



KENTUCKY 811 Contractor Handbook

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 Kentucky legislature enacted the **Underground Facility Damage Prevention Act (KRS 367.901-367.917)** which took effect in 1994. Specific reference should be made to this Act for the duties and responsibilities of the excavator.

The contents of this handbook are subject to change without notice. If you have any questions, please call KENTUCKY 811 by dialing 811 or 1-800-752-6007.

HISTORY

KENTUCKY 811 was formed by the owners and operators of underground facilities in Kentucky as a means of reducing damage to those facilities. KENTUCKY 811 began operations in 1987 and since that time membership has grown to over 200 members. We will celebrate our 20th anniversary in 2007.

The Underground Facility Damage Prevention Act has been in effect since 1994. In short, the law requires all persons excavating to call at least two (2) full business days before digging and no earlier than ten (10) business days before digging.

WHAT IS KENTUCKY 811?

KENTUCKY 811 is a non-profit statewide utility notification service that provides a communication link between contractors, homeowners, or anyone else engaging in excavating activities and our members. We offer a one point contact to reach our members to notify them of your proposed excavation for the locating and marking of their underground facilities. KENTUCKY 811 will notify only member utilities; contact of non-member utilities is the responsibility of the excavator or person doing the digging. KENTUCKY 811 is a communications link between the excavator and the underground facility owner. KENTUCKY 811 does not locate the facility itself.

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

All calls to KENTUCKY 811 are recorded for your protection.

KENTUCKY 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 Kentucky;
- To request any type of facility removal or relocation. (This includes facility removals prior to demolition of building);
- To request installation of any type of utility service.

To resolve these items, contact the facility owner directly.

KENTUCKY 811 is open twenty-four (24) hours, seven (7) days a week to accept requests for buried line location. Emergency calls, defined by Kentucky State Law as “there exists substantial likelihood that loss of life, property, or utility service will result” will be accepted and will receive top priority. Routine work, however, requires two (2) full business days notice. Two (2) full business days notice is defined as: two (2) full business 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), advance notice will be two (2) business days from 7:00am on the next business day.

WHEN DO I USE KENTUCKY 811?

Any time you plan to dig. Whether it's a small, large construction or homeowner project (such as putting up a fence or clothes line, planting a garden or shrubbery, building a home addition, deck or foundation, etc.) you should call two (2) full business days (NOT COUNTING WEEKENDS AND/OR HOLIDAYS) prior to digging. 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 service are serious. Loss of natural gas, telephone, water or electricity can leave communities without such vital services as police, fire and medical protection. When damaged, these vital services can endanger property and public safety; they can also be expensive and time consuming to repair.

PREPARING LOCATE REQUESTS

KENTUCKY 811 Damage Prevention Specialists (DPS's) are professionally trained to obtain specific information concerning locate requests. When you call 811 or 1-800-752-6007, 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 each reason.

Locate request processing is easier 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 us.

CALLER NAME _____

PHONE NUMBER _____ MOBILE # _____

FAX # _____ EMAIL _____

CONTRACTOR NAME or ID# _____

CONTRACTOR ADDRESS _____

COUNTY _____ CITY _____

SUBDIVISION _____ LOT # _____

STREET ADDRESS _____

CROSS STREET _____

TYPE OF WORK _____

DEPTH _____

BLASTING? YES OR NO

START DATE _____ TIME _____

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

- YOUR PHONE NUMBER OR CONTRACTOR ID#. If you have called KENTUCKY 811 previously, your phone number (or contractor ID#) 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/CITY. The county and city are needed to identify where the job site is located. KENTUCKY 811 accepts calls for 120 counties and uses this information to identify which members are to be notified. If you don’t have this information, contact the county clerk’s office.
- SUBDIVISION/LOT NUMBER. 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 KENTUCKY 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)

KENTUCKY 811 operating procedures state that a separate ticket should be filed for each job site. State law limits the footage on a single ticket to 2,000 feet in distance. The locate request must be for a single street or road (by name). A single locate request can include multiple addresses or locations along the same road as long as the footages do not exceed 2,000 feet. Multiple requests are required for work along more than one road.

