

**Excavator's  
Guide to**

**DIGGERS  HOTLINE**

**CAUTION  
BURIED GAS  
LINE**



**BEFORE YOU DIG  
CALL DIGGERS HOTLINE  
811 or (800) 242-8511  
[www.DiggersHotline.com](http://www.DiggersHotline.com)**



**or (800) 242-8511  
[www.DiggersHotline.com](http://www.DiggersHotline.com)**



# Private Lines

## The Forgotten Facilities

- Propane
- Sprinkler Systems
- Ornamental Lighting
- Electricity to a  
Detached Building

These are only a few examples of private lines. Remember that your responsibility does not end with a call to Diggers Hotline. Find out where any private lines may be at your jobsite before digging.

Go to *diggershotline.com* for a list of companies that locate private lines.

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## **PREFACE**

This 2010 Excavator's Guide to Diggers Hotline has been prepared for Wisconsin's excavators as a reference tool for Diggers Hotline.

Being familiar with its contents is essential to successful communication between the call center representative and caller. We suggest that you keep this manual on hand for future reference when questions or problems arise.

We recommend that you give a copy of this manual to all employees who regularly contact Diggers Hotline. There is no copyright on the material in this manual, and we encourage you to copy part or all of it for fellow employees.

If you need extra copies, contact Diggers Hotline. The content of this publication is also available at the Diggers Hotline website, [www.DiggersHotline.com](http://www.DiggersHotline.com)

The contents of this manual are subject to change without notice.

## Determining Who and When to File a Locate Request

Wisconsin Statute 182.0175 requires every excavator and everyone who is responsible for planning non-emergency excavations to provide advance notice of at least three business days to the one-call system. See the state statute in the back of this manual for a definition of excavation. Diggers Hotline needs to be contacted prior to excavation and planning an excavation in order to comply with the state statute.

Diggers Hotline should also be used to obtain information on safe working clearances from overhead lines. Facility owners are required to be a member of Diggers Hotline unless the facilities are located exclusively on private land. Members affected will receive messages of intent to dig.

In any of the following situations, contact the facility owner(s) directly:

- To report damage to any type of facility.
- To report any type of service outage.
- To resolve any type of billing problem.
- To request any type of facility removal or relocation. (Including meter removals prior to demolition of a building.)
- To request any type of utility service.

If an excavation occurs outside the state of Wisconsin, that state's one-call center should be contacted directly.

All types of locate requests are accepted by Diggers Hotline 24 hours a day, 7 days a week, 365 days a year.

## Types of Locate Requests

Diggers Hotline processes three types of locate requests. They are:

- a) excavation
- b) planning for excavation
- c) safe working clearance information for overhead lines

### Excavation Calls

Excavation calls are the most common. There are several variations to the standard excavation call, each of which has an impact on the start date and time, and each of which can be used to solve unique situations or problems.

### **Planning Information Requests**

With a planning excavation locate request, actual excavation in the immediate future is not intended. Rather, a construction project is in the planning stage, and information on the location of existing facilities is being sought. Diggers Hotline call center representatives will process a planning call in much the same way they would an excavation call. A full description of the proposed job site is required.

Members will respond to a planning notice within 10 days after receipt of the notice by conducting field markings, providing records, and taking other appropriate responses.

### **Safe Working Clearances From Overhead Lines**

Diggers Hotline also takes calls where excavation is not intended, but where aerial equipment will be used near overhead lines. Diggers Hotline will notify its members of these requests. Those members with lines that require more than 10 feet — the minimum safe working clearance from any overhead line — will provide information about safe working clearances within three business days.

## **Preparing Non-Emergency Locate Requests**

Diggers Hotline call center representatives are professionally trained to obtain specific information concerning locate requests. There is a specific reason for every question asked. This section will provide a brief explanation of the reason for each.

Locate request processing is a simple process if the caller has an understanding of the questions and is prepared to answer them. On page 25 is a sample of a blank ticket format which can guide a caller through the process.

Following is a brief explanation of each question asked by Diggers Hotline call center representatives. The questions fall under the categories of “Caller” “Dig Location” and “Dig Info”.

### **CALLER**

**1. ID Number:** Repeat callers to Diggers Hotline can be issued a caller identification number. Providing a caller identification number will automatically populate a number of the following responses.

**2. Phone Number:** The telephone number of the caller is taken in case additional information is required at a later time and for use by those members who call to confirm appointments or respond to an emergency excavation request.

The phone number can also be used as a key to activate our computer databases, similar to a caller ID.

**3. Caller's Name and Company Name & Address:** The caller's name and company name 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 about the locate request. The mailing address associated with the Caller ID is also confirmed.

**4. Contractor Type:** Possible responses include "Contractor" "Member" "Municipality" "Utility" "Homeowner" and "Other".

**5. Field Representative and Phone Number:** If the person in charge of the work is different than the caller, a field contact is needed. Providing a mobile phone or pager number will help locators get in touch with someone at the jobsite, rather than someone in an office.

**6. Work Being Done For:** The identification of who the work is being performed for is another resource for obtaining additional information about the project. The customer's name or the general contractor's name is sufficient.

## **DIG LOCATION**

**7. City/Place and County:** The city, town, village or unincorporated area where the excavation will occur. Diggers Hotline accepts calls for all 72 counties in the state of Wisconsin. Work outside of Wisconsin should be referred to the one-call system for that area.

Diggers Hotline recognizes legal municipalities (cities, towns, and villages) and unincorporated communities. It is important to identify the correct place name in which the work will be performed. For example, there are different members in the Town of Waukesha than in the City of Waukesha. By providing an incorrect place name, some Diggers Hotline members may not receive the locate request.

**8. Address, Street, Side of Street:** Diggers Hotline is required by state law to obtain the address of the excavation

site to process a locate request. If this information cannot be provided by the user, Diggers Hotline will not be able to process the locate request. If a traditional street address is not available, acceptable substitutes include a fire number, a lot number or another specific description of the location of the work site.

