



811- One Call



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What is One-Call?

- April as National Safe Digging Month serves as an opportunity to remind everyone that the intent of the **811 - One-Call** process is to prevent:
 - damage to subsurface facilities
 - loss of service, and most importantly
 - injuries or deaths which can result at the time facilities are struck, or failure of facilities at a much later date.





What is 811 – One Call?

- A mandated - nationwide - process for avoiding excavation related damages to subsurface facilities (mainly utilities)
- The process includes facility owners, excavators, facility locators and One-Call Centers
- Process starts with excavators contacting One-Call Centers and providing them with information related to intended excavations, such as:
 - *Scope of work and excavation method*
 - *Area where excavations will be performed*
 - *Date when work will start*
 - *Contact information for excavator representative(s), etc.*





Relationship between One-Call and 811

- There are two One-Call Centers in California:
 - **Underground Service Alert (USA North)** covers northern California (Oregon Border down to Kern and San Luis Obispo counties)
 - **Dig Alert** covers Los Angeles, Santa Barbara, Inyo and San Bernardino counties south to the Mexican Border.
- Each One-Call Center can receive notifications through its own 800 phone number; the **811** nationwide number system which automatically routes calls to the correct center; as well as, electronic ticket notification.
- Each One-Call Center is funded by its membership.





What is One-Call?

- California Government Code 4216 (GC 4216) governs and defines the One-Call process.
- GC 4216 requires sub-surface facility owners to be members of all One-Call Centers which cover areas where their subsurface facilities are located.
- Entities exempted from GC 4216:
 - Caltrans
 - operators of non-pressurized sewers, drain lines, and storm drains
 - owners whose facilities are located entirely on their property
- The One-Call process in California is **free** to the excavator.





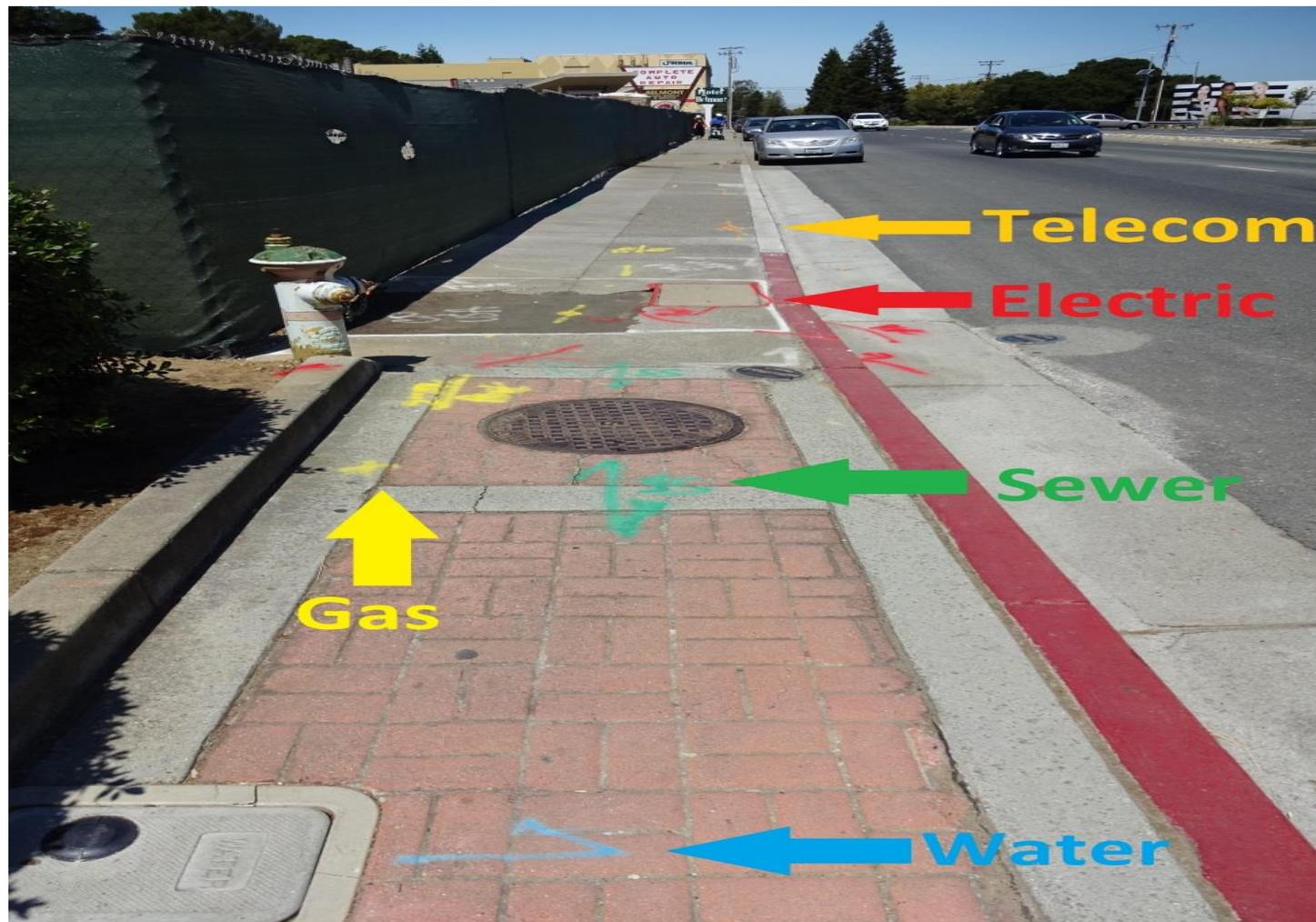
What is One-Call?

