



EXCAVATOR HANDBOOK

www.indiana811.org

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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. The Indiana legislature enacted the Damage to Underground Facilities Act (Indiana Code 8-1 Chapter 26) which took effect on January 1, 1991 and was substantially modified and made effective July 1, 2009. Specific reference should be made to this Act for the duties and responsibilities of the excavator and underground facility owner.

The contents of this handbook are subject to change without notice. If you have any questions, please visit our web site or call our Administration line at 317-893-1400

HISTORY

Indiana 811 was formed by the owners and operators of underground facilities in Indiana as a means of reducing damage to those facilities. Indiana 811 began operations October 1, 1981 with seven principal utility members on line. Since that time membership has grown to over 900 members. During the legislative session of 2003 the General Assembly revised the "Call Before You Dig" Law (IC 8-1-26) to require that all owners and operators of underground facilities become a member of Indiana 811 before August 31, 2004. The Law was also enhanced in 2009 to add penalties for certain infractions.

The INDIANA UNDERGROUND UTILITY FACILITIES DAMAGE PREVENTION ACT has been in effect since January 1, 1991. In short, the law requires all owners or operators of underground facilities to be members of Indiana 811 and all persons excavating to call Indiana 811 at least two (2) full working days, and no more than twenty (20) calendar days before digging. (See pages twenty-three (23) through forty-two (42) for a copy of IC8-1-26)

WHAT IS Indiana 811?

Indiana 811 is a not-for-profit corporation that provides contractors/excavators, homeowners, and others who may be disturbing the earth or performing demolition with a free single point of contact to call for the location and marking of underground facilities in their work area by simply dialing 811 or 800-382-5544. Indiana 811 notifies member utilities, and provides documentation between the excavator and the underground facility owners of intent to dig or demolish. Indiana 811 does not locate the facility itself.

Please be advised that calling Indiana 811 does not affect or impair local ordinances, charters, or other provisions of law requiring permits be obtained before excavating.

All calls to Indiana 811 are recorded for your protection.

Indiana 811 **Should Not** be called for any of the following reasons:

- To report any type of service outage;
- To resolve any type of utility billing problem;
- To report any excavation outside the state of Indiana;
- To request any type of facility removal or relocation. (This includes facility removals prior to demolition of building);
- To request initiation of any type of utility service.

To resolve these items, contact the facility owner directly.

Indiana 811 is open twenty-four (24) hours, seven (7) days a week to accept requests for buried line location. Emergency calls, defined by Indiana State Law as “an imminent danger to life, health, property or loss of service” will be accepted and will receive top priority. Routine work, however, requires two (2) full working days notice. Two (2) full working days notice is defined as: two (2) full working days from the time of the call. (not including weekends or State and Federal holidays). All Indiana 811 business is conducted on Eastern Daylight Savings time.

WHEN DO I USE Indiana 811?

Any time you plan to dig. Whether it's a large construction job or a small homeowner project (such as putting up a fence, planting a garden, tree or shrubs, installing a mailbox, building a home addition, deck or foundation, etc.) you should call two (2) full working days (NOT COUNTING WEEKENDS AND/OR HOLIDAYS) prior to digging. Underground facilities can be damaged or ruptured by an assortment of digging tools. A small bend, scrape or dent can create problems months later. The ramifications of damaged equipment and interrupted service are serious. Loss of natural gas, 911 and data circuits, water, sewer or electricity can leave communities without such vital services as police, fire and medical protection. When damaged, these vital services can endanger health, property and public safety. They can also be expensive and time consuming to repair.

