

IOWA  **811**
ONE CALL SM

EXCAVATORS MANUAL

Published May 2016

Click 

IowaOneCall.com

Before You Dig
or **CALL 811**

At least Forty-Eight (48) Hours Notice
(Excluding Saturdays, Sundays & Legal Holidays)



IOWA ONE CALL MISSION STATEMENT

Iowa One Call, as mandated by law, operates a statewide notification system to provide effective communications to protect the citizens and underground facilities of Iowa.

TICKET ENTRY METHODS

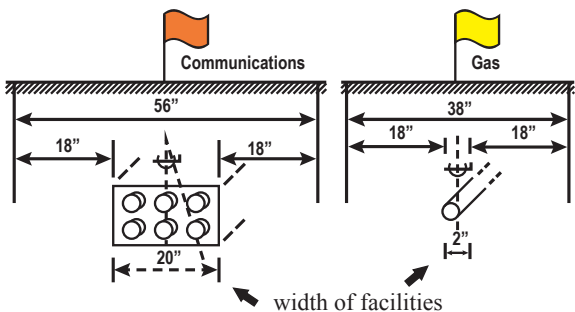


Know what's below.
Call before you dig.

- Dial **811** (or 1-800-292-8989)
- Enter a ticket online at www.iowaonecall.com

TOLERANCE ZONE

When operators mark their underground facilities, the locate includes an area eighteen (18) inches horizontally on either side of the facility. This is often called the “tolerance zone.” If excavation must occur within this tolerance zone, excavators should hand-dig test holes to determine the location of the underground facilities. No equipment or machinery, other than accepted procedures, such as vacuum excavation, should be used for exposing underground facilities within the tolerance zone. Operators do not locate for depth.



USE OF MARKINGS

Use of color-coded surface marks (paint or similar coating) to indicate the location and route of buried lines. To increase visibility, color-coded vertical markers (temporary stakes or flags) should supplement surface marks. All marks and markers should indicate the name, initials or logo of the company that owns or operates the line, as well as the width of the facility if it is greater than two (2) inches.

If the surface over the buried line is to be removed, supplemental offset marking may be used. Offset markings should be on a uniform alignment and must clearly indicate that the actual facility is a specific distance away.

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Promotional items are available upon request.

For information on items and prices, please go to
www.iowaonecall.com

The Help Desk may be contacted at 563-884-7762.

PREFACE

This handbook should be used for informational and reference purposes only. It is not intended to be a full and complete statement of the law or of the excavator's duties and responsibilities when engaging in excavation work.

Specific reference should be made in the Underground Facilities Information Act (Iowa Code, Chapter 480), which can be found at the back of this manual beginning on page 40, for the duties and responsibilities it imposes on the excavator. Any further inquiries as to the duties and responsibilities of the excavator should be referred to your attorney.

The contents of this handbook are subject to change without notice. If you have any questions, please call the Iowa One Call Help Desk at 563-884-7762.

I. LAWS ENACTED IN 2014

“Ticket Life” (how long a locate request is valid):

All “locate notices” (or “locate tickets”) shall be valid for twenty (20) calendar days from the date the notice is made to the Iowa One Call Notification Center (when the excavator notifies Iowa One Call and requests a locate ticket). If an excavation will continue for periods longer than twenty-days, the excavator will be required to notify the Iowa One Call Notification Center and request a new locate ticket.

Provision allows excavation to commence prior to the expiration of the 48-hour period:

If all locating and marking of underground facilities is completed prior to the expiration of the forty-eight hour period (once all of the underground facility operators who were notified in conjunction with a locate ticket have responded and completed the locating and marking of their underground facilities), the excavator may proceed with excavation upon being notified by the Iowa One Call Notification Center that the locating and marking of all underground facilities is complete.

Note: The excavator will receive notifications from the Iowa One Call Notification Center regarding the locating and marking status of all operators via a new Electronic Positive Response System.

Processing of notices received after 5:00 p.m:

All locate notices received by the Iowa One Call Notification Center after 5:00 p.m. shall be processed as if received at 8:00 a.m. the next business day.

Note: All locate requests are processed at the time of receipt and then transmitted to the underground facility operator. A Locate request received by the IOC notification center after 5:00 p.m., or received on Saturdays, Sundays,

or legal holidays, will be processed as if the locate request was received at 8:00 a.m. the next business day (i.e.: the locate request will be processed and transmitted to the operator, but the “excavation start date” will be determined by the way the locate request was processed). Therefore, the forty-eight hour period (the time in which an excavator shall refrain from excavating so the locator can locate and mark the underground facilities) will commence according to how it was processed, during normal business days prior to 5:00 p.m., or at 8:00 a.m. the next business day.

At either of those times, the forty-eight hour period will commence uninterrupted excluding Saturdays, Sundays, and legal holidays.

Required White-lining (pre-marking of proposed excavation area)

Excavators shall use white paint, white flags, white stakes, or a combination thereof, to mark the proposed area of excavation. This is a requirement that will apply to all excavators/excavations unless one of the following applies:

1. The precise location, direction, size, and length of the proposed excavation area can be clearly and adequately defined and described during the call to the Iowa One Call Notification Center (or via the “ITIC” online locate request system), or during an onsite preconstruction meeting.
2. Electronic means of white-lining is supported by the Iowa One Call Notification Center and used by the excavator.
3. Physical premarking can be shown to be impractical.

Operators are required to status all tickets through the electronic positive response system :

Upon completion of the locating and marking of their underground facilities, but no more than forty-eight hours after receiving the notice (locate request), excluding

Saturdays, Sundays and legal holidays, all underground facility operators shall notify the Iowa One Call Center that the marking is complete.

No later than the expiration of the forty-eight hour period, excluding Saturdays, Sundays and legal holidays, the Iowa One Call Notification Center shall notify the excavator of the underground facility locating and marking status, or the failure of the operator to notify Iowa One Call that the locating and marking is complete.

An operator who receives a locate notice from the Iowa One Call Notification Center and who determines that the operator does not have any underground facilities located within the proposed area of excavation shall notify the Iowa One Call Notification Center concerning this determination (i.e.: the operator notifies Iowa One Call that the area is “clear” when there is “no conflict”) within the forty-eight hour period, excluding Saturdays, Sundays and legal holidays.

No later than the expiration of the forty-eight hour period, excluding Saturdays, Sundays and legal holidays, the Iowa One Call Notification Center shall notify the excavator that the operator does not have any underground facilities located within the proposed area of excavation.

Note: Iowa One Call will implement a fully functional Electronic Positive Response System (EPRS) that will provide operators a simple solution for inputting their ticket status, and a simple method for conveying that ticket status to excavators. The new EPRS will provide operators and excavators with an easy to access central database that lists the locating and marking status for all of their locate tickets. Operators will use the EPRS to submit “status codes” for all of their tickets, and excavators can access the system to verify the status of their locate tickets. The EPRS will be a simple web-based system and requires no downloading/installation of any software from either the operator or excavator. Operators will simply send their ticket status via the Iowa One Call website, or a simple

link to that site. A nice feature of the system is that it will interface with whatever the operator is currently using as their ticket management system (e.g.: operators can use a simple File Transfer Protocol process to transmit their current statusing system, whatever it may be, on to the EPRS). The Iowa One Call Notification Center will use the EPRS to send excavators a notice with the ticket status of all their locate tickets; and, as mentioned above, excavators can also access the EPRS database via the Iowa One Call website or a simple link to the site.

Note: Operators interested in changing or upgrading their ticket management systems, or any operators who may not be utilizing effective ticket management software, can install – at no charge – the state-of-the-art ticket management software created by Once Call Concepts (OCC), the vendor hired by Iowa One Call to manage the Notification Center. For more information, please contact the Help Desk at the Notification Center at 563-884-7762.

Requirements set forth in the “Iowa One Call law” do not preclude communications between operators and excavators

As outlined above, operators will be required to notify the Iowa One Call Notification Center, via the new Electronic Positive Response System, to provide the locating and marking status of all their locate requests, as well as the status of all locate requests that have been determined by the operator to represent “no conflict” (when the operator has determined that they have no underground facilities located within the proposed area of excavation). This requirement, nor any other section within Iowa Code, Chapter 480, shall not preclude an excavator, an operator, or the notification center from having or engaging in communications in addition to the notification requirements specified in the new amendments.

Note: The intent of the law is to provide a single, consistent notification from Iowa One Call to the excavator. While operators may provide additional information to excavators, in order to minimize any

confusion, operators should refrain from emailing or sending electronic ticket status information to excavators since all ticket status information will be sent to excavators via the electronic positive response system.

Excavations are prohibited within 25-feet of natural gas transmission pipelines unless a representative of the pipeline is present at the proposed excavation area:

Unless otherwise agreed upon by the operator and the excavator in writing, no excavation shall be performed within 25 feet of an underground natural gas transmission pipeline as defined in 49 C.F.R pt. §192.3 (Code of Federal Regulation*) unless a representative of the operator of the underground natural gas transmission line is present at the planned excavation area.