- Excavators must notify One-Call Center at least two business days before excavating
- The One-Call Centers convey the notification to members who may have facilities in the excavator's indicated work area
- Within two business days, members must mark the approximate location of subsurface facilities, confirm area is clear of their facilities, or obtain other agreement from the excavator
- Each excavator must take steps to protect subsurface facilities while excavating and report any damages





Standard Color Markings for USA Locates





Consequences of Improper Practices

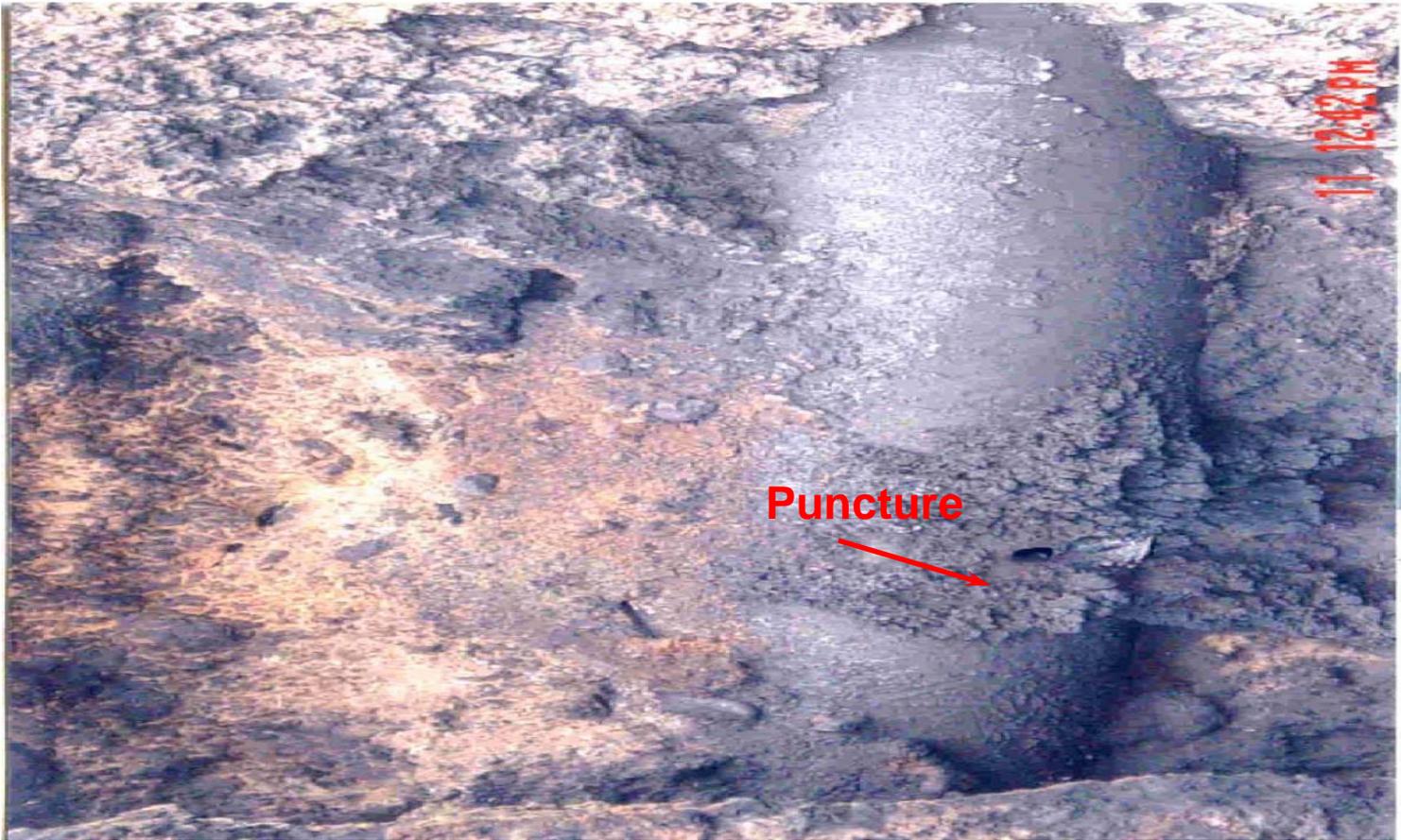


Near Madera – 8-inch Gas Line
August 2003





Consequences of Improper Practices



Walnut Creek - Kinder Morgan LS 16 pipeline with through-wall puncture – November 2004.

Photo Courtesy of CalOSHA





Consequences of Improper Practices



Fresno 2015





Value of One-Call

- Common Ground Alliance (CGA) nationwide statistics indicate that in 2016, 276,000 damages were reported, while it is estimated that 379,000 may have occurred in 2016 and 675,000 in 2004
- By 2016, the nationwide rate of damages caused by ‘Notification NOT Made’ declined from 57% in 2004 to 31% in 2015 and then to 16% in 2016





