

Attachment K

Preliminary Questions for On-Line Training

1. How long do the utilities have to mark their facilities after the ticket request is made?

1 full working day
2 full working days
3 full work days

2. What is the "Safe digging zone"?

It is the zone around the facility where hand digging must take place. True or False

3. How big is the "Safe digging zone"?

It is 2 feet on either side of the facility, plus the width of the facility.
It is 2 feet or 1 foot on either side of the facility plus the width of the facility.

4. What number do you call to request a locate?

811
800-382-5544
Both

You may call 811 or 1-800-382-5544.

5. What information is required when calling in a locate request?

The phone number, name and address of the person or company doing the digging, the county and township the dig site is located in, the address of the dig site and where on the property the digging will be done are the basic questions asked. You will need additional information about the scope and duration of the digging.

6. What is an "Emergency Ticket"?

An Emergency is when there is "imminent danger to life, health, property or loss of service".

7. Are there penalties for calling in a false Emergency?

Yes, there is the possibility of a fine of up to \$1,000 for each occurrence.

8. Do all utilities in Indiana need to be a member of Indiana 811?

Yes, as of December 31st 2009 they may be fined \$100 a day until they join and they may not collect damages if their lines are hit by an excavator.

9. Are there fines for not calling in a locate request before digging?

Yes, if the line damaged is a gas or petroleum line. A panel appointed by the governor will evaluate each occurrence on a case by case basis and can levy fines of up to \$10,000. Any other type of facility can charge for repairs and lost revenues caused by the service interruption.

10. What do the different colors mean?

Yellow is for gas-oil-steam, Red is electricity, Blue is water, Green is sewer, Orange is communication (Telephone, CATV and Fiber Optic), purple is reclaimed water, pink is temporary survey markings and white is proposed construction.

11. Will the lines be marked with flags or paint?

In most instances both methods are used, you may request either, but that is only a request and cannot be guaranteed.

12. How long is my ticket good for?

Tickets are valid for 20 days from the day they are called in.

13. What do I do if I will not be finished digging before my ticket expires?

Call Indiana 811 at least 2 days before it expires and request a "Job Extension". Give the agent your previous ticket number and they will be glad to issue you a new ticket.

14. What if the marks are gone and I am not done digging?

Call Indiana 811 and request a "Remark". Give the agent your previous ticket number and they will issue you a new ticket. You will need to wait the 2 full working days for the new marks.

15. What is a "Joint Meet"?

A "Joint Meet" is issued when the area of digging is too complicated to easily describe. You will meet with the locaters on the job site and discuss the extent of the locate needed. This is not a valid locate ticket and you will still need to call in a regular ticket and wait the 2 full working days.

16. What if the lines are not marked after the 2 full working days?

You should call Indiana 811 and give the agent your ticket number and the name of the utility that has not marked. They will issue a 2nd notice on your ticket. You will still have the same ticket number; this notifies the utility in question that they have missed the window to mark the lines

17. What is "Proper Notice"?

"Proper Notice" is the 2 full working days the utilities have to mark the lines.

18. Can I dig if "Proper Notice" is passed and all the lines are not marked?

It is highly recommended that you do not. If you decide to dig anyway you are required to do so in a reasonable and prudent manner taking all necessary and required measures to protect underground facilities.

19. What is a "Private Line"?

A "Private Line" is a line installed after the point of sale. An example is an electrical line running from the house out to the garage. The garage does not have a meter on it therefore it is past the point of sale and is using electricity from the house. The utility company does not install this type of line and will not be able to locate it. You must contact a private location company to mark this line for you.

20. What do I do if I hit a line while I am digging?

Call Indiana 811 immediately to create a "Damage Ticket" Give the agent your previous ticket number and they will use this information to create the new ticket. Be sure to tell them what type of line was hit and where on the property it was hit.

21. Should I call 911 if I hit a line?

If the line in question was a gas line yes, absolutely. You would also call 911 if it was an electrical line and it is arching. Just think of it as if the line poses an immediate risk of injury or death you should call 911.

22. When do I need to call?

Anytime you plan to dig it is a good idea to call Indiana 811. You are covering yourself from the danger and inconvenience of cutting a utility line.

23. What is Indiana 811?

Indiana 811 is a not for profit corporation that provides contractors/excavators, homeowners and others who may be digging or performing demolition a free single point of contact to call for the location of underground facilities.

24. Can I get a locate request on the internet?

If you are a contractor/excavator you may. You will need to ask an agent to fill out a request for training and then you will be contacted by our web training department. You may also go to the Indiana 811 web site and click the "Learning Center" link for this request. It takes approximately 2 hours to complete and can be done over the phone with our trainer. This option is not currently available to homeowners.

25. What is "White Lining"?

"White Lining" is simply raking the area of excavation with white paint and or flags. It is recommended to do this so there is no question as to where the job site is on the property.

26. When was Indiana 811 formed?

Indiana 811 began operations on October 5, 1981. It was formed by the owners and operators of underground facilities as a means of reducing damage to those facilities. In the past it has also been known as IUPPS and Holey Moley.

27. Do I have to have an exact address to call in a request?

No, but it is preferable if you are digging at the address. If you do not you must be able to give directions to the agent from the nearest intersection so they may add these to the request. This is necessary to direct the locaters to the dig site.

28. Where would I be safe if I cut a gas line?

If you cut a gas line always move up wind and then contact 911, the Gas Company and Indiana 811.

29. Can I still submit a "Short Notice" request?

No, this type of ticket is no longer available.

30. What is a Ticket Number?

It is the number given to you after you have finished your request. This unique number will allow you to reference it if further action is needed on your request.

31. Why is my ticket number so long?

The number is broken down like this. The first 2 are the year, second 2 the month, third 2 the day with the last 4 representing how many requests were taken so far that day, (YY/MM/DD/NNNN).

32. How many members does Indiana 811 have?

As of 2/12/2010 there are 917 member utilities with several more in the process of joining.

33. What should I do if I discover unknown underground facilities?

If unknown facilities are discovered call Indiana 811. If necessary we will notify member companies with facilities in that area.

34. How many addresses may I have on 1 ticket?

There is a limit of 5 residential addresses per ticket.

35. How much road frontage can I put on one ticket?

You may put 1500 feet inside city limits and subdivisions and 2500 feet in unincorporated areas on one ticket. Each side of the road will count toward this total.

36. May I have more than one street located on my ticket?

No, you will need separate tickets for each street. You may ask for a maximum radius of 200 feet for an intersection.

37. I have made my request, but the job has been cancelled, what do I do now?

If the 2 full working days have passed, you do not need to do anything, the marks should already be made. If the 2 full working days have not elapsed just call Indiana 811 and give this information to the agent, they will cancel your ticket. You can call in another ticket later when the job is ready to begin.

38. I don't know the township of the dig site; can I still make the request?

No, in order to notify the correct utilities Indiana 811 must have the township. You will need to find this information and call back to start the process again.

39. How can I get the Township information?

There is a "What's my Township?" tool at www.indiana811.org you can use that will help you obtain this information. You will need to enter the zip code of the jobsite to start the process. If you do not have Internet access the County Tax Assessor should be able to help you.

40. When is Indiana 811 open?

Indiana 811 is always open. We are staffed to take all types of ticket requests at any hour of any day.

41. Is there a best time to call?

Our busiest times are during regular business hours. If you are able to call on off hours you will spend less time waiting for the next agent. You are welcome to call at any time though.

42. How many requests can I make with one call?

You may make as many request as you need with a single call, there is never a maximum number allowed.