

IOWA 811

ONE CALL

The Official Newsletter of Iowa One Call

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Excavator

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WHAT'S UP BELOW



RISK MANAGEMENT: UNDERGROUND ELECTRIC FACILITIES

The tragic loss of two young contractors in Pella, Iowa, this past August is a somber reminder of how important jobsite safety is, and just how dangerous electricity can be if proper precautions aren't taken. What is known about this unfortunate incident, which is currently under investigation by multiple agencies, is that two men—Genis Urgell Rueda, 35, and Nelson Joani Figueroa, 20—were electrocuted, and a third man injured, when equipment being used during operations to install underground fiber optic communications facilities came in contact with a high-voltage underground electric line.

Today's excavators understand that the underground facilities infrastructure is extensive and continually expanding as more and more facilities are installed. The increasing commercial and residential consumer demand for electricity accounts for the ongoing installation of new underground electric transmission, distribution, and service systems. Growing demand for greater bandwidth and faster transmission speeds has necessitated an overhaul of the country's communications infrastructure, which is being replaced with fiber optic networks. Rising demand for natural gas service requires expansion of the pipeline infrastructure. For excavators who must navigate this vast framework of underground pipes, cables, conduits and wires, the stakes are high. Although crucial to conveying essential services that are critical to the public's wellbeing, underground facilities create obstacles and conflicts that can threaten



the safety of excavators who encounter them on a routine basis. Unfortunately, the routine nature of working around underground facilities can lead to complacency among excavators on the jobsite, resulting in a false sense of security.



When tragedy strikes, it always hits home and puts things in perspective.

Of the potential risks associated with coming in contact with underground facilities, the threat to personal and public safety is the greatest risk of all—yet the most popular topics raised by excavators at the Iowa One Call excavation safety meetings tend to be about liability and financial risks. Perhaps this is because there are fewer excavation/utility-related incidents involving injuries and fatalities than there are incidents involving financial liabilities, which may heighten jobsite complacency. When tragedy strikes, like the August incident in Pella, it always hits home and puts things in perspective: a stark reminder that the dangers are very real with life and death consequences. The very nature of digging into the ground where unseen obstacles abound and pose potentially serious safety risks screams, “REALITY CHECK!” “RISK ASSESSMENT IN ORDER!” “CUTTING CORNERS NEED NOT APPLY!”

Risk management is essential to safety and damage prevention, and it includes planning and preparation to avoid potential jobsite hazards. Excavators need to understand the risks



associated with their profession and maintain steadfast commitment to details and safety protocols. Being able to identify potential jobsite hazards, knowing what to do in order to avoid known hazards, and adhering to strict safety standards can help prevent tragedies.

Understanding Underground Electric Facilities

Typical Iowa electric transmission lines convey extremely high voltages that can range between 69,000 volts and 345,000 volts. Although most of these transmission lines are constructed “overhead,” some high-voltage underground electric cables are used to convey transmission-level voltages. Beyond the electric transmission system lies thousands of miles of underground electric distribution lines. It’s not uncommon in Iowa for these electric distribution systems to be energized at 13,000 volts. Branching out from these underground distribution systems are the buried service lines that carry electricity to countless homes and businesses across the state. Typically, individual residential service lines range between 120 and 240 volts, with commercial service lines ranging between 240 to 480 volts. Depending on the type of circuit used, there may be multiple electric lines per circuit, e.g., a three-phase circuit requires three separate electric service lines. It’s important to note that underground three-phase lines may not be buried side by side, or as a twisted pair, and may include as much as a foot of separation between each of the three lines.

