



Call before you dig.

811 BASICS

- Applies to Everyone, Everywhere
- One Call Notification Act of 1994
 - One-Call Board of Directors
 - State Fire Marshal
 - Attorney General
- Free service/utilities pay to protect
- Protects underground utilities, excavators,
 general public, environment

 Know what's below.
- Needed now more than ever





I'm planning to dig. How does 811 work?











- **1.** Call 811 or go to your state 811 center's website a few days before digging to request that buried utilities in your yard be marked.
- **2.** Wait a few days for all utilities to respond to your request.
- 3. Confirm that all utilities have responded.
- 4. Respect the utility marks or flags.
- **5.** Dig carefully around buried utilities.



www.ne1call.com



The COLOR CODE

ELECTRIC

GAS

CABLE

WATER

SEWER

PROPOSED EXCAVATION



APWA Uniform Color Code
FOR MARKING
UNDERGROUND UTILITY LINES

Proposed Excavation

Temporary Survey Markings

Electric Power Lines, Cables, Conduit and Lighting Cables

Gas, Oil, Steam, Petroleum or Gaseous Materials

Communication, Alarm or Signal Lines, Cables or Conduit

Potable Water

Communication

Reclaimed Water, Irrigation and Slurry Lines

Sewer and Drain Lines



Each stakeholder renders a critical role.



CGA Homeowner Survey

- 40% of homeowners plan to dig this year
- Nearly half (45%) will NOT call before they dig
- 2/3 believe they will not hit an underground utility
- Damage occurs less than 1% of the time IF the homeowner calls before they dig.





GOALS Nebraska811

DO YOUR PART TO AVOID DAMAGING AN UNDERGROUND LINE.

Use one call tickets correctly



43,000 damages in 2018 resulted from not following guidelines correctly:

- . Digging outside of area on ticket
- · Digging prior to valid start date/time on ticket
- · Digging after valid ticket expired

Ticket guidelines must be followed to prevent damages.

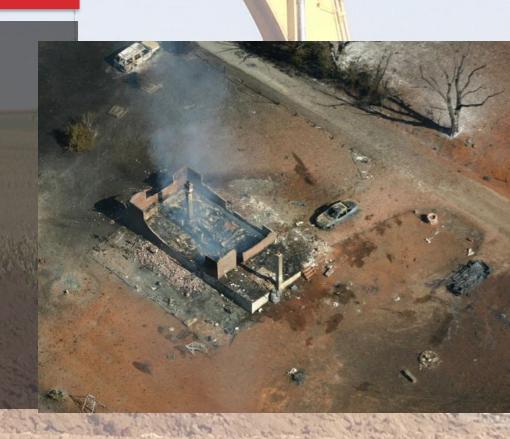
2018 DIRT Report • Commongroundalliance.com





CONSEQUENCE OF A DAMAGE

- INJURY
- DAMAGED UTILITIES
 - Loss of use
 - Repair costs
- FINES
 - Up to \$10,000 per day





Nebraska 811.





Signs of a PIPELINE INCIDENT

What do you:

- SMELL
 - Distinctive odor (mercaptan)
- SEE
 - Dead vegetation
 - Sheen on water/bubbling
 - Fire/vapor
- HEAR
 - Hissing or roaring



What's Wrong with this picture?









GOALS Nebraska811

How can Nebraska811 help?

Nebraska811 strives to be your DAMAGE PREVENTION PARTNER

Helping to facilitate the One Call Process

- Call Center functions and tools
 - Fast, accurate ticketing
 - State of the art technology
- Member assistance
 - Helping member utilities fulfill their responsibilities
- Education and Outreach
 - Excavators, Members, General Public



Goals for Stakeholders: Excavators/Members

- Know the responsibilities under the law
- Utilize technologies available to make the job efficient and effective in preventing damages
- Help with public awareness







Each Stakeholder has responsibilities:

Excavator

- File a locate request before digging
- Wait for markings
- Dig with care
- Respect the Marks
- Report damage
- Report no responses or incorrect locates
- Refresh if necessary
- White line/Premark the dig area

