

IOWA 811

ONE CALL SM The Official Newsletter of Iowa One Call

Vol. 29, No. 2.

Excavator

QUARTERLY

- 01 What's Up Below
- 04 Visit Iowa One Call at the 2021 Iowa State Fair
- 05 ITIC Lite - Homeowners
- 07 New - Electronic Joint Meet
- 08 Advertising
- 09 New Board Member
- 11 Iowa Cubs Partnership
- 12 In the News

WHAT'S UP BELOW



IOWA ATTORNEY GENERAL ISSUES WARNING LETTERS TO SIX UTILITY OPERATORS

Failure to provide timely/accurate locates is a violation of the law.

In response to receiving numerous complaints submitted by interested parties, and after a thorough investigation, in May 2021 the Iowa Attorney General's Office sent official warning letters to six of the state's largest utilities. These letters notified them of numerous alleged violations, involving the failure to locate and mark their underground facilities in accordance with state law. The letters reiterated the importance of strictly complying with Iowa's one call law, and reminded the companies that failure to do so will result in enforcement action.

Enforcement of the Iowa One Call law—Iowa Code Chapter 480—is handled through the Iowa Attorney General's Office. Upon the receipt of a complaint, the AG's office may institute any legal proceedings necessary to enforce the penalty provisions of the law. Enforceable violations may include conducting excavations contrary to the requirements set forth in the statute, as well as any untimely or inaccurate locating and marking of underground facilities. Of the recent complaints received by the AG's office against underground facility operators, a substantial number involved a failure by operators to complete the locating and marking of underground facilities within the required 48-hour timeline.

DID YOU KNOW?

Violators are subject to a civil penalty up to **\$10,000 per day** for violations related to natural gas and hazardous liquid pipelines, and up to **\$1,000 per day** involving other underground facilities. Violators also may be liable for the repair costs of damaged facilities.

In some instances, the locating delays lasted a full week or more during peak construction times. The Iowa Utilities Board conducted investigations, on behalf of the AG's office, about whether the locating and marking of underground facilities at issue in these complaints was conducted in compliance with Iowa law. After reviewing the investigatory files as prepared by the IUB, the AG's office determined that all six utilities had been in violation of the law on multiple separate occasions.



Failure to timely and accurately locate and mark an operator's underground facilities constitutes a violation of Iowa Code section 480.4(3)(a)(1). Violations that lead to locating delays can seriously impact excavation and construction schedules. This results in missed project deadlines and increased expenses and labor costs, as hired personnel remain idle while waiting on operators to locate and mark their underground facilities. Particularly concerning is the potential for increased damages to unmarked underground facilities, which in turn can cause injury, or worse, to excavators, sub-contractors, first responders and citizens, and/or a loss of essential services to customers, businesses and other essential agencies, such as the 911 emergency response system.

The violations that caused locating delays also had a negative impact on the Iowa One Call notification center. The significant influx of complaints and "non-response" notices received at the center between early March and the middle of June created a backlog and impeded the center's ability to process and transmit locate requests. Multiple full-time center operators and staff had to be assigned to handle the daily influx of "non-response" notices and complaints from frustrated excavators. The impact on the notification center prompted the Iowa One Call Board to convene multiple conference meetings with key stakeholders, including representatives from the Iowa Attorney General's Office, local/regional contractor and excavator companies, Iowa's major utilities and the state's two largest contract locating companies.



The best thing excavators can do to mitigate locating delays is to provide very detailed notices to Iowa One Call that include precise descriptions of where the proposed excavation will occur.

Information provided during the meetings indicated that an unanticipated early start to the construction season due to good weather, combined with several extensive fiber optic over-build projects, caused the state's largest contract locating company, United States Infrastructure Company (USIC), to be unprepared for the

influx of locate requests. Consequently, the company had insufficient personnel to process and respond to all the locate requests in a timely manner as required by state law. It was noted in the warning letters that, "setting aside the veracity of any such claims, Iowa's one call requirements do not provide for an exception to the 48-hour requirement to locate and mark underground facilities because of an early start to the construction season or insufficient personnel."

Under Iowa Code chapter 480, the legal responsibility to ensure that underground facilities are located and marked accurately and on time rests with the state's underground facility operators. Violations of this law, whether initiated through a third-party locating contractor or in-house locators, must be addressed by the affected underground facility operator(s). As of this writing, the number of locating delays has subsided, but the notification center continues to receive daily "non-response" notices and complaints about delays.