Iowa Transmission Lines are Typically

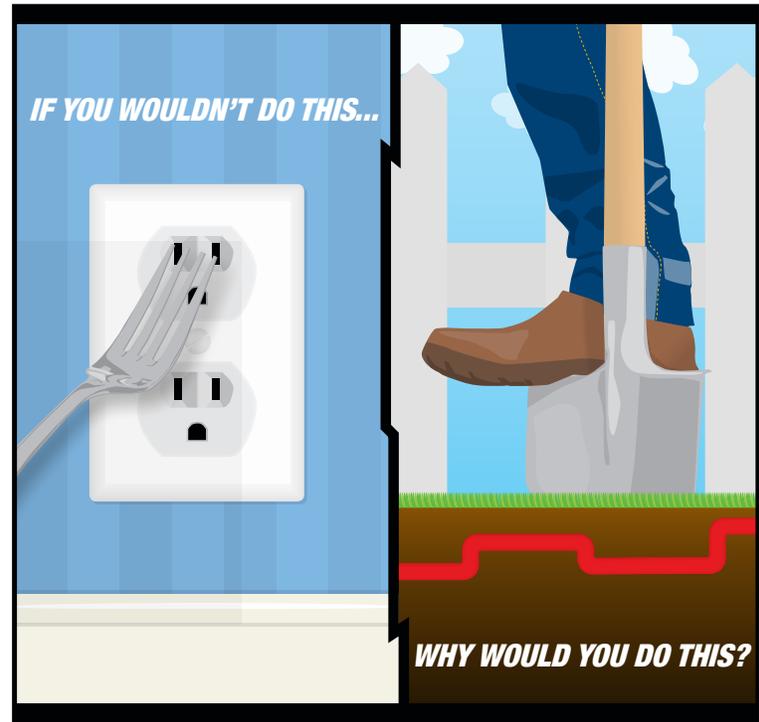
⚡⚡ 69,000 volts to ⚡⚡⚡⚡ 345,000 volts

In order to move electricity within a circuit, there must be adequate current: amperes (amps). The current in transmission, distribution and service systems is not dependent on the voltage level. It basically depends on the “demand,” or the load and distance that the electricity must handle/travel, which is why a circuit may have different values of current at different times for different places and uses. Even very little amperage can be fatal—as low as 0.2 amps. When coming in contact with a typical service line—say 120 or 240 volts—a person may become part of the load, and the circuit will provide the amps necessary to “handle the load” (to move the current through the person, who has become a pathway to ground). This is why even low voltages can be fatal. The sheer amount of energy conveyed via high-voltage lines, common in underground transmission and distribution systems, is extremely hazardous and merits extreme caution, including avoidance altogether whenever possible. It does not take direct contact with high-voltage circuits to cause severe injury. High-voltage electricity can actually jump from a circuit to a person or object in the form of an electrical arc, that person or object becoming part of the electric circuit. Excavators must exercise great caution when working near high-voltage lines and be prepared to take all necessary actions to avoid severe electric injuries and/or electrocution.

A common misconception that excavators have regarding underground electric lines is that cutting or damaging a line will automatically “trip” the circuit. In reality, a damaged or even severed line may remain energized, energizing anything that comes in contact with the line, including equipment, machinery and people, and even the ground around the damaged line. Underground electric systems are designed to trip, but a system may “interpret” a fault as a load on the circuit and then increase the current being sent to that location in order to handle the “perceived” load. When

a damaged electric line remains energized, electricity can dissipate out into the ground in waves similar to the rippling effect caused when a stone is thrown into a pond, when the water ripples out and away from the point of impact where the stone entered the water. As these electric waves “ripple” away from the source—the damaged electric line—each wave will carry different voltages (voltage difference) as the electric energy dissipates from wave to wave away from the source. This voltage difference, also known as potential difference, between two points on the ground is referred to as “step potential.” This change in potential is what threatens one’s safety. When a person steps from one potential to a different potential, it is that change in potential that can cause serious or fatal injury. Excavators need to know how to protect themselves from the dangers of step potential:

- Never assume a line or circuit has tripped. It may still be energized even if severed.
- Know that a fault may be seen as a load. (A circuit may provide additional current to the location.)
- Electricity can spread outward through the ground in a circular pattern away from the source.
- There will be differences in voltage as the electricity moves away from the source (step potential).
- Stepping from one voltage to a different voltage can be fatal.
- Equipment and machinery may become energized.
- If your machinery comes in contact with electricity and you are safe, do not exit the machinery. Remain calm until help arrives.
- If you must exit equipment or if the ground beneath you is energized, move away from the source in very slight shuffling movements or small “bunny hops,” so that both feet remain close together within the same potential. Avoid stepping one foot away from the other.



Unfortunately, it is all too common to see excavators in the field conducting excavation operations in extremely close proximity to underground electric facilities, without regard to established safety and damage prevention practices—and in some cases, without regard to the specific requirements of the law. This is likely due to jobsite complacency, misconceptions about electricity and a lack of understanding about electrical hazards. To put things in perspective, the Bureau of Labor Statistics Census of Fatal Occupational Injuries ranks electrocution as “the fifth leading cause of occupational injury death in the United States, and a particular hazard to those whose work routinely brings them into close proximity to electrical sources.” Relating specifically to the construction industry, the Occupational Safety and Health Administration (OSHA) ranks electrocution as “the third leading cause of workplace deaths in the construction industry.”

Respect the Marks

No excavation, big or small, should ever be conducted without valid underground facility locate markings. Almost every excavator understands that prior to beginning any excavation, they must first provide notice of the excavation to the Iowa One Call system. Once on the jobsite, excavators need to take extra precautions to protect and maintain the locate markings, and to establish

suitable reference points—based on the original markings—in case the markings are destroyed. The markings on the ground are an excavator’s first tool for identifying where underground facilities are located, and where excavations should be avoided. Whenever possible, excavators (and planners) should refrain from excavating, or planning excavations, near underground facilities, especially near potentially hazardous facilities like high-voltage electric systems. Moving the location of the planned excavation or, when applicable, moving the underground facility, may be the best way to mitigate the conflict and prevent serious injury.

The legal tolerance zone in Iowa for any underground facility is 18 inches horizontally on either side of the facility. This means that the horizontal location of any underground facility is an area that is 18 inches on both sides of the facility plus the diameter/width of the facility. This is the area where excavations should be avoided. Remember, too, that there may be significant variances, such as when dealing with a three-phase electric system comprised of three cables, which may have as much as a foot of separation between each cable. Unfortunately, the nature of having to work within restricted areas, such as utility easements, limits the options that many excavators and planners have, which in many cases increases the risk of coming in contact with potentially hazardous facilities.