This requirement shall not apply, however, when a representative of the operator fails to be present at the proposed excavation area at the time work is scheduled to commence or as otherwise agreed by the operator and the excavator in writing. In this event, the excavator shall notify the operator that the representative failed to appear, and excavation operations can begin, provided the excavator uses due care to avoid damaging the underground facilities.

* Transmission line means a pipeline, other than a gathering line, that:
(1) Transports gas from a gathering line or storage facility to a distribution center, storage facility, or large volume customer that is not down-stream from a distribution center; (2) operates at a hoop stress of 20 percent or more of SMYS; or (3) transports gas within a storage field.”

II. HISTORY AND BACKGROUND

Iowa One Call (IOC) is a notification center that was started in 1980 by Northwestern Bell (CenturyLink) and Iowa Illinois Gas & Electric (now MidAmerican Energy Company) as a means to maintain the integrity of their utility systems. The service at that time was voluntary but since January 1, 1993, all owners and operators of underground facilities are required by state law to join IOC. Membership now exceeds 1,400.

IOC provides contractors/excavators, homeowners, and others who plan to disturb the earth, with a single toll-free number to call, and online ticket entry, for the locating and marking of these underground facilities.

IOC is not a utility. IOC owns no facilities and does not locate underground facilities. IOC receives requests for underground facility locates from excavators (persons and legal entities) planning projects that will entail excavating. IOC processes all the requests for locates and then transmits the requests to the IOC member companies (all owners/operators of underground facilities are required to register with the Iowa One Call System) who own, operate or maintain underground facilities within the area of proposed excavation. Each underground facility operator is then responsible for locating and marking their own facilities.

Upon completing the locating and marking of their facilities, operators shall notify the IOC notification center, via the Electronic Positive Response System (EPRS), that the locating and marking has been completed, or that the proposed excavation area has been “cleared” (due to “no conflict”). No later than the expiration of the forty-eight hour period, the IOC notification center shall send excavators a notice, via the EPRS, with the locating and marking status for all of the underground facility operators listed on each locate request.

The service provided by IOC, and the locating and marking of underground facilities by underground facility operators, is free of charge to excavators. The IOC System is paid in full by IOC member companies.

The board of directors is elected by the membership of the organization and does not receive compensation for serving. An IOC annual report is filed with the Iowa Utilities Board and is available for review. IOC meetings and records are subject to the State's open meetings and records law. A certified audit is conducted yearly.

Homeowners and Professional Excavators Are Required to Notify Iowa One Call

Any person planning to engage in projects that will entail digging, excavating, or disturbing the earth, are required to provide notice to IOC at least forty-eight hours prior to the commencement of digging/excavation, excluding Saturdays, Sundays, and legal holidays. It is important to note that homeowners are not exempt from the requirements of this section of the law, Chapter 480, Iowa Code.

WHEN DO I USE IOC?

Contact IOC anytime you plan to excavate. Whether it's a small or a large construction or homeowner project (such as putting up a fence or clothes line, planting trees or shrubbery, landscaping, building a home addition, deck, foundation, or replacing a driveway or sidewalk, etc.) you must submit a locate request at least forty-eight hours (excluding Saturdays, Sundays and legal holidays) prior to excavation. IOC will notify the owners/operators of underground facilities who are IOC MEMBERS and who have facilities located within or near the proposed area of excavation, of this planned excavation activity.

REASONS NOT TO CONTACT IOC

The Iowa One Call System exists to provide notification service for utility location requests only. IOC should NOT be contacted for any of the following reasons:

- To report any type of service outage due to weather conditions.
- To report any excavation outside of the state of Iowa.
- To resolve any type of utility billing problem.
- To request any type of facility removal or relocation (including meter removals prior to demolition of a building).
- To request initiation of any type of utility service.

DO ALL UNDERGROUND FACILITY OWNERS/MEMBERS/OPERATORS PARTICIPATE IN IOC?

Not necessarily. While all underground facility owner/operators are required by state law to participate in the Iowa One Call System, there may be some noncompliant underground facility owners/operators who do not participate in the IOC System. Thus, all underground facilities may not be included in the location notification request. The IOC Customer Service Representative (CSR) will remind you of this fact after reading you the list of underground facility owners/operators to be notified. The CSR will advise you that if you know of any other utilities in the area you need to notify them yourself.

THE UNDERGROUND FACILITIES INFORMATION ACT

The law requires persons planning excavations to contact the Iowa One Call System before excavating and requires owner/operators of underground facilities to participate in the Iowa One Call System. This law, as originally

amended, went into effect January 1, 1993. A copy of the current law, as amended July 1, 2014, is found at the end of this manual.

Underground facilities can be damaged or ruptured by an assortment of digging instruments; a small bend or dent can create problems months later.

The ramifications of damaged equipment and interrupted services are serious. Loss of natural gas, communications, water, sewer, or electricity can leave communities without vital services, endangering public safety, property, and the environment. Repairing damaged facilities can also be expensive and time consuming.

There are generally three (3) types of requests made from excavators to utility operators through IOC: Regular Locate Requests, Emergency Locate Requests, and Notices of Dig-Ins (damage to facilities). In addition, IOC provides Joint Meet Locates, Design Information Request and Design Locate Requests (see Section III (pages 10-15) for more information.

III. NEW PROGRAM OPTIONS

New Online Electronic Joint Meet Process

Implemented in the fall of 2021, the new online electronic joint meet process has replaced the previous dial-in only option, and now provides excavators with new features along with a fully functional and user-friendly process for coordinating onsite joint meets.

Excavators can now use the precision electronic mapping and ticketing system to lay out their proposed excavations with detailed accuracy in advance of any joint meet. The new system provides users the option to upload files so that they can send maps, plans, blueprints and other descriptive information and documents to locators in advance of meeting onsite. In addition to providing users with a turnkey meeting scheduler, which streamlines the entire process of coordinating onsite meetings with locators, the system provides users with a robust locate management process.

Now excavators can plan their locating needs for extensive, complex projects that may be too large in scope or long-term to be covered by a normal locate request. The new system allows users to encompass an entire project, no matter how large and/or extensive, on one single “parent ticket.” The system will automatically split the parent ticket into separate tickets based on the established Iowa One Call ticket mapping rules. Split tickets can be managed individually or as a whole under the parent ticket, providing effective “locate management” based on the locating needs within the entire scope of the project. This allows locators to locate and mark underground facilities only in active areas where excavation is imminent within the overall project site. The need for locators to complete an entire site or provide unnecessary untimely locates can now be mitigated based on current activity.

To learn more about the new online electronic joint meet process please visit the Iowa One Call resources webpage at www.iowaonecall.com/resources/#jointmeet

New Program Launched to Help Mitigate Locating Delays

On January 5, 2022, Iowa One Call implemented a new pilot program designed to help mitigate locating delays by providing excavators with an option at the time of notice to extend their excavation start times.

The new “Dynamic Start Time System” is a voluntary option for excavators to consider when initiating their notices to Iowa One Call either online or through the center via dial-in. At the time of preparing their notices, excavators will be prompted with a message that provides them with an option to extend their excavation start times – whenever practical – by ½ day up to 14 days. If an excavator chooses not to extend their start time, the system will automatically default to the required 48-hour timeline. Once an excavator elects to extend their excavation start time, the system will override the 48-hour timeline and the ticket will be processed based on the time provided by the excavator.

Iowa law provides for an exception to the required 48-hour timeline when an excavator and an operator (or representing locator) agree to an alternative marking schedule. The agreement must be mutual. Extending an excavation start time, whenever practical, can help to reduce the ever burdening locating demands faced by underground facility locating technicians. Excavators are encouraged to embrace this practice whenever possible by accepting alternative marking schedules whenever doing so will not disrupt their project timelines. This type of voluntary approach to extending excavation start times has been shown in other state one call markets to be effective in reducing locating delays.

To learn more about the Dynamic Start Time System please visit the Iowa One Call resources webpage at www.iowaonecall.com/dynamic-start-time

IV. TYPES OF LOCATE REQUESTS

WHAT IS A REGULAR LOCATE REQUEST?

A regular locate is the most common type of request processed through IOC. It is made at least forty-eight hours (excluding Saturdays, Sundays and legal holidays) in advance and involves a request for utility locates at a specific address or specific location for a specified dig start date. Please note: Iowa state law requires at least forty-eight hour (excluding Saturdays, Sundays and legal holidays) advance notice, prior to routine excavation. Effective July 1, 2014, all notices for regular locate requests received after 5:00PM, shall be processed as if received at 8:00AM the next business day. Locate requests are processed at the time of receipt and then transmitted to the underground facility operator immediately. Locate requests received after 5:00 p.m. will be processed (time coded) as if the locate request was received at 8:00 a.m. the next business day (i.e.: the locate request will be processed and transmitted to the operator immediately, but the “excavation start date” will be determined by the way the locate request was time coded).