Project delays have always been a problem that all contractors/excavators must deal with and try to mitigate. Locating delays only compound the problem. The best thing excavators can do to mitigate locating delays is to provide very detailed notices to Iowa One Call that include precise descriptions of where the proposed excavation will occur. Iowa's one call law requires excavators to provide a notice of where the proposed excavation will occur, not where the excavator wants the locate markings to be applied, i.e., the excavator is to provide an adequate description of where the proposed excavation will occur so that the underground facility operator can determine where to provide




the locating and marking—or whether the notice can be cleared when there is no conflict (between the proposed excavation area and the area where underground facilities are present).

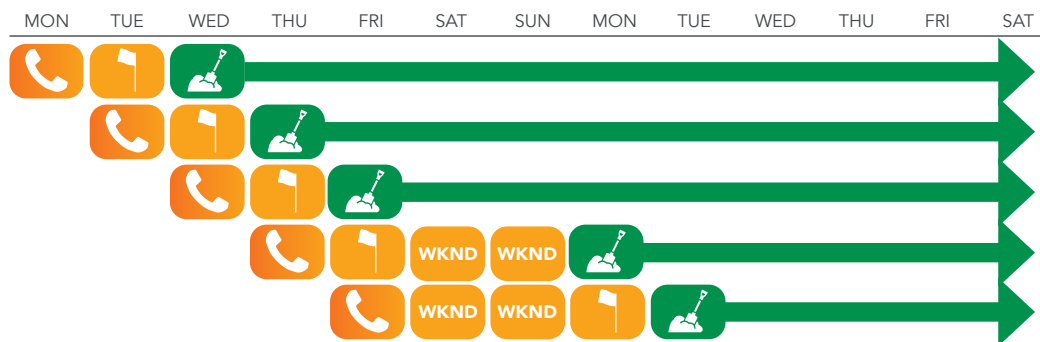
This is why excavators should refrain from requesting that an entire property be located and marked, unless the planned excavation will actually involve excavating all over the entire property. Additionally, excavators should provide realistic (executable) project schedules and timelines when providing notices of proposed excavations. Excavators should refrain from submitting notices too far in advance or for too large an area when it is unlikely an excavation project will begin right away, or if it is unlikely that a large planned excavation can be completed within the life of a notice. (Locate notices are valid for 20 calendar days from the date the notice is received at the notification center.)

Excavators will find that working directly with locators to synchronize excavation schedules with locating schedules will help to mitigate locating delays. For example, on large projects, excavators and locators can discuss what portion of a planned excavation needs to be completed within a specified timeline, and arrangements can then be made for continued locating/marking so that the locator stays ahead of the excavation but doesn't necessarily need to locate the entire area all at once.

Iowa's one call law provides that underground facility operators/locators can coordinate agreements with excavators for when the locating and marking must be completed. These alternative locating/marking arrangements can be very helpful to locators. While excavators do not have to agree to any arrangements that deviate from the required 48-hour completion timeline, excavators should consider this option whenever practical; these types of alternative agreements can help ease the timeline constraints that nearly all locators face daily. However, no alternative arrangement can be made unless it is agreed to by both the operator/locator and the excavator.

CALL TIMELINE EXAMPLES

-  Date of the call – counts ONLY if notice received before 5 PM
-  Waiting period for locates, includes weekends and holidays
-  Date when digging may begin



Reach Iowa One Call 24 hours a day, 7 days a week by calling 1-800-292-8989. Please keep in mind that Saturdays and Sundays, and any official holiday, will not count towards your standard two full business day notice when filing locate requests. **The date of your call does count toward two full business day notice as long as the notice is received before 5 PM. Notices received after 5 PM shall be processed as if received at 8:00 AM the next business day.**

Moving forward, the Iowa Attorney General's Office and the Iowa Utilities Board are encouraging excavators that routinely experience locating delays and/or instances of inaccurate locate markings to file formal complaints with either the AG's Office or the IUB. This can be [done online via a form on the Iowa Utilities Board website](#).



Iowa One Call wishes everyone a safe and productive 2021. Dig safe!



VISIT IOWA ONE CALL AT THE 2021 IOWA STATE FAIR

It's back! The 2021 Iowa State Fair is scheduled for August 12 through August 22. Iowa One Call will be on hand to celebrate another year at the fair and to greet and educate fairgoers about excavation safety and underground damage prevention. Fair attendees will be able to find the IOC exhibit in the Varied Industries Building, located in aisle 300, space 306.