Verify the Location of Underground Facilities

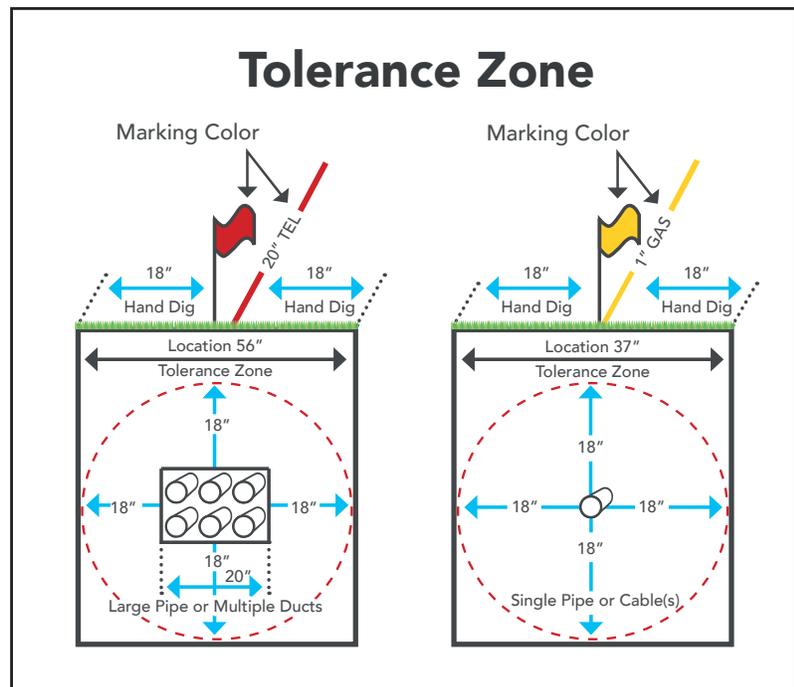
The best approach to mitigating conflicts with hazardous underground facilities is to avoid excavating too close to the locate markings.

Excavating within the tolerance zone

is not an option, and excavators should establish reasonable safety buffers between the outside ‘edge’ of the tolerance zone and where the planned excavation will occur. (It would be unwise, and potentially dangerous, to excavate directly at the edge of the tolerance zone.) Faced with limited options and physical restrictions, excavators often are left with few choices other than proceeding with extreme caution.

Expose Utilities

If there are no reasonable options available for relocating the planned excavation, the excavation must be monitored closely, and the underground facilities safely exposed at regular intervals. Use of hand-digging or vacuum excavation methods are the safest approach, but even these methods should be conducted cautiously around high-voltage electric systems. Excavators should never assume that buried cables have been installed in a straight line. Additionally, excess cable loops are often buried during the initial installation. If an excavation is being conducted with directional drilling equipment, it is imperative that due care is taken when planning a drill path parallel to an existing facility. Precise tracking of the drill head is critical to mitigating the risk of serious injury, but even more important is visual verification of where the underground facilities are located. Using the locate markings as reference, the true horizontal location and the depth of the underground facility must be verified by exposing the facility at regular intervals along the drill path (in order to maintain regular visual verification throughout the entire excavation). The drill head should always be tracked by an experienced worker/technician using a properly calibrated and tested tracking device so he/she can direct the operator steering the drilling rig. If the drill head should come in contact with a high-voltage electric line it could become energized, establishing an electric pathway along the drill rods, to the main rig and to the



operator. The ground could also become energized, jeopardizing the safety of the worker tracking the drill head.

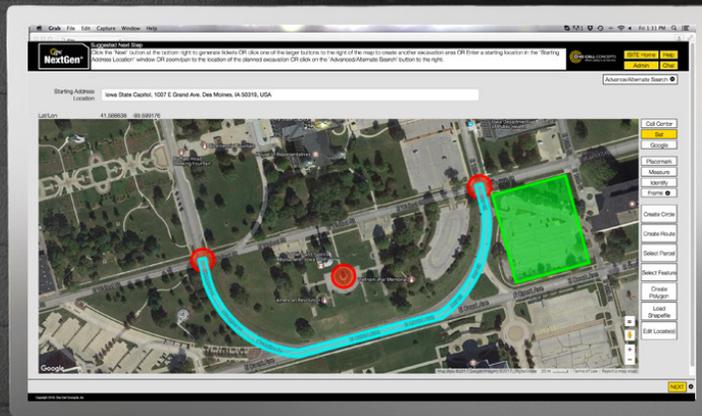
Combat Complacency

Jobsite complacency has been called safety's worst enemy. Staying informed is a critical component of combating complacency. Knowing what the potential hazards are at any given jobsite is key to risk management. Establishing safety protocols and operational procedures to mitigate known risks is the best strategy, but a strategy is only as good as the actual tactics observed and carried out at the jobsite. Knowing and understanding risks can provide a basis for establishing a safety plan, but until that plan is applied in full, and practiced on a daily basis, the margin for errors and jobsite accidents will never be optimally diminished.



Never underestimate the risks involved when excavating near underground facilities. And please, be safe!

TIPS FOR MAPPING PRECISELY AND ACCURATELY



CHECK OUT THE NEXTGEN ONLINE TICKETING TUTORIAL [HERE!](#)

1. Use the right tool for the job – ITIC NextGen offers a diverse array of mapping options to fit every scenario.
2. Don't over-map – ITIC NextGen builds the locate request from the mapping. Over-mapping a work area can result in wasted time and resources.
3. Double-check your work – use the different map views and/or Google street view to help ensure you've mapped accurately and completely.