Utility Owner/Locator

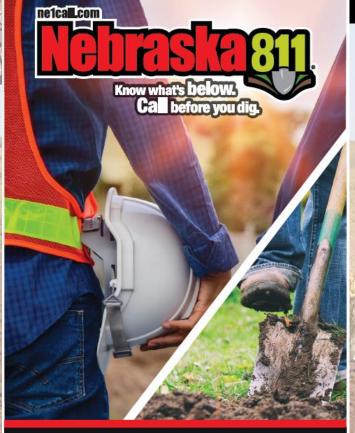
- Membership with the Call Center
- Respond to locate requests
- Locate lines
- Notify exacavator that they are clear to dig
- Respond to emergencies

Call Center

- Receive locate request and notify the utilities
- Receive and record damage data
- Public Awareness
- * * The Call Center DOES NOT:
 - Locate the lines
 - Enforce the law
- * *The Attorney General enforces the law



Updated 10/2020!



EXCAVATOR SAFE

DIGGING GUIDE

THE NE ONE-CALL NOTIFICATION SYSTEM ACT OF 1994





THE NE ONE-CALL NOTIFICATION SYSTEM ACT Sections 76-2301 to 76-2332 BOARD OF DIRECTORS

The board is composed of 18 members representing the following:

- 3 Members representing "Municipally-Owned Utilities"
- 2 Members representing "Public Power Districts with more than \$40 Million in Gross Revenue".
- 2 Members representing "Public Power Districts with less than \$40 Million in Gross Revenue".
- 3 Members representing "Telecommunications" companies.
- 2 Members representing "Natural Gas Distribution" companies.
- 2 Members representing "Transmission Pipeline" companies.
- 4 Member representing "Excavators, with one member specializing in trenchless excavation activities and one member representing county governments."



THE NE ONE-CALL NOTIFICATION SYSTEM ACT Sections 76-2301 to 76-2332 BOARD OF DIRECTORS

What the Board of Directors do:

- Appointed by the State Fire Marshal's Office.
- Select a vendor to operate the One-Call Center.
- Oversee the operations of the Center.
- Set business rules, policies and fee structures for the Center.
- Determine how we perform public outreach through marketing and excavator meetings throughout the state.
- Work with all stakeholder groups to determine future best practices and new rule and regulations in regards with the One-Call Notification Act.
- Review new or pending legislation effecting the One-Call Act and respond if necessary.



BOARD OF DIRECTORS Nebraska811

Board Member contact information is available at ne1call.com



EXCAVATOR

UTILITY

HOMEOWNER

RESOURCES

BOARD OF DIRECTORS

DIG LAW

EVENTS

CONTACT US

Q

Board Member Information

Lance Loschen

August 21, 2019 - August 31, 2023

City of Lincoln Wastewater

2400 Theresa Street Lincoln, NE 68521

(402) 441-8340

lloschen@lincoln.ne.gov

Chad Roberts

2 Year Term August 21, 2019- August 31, 2023

City Norfolk

300 S 49th St

Norfolk, NE 68701

(402) 844-2210

croberts@norfolkne.gov

Leric Melcher

2 Year Term August 21, 2019- August 31, 2021

City of Aurora

905 13th Street Aurora, NE 68818

(402) 694-6992

emelcher@cityofaurora.org

Board Agendas

Upcoming Board Meetings

Board Member Information

Meeting Minutes

🚣 Board Members Only







Utilize the FREE damage prevention tools available



ITIC - PLACING a locate request
LTM - RESPONDING to a locate
notification - Ticket Management
ETM - MANAGE tickets on the
Excavator side
IMAP - UPDATE and MANAGE
member utility data



HOW TO PLACE A LOCATE REQUEST

INTERNET TICKET PROCESSING

PUTSSAFE DIGGING IN THE PALAN OF YOUR I-HAND SET ON THE PALAN OF YOUR IHAND INTERIOR TICKET PROCESSING INTERIOR

PHONE

- 800-331-5666 or 811
- Avoid heavy call times
 - (Mondays 8-10 am)

Online via ITIC

- Time saving features
- Auto-fill for repetitive job types
- 5 year Ticket history
- YTD ITIC usage 2020 72%
- Mobile version available
- IVR REFRESH ONLY



ITIC Nxt is HERE!