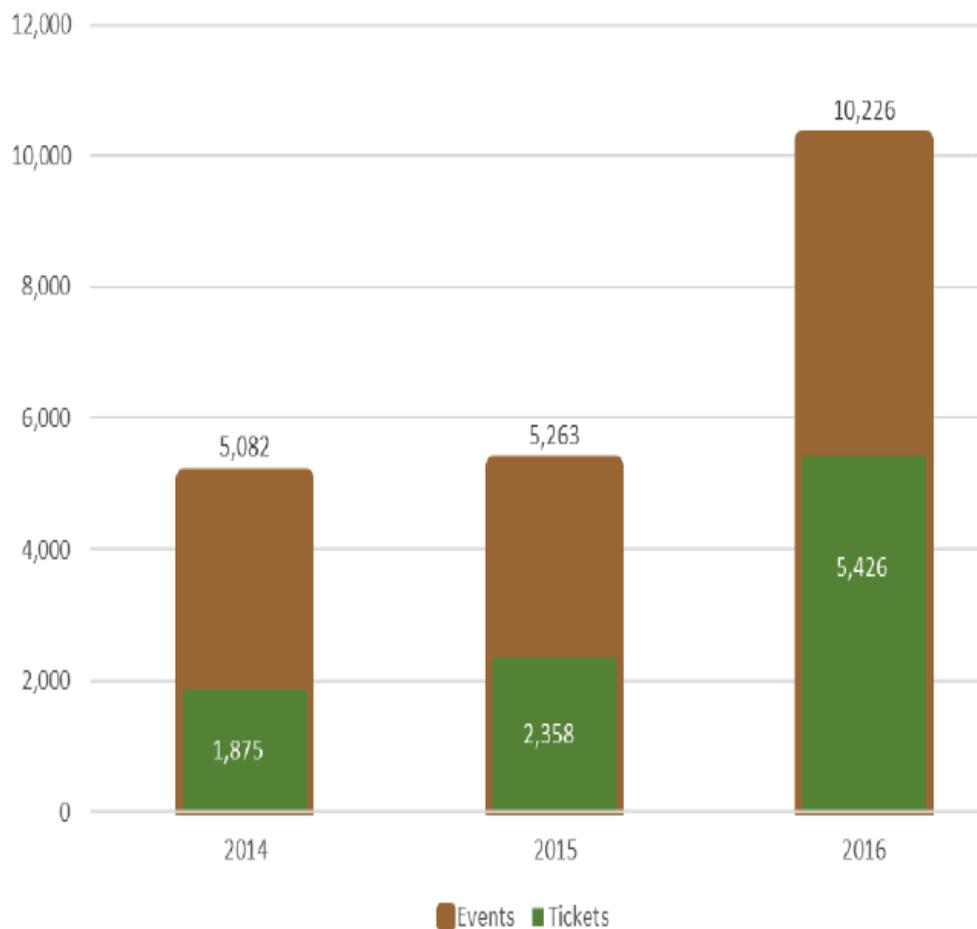
Value of One-Call

In 2013, AB811 provided for voluntary reporting of events (damages, near misses, and other violations) to One-Call Centers. One-Call Centers analyze the reported data and issue reports detailing California-wide