2021 EXCAVATION SAFETY AWARENESS PROGRAM

Iowa One Call will present the 2021 Excavation Safety Awareness Program (ESAP) meetings via the Zoom webinar platform beginning the week of January 4 and continuing through the week of March 22. A comprehensive webpage will be added to the Iowa One Call website later this fall and will provide details about registration, program content, dates/times, prize drawings and more. Here is a high-level overview of what is planned:

- **NUMBER OF MEETINGS:** 12
- **TIMELINE:** One webinar per week January through March
- **IMPLEMENTATION:** Via the Zoom webinar platform. Attendees will simply click on a link to participate. (Complete instruction will be provided.)
- **REGISTRATION PROCESS:** Online registration will be handled the same way as with previous years, utilizing the Eventbrite registration tool. Simply follow the link on the Iowa One Call website's homepage (to be posted in early November).
- **INVITATION PROCESS:** Iowa One Call will send excavators, operators and other industry representatives an email with program details and a link to the online registration page. A physical mailing in the form of a postcard will be mailed out to those whose email addresses are not included on the Iowa One Call mailing list. Anyone will be able to register by visiting the Iowa One Call website, www.iowaonecall.com, after November 1.
- **PRESENTATION CONTENT:** Will feature a PowerPoint slide presentation and a video focusing on jobsite safety, recommended industry best practices, information on electric safety and an overview of Iowa's one call laws and call center protocols.
- **Q&A SESSIONS:** Attendees will be able to submit questions during the Q&A portion at the end of each webinar meeting by using the Zoom tool to type and submit questions. All questions and answers will be posted on the special 2021 ESAP webpage.
- **PRIZE DRAWINGS:** There will be prize drawings at the end of each webinar. Winners will be selected from the preregistration lists via the Zoom electronic random selection generator.





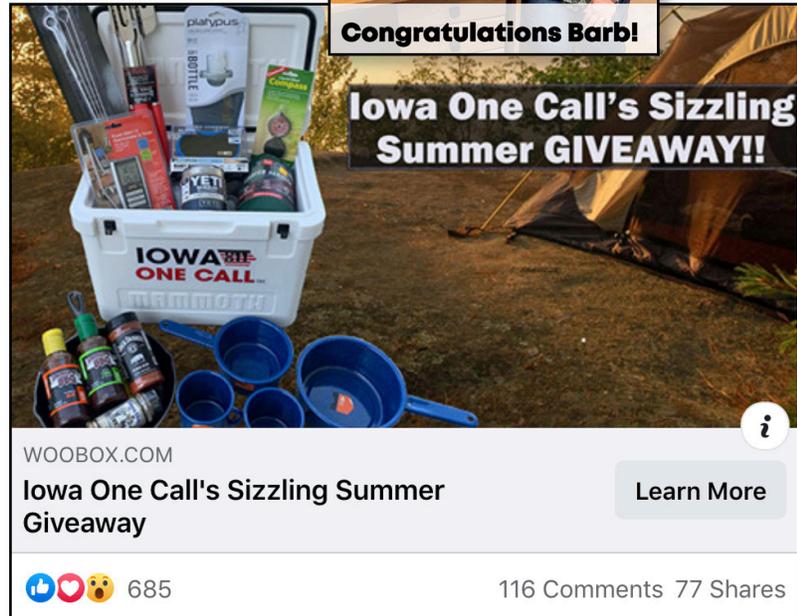
PROMOTIONS

Iowa One Call has continued our efforts toward promotions in the unprecedented year of 2020. We have seen firsthand the success that results from promotions and giveaways—specifically creating brand awareness for Iowa One Call—while having the chance to give back to our community. We strongly believe that incentivizing our followers with the chance to win a prize is a great way to promote engagement and interaction. Our latest promotion was centered around a giveaway contest on our Facebook page. The giveaway consisted of an Iowa One Call branded cooler, loaded with essential camping, grilling and outdoor gear, as you can see in the photo. For this particular Facebook promotion, we partnered with one of the leading news stations in Iowa, KCCI, to better leverage our giveaway to their more than 300,000 Facebook followers. KCCI also posted our giveaway on their website, which garners thousands of visitors each day.

The promotional event began the first week of September, ending September 30. The performance results of the individual Facebook post can be found below:



Congratulations Barb!



FACEBOOK POST

- Post engagement (likes, comments, and shares):** 2,983
- Reach:** 27,291
- New Facebook page likes as a direct result of this promotion:** 486

CONTEST ENTRY PAGE

- 7,959 total page views**
- 2,052 contest entries**

As you can see, this Facebook giveaway post performed extremely well, reaching more than 27,000 people throughout the state of Iowa and garnering just under 3,000 post engagements. We had 2,052 contest entries in total, which is a high number of participants that we were pleased to see. We had 100% positive feedback (comments) on the Facebook post, with many people expressing their excitement and gratitude for the chance to win this outdoor package.

The randomly selected winner of the cooler giveaway was Barb Lovstuen. Congratulations to Barb! For more promotions, giveaways and safe digging messages be sure to follow the Iowa One Call Facebook page at <https://www.facebook.com/iowaonecall/>.



SOCIAL MEDIA IN 2020

The purpose of utilizing our social media channels heavily is to raise awareness about why Iowa One Call exists, conveying the dangers of digging without caution to citizens across the state of Iowa. The Iowa One Call notification center operates, in short, to keep Iowans safe by preventing damages to underground facilities. Believe it or not, a staggering number of Iowans have not heard of Iowa One Call, and are not aware that it's the law to call 811 (or submit to www.iowaonecall.com) at least 48 hours prior to any digging.



42% of the U.S. labor force was working from home full-time as of June 29, 2020.