WHAT IS AN EMERGENCY LOCATE REQUEST?

Chapter 480 of the Iowa Code defines an emergency as a **condition where there is clear and immediate danger to life or health, or essential services, or a potentially significant loss of property.**

1. An unforeseen excavation necessary in order to prevent a condition that poses a clear and immediate danger to life or health.
2. An excavation required to repair essential utility service outages.
3. An immediate excavation required in order to prevent significant property or environmental damage.

4. The repair of an existing unstable condition which may result in any of the conditions listed above (for example, a leak in any service or main, or a fault in a primary or secondary wire or cable).

When submitting an emergency excavation request, inform the Customer Service Representative (CSR) that an emergency situation exists and be prepared to explain. The CSR will prepare a location request for immediate transmission and note your planned start time. It is essential to leave a phone number which will be answered by someone who can further explain the situation. In addition to the required telephone number, excavators must provide either an email address or a FAX number to where the excavator will receive ticket status information via the Electronic Positive Response System (EPRS). Two hours after an Emergency Locate Request is received by the IOC Notification Center, and again at the end of the expiration of the forty-eight hour period, the excavator will receive a notice, via the IOC EPRS, with the locating and marking status of the Emergency Locate Request.

If an underground facility operator does not respond in a reasonable amount of time, call the underground facility operator directly or IOC. IOC will send another request to the underground facility operator that has not responded.

WHAT IS AN ELECTRONIC JOINT MEET?

The online Electronic Joint Meet process has replaced the previous dial-in (telephone-based) process. Now excavators can prepare for, and initiate all of their joint meet needs via the online process. The Electronic Joint Meet process allows users to take full advantage of the state of the art Next/Gen electronic mapping system, which provides for much greater accuracy when detailing excavation/project sites. Excavators can now scope out and plan their large, extensive, and/or complicated proposed excavation sites via one "Parent Ticket." The electronic system will automatically break out the parent ticket into individual tickets based on Iowa One Call's

geographic mapping rules, allowing excavators to better manage individual geographic locations within the proposed excavation site. The electronic system allows users to upload/attach documents in various file formats making it possible to send plans, blueprints, maps, photos, and other important information to the utilities/locators ahead of the joint meet.

The electronic Joint Meet process expedites the process of planning, scheduling and managing onsite joint meets. It eliminates the “onhold” times (waiting in the call queue) and the hassles of trying to explain details to a call center representative. It provides a superior process for providing effective, accurate, and safe mapping and descriptive information, and allows for much better locate management options for both excavators and locators. A joint meet (preconstruction meeting) may be a suitable alternative to white-lining if it can be shown that premarking the area of proposed excavation is impractical. The excavator is required to provide the locator with information that will define the precise location, direction, size, and length of the proposed excavation area, so that the locator will have a clear and adequate understanding of where the excavation is scheduled to occur.

48-HOUR START TIME

Excavators and operators/locators should note that the required 48- hour timeline allowed for the locating and marking to be completed starts at the time of the scheduled joint meet (when locators and excavators meet onsite per the scheduled joint meet).

For more information on the Electronic Joint Meet process please visit <http://iowaonecall.com/resources/#jointmeet> or call the Help Desk at 563-884-7762.

WHAT IS THE DYNAMIC START TIME PROCESS?

“The Dynamic Start Time Process” is a new program aimed at reducing locating delays by providing excavators with an option to extend the start time of their proposed excavations. Starting January 5, 2022, at the time of initiating a locate ticket (either online or via the dial-in process) all users (excavators) will be prompted with a message asking the excavator to consider extending the start time of the excavator’s proposed excavation whenever practical. The option to extend the excavation start time is voluntary and excavation start times can only be extended when an excavator has agreed to extending the excavation beyond the required 48-hour timeline.

The excavator will choose when the extended start time will commence, selecting from between ½ day up to 14 business days. Once an excavator agrees to, and then selects when the extended start time will commence, the 48-hour default timeline will be overridden and the new extended time will become the legal start time. For more information on the Dynamic Start Time Process please visit <http://iowaonecall.com/dynamic-start-time/> or call the Help Desk at 563-884-7762.

WHAT IS A DIG-IN NOTICE?

A Dig-In Notice is an informational advisory notice intended to alert an underground facility operator when the operator's underground facilities may have sustained any excavation-related damage. A Dig-In Notice is not a notice of excavation and will not generate a locate ticket. When damage to an underground facility occurs, or when an excavator comes in contact with an underground facility, the excavator should contact the IOC notification center to report a "Dig-In." The notification center, upon receiving a Dig-In Notice, will immediately process the notice and transmit the notice to the appropriate underground facility operators. An excavator should be prepared to provide the notification center with information about the type of facility damaged, who the owner/operator of the damaged facility is, the location of where the damage occurred, and any other pertinent information.

Section 480.5: Damage to Underground Facility – Report to Operator

An excavator shall, as soon as practical, notify the operator when any damage occurs to an underground facility as a result of an excavation. The notice shall include the type of facility damaged and the extent of the damage. If damage occurs, an excavator shall refrain from backfilling in the immediate area of the underground facilities until the damage has been investigated by the operator, unless the operator authorizes otherwise. If the damage results in an emergency, the excavator shall take all reasonable actions to alleviate the emergency including, but not limited to, the evacuation of the affected area. The excavator shall leave all equipment situated where the equipment was at the time the emergency was created and immediately contact the operator and appropriate authorities and necessary emergency response agencies.

WHAT IS A DESIGN INFORMATION REQUEST?

A Design Information Request provides professional designers with maps and drawings showing the location of the underground facilities in a site of interest to the designer. This service is available to Professional Designers who have submitted an application and have had that application approved. When those qualifications are met, the designer will be issued a username and password providing access to a “designers only” website. There they will use an interactive mapping system to identify the site of their project. The computerized program will provide the designer with the names and contact information for all the underground facilities within the proposed project area. It will be the designer’s responsibility to seek whatever information they need for their work from the facility owner/operator. No locate tickets will be issued and no locates will be done under a Design Information Request.

WHAT IS A DESIGN LOCATE REQUEST?

Qualified designers who have completed a Design Information Request can create a Design Locate Request after a minimum wait of five (5) working days. The designer enters the designers only website and converts the Design Information Request to a Design Locate Request. The computer will map the area indicated as the project site and identify the underground facilities located in the site. The designer can reduce the size of the project site or stay with the original size. The designer can pick and choose the facilities to be located. By submitting this request, a Design Locate ticket (note this is NOT a dig ticket) will be generated, directing owners/operators to locate and mark their facilities in the project site within five (5) working days. Designers will provide an email address or FAX number to where they can receive a ticket status notice from the Iowa One Call Electronic Positive Response System (EPRS). Once the locating and marking process has been completed, or at the end of the forty-

eight hour period – whichever comes first, the designer will receive a notice of the locating and marking status via the IOC EPRS.

Note: If the design activities will include any type of excavation, the designer shall “white-line” the area where the excavation will occur with white paint, white flags, white stakes, or a combination thereof, so that the locators will have a clear understanding of where the excavation will occur. If premarking the area is shown to be impractical, the designer must provide the locators with adequate information to clearly define and describe the area of proposed excavation.

For more information, go to www.iowaonecall.com and click on Design Request System in the Contractors section of the website.

V. METHODS OF REACHING IOWA ONE CALL

ITIC - ONLINE TICKETING SYSTEM

ITIC for Professional Excavators:

ITIC, the electronic ticket entry system, is a user-friendly internet-based application available for use by anyone planning an excavation. For more information, and to register for a username and password to use **ITIC**, please visit the Contractor section within the Iowa One Call website (www.iowaonecall.com) and click on the **ITIC** link.

ITIC for Homeowners:

IOC provides homeowners with a streamlined version of the **ITIC** for professional excavators. This version requires less input by the homeowner and provides a user-friendly process for infrequent users. For more information, go to www.iowaonecall.com.

811 THREE-DIGIT DIALING

Effective April 2007, the Federal Communications Commission (FCC) mandated the implementation of the national 811 Abbreviated Dialing System, which allows excavators (callers) anywhere in the country to reach their state's One Call System via this easy to remember three-digit telephone number.

Now Iowa excavators can simply dial 811 to reach the Iowa One Call Notification Center.



Know what's below.
Call before you dig.

THE IOC TOLL-FREE PHONE NUMBER

You can reach IOC anytime by calling 1-800292-8989. IOC Customer Service Representatives (CSRs) are standing by 24 hours a day, 7 days a week, to process your locate request.

Please be aware there are certain peak periods when call volumes are traditionally the highest. Monday is the busiest day, and the busiest time to reach IOC is from 7:00 a.m. to 11:00 a.m. and 3:30 p.m. to 5:00 p.m. Therefore, it is suggested that excavators take advantage of the twenty-four hour service and call during non-peak calling periods.