IowaStateFair



In addition to activities in the VI Building, IOC will partake in four live events in conjunction with KCCI-TV on the MidAmerican Energy Stage—located on the hill across from the MidAmerican wind turbine. These live events will be streamed live to the [IOC Facebook page](#) and [KCCI's website](#).

Attendees at the live event will have the opportunity to win prizes during two drawings at each of the four events. Additionally, IOC will host multiple social media contests during the fair featuring prize drawings for assorted gifts. One of the social media contests, in collaboration with KCCI, will provide participants the opportunity to win a nice pellet grill/smoker by Pit Boss. For more details as the fair approaches, be sure to follow the IOC Facebook page and KCCI's website at kcci.com.

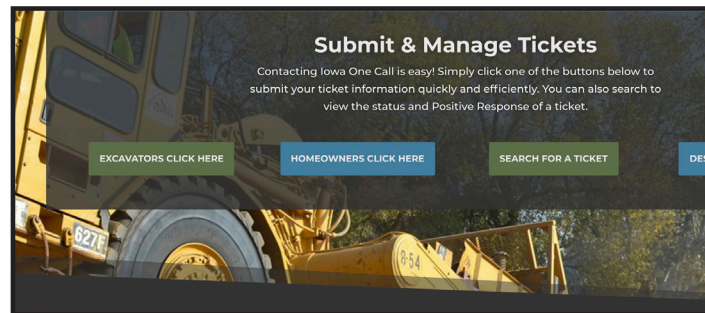




ITIC LITE – HOMEOWNERS

When you have a project that requires digging, your first step always is to contact Iowa One Call. Whether it's a small project that simply requires pounding a stake or post into the ground, or a large project like building a deck or installing a new fence, Iowa law requires that you contact Iowa One Call at least 48 hours (excluding Saturdays, Sundays and legal holidays) before any digging. One way a homeowner can file a locate request is by visiting iowaonecall.com and clicking the "homeowners click here" button. The homeowner will be routed to the ITIC Lite page, where the system asks for an email address. Once the email address has been submitted, an email containing the next steps for filing a ticket online will be sent immediately to the provided address.

Filing a ticket online gives homeowners the ability to precisely map out and explain where the digging will take place on their property, versus the challenge of trying to explain the work scope over the phone. In the "marking instructions" text field when filling out an online ticket request, it is crucial that homeowners provide the exact location on the property where the digging is taking place. For example, "mark the west side of the backyard."



No Hold Times

Due to the high call volume at the Iowa One Call notification center, it is recommended that homeowners take advantage of the online ticketing system in place. Using the online ticketing system allows homeowners to bypass any untimely extended hold times they might encounter over the phone—offering an instantaneous, user-friendly process that can help homeowners submit their dig requests and get to their digging projects ASAP.

This [video tutorial](#) provides a step-by-step guide on how to use the online ticketing system. **"Click" (or call) before you dig—it's the law!**



Visit <https://youtu.be/kCrs9D4YUHE> or click the image above to view the video on YouTube.

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:

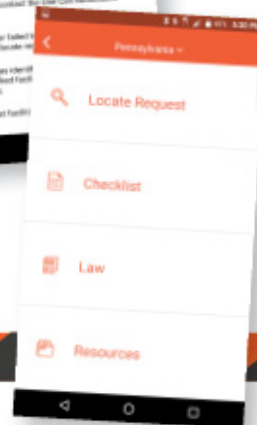
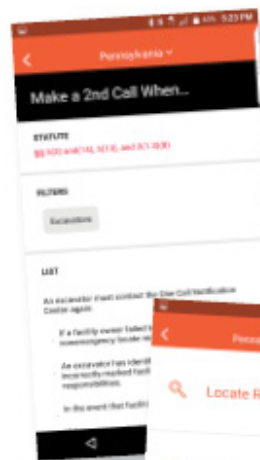
- ▼ Advance notice or wait time
- ▼ Pre-marking ('whitelining')
- ▼ 811 ticket information
- ▼ Names of local enforcement agencies and 811 call centers, also connecting you electronically to submit a locate request
- ▼ Includes safe digging tips + checklist

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.



NEW – ELECTRONIC JOINT MEET

Excavators can now prepare and submit joint meet requests online! The online joint meet process has replaced the dial-by-phone process as of April 9, 2021, and the Iowa One Call center will no longer accept joint meet notices by phone.