Additionally, in the year 2020, where many businesses are shut down and employees are forced to work from home due to COVID-19 restrictions, there has never been such a unique opportunity for marketers to engage with consumers on the web. In fact, according to a study conducted by Stanford University, 42% of the U.S. labor force was working from

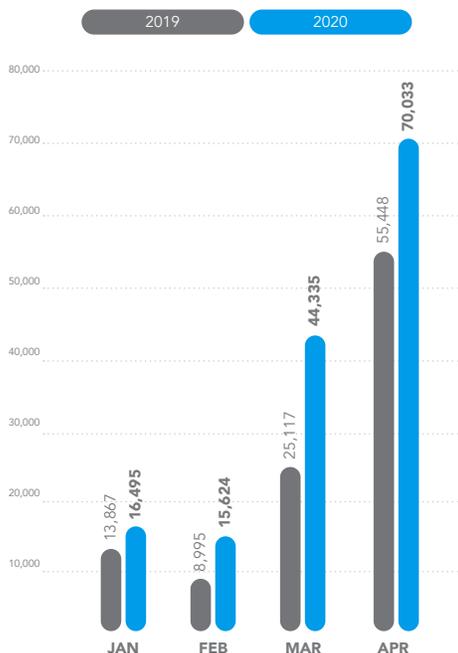
home full-time as of June 29. What's also staggering, as alluded to by Nicholas Bloom of the Stanford University Economics department, is that this enlarged group of work-from-home employees accounted for more than two-thirds of the U.S. economic activity. Regardless of how long COVID-19 remains a threat, 16% of the American workforce says they plan to work from home permanently, according to Entrepreneur magazine.

What's also noteworthy is that Iowa homeowners, along with many homeowners across the nation, have been working on DIY home improvement projects that involve digging during

the pandemic. Many of the spring projects that required digging consisted of planting a tree or shrub, installing a fence or mailbox, building a patio, deck or shed, and much more. During the beginning of the COVID-19 outbreak, Iowa One Call recorded an overall increase in homeowner inbound ticket volume as compared to last year. The increase in ticket volume is a direct result of people being forced to lock down due to the COVID-19 outbreak.

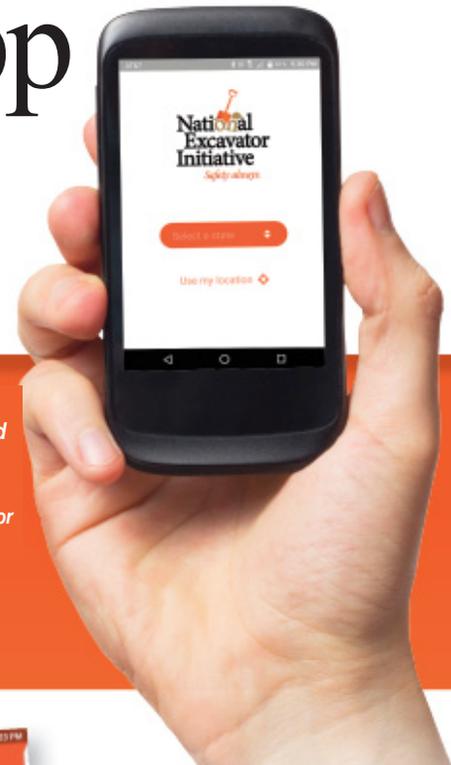


COMPARATIVE ITIC VOLUME



In summary, our team at Iowa One Call has taken advantage of this unique opportunity to reach Iowans with our messaging while many residents have been restricted to spending their time at home. It's clear that now more than ever, people are on social media looking for ways to connect with friends and family and stay engaged during these tough times surrounding the coronavirus. We have tried our best to provide fresh, entertaining content to our social media followers, while educating them on the dangers associated with unsafe digging. We continuously stress that utilizing Iowa One Call is fast, it's free, and it's the law.

INTRODUCING THE Safe Excavator App



State laws pertaining to excavation (or digging) vary – and finding the specific information you’re looking for quickly can be a challenge.

The **Safe Excavator App** makes it easy to find state-specific excavation information including the following requirements or events:

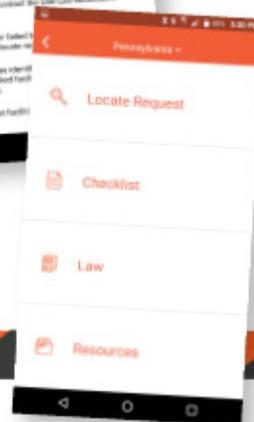
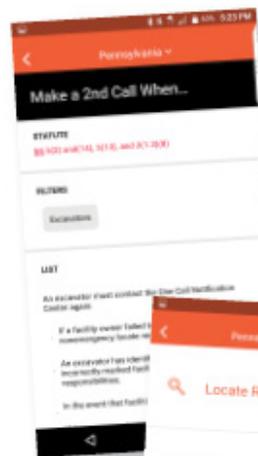
- ▼ Advance notice or wait time
- ▼ Pre-marking ('whitelining')
- ▼ 811 ticket information
- ▼ Names of local enforcement agencies and 811 call centers, also connecting you electronically to submit a locate request
- ▼ Includes safe digging tips + checklist

PLEASE CONTACT
Lindsay Sander
713.208.0273
LNS@SanderResources.com
WITH ANY QUESTIONS.



FREE to download in the App store (Apple) and Google Play (Android)

Search "safe excavator" or "safeexcavator" and look for the orange shovel



As simple as...
1...2...3!

- 1 Select a state
- 2 Pick an activity
- 3 Research your topic

www.safeexcavator.com



Know what's below.
811 before you dig.