Remember, notices received by the IOC notification center after 5:00 p.m. will be processed as if received at 8:00 a.m. the next business day (time coded for 8:00 a.m. the next business day). The time code will determine when the forty-eight hour period commences, uninterrupted, excluding Saturdays, Sundays, and legal holidays.

REQUIRED INFORMATION

When you contact Iowa One Call (either by phone or online), be prepared to convey the following information:

All requests to IOC for locates **WITHIN A CITY** must include the following information:

1. A street address or block and lot numbers, or both, of proposed area of excavation.
2. The name and address and an email address or FAX number of the excavator, to where ticket status information can be received via the IOC Electronic Positive Response System.
3. The excavator's telephone number,
4. The type and extent of the proposed excavation.
5. Whether the discharge of explosives is anticipated.
6. The date and time when excavation is scheduled to begin.
7. The precise location of the excavation on the property. If the precise location, direction, size, and length of the excavation cannot be clearly and adequately described and defined, the excavator (including homeowners) shall white-line the proposed area of excavation with white paint, white flags, white stakes, or a combination thereof. A joint meet preconstruction meeting may provide a suitable alternative to whitelining.
8. If known, the name of the housing development and property owner.

All requests to IOC for locates **OUTSIDE A CITY** must include the following information:

1. The name of the county, township, range, and section.
2. The name and address of the excavator.

3. The excavator's telephone number, and an email address or FAX number, to where ticket status information can be received via the IOC Electronic Positive Response System.
4. The type and extent of the proposed excavation.
5. Whether the discharge of explosives is anticipated.
6. The date and time when excavation is scheduled to begin.
7. The precise location of the excavation on the property. If the precise location, direction, size, and length of the excavation cannot be clearly and adequately described and defined, the excavator (including homeowners) shall white-line the proposed area of excavation with white paint, white flags, white stakes, or a combination thereof. A joint meet preconstruction meeting may provide a suitable alternative to whitelining.
8. If known, the quarter section, E911 address and global positioning system coordinate, name of the property owner, name of housing development with street address or block and lot numbers, or both.

LOCATION ACCURACY IS IMPORTANT

One of the most common mistakes of excavators is when they identify their excavation location as within a city/town or municipality, when actually they are excavating in the township. This happens because the mailing address includes the name and nearest city/town or municipality. Please determine whether your excavation site is in the city or unincorporated township area before you submit your request.

RURAL LOCATION REQUESTS: SPECIAL NOTES

When submitting a rural locate request, please provide as much information as possible, in order to describe the precise location, direction, size, and length of the proposed excavation area. For example: on what side of the road will you be digging, name of the road, name of the nearest cross road to the address, and the name of the owner/renter at the location where you will be excavating. Give the direction of this address to the nearest town including the name of the road(s), and distance(s). Additional information helps: rural fire department number, pedestal number, transformer number, mileage marker or any other landmark that may be helpful in identifying the location.

Note: If the precise location, size, direction, and length of the excavation cannot be clearly and adequately described and defined, the excavator shall white-line the proposed area of excavation with white paint, white flags, white stakes, or a combination thereof. For large excavation projects, or excavations that will cover long distances, the excavator may place white stakes at random intervals provided the accompanying information and description of the area of proposed excavation (provided in conjunction with the white markers) is adequate in defining and describing the precise location of where the excavation will occur. If premarking the area of proposed excavation can be shown to be impractical, the excavator may schedule a joint meet preconstruction meeting with the locators via the IOC notification center, or provide alternative methods as agreed by the operator/locator and the excavator.

VI. THE LOCATE REQUEST PROCESS



1. Submit an ITIC Online Ticket or Call 811 or 1-800-292-8989, forty-eight (48) hours in advance (excluding Saturdays, Sundays and legal holidays), before you dig.



2. Call Center takes your call 24 hours a day, 365 days a year.



3. Ticket logged & sent to facility operators.



4. Facility operators determines proper response to the locate ticket.



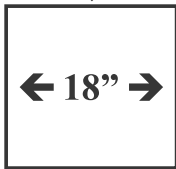
5. Site marked & flagged (OR ticket cleared for no conflict).



6. Facility operators use the EPRS to notify IOC of locating/marketing status.



7. IOC uses the EPRS to notify the excavator of the locating/marketing status.

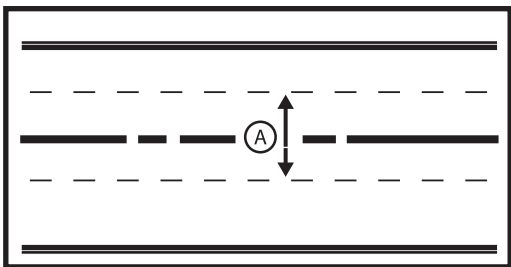


8. Respect & preserve the markings at all times. Avoid digging within eighteen (18) inches on either side of the underground facility.

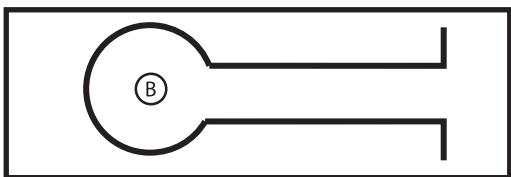
DEFINITIONS OF MARKING TERMS

The following definitions can be utilized to help describe the area to be marked.

- A. Center Lane(s) - In a four lane street, the two lanes at the center of the pavement.

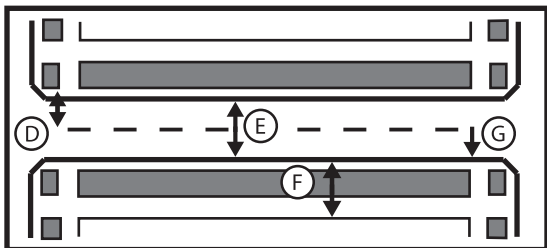


- B. Cul de Sac Street - A local street open at one end with a special provision for turning around.

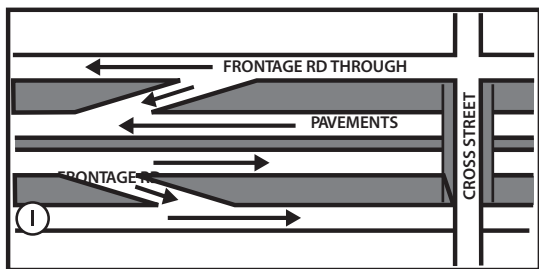


- C. Culvert - (not pictured) Any pipe or structure under a roadway/driveway to facilitate drainage of surface water.
- D. Curb Lane(s) - Traffic or parking lane immediately adjacent to the curb.
- E. Curb to Curb - The paved area of a road right-of-way between the two curblines.
- F. Curb to Property Line - The area between the curb and the front property line including the terrace and/or sidewalk.

- G. Curblineline - The point where the curb meets the edge of the street pavement.

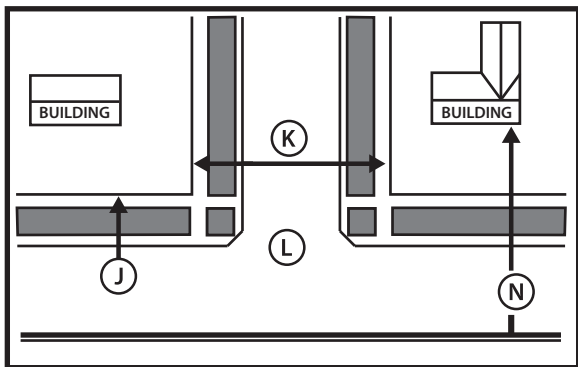


- H. Easement - (not pictured) A right to use or control the property of another for designated purposes.
- I. Frontage Road - A local street or road auxiliary to and located on the side of an arterial highway for service to abutting property and adjacent areas and for control of access.



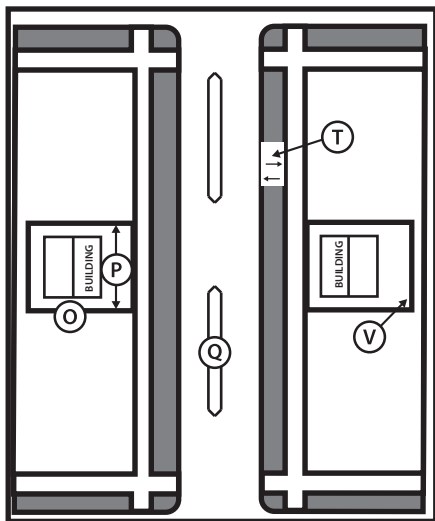
- J. Front Lot Line - (Same street right-of-way line.) The property line adjacent to the street right-of-way.
- K. Highway - A public way for purpose of vehicular travel, including the entire area within the highway right-of-way.
- L. Intersection - The general area where two or more highways join or cross, within which area included the roadway and roadside facilities for traffic movement in that area.

- M. Interchange - (not pictured) A system of interconnecting roadways in conjunction with one or more grade separations providing for the movement of traffic between two or more roadways on different levels.
- N. Long Side - Indicates excavation on both sides of the pavement with probable bore of pavement.