EXCITING NEW FEATURES

- Multiple NEVV map tools
- System generated locate instructions
- Create Multiple tickets in one session
- Direct release
- Built in business rules
- Interactive video training
- Future tickets can be pended for release
- Emergency, Damage, Incorrect, Nonresponse tickets available online

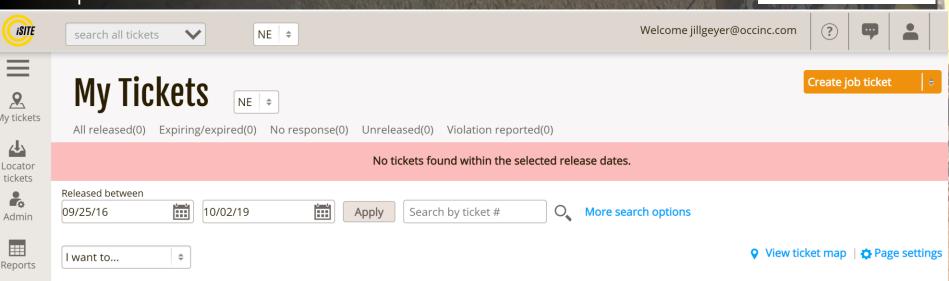
Features retained from ITIC 2.0

- Multiple map sources
- Custom Templates for similar tickets
- Identify, Placemark, Measure

▲Emergency Priority Past due Meeting Maceled Acoked Spending Extension

Live Chat support







ITIC (internet tickets) and LTM - Locator Ticket Management

ONLINE INTERACTIVE TRAINING TOOLS

- Train at your own pace
- Repeat the instructions as many times as necessary
- Go live when you are ready

Visit to www.ne1call.com for the interactive training links



Verify Your One Call Ticket Information

Verification is your Responsibility

Every excavator that provides an email address receives a free copy of their locate request.

Each email copy of the ticket contains a TicketLINK

- Verify Mapped Area
- Access all Ticket History
- Refresh Historical Tickets
- View Real Time Utility Status
- Add Attachments
- Cancel
- File a Non-Response Ticket
- Documentation

White the same of the same of

NEBRASKA 811

You must ensure that both the ticket information and mapping location are correct, and that no work will take place outside the area indicated on the map, by clicking on the TicketLINK. Immediately call 800-331-5666, or 811, if you find any incorrect information.

The <u>TicketLINK</u> may also be used to view utility status, request a 'Relocate', report a 'No Response', 'Cancel' a request, keep notes, view and add attachments, and provide access to all your of the status of the response of the report a 'No Response', 'Cancel' a request, keep notes, view and add attachments, and provide access to all your of the report a 'No Response', 'Cancel' a request, keep notes, view and add attachments, and provide access to all your of the report a 'No Response', 'Cancel' a request, keep notes, view and add attachments, and provide access to all your of the report a 'No Response', 'Cancel' a request, keep notes, view and add attachments, and provide access to all your of the report a 'No Response', 'Cancel' a request a 'Relocate', report a 'No Response', 'Cancel' a request, which is the report a 'No Response', 'Cancel' a request a 'Relocate', report a 'No Response', 'Cancel' a request a 'Relocate', report a 'No Response', 'Cancel' a request a 'Relocate', report a 'No Response', 'Cancel' a request a 'Relocate', report a 'No Response', 'Cancel' a request a 'Relocate', report a 'No Response', 'Cancel' a report a repor

TICKET SUMMARY

Ticket Number: 1672 NORMAL Type: 1-Tic Lite

Requested By: JILL GEYE

Type of Work: PLANTING A TRESPOYING BUSHES

Work For: JILL GEYER

Address/Street: 1327 S 169TH AVE, OMAHA

Intersecting: WILLIAM

Location Info: PROPERTY IS ON THE EAST SIDE OF THE T INTERSECTION OF S 169TH AVE AND WILLIAM ST Mark Rear of property.

MEMBERS NOTIFIED

The following utility(s) are required to respond by marking the approximate location of their underground facility in the appropriate color, by marking CLEAR or OK at the site, or by phone/fax/email that they are not affected. You must contact any other utilities directly.