Diggers Hotline call-taking procedures state that a separate ticket will be filed for each job site; multiple horizontal excavations must be filed as one address, one ticket. For example, the installation of 15 sewer laterals will result in the filing of 15 separate tickets.

Exceptions to the one address, one ticket requirement are:

### **1. Multiple Dig Sites**

Multiple vertical dig sites within one municipality can be filed as a Multiple Dig Site ticket. Examples include tree planting projects, utility pole projects, sign posts and soil borings.

The ticket is filed as an appointment ticket, and the contractor is required to work closely with the locators on the ticket to ensure the locators have enough time to accurately mark facilities. A relocate of a Multiple Dig Site ticket will be handled the same as a relocate of an appointment ticket.

### **2. Stretch of Road / From-To Tickets**

Utility or municipal work along a single road in one municipality may be filed as a Stretch of Road Ticket. Utility main burial/replacement, shoulder grading and pole replacement are examples of work that may qualify for a Stretch of Road ticket. Additional tickets will be required for installation of services to the mains, if the project turns onto a different street or if the project crosses a municipal border. A maximum radius of 100 feet will be allowed at each intersection. Any location request that exceeds 100 feet at intersections would require additional tickets.

### **3. Appointment Tickets and Prints Tickets**

See the section “Preparing Other Types of Locate Requests” for more information on Appointment and Prints Tickets.

**9. Intersection #1, Distance and Direction from**

**Intersection:** Diggers Hotline is required by state law to obtain the nearest intersecting road, and the distance and direction from the nearest intersection to process a locate request. If this information cannot be provided by the user, Diggers Hotline will not be able to process the locate request.

This information also ensures that Diggers Hotline is accurately identifying the work site on our internal maps, which further guarantees that the proper facility owners are receiving the locate request information.

**10. Intersection #2:** Although not required, a second intersection road close to the excavation site may be given.

**11. TRSQ:** The town/range/section/quartersection numbers of the excavation site may also be provided, but these numbers are not required.

**DIG INFO**

**12. Type of Work:** Field locators need to know the extent of the job and call center representatives will ask for a description of the work. The more detail provided, the better. For example, “installation of a sanitary sewer lateral” is much more helpful than “digging for a sewer line.”

**13. Explosives?:** Gas safety rules require gas facility owners to perform leakage surveys in the vicinity of any excavation or demolition after blasting has been performed. Diggers Hotline asks whether explosives will be used in an effort to assist gas facility members in complying with rules.

**14. Overhead Lines?:** State and federal safety standards state that the minimum safe working clearance from any overhead line is 10 feet. Greater clearances are required for overhead lines operating at voltages exceeding 50,000 volts to ground. Diggers Hotline asks if the equipment being used extends to more than 14 feet above ground, and if so, if the equipment will be used within 25 feet of any overhead lines. If the answer to both questions is “yes”, members with overhead lines which require working clearances greater than 10 feet will call or arrange to meet regarding safe-working clearances from their overhead lines.

**15. Boring Equipment?:** Due to the number of damages that occur with boring, facility owners need to be aware if boring will take place at the work site.



**16. Start Date/Time:** Start dates vary, depending upon the type of call being placed and the circumstances of the call. Diggers Hotline call center representatives will issue the earliest legal start date possible. Call center representatives will then ask how soon after this time the work is scheduled to begin. The legal start date will become the latter of these two dates.

Wisconsin's state law requires a minimum of three business days prior notification. Business days are defined in the law as any day other than Saturdays, Sundays, or legal holidays. The following are the legal holidays recognized by Wisconsin law:

New Year's Day  
Dr. Martin Luther King, Jr. Day  
Presidents' Day  
Good Friday  
Memorial Day  
Juneteenth Day  
Independence Day  
Labor Day  
September Primary Day (when applicable)  
Columbus Day  
Veterans Day  
November General Election Day (when applicable)  
Thanksgiving Day  
Christmas Day

Starting excavation before the legal start date and time is prohibited by state law; beginning work early can result in forfeiture of the excavator's rights and protection provided for under state statute 182.0175.

Diggers Hotline does not process locate requests more than 30 days prior to the intended start of excavation.

**17. Marking Instructions:** After identifying the location of the job site, Diggers Hotline call center representatives will identify what portion of the job site is to be marked out. If your excavation work exceeds your marking instructions, you must call for another locate request with the correct marking instructions.

The following guidelines should be considered:

- In all cases, Diggers Hotline is looking for a description of the area to be marked out. Call center representatives will not accept instructions to mark a particular facility.
  
- Right and left should not be used as directions. Use north, south, east and west instead.

• Diggers Hotline call center representatives try to refrain from using “mark the entire lot.” Provide the specific area of the lot to be marked out. The following are a few examples:

- Mark the W half of lot
- Mark from the S side of the home to the S lot line for the width of the lot
- Mark a 20-foot radius of the transformer 06u2235 located on rear lot line at address above
- Mark a 30-foot wide path along the N lot line for length of lot line
- Mark the entire road right of way of Lincoln Ave. from Main St. going N for 250 feet

**18. Remarks:** Diggers Hotline call center representatives will also record any additional information deemed appropriate.

**Optional Information:** Diggers Hotline will not ask the following questions during a call, but it is sometimes helpful for the caller to provide some or all of this information:

**1. Fax Number, Cell Number, Pager Number, Best Time to Reach, Email:** Diggers Hotline call center representatives can add this information to the ticket to allow locators a variety of ways to communicate with the caller.

**2. Duration of Work:** The response to this question helps locators schedule their workloads. This information is required to file a project ticket.

**3. Pre-Marked?:** Whenever possible identify the proposed work area with white paint, flags, or stakes. This will provide locators with an accurate understanding of the proposed excavation area. Facility owners may identify proposed excavations for new facilities by using white paint; or flags or marking tape striped with the appropriate facility color code. Such markings should identify the owner of the facility.