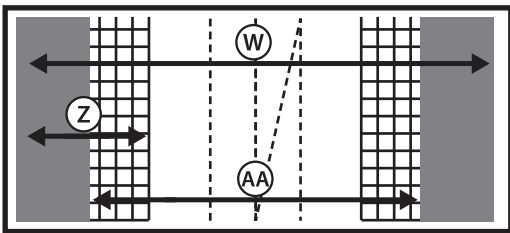
- O. Lot Line - A line marking the legal limits of an individual's property.
- P. Lot Line to Lot Line - The area between the two side lot lines on a private property, or the entire road right-of-way. See (W)
- Q. Median - The portion of a divided highway separating the traveled ways for traffic in opposite directions.
- R. Near Side - see Short Side (BB)
- S. On Side - see Short Side (BB)
- T. Parkway - The area between the edge of pavement and the sidewalk or property line if no sidewalk exists.
- U. Property Line - see Lot Line (O)

- V. Rear Lot Line(s) - Property lot line at the rear of the lot (area opposite street) that connects the two side lot lines.



- W. Right-of-Way - Dedicated street area bounded by two generally parallel lines called right-of-way lines. Another name for these lines is front property lines.
- X. Road - (not pictured) Highway in rural area.
- Y. Road Bore - see Long Side (N)
- Z. Roadside - A general term denoting the area adjoining the outer edge of the roadway. Extensive areas between the roadways of a divided highway may also be considered roadside.

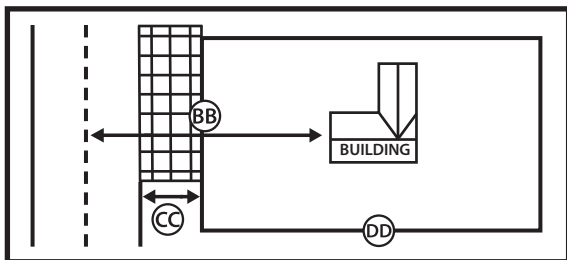
AA. Roadway - The portion of a highway, including shoulders, for vehicular use.



BB. Short Side - The excavation to take place on same side of the road as the address listed.

CC. Shoulder - The edge of a road (generally gravel) between normal traffic lanes and grass areas. The term normally used in areas where there is no curb.

DD. Side Lot Line(s) - The two property lines which normally extend away from the street right-of-way at approximately 90-degree angles.



EE. Street - (not pictured) Highway in an urban area.

FF. Terrace - see Parkway (T)

WHAT IS A DIG TICKET?

A dig ticket identifies the area of proposed excavation provided by the excavator. It contains all of the information about your locate request from start to finish, along with the underground facility operator(s) receiving the request. It is important that you write this number down and keep it with your records. Iowa One Call keeps this information on record for six (6) years.

HOW LONG IS THE LOCATE REQUEST GOOD?

Effective July 1, 2014, all “locate Notices” (or “locate tickets”) shall be valid for twenty (20) calendar days from the date the notice is received by the IOC Notification Center (when the excavator notifies Iowa One Call and requests a locate ticket). If an excavation will continue for periods longer than twenty days, the excavator will be required to notify the Iowa One Call Notification Center and request a new locate ticket.

HOW LONG ARE THE MARKINGS GOOD?

The markings required by state law shall be done in a manner that will last for a minimum of five (5) working days on any nonpermanent surface, or a minimum of ten (10) working days on any permanent surface. Excavators are not required to request a new locate at the end of every five or ten day period as long as the markings have been preserved, or as long as suitable reference points have been established by the excavator, enabling the excavator to locate the underground facility at all times during the excavation.

It is the responsibility of the excavator to preserve the markings at all times during the excavation. But if the markings are destroyed or altered during the excavation, the excavator must establish reference points which will enable the excavator to locate the underground facility at all times during the excavation. If the excavation

will continue for a period longer than five or ten days (depending on surface type), the facility operator shall re-mark the underground facility at the request of the excavator. The request to re-mark the facility should be made through the Iowa One Call System.

Fresh clear markings are better than reference points since the markings are within eighteen (18) inches either way of the horizontal location of the underground facility. Respecting the original markings and preserving them so that they are clearly visible will help excavators avoid mistakes or post damage claims for negligent excavation practices.

An excavator cannot rely upon another excavator's locate request and resulting markings. Excavators must notify IOC to request their own locate tickets.

VII. UTILITY RESPONSE PROCESS

WHAT HAPPENS AFTER I REQUEST A LOCATE?

Each locate request is processed by a computer. The information contained in the locate request determines which underground facility operators have facilities in the area, and the computer then sends a locate request message to them.

Underground facility operators operate on the premise that if you give them proper advance notice (48 hours, excluding Saturdays, Sundays or legal holidays) and they have facilities in the area where you intend to dig, they will respond and mark these facilities sometime within this forty-eight hour period.

IOC ELECTRONIC POSITIVE RESPONSE SYSTEM

Upon completing the locating and marking of their facilities, the operator, within forty-eight hours after receiving the locate request (excluding Saturdays, Sundays, and legal holidays), shall use the IOC Electronic Positive Response System (EPRS) to notify the IOC Notification Center of the locating and marking status.

An operator who receives a locate notice from the Iowa One Call Notification Center and who determines that the operator does not have any underground facilities located within the proposed area of excavation shall notify the Iowa One Call Notification Center concerning this determination (i.e.: the operator notifies Iowa One Call that the area is “clear” when there is “no conflict”) within forty-eight hours after receiving the notice (locate request), excluding Saturdays, Sundays and legal holidays.

No later than the expiration of the forty-eight hour period, excluding Saturdays, Sundays and legal holidays, the Iowa One Call Notification Center shall notify the excavator, via the EPRS, that the locating and marking has been completed or that the operator does not have any underground facilities within the proposed area of excavation.

All excavators are required to provide a phone number where they can be reached, according to Section 480.4 of the State Law. Additionally, excavators must provide an email address or a FAX number where they can receive ticket status information from the IOC Electronic Positive Response System (EPRS).

If you're convinced that a facility operator that has not responded has facilities where you intend to dig, contact IOC and another locate request will be sent to that facility operator.

WHAT FACILITIES ARE MARKED?

Underground facility operators are only responsible for locating and marking the portions of their facilities which they operate and/or maintain.

Underground facility owner/operators do not locate individuals' privately installed lines or private facilities (which may include propane lines, lines from house to garage/out buildings/gas grills, and lateral water lines from street to house, etc.) that the operators do not own or operate. Individuals may contact utility locating services, often found in local telephone directories, to assist them in locating these privately installed facilities.

VIII. EXCAVATOR RESPONSIBILITIES DURING DIGGING

EXCAVATORS MUST SUBMIT THEIR OWN REQUESTS

All excavators shall notify Iowa One Call at least 48 hours prior to excavating (excluding Saturdays, Sundays and legal holidays). Upon notifying IOC, excavators will be given a confirmation number, often referred to as a "dig-ticket," which excavators should keep as a reference for each excavation. IOC keeps all dig tickets on file for six (6) years. Iowa law requires the person actually doing the digging (excavating) to notify IOC with locate request information. Excavators may not use a dig-ticket established by another excavator. Contractors and sub-contractors may not use the same dig-ticket. If a professional excavator (contractor) is hired by a homeowner to perform an excavation, it is the professional excavator who must notify IOC - not the homeowner.

Note: Excavators must provide an email address or a FAX number to where the excavator will receive ticket status information (locating and marking status) via the IOC EPRS.

ACCURACY WHEN IDENTIFYING THE PROPOSED EXCAVATION SITE

Prior to notifying IOC, the excavator must be prepared to give detailed information describing the proposed excavation site to the Customer Service Representative (CSR). While street address or block and lot numbers, or both, are important for excavation notifications within a city, excavators must be aware that address information alone is not sufficient information, especially when the proposed excavation is to take place in a new development. Landmarks, such as rivers, buildings and structures, major streets and intersections, established boundaries or other geographic information, including GPS Latitude and Longitude coordinates, are useful references to help determine the location of the proposed excavation site.

When requesting underground facility locates outside a city, excavators shall include the name of county, township, range and section number. For the complete list of information required for making notifications to IOC, refer to Chapter 480.4(1)b(1)8 - “within a city” and 480.4(1)c(1)8 - “outside a city”. This information is readily available from county plat books, the county assessor’s office, the Iowa Department of Transportation or the reference desk of most libraries. In many cases, excavators can contact these reference sites via websites or telephone.

WHITE-LINING LAW

Effective July 1, 2014, excavators shall use white paint, white flags, white stakes, or a combination thereof, to mark the proposed area of excavation. This is a requirement that will apply to all excavators/excavations unless one of the following applies:

1. The precise location, direction, size, and length of the proposed excavation area can be clearly and adequately defined and described during the call to the Iowa One Call Notification Center (or via the “ITIC” online locate request system), or during an onsite preconstruction meeting.