Company Name	Utility Type	Marked	Clear
COX COMMUNICATIONS	TV		
METROPOLITAN UTILITIES DIST	G,W		
CITY OF OMAHA	E,FO,TEL		
OMAHA PUBLIC POWER DISTRICT	ELEC		
CTLQL - CENTURYLINK	TEL		

EXCAVATOR RESPONSIBILITIES

- It is the excavator's responsibility to determine which utilities have, or have not, responded prior to beginning excavation. If any utility has not responded by 5/06/16 12:45 PM call 800-331-5666 and request a 'NO RESPONSE' ticket.
- This ticket number serves as proof of your request and is valid for 10 days as long as marking remain visible and usable. You are required to request a 'REFRESH' ticket every 10 days or anytime markings become unusable due to work or weather.
- * Any damage or disturbance of any buried utility during excavation must be immediately reported, as required by law, by calling 800-331-5666 and filling a 'DAMAGE' ticket.

Please visit http://www.ne1call.com for the APWA color code, an explanation of markings, and other information on digging safely.



All utilities have responded to this request.

Excavation may begin, or continue, within the area described until 12/02/19 at 12:00 AM as long as marking remain visible.

 NORMAL TICKET:
 193160218

 Address:
 11900 PACIFIC ST OMAHA, NE

 Location:
 ENTIRE PROPERTY

 Start Date:
 11/15/19 12:00 AM

 Expiration Date:
 12/02/19 12:00 AM

As of 1/06/20 16:12 CST, the utilities have responded as follows:

75 of 1760/25 for 2 abilities have responded as follows:		
Company	<u>Type</u>	Status
WINDSTREAM COMMUNICATIONS	TEL	Clear/No conflict
AT&T	FO	Clear/No conflict AKC
COX COMMUNICATIONS	TV	Marked
MCI TELECOMMUNICATIONS	TEL	Clear/No conflict
MP NEXLEVEL LLC	TEL	Marked
METROPOLITAN UTILITIES DIST	G,W	Marked Private water service in area
CITY OF OMAHA - TRAFFIC	E,FO,TEL	Clear/No conflict
CITY OF OMAHA - SEWER	S	Marked
OMAHA PUBLIC POWER DISTRICT	E	Marked
CTLQL - CENTURYLINK	TEL	Marked
UNITE PRIVATE NETWORKS LLC	FO	Clear/No conflict

Please call 811 to report any indication of an unmarked facility or conflicting status.

Things to know about this job:

- You're digging deeper than 4ft. If your work inclves a trench, take proper precautions.
- You're horizontal boring! Avoid crossbores!
- Hand digging within the approximate location of any marked facility is required.
- · Call 811 anytime a buried facility is damaged or exposed.
- . Its always a good idea to take photos, check for private utilities, and take notice of overhead lines.

To review this ticket in its entirety, click here.

Visit NE1Call.com, follow us on Facebook at Facebook.com/NE1Call, or email us at ne@occinc.com for more information on digging safely.



Some utilities have not completed the locate!

Excavation should NOT begin until all utilities have provided a status.

Call 811 immediately to contact the locator and avoid further delay.

REFRESH TICKET: 200060218

Address: 850TH WINSIDE, NE

STARTING AT THE CORNER OF 850TH AND 563RD, HEAD EAST ONE MILE TO 564TH AND TURN RIGHT TO HEAD SOUTH. TRAVEL SOUTH ONE MILE TO 849TH AND TURN TO HEAD WEST ONE MILE. THEN TURN NORTH ON 663RD, EAST ONE MILE TO 849TH AND TURN TO WHERE YOU STARTED, MARK ENTIRE AREA

NORTH ON 563RD FOR ONE MILE UNTIL YOU GET BACK TO WHERE YOU STARTED. MARK ENTIRE AREA WITHIN. AREA FOR CROSSINGS IS MARKED WITH WOODEN LATH AND FLAGGING. NO WORK IS TAKING

PLACE IN THE ROAD EASEMENT.