The National Excavator Initiative is an effort to raise the awareness of a critically important program: 811.

Contacting 811 before digging is the single most critical action an excavator can take to help ensure their health and safety are protected, while at the same time preventing financial harm and environmental impact.



DERECHO 2020

On August 10, 2020, another routine Monday gearing up for the week, Iowa was unexpectedly struck by the derecho storm. The storm unleashed winds gusting up to 140 mph, equivalent to a major hurricane. According to the Des Moines Register, more than 400,000 Iowa residents lost power as a result of the derecho. Many Iowans still were without power weeks after the derecho storm hit. Cedar Rapids was among the areas hit hardest throughout the state of Iowa.

THE AFTERMATH

The aftermath of the derecho storm resulted in utility restoration efforts by utility companies for several weeks after the storm hit. Utility provider Alliant Energy was impacted the most, and MidAmerican Energy was also heavily impacted. As reported by the Des Moines Register, according to Alliant Energy VP of Business Development Joel Schmidt, 1,300 linemen, some who came from as far away as Canada, “would not rest” until power was fully restored. Schmidt said that more than 250,000 Alliant Energy customers lost power. Terry Kouba, senior VP of Utility Operations for Alliant Energy stated that the company needs to replace 2,500 downed poles from the storm—which is the equivalent to eight months of work.



Following the devastating impacts of the derecho, we at Iowa One Call communicated with excavators across the state to be mindful of any potential locating delays, as many utility locating technicians were forced to respond to a significant influx in emergencies. Widespread damage had left many Iowa communities without electricity and cell phone/landline telephone/internet services, causing an emergency response situation with an “all-hands-on-deck” mentality.

CLEANUP

Extensive cleanup efforts in Iowa were imperative due to the amount of damages resulting from the storm. Once MidAmerican Energy customers were restored, for example, the utility company was able to respond to requests of assistance from other utility companies like Alliant Energy, that were impacted the most by the storm. Through their corporate citizenship program—what is known as MidAmerican Energy CARES (which stands for community enhancement, arts and culture, environmental respect, education/STEM and safety)—more than 200 volunteers were sent to Cedar Rapids neighborhoods to assist with storm cleanup efforts. MidAmerican Energy stated that it



delivered essential supplies and storm cleanup materials to the affected areas in a donation totaling more than \$150,000.

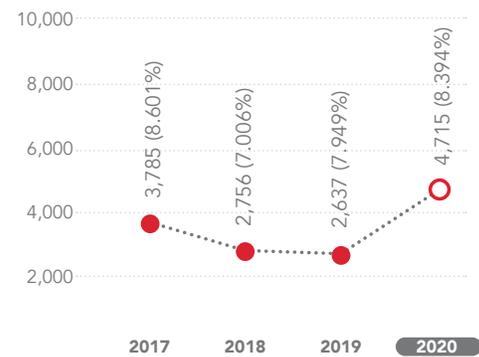
If there's one thing the great citizens of Iowa are good at, it's coming together and lending a hand during a crisis. That togetherness was displayed firsthand, as we witnessed the tireless effort of our utility workers providing aid where it was needed the most. All utility companies ensured that their customers were able to gain power back following the ravaging impacts of the derecho. Timely cleanup efforts were taken as a result of the teamwork among all utility companies. We at Iowa One Call recognize the hard work, dedication and sacrifice of the utility companies, and the linemen of said utility companies working day and night to restore all of our essential services we all so heavily rely upon. Together, we remain Iowa Strong.



IOWA ONE CALL TICKET VOLUME: COVID-19

When a national emergency was declared in March, many people might've suspected all activities, including those involving excavations, to decrease dramatically. In some states across the nation that were heavily impacted by the coronavirus, such as New York, that was the case. But for Iowa, inbound ticket volume through the Iowa One Call notification center actually increased. In fact, during the beginning of the COVID-19 outbreak in March, through the end of August, Iowa One Call recorded a 30% increase in inbound homeowner ticket volume as compared to last year. What's more, during the month of March, inbound ticket volume for homeowners in Iowa increased a staggering 527% compared to 2019. The spike in ticket volume is likely a direct result of people being forced to "lock down" at their homes from the COVID-19 outbreak. Several homeowners in Iowa and across the nation worked on their springtime DIY home improvement projects that involved digging during the pandemic. The majority of these DIY projects that required digging consisted of planting a tree or shrub, installing a fence or mailbox and building a patio, deck or shed.

HOMEOWNER TICKETS MAR 2020



Iowa One Call recorded a 30% increase in inbound homeowner ticket volume as compared to last year in March through August.

In comparison to inbound homeowner ticket volume, the inbound ticket volume across all excavations in the state of Iowa increased roughly 6% throughout the months of March through August compared to last year, and there was an increase of 36.5% in the month of March alone.

Many industries of business across the globe, like the travel industry, hospitality, restaurants and bars, to name a few, struggled immensely and were even forced to close as a result of the restrictions imposed by COVID-19. It was promising, however, to see the construction industry remain steady during the pandemic, resulting in an increase of Iowa One Call ticket volume.



811 DAY



811 Day is a nationally recognized day on August 11 (8/11) that reminds people to call 811 before digging. The day serves as a reminder that taking simple action to “know what’s below” can help keep you safe—and even save lives.