2. Electronic means of white-lining is supported by the Iowa One Call Notification Center and used by the excavator.

Note: Currently, the Iowa One Call *ITIC online ticketing system* provides excavators an electronic interface with tools to define and describe the proposed area of excavation. Iowa One Call is in the process of developing a new system with advanced interactive tools, including an enhanced electronic white-lining system.

3. Physical premarking can be shown to be impractical.

Note: Excavators are required to white-line the proposed area of excavation with white paint, white flags, white stakes, or a combination thereof (please refer to Chapter 480, Iowa Code, section 480.4(1)e, which can be found at the back of this manual).

REASONABLE BUSINESS PRACTICES

Excavators, locators, and underground facility operators must conduct their operations and required business procedures in a reasonable and prudent manner to avoid unnecessary operational setbacks, time delays, budget constraints, or other burdens otherwise circumvented by applying practical and equitable solutions and practices. Effective communications via properly established channels of communication between all stakeholders is an essential component of damage prevention.

PRESERVING THE LOCATE MARKINGS

Excavators are responsible for preserving the locate markings at all times during the excavation. If the markings will be destroyed or otherwise altered during the excavation, the excavator must establish suitable reference points which will enable the excavator to locate the underground facilities at all times during the excavation.

For excavations that will continue for periods longer than the expiration of the locate request (twenty calendar days from the date the notice was received by the IOC notification center), the excavator shall notify the IOC notification center to initiate a new locate request.

Owners and operators of underground facilities are responsible for marking their facility locates in a manner that will last a minimum of five (5) working days on any nonpermanent surface, or a minimum of ten (10) working days on any permanent surface. If the excavation will continue for any period longer than such periods, the facility owner/operator shall re-mark the location of their underground facilities at the request of the excavator. Excavators shall make the request for re-marks through the Iowa One Call Notification Center and allow 48 hours (excluding Saturdays, Sundays and legal holidays) for the locators to respond.

In order to avoid any possible hazards to the general public, excavators should remove and properly dispose of any locate maker flags upon the completion of the excavation.

LOCATION TOLERANCE ZONE

The horizontal location of any underground facility is defined by Iowa law as including an area eighteen (18) inches on either side of the underground facility (underground facility operators do not locate for depth). This area is often referred to as the “tolerance zone.” Excavators should observe this tolerance zone and

take precautionary measures to avoid encountering underground facilities when excavating near or within this area. When excavations take place within the tolerance zone, excavators should hand-dig test holes to determine the location of the underground facilities. No equipment or machinery, other than accepted procedures, such as vacuum excavation, should be used for exposing underground facilities within the tolerance zone.

DAMAGE TO AN UNDERGROUND FACILITY

An excavator shall, as soon as practical, notify the underground facility operator when damage occurs to an underground facility as a result of an excavation. The notice shall include the type of facility damaged and the extent of the damage. If damage occurs, an excavator shall refrain from backfilling the immediate area of the underground facilities until the damage has been investigated by the operator/owner, unless the operator/owner authorizes otherwise. Excavators should also notify the operator/owner of any damage to tracer wires. Excavators should notify Iowa One Call to report that damage to an underground facility has occurred. Iowa One Call will notify all underground facility operators in the area, who will respond appropriately. If the damage results in an emergency, the excavator shall take reasonable actions to alleviate the emergency including, but not limited to, the evacuation of the affected area. The excavator shall leave all equipment situated where the equipment was at the time the emergency was created and immediately contact the operator/owner and appropriate authorities and necessary response agencies including, but not limited to, the 911 emergency response system.

NOTE: Federal law requires excavators to notify the 911 emergency response system if damage to any underground facility results in the escape of any flammable, toxic, or corrosive gas or liquid.

INCOMPLETE MARKINGS OR NORESPONSE

In the event it is known or apparent that one or more underground facility operators failed to mark the entire area requested on the original notification to Iowa One Call, or if one or more underground facility operators failed to locate within the allotted timeline (48 hours, excluding Saturdays, Sundays and legal holidays), excavators should first access the IOC Electronic Positive Response System (EPRS) to verify the status of the locate ticket. If there is no status listed, the excavator should contact IOC to report such occurrences. It is recommended that excavators notify Iowa One Call of any “no-response” and allow time for locators to respond before excavating.

Note: The IOC EPRS can be accessed via the IOC Website at www.iowaonecall.com.

EXCAVATIONS PROHIBITED WITHIN 25- FEET OF NATURAL GAS TRANSMISSION PIPELINES

No excavations can be performed within 25-feet of any natural gas transmission pipelines (as defined in 49 C.F.R. pt. Sec.192.3 (Code of federal Regulation), unless a representative of the operator of the natural gas transmission pipeline is present at the planned excavation, or if otherwise agreed by the operator and the excavator in writing. This requirement shall not apply, however, when a representative of the operator fails to be present at the proposed excavation area at the time the excavation is scheduled to commence. In this event, the excavator shall notify the operator that the representative failed to appear, and excavation operations can begin, provided the excavator uses due care to avoid damaging the underground facilities.

FREQUENTLY ASKED QUESTIONS (FAQ's)

May I dig after the 48 hour advance notice?

Excavators have an obligation to dig in a reasonable and prudent manner at all times, taking all necessary and required measures to avoid damaging underground facilities. Although excavators may start digging once the required 48-hour timeline has expired (excluding Saturdays, Sundays and legal holidays), excavators should first access the IOC EPRS to verify the status of the locate ticket and then notify IOC of any incomplete markings or no-response situations and avoid excavating until all underground facilities have been properly located and marked or cleared.

May I dig prior to the expiration of the 48 hours if all locating has been completed?

If all of the locating and marking of underground facilities is completed prior to the expiration of the fortyeight hour period, the excavator may proceed with excavation **upon being notified by the IOC notification center that the locating and marking of all underground facilities has been completed.**

Note: The excavator will receive notifications from IOC regarding the locating and marking status of all operators via the new Electronic Positive Response System (EPRS).

Do I need to submit a request for re-locates at the end of five or ten days?

Markings are required to be applied in a manner that will last a minimum of five (5) working days on any nonpermanent surfaces, or a minimum of ten (10) working days on any permanent surfaces. This does not mean that a locate request expires at the end of five or ten days. Effective July 1, 2014 all "locate Notices" (or "locate tickets") shall be valid for twenty (20) calendar days from the date the notice is made (when the excavator notifies Iowa One Call and requests a locate ticket).

Occasionally, unforeseen issues arise at the excavation site, such as weather conditions, that may require excavators to contact IOC to request a re-locate.

What should I do if I discover unknown or unmarked underground facilities?

Notify Iowa One Call and explain the situation. If necessary, IOC will notify participating underground facility operators with known facilities in the area.

How should I locate private facilities?

Excavators should contact the property owner of any proposed excavation site to determine if there are private underground facilities present. Private facilities are not required to be registered with, nor will they be located by means of, the Iowa One Call Notification Center unless they have been registered by the operator/owner on a voluntary basis. Excavators should work with private locating contractors to have private facilities located and marked.

Is White-Lining required?

Yes. Excavators are required by law to white-line proposed excavation sites. White-lining is one of the best tools an excavator can use to communicate with underground facility locators and make the most efficient use of time. The American Public Works Association (APWA) has established the color white as part of the uniform color code for marking underground facilities. White markings indicate “Proposed Excavation.” When excavators mark their proposed excavation area(s) with white paint, white flags, white stakes or combination of, they can expect more precise locates, which equate to safer locates.

Effective July 1, 2014, excavators shall use white paint, white flags, white stakes, or a combination thereof, to mark the proposed area of excavation. This is a requirement that will apply to all excavators/excavations unless one of the following applies:

1. The precise location, direction, size, and length of the proposed excavation area can be clearly and adequately defined and described during the call to the Iowa One Call Notification Center (or via the “ITIC” online locate request system,) or during an onsite preconstruction meeting.
2. Electronic means of white-lining is supported by the Iowa One Call Notification Center and used by the excavator. (Note: Currently, the Iowa One Call *ITIC online ticketing system* provides excavators an electronic interface with tools to define and describe the proposed area of excavation. Iowa One Call is in the process of developing a new system with advanced interactive tools, including an enhanced electronic white-lining system.)
3. Physical premarking can be shown to be impractical.

Are underground facility operators required to provide Joint Meets?

Even though underground facility operators are not required by law to provide joint meets, the vast majority of all Iowa underground facility operators will honor an excavator’s request for a joint meet and attempt to respond in a timely manner. Excavators should be prepared to plan and work with locators to avoid scheduling conflicts and unreasonable workloads. It is important that excavators and locators maintain proper channels of communications during the locating and excavation processes.

What do I do if in the event of an emergency?