statistics related to annual excavation activity and reported events.





Incident Events with Tickets



2014 – 63% No Ticket

2015 – 55% No Ticket

2016 – 47% No Ticket

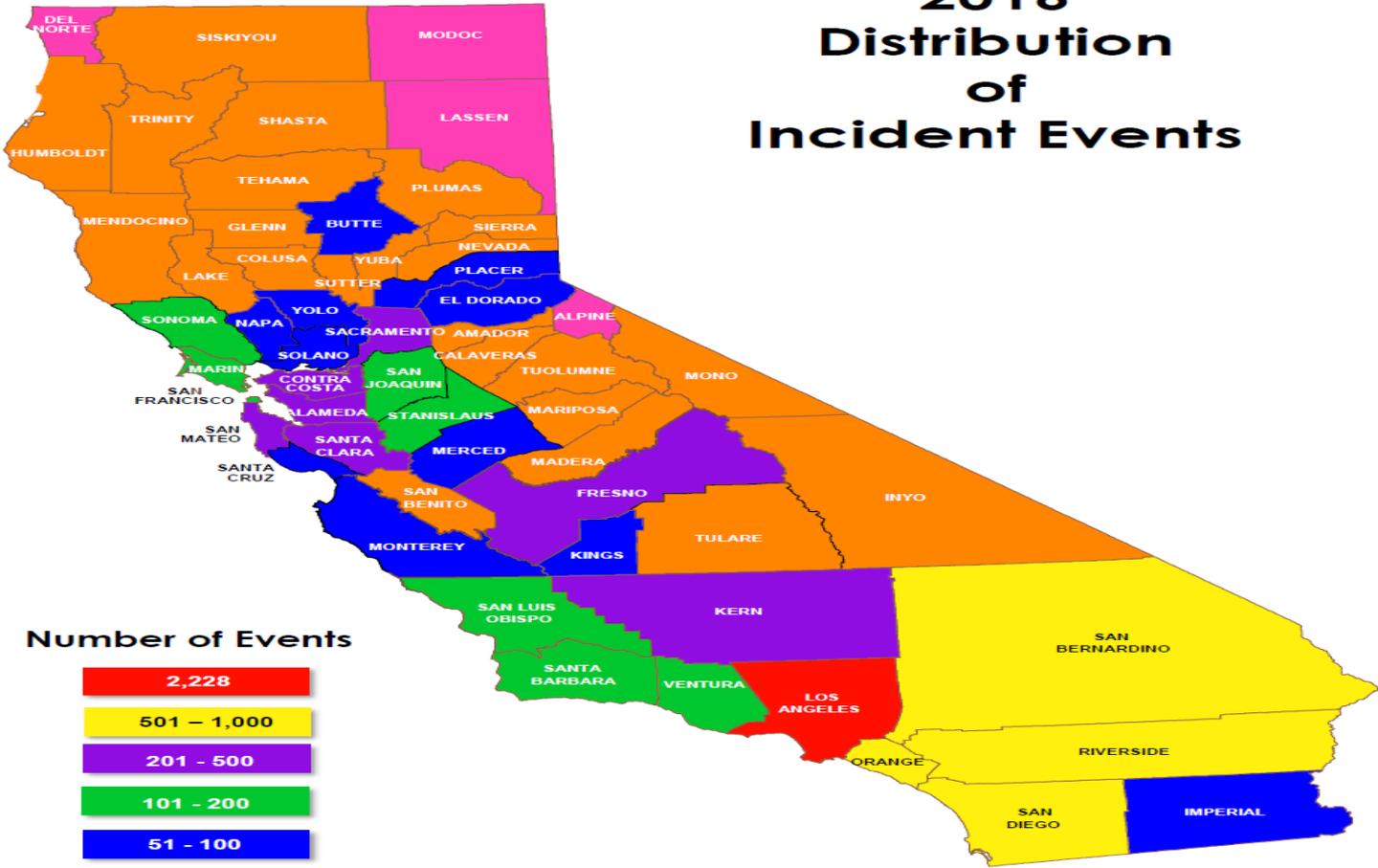
Source: 2016 CARCGA Incident Event Report