The following are guidelines which may be used when identifying proposed excavations:

Cable, Conduit, Pipe, etc.: White surface marks, flags, stakes, or laths should be placed at intervals of 10 to 30 feet along the intended route. Surface marks can be made with white paint or tape and should be approximately 1 1/2 inches wide by 12 inches long.

Manholes, Vaults, Poles, Trees, Vents, Anchors, etc.: White surface marks, flags, stakes, or laths should be placed at intervals of three to five feet around the perimeter of the intended excavation.

Grading, Pavement Removal, Basements, Other Excavations: White surface marks, flags, stakes, or laths should be placed at intervals of three to 30 feet around the perimeter of the intended excavation. If possible, identify the amount of cut or fill.

#### **4. Subdivision, Block Number, Lot Number, Job Number, Permit Number, Print Reference Number:**

These are all fields that may be used to help better identify the site of the proposed excavation.

After all the information is verified, Diggers Hotline call center representatives will issue a ticket number. It is very important to keep this ticket number as future inquiries concerning the ticket will be expedited if the ticket number is available. Call center representatives will also list the members that will receive the locate request.

## **Preparing Other Types of Locate Requests**

### **1. Emergency Calls**

An emergency locate request is defined as a locate request where excavation or demolition must begin prior to the standard three business days.

*An emergency exists only when one or more of the following conditions exist:*

- The unforeseen excavation, which, if not performed, could result in the loss of life or limb.
- The excavation is required to repair the outage of an existing service.
- Excavation is required prior to three business days in order to prevent property damage.
- An unstable condition exists which may result in any of the conditions listed above (for example, a leak in any service or main, or a fault in a primary or secondary wire and/or cable).

- *FOR FACILITY OWNERS ONLY:* Immediate excavation is required by the facility owner to move, abandon, or cut off any facilities due to receiving less than three business days notice from a contractor.

When calling in an emergency excavation, inform the call center representative that an emergency situation exists and be prepared to explain which of the above conditions is in effect. The call center representative will prepare the ticket for immediate transmission and issue a start date equal to the time the excavation is scheduled to commence. However, all utilities must respond before you are legally cleared to dig.

## **2. Earlier Start Dates**

For a variety of reasons it may be desirable to begin non-emergency excavation prior to the standard three business days. Diggers Hotline cannot issue an earlier start date for non-emergency excavation. Earlier start dates must be obtained directly from each of the facility owners after placing a locate request with Diggers Hotline.

If it is absolutely necessary to start non-emergency excavation prior to the standard three business days, inform the call center representative that calls will be made to facility owners in order to attempt to receive approval. The call center representative will list the start date as the standard three business days and will also provide the phone number for each member's locating department. ***If approval is not received from all the members involved, the start date issued by Diggers Hotline will remain in effect, and excavation should not begin earlier.***

## **3. Appointment Calls**

Most locate requests can be explained to a call center representative over the phone. In situations where excavation projects are large and complicated, an appointment call can make the filing of the locate request much easier. In an appointment call, the call center representative will take a general description of the work site. Enough information will be needed in order for members to furnish necessary facility maps to field locators.

A time will be set for the caller to meet with locators from the facility owner companies at the job site. If, for some reason, the appointment time cannot be met, the member will contact the caller to arrange a new time.

An appointment should only be set up when it seems impossible to explain the project over the phone.

If it is absolutely necessary to set up an appointment with representatives of member companies, the caller has two options:

- The caller may contact each facility owner after receiving a ticket number from Diggers Hotline.
- The call center representative can set up an appointment between 9 a.m. and 3 p.m. three business days from the time of the call.

The start date in either case will be listed as six business days from the time of the call. Because the appointment will explain a large and complex project, members of Diggers Hotline require three business days from the time of the appointment in order to locate their facilities. The location of the meetings for all appointment calls should be at the actual job site or very close to it. The call center representative will list the exact requested meeting place on the location request.

If requesting a second appointment for the remarking of an appointment ticket, the second appointment time will be set for three business days from the time of the call, and the start date and time will be set for three business days from the time of the appointment.

If the project extends into multiple municipalities, then one ticket should be filed for each affected municipality. If the area contains easily defined addresses or locations then each address/location should be filed as individual tickets. Once roads and/or addresses are established on a large tract of land, such as a subdivision or industrial park, each address/lot will require an individual ticket.

#### **4. Prints of Maps**

Another method for explaining a large or complex project is to send a copy of the drawing, map, or print to involved members, describing the excavation site. It is still necessary to file a locate request with Diggers Hotline. The call center representative will issue a start date not less than 10 calendar days nor more than 30 calendar days from the current date.

Members will not be able to locate their facilities until the prints have been received, and the selected start date will become invalid if the prints or drawings are not received at least three business days prior to the selected start date.

Members will then issue a new start date of three business days after the receipt of the prints.

If the project extends into multiple municipalities, then one ticket should be filed for each affected municipality. If the area contains easily defined addresses or locations then each address/location should be filed as individual tickets. Once roads and/or addresses are established on a large tract of land, such as a subdivision or industrial park, each address/lot will require an individual ticket.

Some callers prefer to give a complete and accurate description of the work site in addition to sending prints or drawings for reference purposes only. If this is the case, Diggers Hotline will issue the standard three business day start date and indicate on the ticket that “Prints will be sent for reference only—print #\_\_.” It should be noted, however, that a complete description of the work site is necessary in order to receive the standard start date.

### **5. Project Ticket**

Large ongoing worksites can be covered with a Project Ticket. If the caller provides a duration of work, up to one year, the caller can request a crew-on-site or 24-hour relocate within that duration of work, even if there has been no activity at the jobsite for 10 days. When requesting a relocate, the caller must provide an on-site contact for locators to contact to establish the exact area that needs to be relocated at the worksite.

An example of a project ticket could be a road project or large site development where an excavator works on and off at the worksite over an extended period of time and receives short notice before returning to the site.

## **Contacting Diggers Hotline**

### **1. By Phone**

Diggers Hotline is available 24 hours a day, 7 days a week, 365 days a year by calling the three-digit code **811** or by calling **(800) 242-8511**.

