they can be prevented. Whether an incident involved a locate issue, excavation practices, or

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communication challenges, your submission helps strengthen damage prevention efforts across the industry.

If you experienced a damage event, take a few minutes to submit your DIRT Report before the **February 28, 2026** deadline. Your participation makes a difference. ◀



MISSOURI 811 2026 EXCAVATOR & UTILITY TRAINING WORKSHOPS



Missouri 811 will host a series of free Excavator & Utility Training Workshops across the state in 2026. These workshops are designed to promote safe digging practices, reduce utility damages, and ensure compliance with Missouri One Call Law through hands-on training and expert-led sessions.

WHO SHOULD ATTEND

- Utility members, including municipal and private utilities
- Professional excavators and contractors
- Utility locators
- Construction crews working near underground utilities
- City clerks, compliance staff, and administrative personnel involved in One Call responsibilities

WORKSHOP DESCRIPTIONS

Utility Mapping Class

Covers the fundamentals of developing and maintaining an effective utility mapping program to improve safety, accuracy, and operational efficiency. Particularly beneficial for smaller utilities and municipalities.

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How to Safely Pothole and Dig Around Utilities in the Tolerance Zone

Reviews best practices for potholing and excavation near buried utilities to minimize damage risks and enhance worker safety.

Utility Locator Training

Provides practical instruction on accurately locating underground utilities and improving communication between locators and excavators.

Understanding Missouri 811 One Call Law

Explains Missouri One Call legal requirements and how they apply in real-world excavation and utility operations.

How to Perform a Proper Utility Damage Investigation

Teaches the steps needed to document, investigate, and analyze utility damage incidents to help prevent future occurrences.

Missouri 811 Membership Requirements and Responsibilities

Outlines membership obligations under Missouri law, with a focus on new members and city clerks.

Missouri 811 Internet Ticketing

Hands-on instruction for submitting accurate locate requests using Missouri 811's online ticketing system.

2026 WORKSHOP SCHEDULE

1. February 19, 2026 – Independence, MO
2. April 23, 2026 – Columbia, MO (Annual Membership Meeting & Workshop)
3. June 9, 2026 – Springfield, MO
4. August 5, 2026 – Kirksville, MO
5. October 6, 2026 – Maryland Heights, MO
6. December 1, 2026 – Sikeston, MO

HOW TO REGISTER

All workshops are free to attend, but advance registration is required. Each participant must RSVP individually for the workshop they plan to attend. Registration is available through the Missouri 811 Events Calendar.

Visit: <https://missouri-811.org/meetings-events/list/?tribe-bar-search=workshop> ◀

UNDERGROUND NEWS

WINTER 2025



CLICK OR CALL
3 WORKING DAYS
BEFORE
YOU DIG



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/COMPANY/MISSOURI811