Events Distributed by County

2016 Distribution of Incident Events

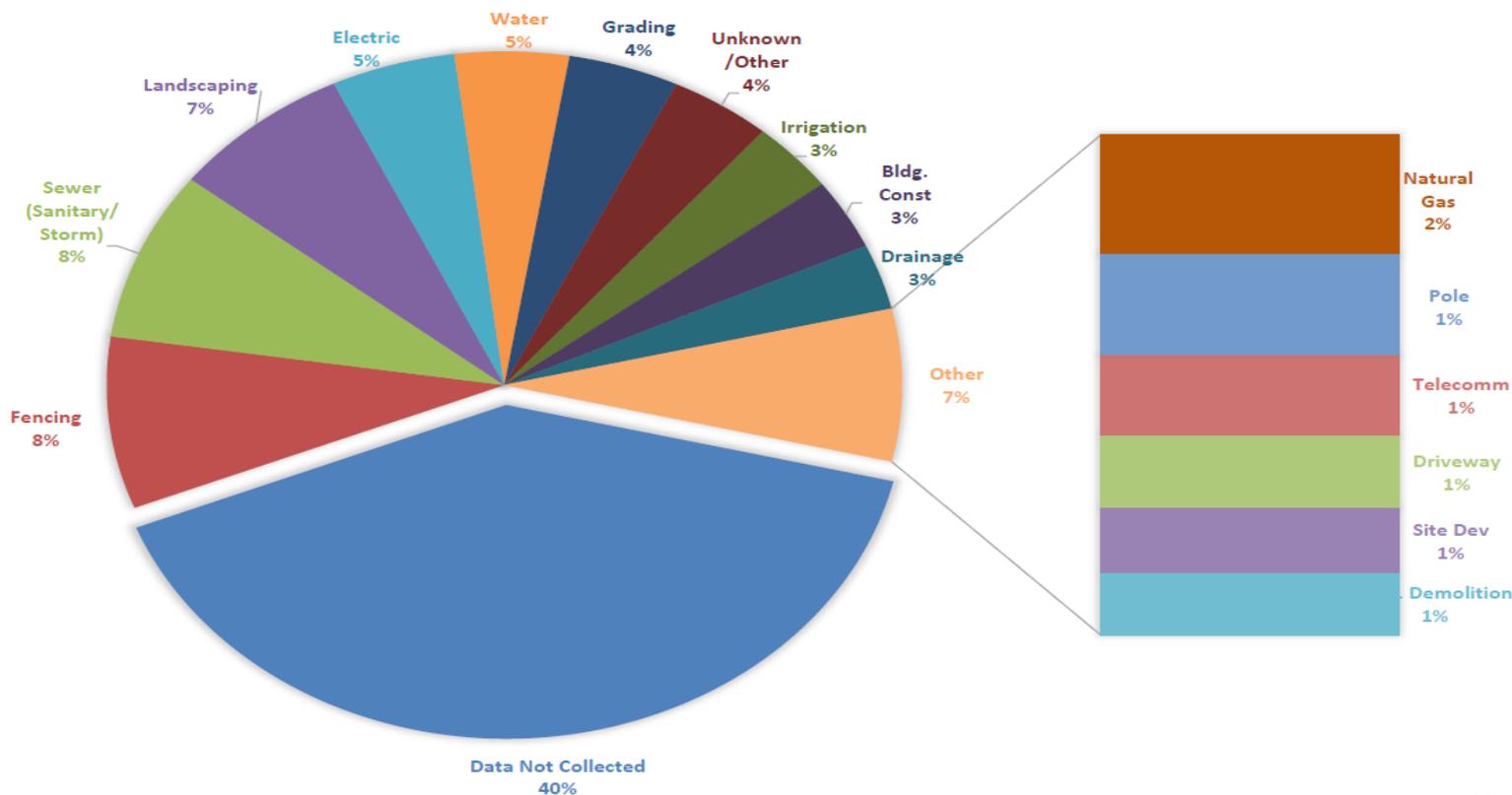


Source: 2016 CARCGA Incident Event Report





Type of Work Done – No Ticket



Fencing, Sewer, and Landscaping activities represent the largest percentage of collected data reported for the type of work, being done with no USA Ticket, leading to an event

Source: 2016 CARCGA Incident Event Report





Enforcement Of Government Code Section 4216 (California's One-Call Law)

- In late 2016, Governor Brown signed Senate Bill 661, which created and empowered a nine member California Underground Facilities Safe Excavation Board (Board), assisted by the Office of the State Fire Marshall and funded by the Safe Energy Infrastructure and Excavation Fund (SEIEF), to enforce GC 4216 requirements, develop standards, coordinate education and outreach activities, and investigate possible violations of GC 4216





Enforcement Of Government Code Section 4216 (California's One-Call Law)

To date, the Board has held three meetings:

- January 9, 2018 – Meeting centered on Board Training and Policies
- February 22-23, 2018 – Workshop Meeting which examined incident reporting and baseline safety assessment
- April 19, 2018 – Meeting which discussed current outreach and education activities and the need for better coordination of these efforts. The Board also approved three resolutions





Enforcement Of Government Code Section 4216 (California's One-Call Law)

Resolutions approved at the April 19, 2018 Board Meeting:

- Resolution 18-04-01 – Seeking legislative support to authorize Board inspections prior to the July 1, 2020 date currently in code
- Resolution 18-04-02 – Seeking legislative support to extend repayment date for start-up loans from July 1, 2019 to July 1, 2021
- Resolution 18-02-03 – Seeking authorization to open rulemaking proceedings related to the calculation and collection of fees, from members of the One-Call Centers, for the Board's operations and loan repayment





Enforcement Of Government Code Section 4216 (California's One-Call Law)

- CPUC oversees many of the subsurface utility facilities in California including natural and propane gas, electric, communications, and investor owned water and sewer
- CPUC staff has long been active on various state and industry committees working to find ways to improve excavation practices and laws.
- Recent changes to GC 4216 do not alter the CPUC's ability to continue investigating reportable incidents submitted by its jurisdictional utilities, nor its ability to take enforcement actions against these entities. CPUC staff will continue to liaison with the Board as it begins to develop and implement its enforcement processes





In Summary

- **811 – One Call** is an industry-wide process which works to prevent:
 - damage to subsurface facilities
 - loss of service, and most importantly
 - injuries or deaths which can result when facilities are struck or damaged
- Recent changes to GC 4216, which establish and empower the Board to address GC 4216 violations, should help reduce future damages to subsurface utility facilities