TDD users may call **(800) 542-2289**.

### **2. Email-A-Locate Program**

On the Diggers Hotline website, **[www.DiggersHotline.com](http://www.DiggersHotline.com)**, you can e-mail locate requests to the call center. To access

the on-line email form, go to the Diggers Hotline website, [www.DiggersHotline.com](http://www.DiggersHotline.com) and click on “Email-A-Locate” on the left side of the page.

### **3. Fax-A-Locate Program**

Diggers Hotline allows excavators to fax their standard, non-emergency locate requests or planning purpose requests to Diggers Hotline, as opposed to calling them in.

Excavators can file locate requests via fax 24 hours a day, seven days a week. An attempt will be made to process the locate request during the current working-hours block whenever possible. The start time you will be assigned is based upon the time that the information is entered into the Diggers Hotline database unless the requested start date is more than four days from the time it is entered into the database. The possibility exists that a fourth working day may be required. To use the Fax-a-Locate program, contact Diggers Hotline for the appropriate materials.

### **4. Remote Entry**

Diggers Hotline allows users to file locates directly into our computer system with remote access via an internet connection. After users enter a ticket, they will be given a start date and time and ticket number. Diggers Hotline must first train remote entry users before they are allowed to file tickets using this method.

Contact Diggers Hotline if you would like additional information, or get more information at [www.DiggersHotline.com](http://www.DiggersHotline.com)

## **What Happens after the Request is Made**

As a locate request is completed, the ticket is processed and software compares the worksite area with the member service areas. The software then transmits the message to the affected members.

The information is received by the members, or their contract locator. Trained personnel review the locate request in comparison with their maps and records. It is their job to decide whether or not the location of the work site is close to existing underground facilities.

Once it is determined that markings are required, the ticket is dispatched to a field locator, who will locate and mark the excavation site with paint, stakes, and/or flags. Members, or their locating contractor, mark facilities according to specific guidelines and color codes.

## **Facility Owner Responsibilities and Locate Requests**

Members may choose to handle the excavator's locate requests directly or arrange for a contractor to handle all or part of their locating work. However, the member remains responsible for fulfilling the requirements of Wisconsin Statute 182.0175.

After receiving and screening the locate request, each Diggers Hotline member, or their locating contractor, will mark the location of their facilities in the field in a reasonable manner. Facilities will be marked according to the following color codes in accordance with Wisconsin Statute 182.0175:

**RED** – electric power lines, cables, conduit and lighting cables

**YELLOW** – gas, oil, steam, petroleum, or gaseous materials

**ORANGE** – communications, alarm or signal lines, cables or conduit

**BLUE** – water, irrigation, or slurry lines

**GREEN** – sewers and drain lines

**PINK** – temporary survey markings

**WHITE** – proposed excavation

Members will use stakes, flags, paint, or other suitable materials in varying combinations dependent upon the type of surface to be marked. These marks will be in sufficient quantity to clearly identify the routes of the facility. Where the facility size is larger than a few inches, the width will also be indicated.

When the surface over the underground facility is expected to be destroyed, supplemental off-set markings may be added. Such markings will identify the direction and distance to the actual facility.

Emergency locates are given top priority. Members will



respond to emergencies by telephone generally within one hour to state if buried facilities are present and to indicate if a field locator will be dispatched and, if so, when. Members will mark facilities within the emergency excavation area as soon as possible, generally within three hours or prior to the start of the excavation, whichever is later.

Each member maintains an emergency phone number for use in the processing of emergency locate requests during after-hours times when their office is closed. These numbers can be obtained when an emergency ticket is filed with Diggers Hotline.

If requested, members will attempt to expedite non-emergency locate requests dependent upon scheduling considerations.

Members will, upon receiving a valid request through Diggers Hotline, re-mark a job site. (See Re-Marking, later in this manual.)

When an appointment is set up, either by Diggers Hotline or directly with members, locating representatives will meet the caller at the time and place agreed upon. If, for some reason, the appointment time cannot be met, the member will contact the caller to arrange a new time.

## **Excavator Responsibilities after Making a Locate Request**

Notifying Diggers Hotline is only the first step for the caller in fulfilling his or her responsibilities in the locating process.

After the markings have been made, excavators are required to maintain a minimum clearance of 18 inches between a marked and unexposed transmission facility and the cutting edge or point of any power-operated excavating or earth-moving equipment.

If excavation is required within 18 inches of any marking, the excavation should be performed very carefully with hand tools. See State Statutes 182.0175(2)(am)(3). This is particularly important because locating is not an exact science and, therefore, the actual location of the facility could vary from the position of the marks.

If the transmission facility is exposed, the excavator may reduce the clearance to 2 times the known limit of control of the cutting edge or point of the equipment or 12 inches, whichever is greater.

If marks are destroyed or covered by excavation site activities, the excavator must provide a relocate notice to Diggers Hotline. If work does not start within 10 calendar days of the scheduled start date, or the work is interrupted for more than 10 calendar days, the excavator must provide a three-day locate notice to Diggers Hotline. See State Statute 182.0175(2)(am)(4) and “Ticket Lifespan/Remarking” later in this guide.

If, during the course of excavation, a facility has been exposed, it is the excavator’s responsibility to inspect and support these facilities prior to backfilling in order to ascertain if the facilities have been struck or damaged in any capacity. If damage of any kind is discovered or any suspicion of damage exists, it is the excavator’s responsibility to immediately notify the facility owner directly. The excavator must refrain from backfilling an excavation until an inspection is conducted and any necessary repairs have been made by the owner of the transmission facility. Diggers Hotline will provide the contact number of facility owners, upon request.

Many excavators mistakenly believe that Diggers Hotline is responsible for the actual marking of facilities. This is not the case. Diggers Hotline takes information from the excavator and relays it to Diggers Hotline members. Each facility owner is responsible for ensuring that their facilities are properly marked. When one member indicates that there are no facilities in conflict with a specific excavation, the excavator must realize that this does not mean that “Diggers Hotline” has cleared the site; nor does it mean that other facilities are not at that location.