With more people at home during pandemic restrictions, it was more timely than ever that residents remember to dig safely. When calling 811, homeowners and contractors are connected to Iowa One Call, the local one call center, which notifies the appropriate utility companies of their intent to dig. Requests can also be made online at www.iowaonecall.com. Professional locators then arrive at the digging site to mark the approximate locations of underground lines with flags, spray paint or both.



Below are some of the activities Iowa One Call hosted to celebrate 811 Day in 2020:

Face Mask Giveaway

This year, Iowa One Call worked in conjunction with MidAmerican Energy Company (MEC) to promote safe digging and damage prevention on 811 Day. Iowa One Call and MEC had a booth outside of Cappel's Ace Hardware in West Des Moines to reach incoming store customers about our important message of safe digging and damage prevention. We handed out giveaways including Iowa One Call branded face masks and a plethora of safe-digging informational materials. We wanted to encourage our fellow Iowans to “mask up” and help curb the spread of COVID-19, while discussing the dangers associated with unsafe



digging. We were fortunate to have local hardware stores that were so willing to help us promote damage prevention to their customers. This promotional event was posted across our social media channels, with a special shout out to the participating stores.

Micro Mike Rowe Scavenger Hunt

This year, Iowa One Call celebrated 811 Day with a scavenger hunt featuring “Micro” Mike Rowe on our website, www.iowaonecall.com. This fun promotional event was similar to a “Where’s Waldo” game, in that participants tried to find where “Micro” Mike Rowe was hiding throughout different pages on the website.

There was a quiz with 5 questions relating to Iowa One Call requirements and safe digging practices.



Answers to the five questions were found on the pages where micro Mike Rowe was hiding throughout the website. Once the answers were found to Mike’s questions, participants could complete the quiz to be entered in a drawing for a \$500 home improvement digital gift card. The winner was announced on August 31, and the \$500 digital gift card to Home Depot was awarded to Garth Comer!

811 Day Press Release

To promote 811 Day and the significance of August 11 (“call 8-1-1 before you dig”), Iowa One Call published a statewide press release to be distributed across media channels such as newspapers, TV stations and radio stations. Our team at Iowa One Call was contacted by several media outlets to discuss 811 Day and the importance of contacting Iowa One Call before digging.

Geofencing Marketing

Throughout the entire month of August, Iowa One Call ran a geofencing advertising campaign, targeting the Menards, Home Depot and Lowe’s stores throughout the state. We targeted individual customers who had their mobile location services turned on, and these individuals were targeted with our Mike Rowe campaign ads when they entered these home improvement stores.



VERIFY LOCATING & MARKING STATUS

Iowa One Call users have access to a locating and marking status system, which allows them to monitor the “locator response” status of all of their locate tickets. Iowa’s “positive response law” requires all underground facility operators to respond to the locate notifications transmitted from the Iowa One Call center, and to notify Iowa One Call that the locating and marking has been completed or if the proposed area of excavation is clear (when an operator has determined that they do not have any underground facilities located within the proposed area of excavation). Underground facility operators have up to 48 hours to provide/complete the positive response requirements (excluding Saturdays, Sundays and legal holidays), unless otherwise mutually agreed upon between the excavator and the operator.

MEMBERS NOTIFIED

District	Company Name	Status	Status History
CTLIA01	CENTURYLINK	Clear	
ICC	IOWA CITY, CITY OF	Marked	
M41E	MIDAMER-ELEC	Marked	
M41G	MIDAMER-GAS	Marked	
T13	MEDIACOM IOWA CITY	Marked	

Upon the receipt of an excavation notice, Iowa One Call will generate and transmit a locate notification (ticket) to all of the affected underground facility operators and post the “locate ticket” on the Iowa One Call website. The default status listed on all locate tickets for all of the underground facility

operators listed on a ticket is “Not Yet Responded.” All posted tickets will reflect the status that the operators/locators provide, and the time the status was provided. Excavators can access their posted tickets at any time via the Iowa One Call mobile app or via the web-based “Ticket Search” system at: <https://ia.itic.occinc.com/iarecApp/ticketSearchAndStatus.jsp?db=ia>.

At the expiration of the 48-hour time period—or before, if all operators listed on a ticket have responded—Iowa One Call will email or fax the final locate ticket status report to the contact listed on the original notice of excavation.



Under Iowa law, a locate ticket is completed when:

1. The locating and marking have been completed.
2. The locate ticket has been “cleared” (no conflict).
3. Once any mutually agreed upon alternative arrangements have been completed.

There may at times be existing conditions that necessarily delay the completion of the locating and marking process. In the event this occurs, the locate ticket will remain open until it can be effectively located and marked. The following status codes may be used by excavators when conditions merit locating delays (these codes do not close a ticket):