PREPARING LOCATE REQUESTS

**SAVE TIME!!
ENTER YOUR REQUESTS ONLINE**

INDIANA 811 OFFERS A PROGRAM CALLED “WEB TICKET ENTRY” WHICH ALLOWS USERS TO ENTER THEIR REQUESTS FROM A REMOTE SITE VIA THE INTERNET DIRECTLY INTO OUR COMPUTER SYSTEM. FOR FURTHER INFORMATION, PLEASE VISIT OUR WEBSITE AT:

<http://www.indiana811.org>

Indiana 811 Damage Prevention Specialists (DPS's) are professionally trained to obtain specific information concerning locate requests. When you call 811 or 1-800-382-5544, the specialist enters your information into a computer software program and, therefore, the order of the questions is preset. There is a definite reason for each question asked. This section will provide a brief explanation of the reason for each.

Preparing a locate request is easy if the caller is “prepared” to answer all questions. Preparation is the key. The best way to prepare to make a call is to use the following form to make sure all information is ready **before** contacting Indiana 811.

PHONE NUMBER _____

CALLER NAME _____

MOBILE # _____

FAX # _____

CONTRACTOR NAME _____

CONTRACTOR ADDRESS _____

COUNTY _____ TOWNSHIP _____

SUBDIVISION _____ LOT # _____

STREET ADDRESS _____

CROSS STREET _____

SECOND CROSS STREET _____

CITY/TOWN _____

TYPE OF WORK _____

EXTENT OF WORK _____

DEPTH _____ WIDTH _____

BLASTING? YES OR NO BORING YES OR NO IN THE R/O/W? YES OR NO WHITE LINING YES OR NO

START DATE _____ TIME _____

Below is a brief explanation of each question asked by Indiana 811 Damage Prevention Specialists

- YOUR PHONE NUMBER. If you have called Indiana 811 previously, your phone number is used to activate a computer database which will fill in the answers for all of the questions through “contractor address”.
- CALLER NAME/TITLE. The caller’s name and title are taken in order to maintain records of all locate requests. This information is also helpful in the event it is necessary to contact someone for further information.
- COUNTY/TOWNSHIP. The county and township are needed to identify where the job site is located. Indiana 811 accepts calls for 92 counties and uses this information to identify which members are to be notified. If you don’t have this information, contact the local tax accessor. A tool is also available on our web site www.indiana811.org
- SUBDIVISION/LOT NUMBER, CITY OR TOWN. This information is utilized by the member utility to determine where the job site is located. If you are excavating in a new subdivision please be prepared to give us an existing intersection as well.
- STREET ADDRESS OF WORK SITE/CROSS STREET Indiana 811 also uses the street address, street name and nearest intersection (Cross Street) to identify which members are to be notified. Including nearest cross street will increase the utility’s ability to locate the designated area. The following are examples of proper information when identifying the location of the job site:
 - ◆ 6357 East Willow Pointe Boulevard. Nearest cross street is Castleway Court. (Digging at the address)
 - ◆ East Willow Point Boulevard & Castleway Court. (Digging at the intersection)
 - ◆ On East Willow Point Boulevard, between Castleway Court and Knue Road. (Digging on East Willow, between Castleway and Knue)

Indiana 811 operating procedures require that a separate ticket be filed for each job site. The limits in footage on a single ticket are 1,500 linear feet within an incorporated area and 2,500 linear feet in an unincorporated area (IC 8-1-26-15(e)(1) and (2)). The locate request must be for a single street or road (by name) and **cannot turn a corner**. A locate request cannot cover an entire sub-division. The marking instructions must remain consistent. A single locate request can include up to five (5) addresses on one locate request on a street inside an incorporated area as long as the footages do not exceed 1,500 feet. A locate request may have up to five (5) addresses on one locate request on an unincorporated street as long as the total footage does not exceed 2,500 feet. The addresses must be listed individually – 501, 503, 507– etc. the term “through or thru” cannot be used. The addresses must be on the same side of the street – a separate locate request must be used to indicate a locate request on the other side of the street or road.

Indiana 811 will not accept any “blanket” facility locates requests – the caller must ask for each specific address. For an example, a gas main construction which runs from Lexington Parkway to North Dale Street on University Avenue, then from University Avenue to West Minnesota Ave., on North Dale St, would need to be filed on two separate tickets and described as follows.