***Also be aware of facilities on or near your work site that might be privately owned, including propane.*** Homeowners and private businesses can own facilities on property that is owned by them. These facility owners are not required to be members of Diggers Hotline, and therefore will not be notified of your work. ***It is the excavator’s duty to notify the owners of private facilities of their intent to dig.*** A list of private locating companies is available at [www.DiggersHotline.com](http://www.DiggersHotline.com)

Also, excavators are encouraged to have a copy of the locate request at the work site and to keep a copy of the ticket until well after the project has been completed.

When excavation is complete on large worksites, it is the duty of the general contractor to remove marking flags and stakes. For single employer worksites, it is the duty of the ticket holder to remove flags and stakes.

## **Ticket Lifespan/Remarking**

### **Ticket Lifespan**

A ticket remains valid if work begins within 10 calendar days after the legal start date and work is not interrupted for more than 10 calendar days.

The term “work” shall include actual digging, as well as preparatory work at the digging site.

During the lifespan of the ticket, the excavator is responsible to notify the facility owners to re-mark when needed.

Callers shall not be granted a crew on-site or 24-hour relocate if the relocate is filed after February 1 for a ticket that has not been filed or relocated since before November 1 of the prior year. Callers will still be granted 3 working day tickets for those situations.

### **Re-Marking (Valid Ticket - Missing Marks)**

A valid ticket is one for which work begins within 10 calendar days after the legal start date AND work is not interrupted for more than 10 calendar days.

If a valid ticket needs to be re-marked, but a crew is not at the worksite, the caller will receive a new start date and time that is 24 hours from the current date and time, excluding weekends and holidays. This ticket is known as a **24-hour relocate**. If the excavator is aware that a member has failed to mark a valid relocate ticket, the excavator may contact the member, or the member’s contract locating company directly, without calling Diggers Hotline. The member will respond as soon as possible within the 24-hour period.

If a valid ticket needs to be re-marked and the crew is at the work site, the caller will be issued a **crew on-site relocate**. On such tickets, members should respond to the excavator within one hour to let them know when the site will be relocated. Even though the caller will receive a start date and time that is one hour from the current date and time, the ticket does not become valid until the members contact and/or relocate the site.

**Re-Marking (Work Not Started/Interrupted/Invalid Ticket)**

If work has not started within 10 calendar days after the legal start date or work has been interrupted for more than 10 calendar days, the excavator should call Diggers Hotline and a **3-day relocate** ticket will be issued with a new three working day start date.

**Appointment Calls:** When remarking a valid **appointment ticket**, if requesting a second appointment, the second appointment time will be set for three business days from the time of the call, and the start date will be set for three business days from the time of the appointment.

If the caller does not want to meet a second time for the appointment ticket relocate, the caller will be issued a normal three business day start date and time, but marking instructions will be required.

**Planning Calls:** If a relocate is requested on a planning call, members will generally respond within 10 calendar days after the call is received.

## **Depth of Facilities**

Diggers Hotline does not have information on the specific location or depth of buried facilities. Facility owners themselves generally do not provide depth information to excavators. While it is true that most facility owners follow certain depth requirements or guidelines when installing lines, they have no control over depth variation caused by human intervention, weather, or other circumstances.

For example, a facility is buried three feet below the surface in a given area. Following installation, a landscaper adds one foot to the top soil. In this case, the facility is now four feet deep. Conversely, if the landscaper were to remove one foot of dirt, that facility would only be two feet below the surface.

In addition to human intervention, the effects of weather (i.e., erosion, changes in the frost line, etc.) can affect the depth of underground facilities.

The use of electronic devices to determine facility depth is inherently unreliable and cannot be used in place of hand digging to determine true facility depth.

# Reporting Problems

There are several problems which the excavator may encounter during the locating process. Diggers Hotline will assist in the resolution of these problems. The following are some of the more commonly experienced problems with a brief description of the proper channels to follow.

## **1. Correcting Errors.**

If, at any time, it is discovered that incorrect information was provided to Diggers Hotline, callers should notify Diggers Hotline as soon as possible. Call center representatives will correct the problem by filing a new ticket. It should be noted that a new start date will be issued.

Corrections to a ticket will only be accepted from callers working for the same company that originated the ticket. A subcontractor may not change information on a ticket filed by the general contractor. Subcontractors need to work under their own individual tickets, not tickets filed by the general contractor.

## **2. Missing Marks.**

If the start date and time issued by Diggers Hotline has arrived and a member(s) has failed to mark the facilities or has marked the facilities incorrectly, it is best to contact that facility owner directly. Diggers Hotline can provide the appropriate phone numbers if needed. To ensure the safety of the excavation crews and the general public, excavation should not begin until the excavator is confident that all facilities have been marked correctly.

If a member company consistently fails to mark facilities prior to the start date, a complaint can be filed with Diggers Hotline. Diggers Hotline management will investigate the problem and assist in seeking a resolution.

Likewise, if a member fails to comply with a scheduled appointment, it is best to contact the facility owner. As with any other problem, Diggers Hotline is interested in the excavator's concerns and will assist in any way possible.

## **3. Legal Matters.**

Records of locate requests are kept for at least six years. In the event the contractor is involved in a court case, Diggers Hotline can be of assistance by providing copies of these records. There may be a fee involved in record retrieval.

# ADDENDUM

1. Who's Who at Diggers Hotline
2. Frequently Asked Questions
3. Glossary
4. Ticket Format
5. Disclaimer Waiver
6. Wisconsin State Statute 182.0175

# WHO'S WHO AT DIGGERS HOTLINE

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# WHO'S WHO AT DIGGERS HOTLINE

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(262) 785-5300

## MANAGEMENT

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### Mapping Services Specialists

(800) 982-0299 Ext. 5



# Frequently Asked Questions

**Q:** *How long is a locate request valid?*

**A:** A ticket remains valid for the life of your project if work begins within 10 calendar days of the legal start date and time *and* the work is not interrupted for more than 10 days *and* the locate marks are still intact.