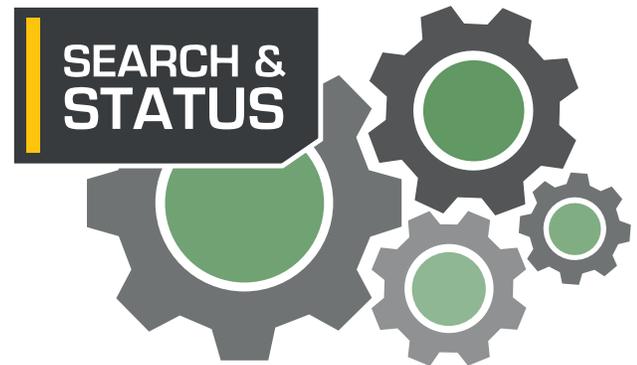
1. **Standby Required / Not Marked:** When an operator determines that the locating and marking must be performed with the excavator onsite so that the excavator can provide details of the proposed excavation in person. The operator/locator needs to contact the excavator directly in order to coordinate the necessary arrangements.
2. **Not Marked / Inadequate Information:** The locating and marking may be delayed until the excavator provides clear and precise information that adequately describes the proposed area of excavation, which may include required white-lining (marking the proposed area of excavation with white paint, white flags, white stakes or a combination thereof). The operator/locator needs to contact the excavator prior to the expiration of the required 48 hour period in order to inform them that additional information/action is needed.
3. **Not Marked / No Access:** The locating and marking may be delayed due to access issues. The operator/locator should take reasonable action to gain access by communicating with the homeowner, business owner or landowner, and/or by working directly with the excavator in order to mitigate any delays.

Iowa law provides for alternative locating and marking arrangements to be made between an operator/locator and an excavator. An alternative arrangement is only valid when mutually

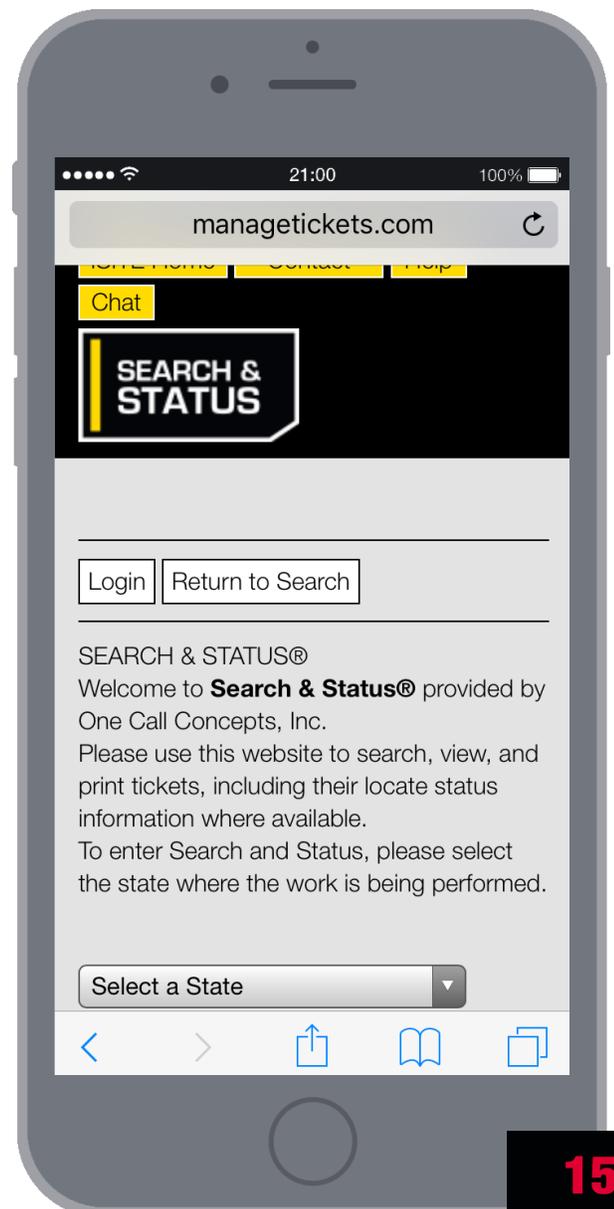
agreed upon between the excavator and the operator/locator. Once a mutual agreement has been made, the operator/locator may status a locate ticket as “Agreed to Marking Schedule.”

In doing so, the operator/locator must adhere to the process established by Iowa One Call, which requires the operator/locator to answer five specific questions:

1. The name of the excavator with whom the locator communicated in order to coordinate mutually agreed upon alternative arrangements.
2. The date and time when the locator communicated with the named excavator to coordinate the mutually agreed upon alternative arrangements.
3. What the new mutual agreement is (the new date/time when the locating and marking will be completed).
4. The telephone number/contact information of the named excavator with whom the locator coordinated the new mutually agreed upon alternative arrangements.
5. The name and contact information/credentials of the locator who communicated with the named excavator to coordinate the mutually agreed upon alternative arrangements.



In order to mitigate any confusion about what may have been located and cleared, and what may be pending, excavators should check their ticket status prior to engaging in any excavation operations. This can be done in advance from the field via a cell phone/mobile device or from the excavator’s office. The ticket status system is an important tool for excavators and should be used as a means to verify whether there are any existing conditions that may delay the completion of the locating and marking process. It is the responsibility of the operator/locator to contact an excavator to discuss/coordinate any necessary alternative arrangements or to request alternative arrangements. When providing a notice of excavation to Iowa One Call, excavators are required by law to provide a valid telephone number, accessible at all times throughout the proposed excavation. Operators/locators will use the excavators’ telephone number listed on the locate tickets as the primary contact source. It is important that the telephone number provided by excavators is answered, or that excavators respond to any voice messages left by an operator/locator. An agreement between an operator/locator cannot be made via a recorded voice message. An agreement must be mutually established at the time of communications.



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On the evening of Monday, August 10, a weather complex known as a “derecho” sent intense winds and thunderstorms over a 700-mile stretch from Nebraska to Indiana. In Iowa, the hardest-hit state, three deaths have been reported so far and hundreds of thousands of people went without power for days... [\[Learn More\]](#)

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