Start Date: 1/09/20 12:00 AM Expiration Date: 1/26/20 12:00 AM

As of 1/06/20 16:12 CST, the utilities have responded as follows:

Company	<u>Type</u>	<u>Status</u>
SPARKLIGHT FIBER NORFOLK	TEL,TV	Not yet responded
PIERCE TELEPHONE CO.	TEL	Marked
PLUM CREEK WIND, LLC	Е	Not yet responded

To review this ticket in its entirety, click **here**.

Location:

Visit NE1Call.com, follow us on Facebook at Facebook.com/NE1Call, or email us at ne@occinc.com for more information on digging safely.

GOALS Nebraska811

One Call 101

ONE CALL BASICS

- DAMAGE What to do in case of damage
 - REPORT
 - Document take pictures, videos
 - Call 911 if release of gas/hazardous material
- INCORRECT LOCATE report within 72 hours
- NON-RESPONSE TICKET file when applicable
- VIOLATIONS reported to Attorney General's office
- Have your ticket accessible on job site



NEW RULES AND REGULATIONS

CALL 911

If an excavator causes a release of natural gas or any other hazardous material, they must call 911 first, then 811 (who then notifies the facility owner).



Effective January 1, 2016: 49 CFR 196

The excavator is now included in 49 Code of Federal Regulations Part 196 (49 CFR 196) which states:

c. An excavator who causes damage to a pipeline facility:

i. Must report the damage to the operator of the facility at the earliest practical moment following discovery of the damage; and

ii. If the damage results in the escape of any PHMSA regulated natural and other gas or hazardous liquid, must promptly report to other appropriate authorities by calling the 911 emergency telephone number or another emergency telephone number.

- If damage occurs to a utility, call the one call center and report the damage
- If the utility is a pipeline, call the one call center and the pipeline operator of the damage
- If the damage to the pipeline caused a release of the product, call 911, 811 (who notifies the pipeline operator)



DAMAGES Nebraska811

Nebraska811

DAMAGES MUST BE REPORTED to 811 per 76-2326



76-2326 NEBRASKA STATE LAWS REQUIRE THE EXCAVATOR TO CALL NEBRASKA811

IF A DAMAGE TO AN UNDERGROUND UTILITY OCCURS



Reporting Damages to Nebraska811

- All Damages must be CALLED in to Nebraska811
- Be prepared to provide corresponding ticket number or notify call center operator If no corresponding ticket exists
- Provide location of damage and what utility (if known) was damaged
- Nebraska811 will notify all Member utilities located in or near the area of the reported damage

A DAMAGE NOTIFICATION IS NOT A REQUEST FOR MARKING BUT A NOTICE OF DAMAGE OR DISTURBANCE OF AN UNDERGROUND FACILITY. ONLY THE AFFECTED FACILITY OWNER/OPERATOR IS REQUIRED TO RESPOND.



DAMAGE DOCUMENTATION

PICTURES/VIDEO

Pictures – good vs bad:

- Pictures with date, time reference
- Description of what picture illustrates:
 - damage i.e. scraped, perforation caused by (type of machine)
 - Scope of work
- Measurement reference tape measure or common object
- Identifiable object in background for reference building, street sign