It is the excavator's responsibility to get the marks refreshed, when needed.

A ticket becomes invalid only if the work did not begin within 10 calendar days of the start date and time, *or* has been interrupted for more than 10 calendar days, *or* the locate marks are missing or need refreshing.

**Q:** *What is a private facility?*

**A:** A private facility is a facility that is not owned by a utility or other member of Diggers Hotline; they are owned by homeowners or private businesses who are not required to be members of Diggers Hotline and will not be notified of your intent to dig. As a result, these lines will not be marked after a locate request is processed. **Examples of private facilities include propane, electric, gas and/or communications facilities owned by a business or homeowner.** It is the excavator's duty to notify the owners of private facilities of their intent to dig.

To obtain a list of companies that locate private lines, see the Diggers Hotline website: [www.DiggersHotline.com](http://www.DiggersHotline.com).

**Q:** *If a homeowner hires a contractor to do excavation work, who is responsible for calling Diggers Hotline?*

**A:** According to the state law, the excavator must notify the one-call center, not the homeowner for whom the work is being done.

If you are a contractor, it is your legal duty to call Diggers Hotline; it is not the responsibility of your customer.

**Q:** *When should I request a relocate?*

**A:** You may request a relocate after an original locate request ticket has been placed and one of the following conditions exists:

- Missing or disturbed locate markings.
- Work did not begin within 10 days of the legal start date.
- Work was interrupted for more than 10 days.

The ticket number for the ticket to be relocated is required to obtain a relocate. If the ticket is invalid, it will take three more business days for the relocate request to be filled. For valid tickets, if a crew is on site, facility owners will try to contact you within one hour to let you know the status of your relocate. The facility owners will then generally relocate within four hours. If the crew is not on site, the locators will relocate within 24 hours.

**Q:** *Do I really need to listen to all of those disclaimers every time I call?*

**A:** Frequent callers to Diggers Hotline are able to waive the right to hear several of the disclaimers our CCRs read to callers. Download a copy of the waiver form at our website or use the form on page 26.

# Glossary

## General Definitions

**Boring** – Construction procedure used to drill underneath the surface of the ground, roadway or other area.

**Buffer Zone** – The area around a facility where only hand digging is allowed. The buffer zone is 18 inches for marked, unexposed facilities and 12 inches or twice the known limit of control of the cutting edge, whichever is greater, for exposed facilities.

**Business Day/Working Day** – A day other than Saturday, Sunday and legal holidays.

**Excavator** – A person or company that will engage in earth-moving activities.

**Facility** – Any resource, either underground or above the ground, which transmits a product, such as natural gas, electricity or telephone communications.

**Member** – An owner of underground facilities that belongs to Diggers Hotline. The member service boundary indicates which areas the owner will be notified of dig sites.

## Ticket/Locate Request Definitions

**Ticket** – Either an inbound locate request or an outbound message to Diggers Hotline members.

**Valid Ticket** – A ticket for which work begins within 10 calendar days after the legal start date AND work is not interrupted for more than 10 calendar days.

**Invalid Ticket** – A ticket for which work has not started within 10 calendar days after the legal start date or work has been interrupted for more than 10 calendar days.

**Standard Locate** – A locate request for new excavation. The legal start date and time is three business days after the locate request has been processed.

**Emergency Locate** – A locate request, where excavation or demolition must begin prior to the standard three business days. An emergency locate exists *only* when one or more of the following exist:

- The unforeseen excavation, which, if not performed, could result in the loss of life or limb.
- The excavation is required to repair a service outage.
- Excavation is required prior to three business days in order to prevent property damage.

• An unstable condition exists which may result in any of the conditions listed above (for example, a leak in any service or main, or a fault in a primary or secondary wire and/or cable).

**Planning Purpose Locate** – A locate request for a project in the planning phase to determine the location of existing facilities.

**Relocate Request** – A request to remark or refresh the marks of a dig site that has already been marked once by facility owners.

**Crew-On Site Relocate** – A relocate request for which a work crew is waiting for facilities to be marked. Facility owners, or their locators, will attempt to contact the crew within one hour to notify when the relocate will take place. Mistakenly known as a one-hour relocate. A crew on-site relocate ticket does not become valid until the job site has been remarked.

**Twenty-Four Hour Relocate** – A relocate request for a valid ticket, which should be remarked within 24 hours.

**Three-Day Relocate** – A relocate request for an invalid ticket.

# Ticket Format

Caller ID \_\_\_\_\_ Phone Number \_\_\_\_\_

Caller Name \_\_\_\_\_

Company Name, Address \_\_\_\_\_

Field Rep and phone number \_\_\_\_\_

Work Being Done For \_\_\_\_\_

City/Place and County \_\_\_\_\_

Address/Street \_\_\_\_\_

Side of Street \_\_\_\_\_

Intersection/Distance and Direction \_\_\_\_\_

Type of Work \_\_\_\_\_

Explosives? \_\_ Overhead Lines? \_\_ Boring Equipment? \_\_

Start date and time \_\_\_\_\_

Marking Instructions \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Ticket Number \_\_\_\_\_

Notes: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

# Waiver Form

Please complete this form and return to Diggers Hotline if you would like to opt out of hearing our statements and disclaimers when calling in a locate request. **Please fax to: (262) 782-7167.** Please Print:

Your Name \_\_\_\_\_

Your Company's Name \_\_\_\_\_

Your Phone Number \_\_\_\_\_ Your Caller ID \_\_\_\_\_

Other Caller IDs at your company that would like to opt out \_\_\_\_\_

**10 Calendar Day Statement:**

“Your markings are legally valid for 10 calendar days due to weather and vandalism. If you do not begin your work within 10 calendar days of the start date and time or if your work is interrupted for 10 days or more, you will need to call back to have the area remarked.”

**18 Inch Statement:**

“Utilities will mark the area using color coded paint and flags. You need to stay 18 inches away on all sides of any markings with any power equipment used in the work. If you need to go closer, use hand-tools only and dig very carefully.”