If the excavation results in an emergency, the excavator shall take all reasonable actions to alleviate the emergency, including, but not limited to, the evacuation of the affected area. The excavator shall leave all equipment situated where the equipment was at the time the emergency was created and immediately contact the owner/operator of the affected underground facility and the appropriate authorities and necessary emergency response agencies. Calling 911 will expedite the process of contacting emergency responders.

What do I do if I hit and damage an underground facility?

The excavator, as soon as practical, shall notify the owner/operator of the affected underground facility. This notice shall include the type of facility damaged and the extent of the damage. The excavator shall refrain from backfilling in the immediate area of the underground facilities until the damage has been investigated by the owner/operator, unless the owner/operator authorizes otherwise. If the damage results in the escape of any flammable, toxic, or corrosive gas or liquid, the excavator shall immediately notify the 911 emergency response system.

IX. UNDERSTANDING THE REQUIRED 48 HOUR PERIOD

Notices received by telephone are recorded as received at the time the call is answered by the IOC Customer Service. The time the caller is “on hold” is not recorded. Notices completed online via the ITIC online ticketing system are recorded as received immediately once the user logs in and begins a new session.

All notices are processed as if received on the quarterhour (i.e: a notice received at 3:00 p.m. would be processed as received at 3:00 p.m., while a notice received at 3:07 p.m. would be processed as if received at 3:15 p.m., and a notice received at 2:55 p.m. would be processed as if received at 3:00 p.m.). Once processed, the 48-hour time line will commence.

Notices received after 5:00 p.m. will be processed as if received at 8:00 a.m. the next business day (i.e: a notice received at 5:05 p.m. on a Thursday, will be processed as if received at 8:00 a.m. the next day on Friday).

Upon processing, the 48-hour period will commence uninterrupted until expiration – excluding Saturdays, Sundays, and legal holidays. The 48-hour “clock” stops running at 12:00 a.m. Saturday morning, and recommences at 12:00 a.m. Monday morning, unless Monday is a legal holiday, wherein it would recommence at 12:00 a.m. the next business day. Excavators need to plan accordingly so that their excavation start times are not delayed by Saturdays, Sundays, and legal holidays (e.g.: the excavation start time for a notice received on a Thursday would be on the following Monday, or if that Monday is a legal holiday, the excavation start time would be on the next business day).

The locate notice form (“locate ticket”) specifies the due dates and time lines as follows:

- “Original Call Date & Time”
- “Locates Shall be Completed No Later Than: (date) (time)”
- “Expected Work to Begin Date”
- “Ticket Expiration: (date)”

X. UNDERGROUND FACILITIES INFORMATION

Iowa Code, Chapter 480

(Includes Amended Language from Hf2408, April 9, 2014)

480.1 Definitions.

1. “Board” means the board of directors of the notification center.
2. “Damage” means any impact with, destruction, impairment, or penetration of, or removal of support from an underground facility, including damage to its protective coating, housing, or device, immediate danger to life or health, or essential services, or a potentially significant loss of property.
3. “Emergency” means a condition where there is clear and immediate danger to life or health, or essential services, or a potentially significant loss of property.
4. “Excavation” means an operation in which a structure or earth, rock, or other material in or on the ground is moved, removed, or compressed, or otherwise displaced by means of any tools, equipment, or explosives and includes, but is not limited to, grading, trenching, tiling, digging, ditching, drilling, augering, tunneling, scraping, cable or pipe plowing, driving, and demolition of structures. “Excavation” does not include normal farming operations, residential, commercial, or similar gardening, the opening of a grave site in a cemetery, normal activities involved in land surveying pursuant to chapter 542B, operations in a solid waste disposal site which has planned for underground facilities, the replacement of an existing traffic sign at its current location and at no more than its current depth, and normal road or highway maintenance which does not change the original grade of the roadway or the ditch.

5. “Excavator” means a person proposing to engage or engaging in excavation.
6. “Normal farming operations” means plowing, cultivation, planting, harvesting, and similar operations routine to most farms, but excludes chisel plowing, subsoiling, or ripping more than fifteen inches in depth, drain tile excavating, terracing, digging or driving a post in a new location other than replacing a post while repairing a fence in its existing location, and similar operations.
7. “Notification center” means the statewide notification center established in section 480.3.
8. “Operator” means a person owning or operating an underground facility including, but not limited to, public, private, and municipal utilities. An operator does not include a person who owns or otherwise lawfully occupies real property where an underground facility is located only for the use and benefit of the owner or occupant on the property.
9. “Person” means a person as defined in section 4.1, subsection 13.
10. “Underground facility” means an item of personal property owned or leased by the operator which is buried or placed below ground for use in connection with the storage or conveyance of, or the provision of services supplying water, sewage, electronic, telephonic, or telegraphic communications, electric energy, hazardous liquids, or petroleum products including natural gas or other substances, and includes, but is not limited to, pipes, sewers, conduits, cables, valves, lines, wires, manholes, and attachments to such property but does not include sanitary sewer laterals, storm sewer laterals, and water service lines providing service to abutting private properties.

480.1A Applicability — Prohibition.

This chapter applies to any excavation unless otherwise provided by law. A person shall not engage in any excavation unless the requirements of this chapter have been satisfied.

Section 480.3, Code 1991, is amended by striking the section and inserting in lieu thereof the following:

480.3 Notification Center Established — Participation.

1. a. A statewide notification center is established and shall be organized as a nonprofit corporation pursuant to chapter 504A.

(1) The center shall be governed by a board of directors which shall represent and be elected by operators, excavators, and other persons who participate in the center. The board, with input from all interested parties, shall determine the operating procedures and technology needed for a single statewide notification center and establish a notification process.

(2) In addition, the board shall either establish a competitive bidding procedure to select a vendor to provide the notification service or retain sufficient and necessary staff to provide the notification service.

(a) If a vendor is selected, the vendor contract shall be for a three-year period, which may be extended upon the approval of the board for a period not exceeding an additional three years. The terms of the vendor contract may be modified from time to time by the board and the vendor. The contract shall be reviewed, with an opportunity to receive new bids, at the end of the term of the contract.

(b) If the board retains staff to provide the notification service, the board, at the board's discretion, may review the notification service at any time and make a determination to use the competitive bidding procedure to select a vendor.

- b. Upon the selection of a vendor pursuant to paragraph “a”, the board shall notify the chairperson of the utilities board in writing of the selection. The board shall submit an annual report to the chairperson of the utilities board including an annual audit and review of the services provided by the notification center and the vendor.
 - c. The board is subject to chapters 21 and 22.
2. The board shall implement the latest and most cost-effective technological improvements for the center in order to provide operators and excavators with the most accurate data available and in a timely manner to allow operators and excavators to perform their responsibilities with the minimum amount of interruptions.
 3. Every operator shall participate in and share in the costs of the notification center. The financial condition and the transactions of the notification center shall be audited at least once each year by a certified public accountant. The notification center shall not provide any form of aid or make a contribution to a political party or to the campaign of a candidate for political or public office. In addition to any applicable civil penalty, as provided in section 480.6, a violation of this section constitutes a simple misdemeanor.

Section History: Recent form

87 Acts, ch 135, § 3; 92 Acts, ch 1103, § 3; 95 Acts, ch 112, § 1; 98 Acts, ch 1049, §1; 2002 Acts, ch 1054, §1

480.4 Required Notice — Location and Marking of Underground Facilities — Exception.

1. a. Except as otherwise provided in this section, prior to any excavation, an excavator shall contact the notification center and provide notice of the planned excavation. This notice must be given at least forty-eight (48) hours prior to the commencement of the excavation, excluding Saturdays, Sundays, and legal holidays. Notices received after 5:00 p.m. shall be processed as if received at 8:00 a.m. the next business day. The notice shall be valid for twenty calendar days from the date the notice was provided to the notification center. If all locating and marking of underground facilities is completed prior to the expiration of the forty-eight hour period, the excavator may proceed with excavation upon being notified by the notification center that the locating and marking of all underground facilities is complete. The notification center shall establish a toll-free telephone number to allow excavators to provide the notice required pursuant to this subsection.

b. A notice provided pursuant to this subsection for a location within a city shall include the following information:
 1. A street address or block and lot numbers, or both, of the proposed area of excavation.
 2. The name and address of the excavator.
 3. The excavator's telephone number.
 4. The type and extent of the proposed excavation.
 5. Whether the discharge of explosives is anticipated.
 6. The date and time when excavation is scheduled to begin.
 7. Approximate location of the excavation on the property.

8. If known, the name of the housing development and property owner.

c. A notice provided pursuant to this subsection for a location outside a city shall include the following information:

1. The name of the county, township, range, and section.
2. The name and address of the excavator.
3. The excavator's telephone number.
4. The type and extent of the proposed excavation.
5. Whether the discharge of explosives is anticipated.
6. The date and time when excavation is scheduled to begin.
7. Approximate location of the excavation on the property.
8. If known, the quarter section, E911 address and global positioning system coordinate, name of property owner, name of housing development with street address or block and lot numbers, or both.

d. For purposes of the requirements of this section, an excavation commences the first time excavation occurs in an area that was not previously identified by the excavator in an excavation notice.

e. At the time of giving notice to the notification center pursuant to this subsection, an excavator shall use white paint, white flags, white stakes, or a combination thereof, to mark the proposed area of excavation, unless one of the following applies:

- (1) The precise location, direction, size, and length of the proposed excavation area can be clearly and adequately defined and described during the call to the notification center or during an onsite preconstruction meeting.