- 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, KENTUCKY 811 is looking for a description of the area to be marked out (e.g. rear of property, along the right of way, etc.).

After all information is verified, the DPS will issue a ticket number. It is very important to keep this ticket number in case you need to call back for further information. The DPS will read a list of member underground facility operators who will receive this ticket. Non member facility operators must 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.

SAVE TIME!!

ENTER YOUR REQUESTS ONLINE

KENTUCKY 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.

Call 811 or 1-800-752-6007 and ask for the Web Training Department

WHAT HAPPENS AFTER I CALL?

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

KENTUCKY 811 MEMBER COMPANIES operate on the premise that if you give them proper advance notice (two (2) full business 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 this two (2) business day period.

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 business days and not more than twenty-one (21) 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 KENTUCKY 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 KENTUCKY 811?

No, not yet. It is the excavator's responsibility to determine which non-member operators have facilities in the area of their excavation, and to contact them directly.

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

It is suggested that digging only begin after all underground lines have been marked or clearance has been given by the facility operator. 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 18 inches either side of the underground facility.

SHORT NOTICE REQUESTS: LESS THAN TWO FULL BUSINESS DAYS

Two (2) full business days notice is defined as: two (2) full **business** 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 2 business days 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.

If the request for locate is less than 2 business days (not including weekends or holidays) the call will be accepted but the member's obligation is to respond within two full business days of notification. The requesting party shall not dig prior to facility locates being performed and is responsible for any damages that occur before the proper legal notice has past.

WHAT FACILITIES ARE MARKED?

KENTUCKY 811 MEMBERS will only mark the facilities they own.

KENTUCKY 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 APWA Uniform Color Code:

- Electric power distribution and transmission.....Safety Red
- Municipal electric systems.....Safety Red
- Gas distribution and transmission.....High Visibility Safety Yellow
- Oil distribution and transmission.....High Visibility Safety Yellow
- Dangerous materials, product lines & steam lines.....High Visibility Safety Yellow
- Telephone and telegraph systemsSafety alert orange
- Cable television.....Safety alert orange
- Police and fire communications.....Safety alert orange
- Water systems.....Safety precaution blue
- Sewer systems.....Safety green
- Reclaimed WaterPurple
- Temporary Survey Markings.....Safety pink
- Proposed excavationWhite

ELECTRIC
GAS-OIL-STEAM
COMMUNICATION/CATV
WATER
SEWER
RECLAIMED WATER
TEMPORARY SURVEY MARKINGS
PROPOSED EXCAVATION

It is especially important for excavators to utilize **white marking paint** to identify their proposed excavations. This will guide responding utilities where to concentrate their locating efforts, thus handling the many requests they receive with improved efficiency.

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. KENTUCKY 811 keeps this information on record for three years.

HOW LONG IS A REQUEST VALID

Kentucky Law states twenty-one (21) calendar days from the time you initiated the facility locate request. In addition, it adds that you must call every 21 days (providing the 2 business day notice) to have the lines remarked if your project is not complete, or sooner if the markings are no longer visible or your work location has changed. Call KENTUCKY 811 to ensure the markings are fresh and clearly visible during the entire length of the excavation process. When calling KENTUCKY 811 to have the area remarked please refer to previously received dig number.

The excavator is expected to honor at all times the marking 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?

If there is a damage to an underground facility, call the specific company involved immediately **and** call KENTUCKY 811 to report the damage! Use the emergency or repair number listed in the phone book. If in doubt as to whose facility it is, or if you need a contact number for a member utility, call KENTUCKY 811. In some cases, the damage at the point of the contact may appear slight to you but may place stresses on the facility, damage protective coatings, or cause damage elsewhere to the facility

WHAT IS AN EMERGENCY LOCATE REQUEST?

Kentucky State Law defines an emergency as: there exists substantial likelihood that loss of life, property, or the inability to restore interrupted utility service will result.

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 KENTUCKY 811 back. KENTUCKY 811 will send another request to the member(s) not responding. KENTUCKY 811 will also call the member's personnel directly to request their timely response.

WHAT SHOULD I DO IF I DISCOVER UNKNOWN UNDERGROUND FACILITIES?

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

To find other helpful information please click on the FAQ's listed in other sections of the website.