**Overhead Line Statement:**

“Members with overhead lines who require working clearances greater than 10 feet will call or arrange to meet regarding safe working clearances and voltage information.”

**Planning Purpose Statement:**

“This ticket is for planning purposes only. You are not legally clear to dig on this ticket. You must contact Diggers Hotline at least three business days before you begin any digging.”

**Relocates:**

“The member or members in question should respond by telephone as soon as possible or by the start date/time, whichever is later, to indicate when the facilities will be remarked. No matter how the start date and time may read on the ticket itself, you will NOT be clear to dig until ALL facilities at the work site have been marked by member companies.”

**Emergency Statement:**

“The member or members in question should respond by telephone as soon as possible or by the start date/time, whichever is later, to indicate when the facilities will be marked. No matter how the start date and time may read on the ticket itself, you will NOT be clear to dig until all member companies have responded in some fashion. In addition, excavating without waiting for member companies to respond and/or locate could result in you being liable for any damages that may occur.”

**Private Line Statement:**

“Utilities do not mark private lines, including lines considered to be owned by the property owner, such as sewer & water laterals.”

I have read the above disclaimers and I fully understand them. I proclaim that I and the people who use the caller identification numbers listed above opt out of hearing these disclaimers when calling Diggers Hotline:

Your Signature \_\_\_\_\_

Today's Date \_\_\_\_\_

# Wisconsin Statute 182.0175

(1) **DEFINITIONS.** In this section:

(am) “Emergency” means a condition that poses a clear and immediate danger to life or health, or a significant loss of property.

(b) “Excavation” means any operation in which earth, rock or other material in or on the ground is moved, removed or otherwise displaced by means of any tools, equipment or explosives and includes grading, trenching, digging, ditching, drilling, augering, tunneling, scraping, cable or pipe plowing and driving and means any operation by which a structure or mass of material is wrecked, razed, rended, moved or removed.

(bm) “Excavator” means a person who engages in excavation.

(bt) “Local governmental unit” means a political subdivision of this state, a special purpose district in this state, an instrumentality or corporation of such a political subdivision or special purpose district, a combination or subunit of any of the foregoing or an instrumentality of the state and any of the foregoing.

(bu) “Pavement” means asphalt or concrete pavement.

(bv) “Private transmission facilities” means transmission facilities that are owned by a person, other than a governmental unit, and that are located on private property owned or leased by that person and that do not cross a public right-of-way.

(c) “Transmission facilities” includes all pipes, pipelines, wires, cables, ducts, wirelines and associated facilities, whether underground or aboveground, regardless of the nature of their transmittants or of their in-service application. The term includes, but is not restricted to, utility facilities, government-owned facilities, facilities transporting hazardous materials, communications and data facilities, drainage and water facilities and sewer systems. The term does not include culverts.

(d) “Working days” means days other than Saturday, Sunday and legal holidays.

**(1m) ONE-CALL SYSTEM.** (a) Statewide system. Owners of transmission facilities, other than private transmission facilities, shall establish or designate a nonprofit organization governed by a board of directors as the operator of a one-call system and shall be members of the system. The one-call system shall be a statewide communication system in which a single operational center receives excavation notices and transmits notice information to affected-member transmission facilities owners. Owners of private transmission facilities may be members.

2. A transmission facilities owner or lessee is not required to be a member of the one-call system if all of that person’s transmission facilities are located on property owned or leased by that person. This subdivision does not apply to a governmental unit that is a transmission facilities owner.

(bm) Membership fees. A member may be assessed an initial start-up fee equal to the system’s costs in adding the member to the one-call system, except that any initial start-up fee may not exceed \$100 for a member whose transmission facilities serve less than 5,000 customers.

For purposes of assessing the initial start-up fee, affiliated transmission facilities owners shall be considered a single member. Under this paragraph, a transmission facilities owner is affiliated with another transmission facilities owner if the transmission facilities owner, directly, or indirectly through one or more intermediaries, controls, is controlled by, or is under common control with, the other transmission facilities owner. Members shall also be assessed a fee per notice of intended excavation activity. Membership in the one-call system ceases if a fee assessed under this paragraph is more than 90 days past due. A transmission facilities owner may be reinstated as a member upon payment of the amount past due.

(c) Liability. Any transmission facilities owner who is required to be a member of the one-call system and has not complied with the membership requirement is liable for all damages to the owner's transmission facilities and for any other damages that occur as a result of a properly noticed excavation to the one-call system.

(d) System functions. The one-call system shall do all of the following:

1. Publicize the availability and use of the one-call system.
2. Provide toll-free communication to the one-call system.
3. Accept notices of intended excavation activity.
4. Accept notices of intended emergency location or emergency excavation activity 24 hours a day.

(4m) Disclose to persons providing notice that the one-call system does not include private transmission facilities as required under par. (e) 1.

5. Inform the person providing notice of the names of affected-member transmission facilities owners who will receive the notice information.
6. Promptly transmit notice information to affected-member transmission facilities owners.
7. Retain records of notices for a period of not less than 6 years.

(e) Information system. 1. The operator of the one-call system shall ensure, through information distributed to the public by phone, Internet, or printed materials, that a person providing notice on intended excavation activity is informed that private transmission facilities are not subject to the one-call system and that the person providing notice is referred to other entities to be contacted by the person for determining the location of private transmission facilities. In providing this information, the operator shall specifically use the term "propane" in describing the type of private transmission facilities that are not subject to the one-call system.

2. The department of commerce may promulgate a rule that requires retail suppliers, as defined in s. 101.16 (1) (d), of propane to inform their customers each year of the obligation of owners of transmission facilities under this section.

**(2) EXCAVATOR AND PLANNER RESPONSIBILITIES. (a)**  
Planning.

Every person who is responsible for the preparation of plans and specifications for nonemergency excavation and every excavator shall do all of the following:

1. Take reasonable action to learn the location of any transmission facilities in and near the area where the excavation is to be conducted.
2. Plan the excavation to avoid to the extent possible interference with

transmission facilities in and near the excavation area.