Ticket #1: On University Ave., from Lexington Parkway to North Dale St.

Ticket #2 On North Dale Street, from University Ave to Minnesota Ave.

- SECOND CROSS STREET.

- **TYPE OF WORK.** Field locators need to know the specific reason for excavation. The DPS, therefore, needs to identify the specific reason for the work as compared to the work method. For example, “installation of a sanitary sewer lateral” is much more helpful than “digging for a sewer line”.
- **EXTENT OF WORK.** After identifying the location of the job site, The DPS will identify what portion of the job site is to be marked out. In all cases, Indiana 811 is looking for a description of the area to be marked out. The DPS will not accept instructions to mark a specific facility (i.e. “mark the gas line at this address”).

After all information is verified, Indiana 811 will issue a ticket number. It is very important to keep this ticket number as future inquiries concerning the ticket can be made only if the ticket number is available. Indiana 811 will read a list of member underground facility operators who will receive this ticket. Although IC 8-1-26-15(a) requires all operators of underground facilities to be members of Indiana 811, some are not. For your safety, it is recommended that non member facility operators be contacted by you directly.

If the information is incomplete, answering attendants will note that the information obtained is the best available. The locate request will still be transmitted. Underground facility operators, however, may need additional information before locating their facilities and, if so, the start date may be delayed until the required information is provided.

Whitelineing is the process of marking the location of your excavation with white flags or paint to clearly identify the exact location of where you intend to dig. With the law change in 2009 whitelineing is now required when you can not, at a minimum give the following information. A street address, A legal description of the location, or A highway location using mile markers or cross streets.

WHAT HAPPENS AFTER I CALL?

After the facility locate request is taken, it is processed by our computer software. The information contained in the location request determines which Indiana 811 members have facilities in the area and the computer then sends a facility locate request message to the member company.

INDIANA 811 MEMBER COMPANIES operate on the premise that if you give them proper advance notice (two (2) full working days notice, not counting Saturdays, Sundays or holidays) and they have facilities in the area where you intend to dig, they will respond and mark these facilities sometime within the 2 full working days.

Some utilities will respond and mark the area “clear”, and others will call to say they're clear. If it has been two (2) full working days and not more than twenty (20) calendar days since your original call and you're convinced that a utility, who has not responded, has facilities where you intend to dig, call Indiana 811 back and another location request will be sent to that utility. This call will be classified as a “second notice” and will receive priority.

ARE ALL UNDERGROUND FACILITY OWNERS MEMBERS OF INDIANA 811?

No, not yet. Even though the law now requires them to belong, some underground facility owners have opted not to participate. However, IC 8-1-26-22 states that; (c) It is a defense to an action brought under this chapter if an operator fails to comply with the duties imposed under this chapter. In short this means if an excavator hits a non-members facilities he has a built in defense for refusal to pay for the damages done to the non-members facilities. As of December 31, 2009 facility owners that do not maintain membership in Indiana 811 will be subject to a fine of up to \$100 a day.

MAY I DIG AFTER THE TWO FULL WORKING DAY ADVANCED NOTICE?

Yes. However, you have an obligation to dig in a reasonable and prudent manner, taking all necessary and required measures to avoid damaging underground facilities. This includes hand exposing if the digging is within 24 inches either side of the underground facility. If there are unmarked facilities in the area please call us back, give the agent

your ticket number and we will “second notice” the locate request. This does not require an additional 2 working days notice.

EXAMPLES of TWO FULL WORKING DAYS NOTICE

Two (2) full working days notice is defined as: two (2) full **working** days from the time of the call. (**Not including weekends or holidays**). For calls placed after hours (between 6:00pm & 7:00am weekdays, 24 hours weekends and holidays), proper legal notice will be 48 hours from 7:00am on the next business day.