The new electronic joint meet process will offer a myriad of benefits to excavators/contractors, utility operators and locators, including the following:

- Eliminates “on-hold times” (waiting in the call queue)
- Expedites the process (no more trying to explain to a call center representative)
- Provides more effective/accurate mapping options (precision electronic mapping tools)
- Provides better ticket management options (better tracking and control of tickets)

Appointment Selection Function

The electronic joint meet system now allows excavators to schedule an appointment online, and the online system will automatically display time slots that are available for each day. Simply select the desired appointment date, time and location, or scroll to a different day that works best.

Meet Appointment Selection: Ticket: Parent J-Meet

County	POLK	Place	URBANDALE
Appt. Date	06-07-2021	Time	02:00 PM
		Day of Week	Monday

Select Meet Time

<input type="checkbox"/> 08:00	<input type="checkbox"/> 01:00
<input type="checkbox"/> 09:00	<input checked="" type="checkbox"/> 02:00
<input type="checkbox"/> 10:00	<input type="checkbox"/> 03:00
<input type="checkbox"/> 11:00	
<input type="checkbox"/> 12:00	

The online joint meet process has already taken a huge burden off the back of excavators, as many joint meet tickets used to take several hours to complete over the phone.

<p>EXCAVATOR INFORMATION !</p> <hr/> <p>EXCAVATION INFORMATION !</p> <hr/> <p>LOCATION INFORMATION</p> <p>WHAT COUNTY WILL THE MEET TAKE PLACE IN? <input type="text" value="POLK"/></p> <p>WHAT CITY/TOWNSHIP WILL THE JOINT MEET TAKE PLACE IN? <input type="text" value="URBANDALE"/></p> <p>WHAT ADDRESS DO YOU WANT TO MEET AT? <input type="text" value="9001"/></p> <p>WHAT STREET WILL THE MEET TAKE PLACE AT? <input type="text" value="HICKMAN RD"/></p> <p>IF NO ADDRESS WHAT IS THE CLOSEST INTERSECTION STREET TO THE MEET LOCATION?</p>	<p>Lat: Lon: 41.615875 -93.744655</p> <p>Call Center Sat Google Measure Identify Frame Locate(s)</p>
---	--

Precise Description of Joint Meet

The online joint meet system allows users to pinpoint the exact location of where the meeting will occur with locators/utility operators. The county, city, street and individual address of the meeting can be established via the online system.

IF NO ADDRESS WHAT IS THE CLOSEST INTERSECTION STREET TO THE MEET LOCATION?

BEVERLY DR

MARKING INSTRUCTIONS
MARK A 30 FT RADIUS AROUND THE FLAG.

TOWNSHIP

WHAT IS THE SECTION NUMBER AND QUARTER SECTION YOU WILL BE MEETING IN?
QTR: NE NW SE SW

OTHER INFO
PROJECT NAME/NUMBER: IOC TEST TICKET
MEET WILL TAKE PLACE AT POLK COUNTY, CITY OF URBANDALE AT 9001 HICKMAN RD

CC EMAIL ATTACH

Additionally, the online joint meet system is designed to include the exact marking instructions and where the digging actually will occur, which is an invaluable communications tool for locators and utility operators to be able to reference.