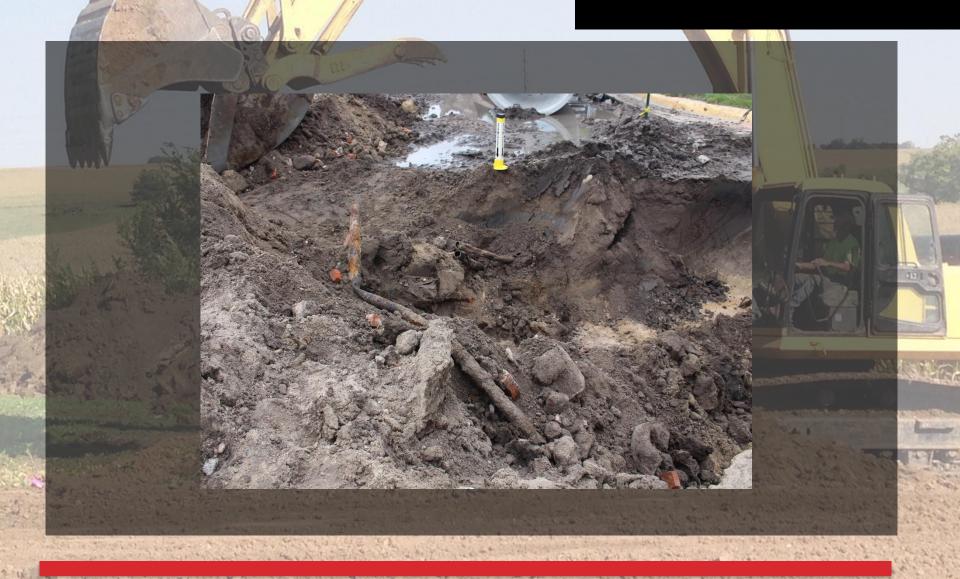


One Call Violation Complaint Form





One Call Violation Complaint Form



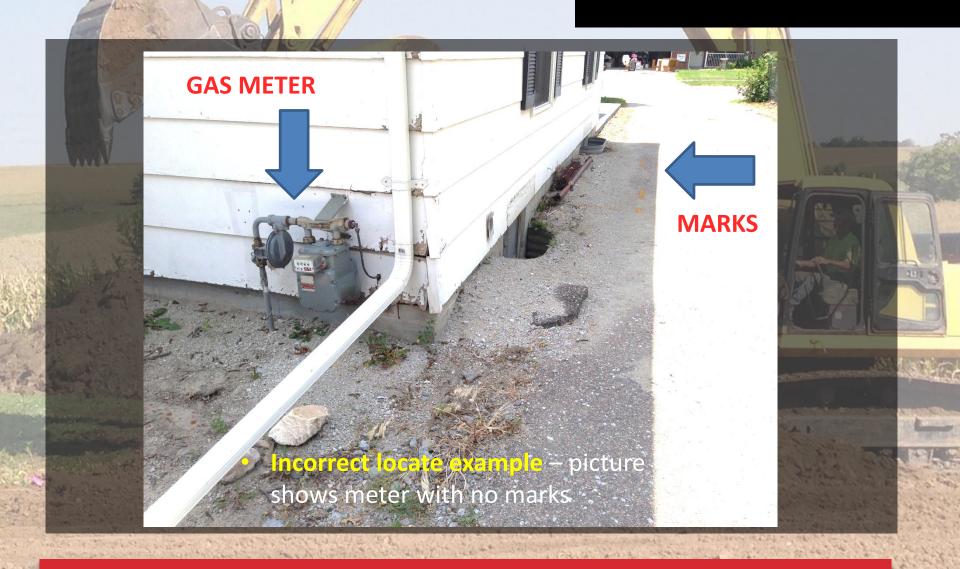


INCORRECT LOCATION 76-2327

If in the course of excavation, the excavator discovers that the operator has incorrectly located the underground facility, he or she shall notify the center as soon as practical but no later than seventy-two hours after discovery.



INCORRECT LOCATE EXAMPLE





REPORT VIOLATIONS



EXCAVATOR

UTILITY

HOMEOWNER

RESOURCES

BOARD OF DIRECTORS

DIG LAW

Report a Violation

Nebraska One-Call Enforcement

The Attorney General's Office receives complaints alleging violations of Nebraska's One-Call Notification Act. The One-Call Notification Act outlines certain legal requirements for excavators and underground facility operators in order to protect the public from injury and protect facilities from damage that may occur during excavation. Violations of the Act may be subject to civil penalties of up to \$10,000.00 per violation.

Some of the assessed civil penalties may be waived if a party maintains compliance with the One-Call Act for a period of time and attends a Damage Prevention Safety Education course approved by the State Fire Marshal. Civil penalties are allocated to the local school fund in the county where the violation occurred.

Once a complaint is received, the Attorney General's Office reviews the complaint and conducts additional investigation, if necessary. The Attorney General's Office may contact the party that submitted the complaint for additional information. A notice of potential violation will be shared with the party against whom the complaint is filed and they will then have an opportunity to respond to the complaint.

Need To Report a Utility or Excavator?

If you have questions, or would like to file a complaint, please click **HERE** to access the One Call Notification complaint form. Instructions for submitting the complaint form are at the bottom of the form.