- (2) Electronic means of white-lining is supported by the notification center and used by the excavator.
 - (3) Physical premarking can be shown to be impractical.
2. The notification center, upon receiving notice from an excavator, shall immediately transmit the information contained in the notice to each operator in the area of the proposed excavation and provide the names of all operators in that area to the excavator. The notification center shall assign an inquiry identification number to each notice and shall maintain a record of each notice for at least six (6) years from the date the notice is received. The notification center shall not assess an operator who requests in writing not to receive a notification of its own excavations for any portion of the costs associated with such excavations.
 3. a. (1) An operator who receives notice from the notification center shall mark the horizontal location of the operator's underground facility and the excavator shall use due care in excavating in the marked area to avoid damaging the underground facility. The operator shall complete such locating and marking, and shall notify the notification center that the marking is complete within forty-eight (48) hours after receiving the notice, excluding Saturdays, Sundays, and legal holidays, unless otherwise agreed by the operator and the excavator. No later than the expiration of the forty-eight hour period, excluding Saturdays, Sundays, and legal holidays, the notification center shall notify the excavator of the underground facility locating and marking status, or the failure of the operator to notify the center the locating and marking is complete. The locating and marking of the underground facilities shall be completed at no cost to the excavator. If, in the opinion of the operator, the planned excavation requires that the precise location of the underground facilities be determined, the excavator, unless otherwise agreed upon between the excavator and the operator, shall hand dig test holes to determine the location of the facilities unless the operator specifies an alternate method.

- (2) The marking required under this subsection shall be done in a manner that will last for a minimum of five (5) working days on any nonpermanent surface, or a minimum of ten (10) working days on any permanent surface. If the excavation will continue for any period longer than such periods, the operator shall remark the location of the underground facility upon the request of the excavator. The request shall be made through the notification center.
- (3) Unless otherwise agreed by the operator and excavator in writing, no excavation shall be performed within twenty-five feet of an underground natural gas transmission line as defined in 49 C.F.R. pt. §192.3 unless a representative of the operator of the underground natural gas transmission line is present at the planned excavation area.

This requirement shall not apply, however, when a representative of the operator fails to be present at the proposed excavation area at the time work is scheduled to commence or as otherwise agreed by the operator and the excavator in writing. In this event, the excavator shall notify the operator that the representative failed to appear, and excavation operations can begin, provided the excavator uses due care to avoid damaging the underground facilities.

b. An operator who receives notice from the notification center and who determines that the operator does not have any underground facility located within the proposed area of excavation shall notify the notification center, concerning this determination within forty-eight hours after receiving the notice, excluding Saturdays, Sundays, and legal holidays. No later than the expiration of the forty-eight hour period, excluding Saturdays, Sundays, and legal holidays, the notification center shall notify the excavator that the operator does not have any underground facilities within the proposed area of excavation.

c. For purposes of this chapter, the “horizontal location

of any underground facility” is defined as including an area eighteen (18) inches on either side of the underground facility.

(d) For the purposes of this chapter, notifications provided to the excavator by the operator or by the notification center shall be provided in a consistent manner to be established by the board.

4. An excavator is responsible for preserving the markings required in subsection 3 at all times during the excavation. If the markings will be destroyed or otherwise altered during the excavation, the excavator must establish suitable reference points which will enable the excavator to locate the underground facility at all times during the excavation.
5. The operator shall mark the location of any underground facility to conform with the uniform color code established by the American public works association’s utility location and coordination council.
6. The only exception to this section shall be when an emergency exists. Under such conditions, excavation operations can begin immediately, provided reasonable precautions are taken to protect the underground facilities. The excavator shall notify the notification center of the excavation as soon as practical.

480.5 Damage to Underground Facility — Report to Operator.

An excavator shall, as soon as practical, notify the operator when any damage occurs to an underground facility as a result of an excavation. The notice shall include the type of facility damaged and the extent of the damage. If damage occurs, an excavator shall refrain from backfilling in the immediate area of the underground facilities until the damage has been investigated by the operator, unless the operator authorizes otherwise.

If the damage results in an emergency, the excavator shall

take all reasonable actions to alleviate the emergency including, but not limited to, the evacuation of the affected area. The excavator shall leave all equipment situated where the equipment was at the time the emergency was created and immediately contact the operator and appropriate authorities and necessary emergency response agencies.

480.6 Civil Penalties.

1. A person who violates a provision of this chapter is subject to a civil penalty as follows:
 - a. For a violation related to natural gas and hazardous liquid pipelines, an amount not to exceed ten thousand dollars for each violation for each day the violation continues, up to a maximum of five hundred thousand dollars.
 - b. For a violation related to any other underground facility, an amount not to exceed one thousand dollars for each violation for each day the violation continues, up to a maximum of twenty thousand dollars.
2. The attorney general, upon the receipt of a complaint, may institute any legal proceedings necessary to enforce the penalty provisions of this chapter.
3. All amounts collected pursuant to this section shall be remitted to the Treasurer of State, who shall deposit the amount in the general fund of the state.

480.7 Injunction.

Any affected person may make application to the district court for injunctive relief from any violation of this chapter.

480.8 Local Ordinances and Regulations Unaffected.

This chapter does not affect or impair any local ordinances or other provisions of law requiring permits to be obtained before excavation. However, a permit issued by any governing body does not relieve the excavator from complying with the requirements of this chapter,

unless the governing body is the excavator and the governing body and the operator have agreed in writing to waive notification under this chapter. However, such an agreement shall not be considered in the issuance of any required permit.

Sec. 9. Section 479.47, unnumbered paragraph 2, Code 1991, is amended by striking the paragraph.

Sec. 10. Section 479A.26, unnumbered paragraphs 2 and 3, Code 1991, are amended by striking the paragraphs.

Sec. 11. Section 478.36 and 480.2, Code 1991, are repealed.

Sec. 12. This Act takes effect on January 1, 1993.

480.9 Liability for Owner of Farmland.

An owner of farmland used in a farm operation, as defined in section 352.2, who complies with the requirements of this chapter shall not be held responsible for any damages to an underground facility, including fiber optic cable, if the damage occurred on the farmland in the normal course of the farm operation, unless the owner intentionally damaged the underground facility or acted with wanton disregard or recklessness in causing the damage to the underground facility. For purposes of this section, an “owner” includes a family member, employee, or tenant of the owner.

480.10 Communications Not Precluded.

This chapter shall not be interpreted to preclude an excavator, an operator, or the notification center, from having or engaging in communications in addition to the notification requirements specified in this chapter.

UTILITY LOCATION & ORDINATION COUNCIL UNIFORM COLOR CODE



WHITE - Proposed Excavation

When excavators outline their proposed excavation area(s) in white, they can expect more precise locates, which equate to safer locates. Effective July 1, 2014, white-lining is required by law (refer to pages 3, 30 - 31 and 48 in this manual).



RED - Electric Power Lines, Cables, Conduit and Lighting Cables



YELLOW - Gas, Oil, Steam, Petroleum, or Gaseous Materials ORANGE



- Communication, Alarm or Signal Lines, Cables or Conduit BLUE -



Water, Irrigation and Slurry Lines



GREEN - Sewers and Drain Lines



PURPLE - Reclaimed Water



PINK - Temporary Survey Markings

SAFETY AND DAMAGE PREVENTION

When excavators fail to notify the Iowa One Call System prior to engaging in excavation-related activities, they are not only breaking the law, they are also risking the well-being of Iowans and the vital underground facilities infrastructure.

Prior to disturbing the earth, all excavators (professional and private) must make notification to the Iowa One Call System. Failure to do so is a violation of Iowa Code, Chapter 480 and subjects the violator to serious civil penalties, including fines as high as \$500,000.

There is never a reason why an excavator should fail to notify the Iowa One Call System prior to engaging in any activities that entail disturbing the earth. Iowa law defines an excavation as "an operation in which a structure or earth, rock, or other material in or on the ground is moved, removed, or compressed, or otherwise displaced by means of any tools, equipment, or explosives and includes, but is not limited to, grading, trenching, tiling, digging, ditching, drilling, augering, tunneling, scraping, cable or pipe plowing, driving, and demotion of structures." This includes replacing a driveway, grinding tree stumps, pounding stakes/post into the ground, removing/replacing sod and other activities that disturb the earth (in or on the ground).

For the complete legal definition of Excavation, refer to the Underground Facilities Information Act (Iowa Code, Chapter 480) listed at the back of this manual, beginning on page 40.



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