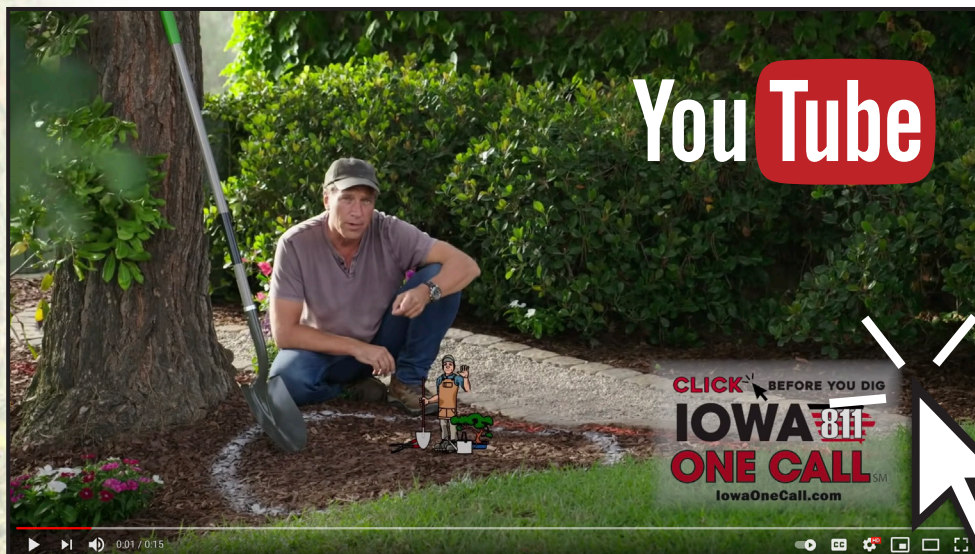


ADVERTISING

Over the past few months, Iowa One Call has invested heavily in deploying video advertisements on the YouTube platform. The Iowa One Call 15 second video advertisement is a message from celebrity Mike Rowe, who has served as the spokesperson of 811 and Iowa One Call over the past few years. So far, the YouTube ad campaign has been performing above all industry standards.

The importance of having an advertising presence on the mammoth platform of YouTube can't be overestimated. First off, YouTube is the world's second-most visited website, right behind its parent company, Google. It's also the second most visited search engine behind Google. Additionally, 74 percent of adults in the United States use YouTube on a regular basis.

What should also be mentioned is that adults in the United States have increasingly been shifting their viewing patterns from traditional cable and network television to more of a streaming and online video-centric format. In fact, YouTube now reaches more 18- to 49-year-olds in the United States than ANY cable network.



Visit https://youtu.be/7Bprc4uK_UA or click the image above to view the video on YouTube.

Short videos, like YouTube videos, have become the cream of the crop for today's viewers, who have a shorter attention span and don't want to watch a several-hour movie or television show. YouTube videos allow users to obtain the information they want, when they want, in a matter of five to 10 minutes. The video content on YouTube is essentially an endless supply, with topics ranging from how-to

videos, comedy segments, news, cooking, sports, gaming and so much more. More than half of YouTube users use the site to learn how to do things they've never done before—which many of us can likely relate to.

It's evident that people are continuously spending their valuable time browsing the YouTube platform. Targeting Iowans, in particular homeowners, through YouTube advertising strategies has and will continue to allow Iowa One Call to effectively educate Iowans on the critical importance of safe digging, and the serious hazards associated with hitting an underground facility.



NEW BOARD MEMBER

Dehn Stevens is an engineer by education and has been employed by MidAmerican Energy Company or its predecessor companies since 1991. Since May 2020 Dehn has been Vice President, Gas Delivery. He oversees the overall planning, design, construction, operation, maintenance and control of MidAmerican Energy Company's natural gas distribution and transmission systems in a regulatory-compliant manner. He also oversees the transportation of natural gas to customers who purchase their natural gas from third-party suppliers.

Dehn graduated from Iowa State University in 1991 with a B.S. degree in electrical engineering. Dehn is a registered professional engineer in Iowa. He has provided testimony to the Federal Energy Regulatory Commission, the Illinois Commerce Commission, the Iowa Utilities Board and the South Dakota Public Utilities Commission. He serves on the Board of Directors of the Midwest Reliability Organization, one of the North American Electric Reliability Corporation regional entities. Dehn also serves on the Organizational Group Oversight Committee of the MRO Board. He previously served as Chair of the Midcontinent Independent System Operators Transmission Owners Committee.



One Call Law

Working Together to Keep Iowans Safe



Iowa Utilities Board Investigates Potential One Call Violations

Iowa Utilities Board
One Call Investigative Team
1375 E. Court Ave.
Des Moines, IA 50319
Phone: 515-725-7300
<https://iub.iowa.gov>



Iowa Attorney General Enforces Iowa One Call Law

Iowa Department of Justice
Office of the Attorney General
Environmental Law Division
1305 E. Walnut Street
Des Moines, IA 50139
Phone: 515-281-5164
<https://www.iowaattorneygeneral.gov/onecall>

Review the IUB-AG One Call Investigation
and Enforcement video:

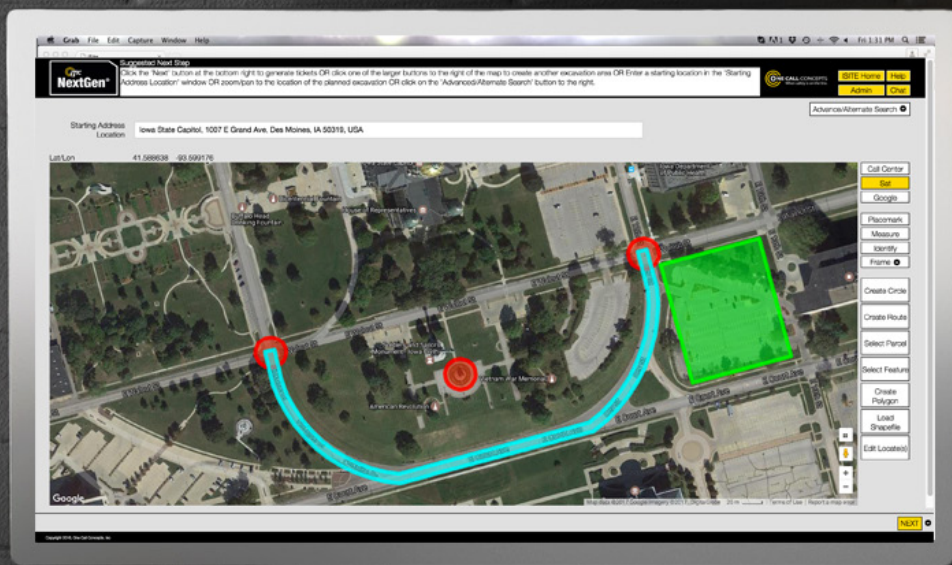
<https://www.youtube.com/watch?v=WSuZvNl1G4>



Report potential One Call violations
<https://www.iowaattorneygeneral.gov/onecall/onecall-complaints-and-enforcement>



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.



IOWA CUBS PARTNERSHIP

Play ball! Iowa One Call is proud to be a sponsor and advertiser with the Iowa Cubs—the Minor League Baseball team and affiliate of the Chicago Cubs. The Iowa Cubs play their home games at Principal Park in Des Moines, and typically host an average of around 7,500 fans per game. The 2021 season kicked off May 4 and will end on September 19, with a total of around 60 home games and 60 away games.

The sponsorship with the Iowa Cubs includes the following advertising opportunities offered to Iowa One Call:

- Videoboard at-bat sponsorship during all 60 regular season home games. The Iowa One Call videoboard ad will be visible at least six to 10 times per game.
- Iowa One Call mascot (Gabby the Groundhog) able to throw out the first ceremonial pitch
- Iowa One Call representative to join play-by-play broadcaster Alex Cohen for a half-inning on the radio
- Mascot-themed day sponsored by Iowa One Call
- Personalized public address and scoreboard recognition throughout the game

In addition to the wide variety of sponsorship opportunities previously mentioned, Iowa One Call has now become the official “homerun sponsor” for the Iowa Cubs. The previous I-Cubs homerun sponsor of 17 years recently closed their doors, so this was a golden opportunity for Iowa One Call to grab the title. Without question, one thing that fans love and appreciate most is the excitement of a homerun. Now, with every homerun hit at Principal Park, Iowa One Call will be recognized and called out as the official sponsor.

Creating awareness, educating and causing change are goals of the Iowa One Call advertising team. Being a sponsor of the Iowa Cubs—the largest Minor League Baseball team in Iowa—is a great step toward promoting the message of safe digging and damage prevention. Dig safe and enjoy some baseball this year. Go I-Cubs!



IN THE NEWS



Local Excavation and Safety News From Around the Web



Miller enforces Iowa's One Call Law

www.iowaattorneygeneral.gov

Attorney General Tom Miller has filed four lawsuits in Davis, Marion, Sioux and Taylor counties alleging contractors conducted illegal excavations, some of which damaged underground utility lines, in violation of the "Iowa One Call" law... [\[Learn More\]](#)

Top 11 Things to Experience at the 2021 Iowa State Fair

www.iowastatefair.org

How Do You Fair at the Iowa State Fair in 2021? From the food, to the games, to the competitions, you get to choose how to enjoy the Fair! With 11 fun-filled, action packed, can't miss days, we're excited to get back to our Fair traditions at the Iowa State Fair, August 12-22, 2021. Check out the top 11 ways to Fair in 2021... [\[Learn More\]](#)

IOWA 811
ONE CALL



www.IOWAONECALL.com

This newsletter is published by Iowa One Call, Administrative Office, 9001 Hickman Road, Suite 220, Des Moines, Iowa 50322. Copyright © 2021 Iowa One Call. All rights reserved. These materials may not be reproduced without permission of Iowa One Call. Disclaimer: This publication is designed to provide general information in regard to the subject matter covered and should not be used as a substitute for professional service, advice or actual wording of regulations or standards in specific situations. The reader is cautioned that the publisher does not endorse or recommend specific Manufacturers, industry standards or practices and reliance should not be placed upon the information within this publication without confirming independent research.