Examples:

1. Caller places a call at 10:00am Monday. (Monday is not a holiday)
 - Proper legal notice is anything after 10:00am on Wednesday.
2. Caller places a call at 8:30pm Tuesday night.
 - Proper legal notice is anything after 7:00am Friday.
3. Caller places a call at 2:30 PM Saturday. (Monday is a holiday)
 - Proper legal notice is anything after 7:00am Thursday.

The requesting party shall not dig prior to facility locates being performed and is responsible for any damages that occur before the proper 2 full working days legal notice has past.

WHAT FACILITIES ARE MARKED?

INDIANA 811 MEMBERS will only mark the facilities they own or operate.

Indiana 811 member companies do not locate individuals' private lines or facilities (house to garage/out buildings, meter to house, gas lights, gas grills, etc.).

After receiving and screening the locate request, each underground facility member will perform a facility locate to enable the excavator to easily recognize the location of buried facilities. Underground facility members will mark or otherwise identify facilities according to the following color codes in accordance with Damage to Underground Facilities, Indiana Code 8-1-26-18.



WHAT IS A LOCATE REQUEST NUMBER?

A dig number identifies the specific facility locate request you had initiated. It is important that you write this number down and keep it with your records. As of July 1, 2009 Indiana 811 keeps this information on record for seven years. The number is broken down like this.

(YYMMDDNNNN) The last 4 numbers represent the number of locate requests taken so far that day.

HOW LONG IS A REQUEST VALID

Indiana Code 8-1-26 states twenty (20) calendar days from the time you initiated the facility locate request. However if excavation is delayed or any outside factors (such as weather, etc.) results in marks/stakes being removed or indistinguishable, call Indiana 811 to have the area remarked - please refer to previously received dig number.

The excavator is expected to honor all time/marketing requirements and dig in a reasonable and prudent manner, taking all reasonable and required precautions to avoid damaging underground facilities.

WHAT SHOULD I DO IF I DAMAGE AN UNDERGROUND FACILITY?

According to IC 8-1-26-21. If there is a damage to an underground facility, you must immediately upon discovery of the damage, notify the operator of the facility and Indiana 811 of the location and nature of the damage. Allow the operator of the facility reasonable time to accomplish necessary repairs before completing the excavation or demolition in the immediate area of the facility.

A person responsible for an excavation or a demolition operation that results in damage to an underground facility permitting the escape of flammable, toxic, or corrosive gas or liquid shall: Immediately upon discovery of the damage, notify the utility operator, Indiana 811 and local police and fire departments having jurisdiction in the area. Additionally, take other action necessary to protect persons and property and to minimize the hazards until arrival of the operator's personnel or police and fire personnel.

WHAT IS A JOINT MEET?

A Joint Meet is a meeting to exchange information such as maps, plans, or schedules, and to openly discuss the project. **It is not a locating session.**

These activities lead to the development of plans with Indiana 811 member companies for locating their underground facilities prior to excavating. When requesting a "Joint Meet" please give a brief description of the work and where it will be done. Joint meets require two full working days notice. From the time of the joint meet, Indiana 811 members will have an additional two full working days to complete the marking of their facilities.

A Joint Meet does not meet the minimum requirements of a locate request by Indiana State Law

WHAT IS AN EMERGENCY LOCATE REQUEST?

Indiana State Law IC 8-1-26-19 defines an emergency as: an imminent danger to life, health, property or loss of service.

Poor Planing does NOT Constitute an Emergency. After July 1, 2009 a person who submits a false emergency to Indiana 811 will be subject to a fine of up to \$1,000 for each occurrence.

An emergency locate request call is processed by our software immediately.

If a member (s) does not respond in a reasonable amount of time, call the member company or Indiana 811 back. Indiana 811 will send another request to the member (s) not responding. Indiana 811 will also call the members' personnel directly to request their timely response.

WHAT SHOULD I DO IF I DISCOVER UNKNOWN UNDERGROUND FACILITIES?

If unknown underground facilities are discovered call Indiana 811 and explain the situation. If necessary, Indiana 811 will notify member companies with facilities in that area.