REPORT ONE CALL VIOLATIONS

Nebraska Attorney General's Complaint Form

ONE-CALL NOTIFICATION ACT COMPLAINT

NEB. REV. STAT. § 76-2301 et seq.

The Attorney General's Office receives complaints alleging violations of Nebraska's One-Call Notification Act.

The One-Call Notification Act outlines certain legal requirements for excavators and underground facility operators in order to protect the public from injury and protect facilities from damage that may occur during excavation. Violations of the Act may be subject to civil penalties of up to \$10,000.00 per violation

Name of Person/company against whom complaint is being filed:

Name of Person/Company:			
Street Address:			
City:		State:	Zip:
Phone:	Email:		

Complaint Reported By:

Your First Name:			
Your Last Name:			
Street Address:			
City:		State:	Zip:
Phone:	Email:		

Name and Contact Information of Person(s) with most knowledge of the violation, if different from person filing complaint:

First Name:			
Last Name:			
Street Address:			
City:		State:	Zip:
Phone:	Email:		•

Reason for Complaint:

1) Nature of violation

	dates		

- 3) Location of violation (Street Address and/or Legal Description):
- 4) Damage caused? If so, type of underground facility affected by the violation:
- 5) Any other relevant details? Ticket #s involved?
- 6) Attach supporting documentation, if any.
- List history of violations by this company/individual, if known (Attach supporting documentation, if any, including previous warning letters from underground facilities):

This Complaint should be submitted to:

Nebraska Attorney General's Office Attn: One-Call Notification Division 2115 State Capitol Building Lincoln, NE 68509

The Attorney General's Office will review the Complaint and may contact you for additional information. The allegations in the Complaint will be shared with the party against whom it is filed. For questions, please call the One-Call Notification Division at (402) 471-2682.



REPORT ONE CALL VIOLATIONS

Nebraska Attorney General's Office

The Process:

- The Nebraska Attorney General's Office receives an alleged report of violation(s) of Nebraska's One Call Notification Act from either a Facility Owner or a Contractor
- The AG's office reviews the report and conducts additional investigation, if necessary
- The alleged offender will receive written notice of a possible violation and be given the opportunity to respond to the complaint.

Possible outcomes can include, but not limited to: Warning letter, Damage Prevention Class, Consent Decree, Civil Penalty...

REPORT ONE CALL VIOLATIONS

Nebraska Attorney General's Report



HOMEOWNER

RESOURCES

BOARD OF DIRECTORS

DIG LAW

Attorney General's Report

Nebraska Attorney General One-Call Report to State Fire Marshal April 1,2020 through June 30,2020

To: Nebraska State Fire Marshal

From: Milissa Johnson-Wiles, Assistant Attorney General

Re: Nebraska Attorney General's Office-Report of One-Call Activity from April 1, 2020 through June 30,2020

Activity report

- · 23 investigatory files opened during time period
 - . (8 against excavators, 15 against operators/third party locators)
- · 7 investigatory files closed during time period:
 - 6 prosecution declined (5 operator, 1 excavator)
 - 0 warning letters sent
 - . 0 Settlement or Consent Decree assessing civil penalties
 - . 1 transfer to case file for civil action (excavator)
- . 71 investigatory files still open and under investigation/review at end of time period

Civil Case Matters

- 1 civil action(s) filed or still open at end of time period-(Litigation)
- 8 civil case files pending (Post-Litigation Monitoring)
- · 1 civil case file closed-Satisfaction of Judgment filed

Civil penalties assessed:* \$0

*Assessment of civil penalties and inclusion in this report is determined by the date the Consent Decree is signed by the Court, Judgment entered by the Court, or when settlement is received, if there is no Consent Decree. Amount of civil penalties includes total amount assessed, including any amount which may be waived after successful remediation period.



PUBLIC AWARENESS

Nebraska811

Help spread the Safe Digging message!

Order FREE
educational
material at
www.ne1call.com





Damage Prevention is No Accident

Questions?

Contact Jill Geyer at illgeyer@occinc.com or visit the Nebraska811 website www.ne1call.com



Know what's **below**.

811 before you dig.