(am) Excavation notice. An excavator shall do all of the following:

1. Provide advance notice not less than 3 working days before the start of nonemergency excavation to the one-call system.
2. In an emergency, take all reasonable precautions to avoid to the extent possible interference with existing transmission facilities in and near the excavation area and notify as promptly as possible the owners of transmission facilities which may be affected by the emergency excavation.
3. Maintain an estimated minimum clearance of 18 inches between a marking for an unexposed underground transmission facility that is marked under sub. (2m) and the cutting edge or point of any power-operated excavating or earth moving equipment except as is necessary at the beginning of the excavation process to penetrate and remove the surface layer of pavement. When the underground transmission facility becomes exposed or if the transmission facility is already exposed, the excavator may reduce the clearance to 2 times the known limit of control of the cutting edge or point of the equipment or 12 inches, whichever is greater.
4. Provide a repeat notice to the one-call system if marks are destroyed or covered by excavation site activities, if the excavation does not start within 10 days of the scheduled start date or if excavation is interrupted for more than 10 days.
5. Provide support for existing transmission facilities in and near the excavation area that may be reasonably necessary or that is specified by the transmission facility owner for the protection of the facilities, unless protection is required of the owner of the transmission facility under s. 66.0831.
6. Before backfilling, inspect all transmission facilities exposed during excavation to ascertain if the transmission facilities have been or may have been struck, damaged, dislocated or disrupted.
- 6m. Refrain from backfilling an excavation until an inspection is conducted and any necessary repairs have been made by the owner of the transmission facility.
7. Immediately notify the owner of a transmission facility if an inspection reveals that the transmission facility has been or may have been struck, damaged, dislocated or disrupted.
8. Backfill an excavation as specified by the owner of the existing transmission facilities or in a manner and with materials that may be reasonably necessary for the protection of, and to provide reliable support during backfilling and following backfilling for, existing transmission facilities in and near the excavation area.

(bm) Notice. An excavation notice shall include all of the following information:

1. The name of the person providing notice.
2. The name, address and telephone number of the excavator.
3. The specific location and description of the excavation area, including the county, place, street address, nearest intersecting road, distance and direction from the nearest intersection and marking instructions.
4. A description of the intended excavation activity.
5. The intended starting date of the excavation.

**(2m) TRANSMISSION FACILITIES OWNER REQUIREMENTS.**

(a) Responsibilities. A transmission facilities owner shall do all of the following:

1. Respond to a planning notice within 10 days after receipt of the notice by conducting field markings, providing records and taking other appropriate responses.
2. Respond to an excavation notice within 3 working days by marking the location of transmission facilities and, if applicable, laterals as provided under par. (b) in the area described in the excavation notice.
3. Provide emergency locator service within 24 hours after receiving a request for that service.

(b) Facilities marking. A person owning transmission facilities, upon receipt of an excavation notice, shall mark in a reasonable manner the locations of transmission facilities at the area described in the notice to enable the excavator to locate the transmission facilities without endangering the security of the facilities or the public. Except as provided in par. (bm), if the person is a local governmental unit and if the excavation notice relates to sewer or water facilities owned by the local governmental unit, the local governmental unit shall also mark the locations within the public right-of-way of all laterals connected to the sewer or water facilities at the area described in the notice. The marking of facilities shall be completed within 3 working days after receipt of the notice, or if notice is given more than 10 days before excavation is scheduled to begin, marking shall be completed at least 3 working days before excavation is scheduled to begin. If the approximate location of a transmission facility is marked with paint, flags, stakes or other physical means, the following color coding of lines, cables or conduits shall comply with the uniform color code adopted by the American National Standards Institute:

1. Electric power: red.
2. Gas, oil, steam, petroleum or gaseous materials: yellow.
3. Communications, cable television or alarm or signal systems: orange.
4. Water, irrigation or slurry systems: blue.
5. Sewer or drain systems: green.
6. Temporary survey markings: pink.
7. Proposed excavation: white.

(bm) Local governmental units. A local governmental unit is considered to have satisfied the requirement under par. (b) to mark the locations within the public right-of-way of all laterals connected to sewer or water facilities if the local governmental unit makes available to an excavator, for inspection and making copies, information on the location of such laterals as shown on maps, drawings, diagrams, or other records, that are readily available. If a local governmental unit has no such readily available information regarding such laterals and the local governmental unit provides the excavator with a written notice that the local governmental unit has no such readily available information, the local governmental unit is considered to have satisfied the requirement under par. (b) to mark the locations within the public right-of-way of all laterals connected to the sewer or water facilities.

(br) Private transmission facilities. Paragraphs (a) to (bm) do not apply to owners of private transmission facilities.

(c) Facilities inspection and repair. Every person owning transmission



facilities who receives a notice of possible damage shall inspect the facilities for damage within 6 hours after receipt of the notice if there is risk of personal injury or loss of life or within 24 hours after receipt of the notice if there is not a risk of personal injury or loss of life and shall repair any damage found as soon as practicable. Unless the owner of any transmission facility is notified or has knowledge of damage to transmission facilities by an excavator, the owner is not responsible for or required to make an inspection of its transmission facilities, nor shall the owner, in the absence of notification or knowledge, be responsible for supervising in any manner the excavation.

**(2r) FACILITIES INSTALLED AFTER DECEMBER 31, 2006.** Any person who, after December 31, 2006, installs a nonconductive water or sewer lateral shall also install a locating wire or other equally effective means for marking the location of the lateral. The requirement shall not apply to minor repairs to, or partial replacements of, laterals installed before January 1, 2007.

NOTE: Sub. (2r) was created as 182.0715 (2r) and renumbered by the revisor under s. 13.93 (1) (b).

**(3) PENALTIES.** (a) Forfeitures. Any person who willfully and knowingly violates this section may be required to forfeit \$2,000 for each offense. Each day of continued violation constitutes a separate offense. (b) Misdemeanor. Whoever intentionally removes, moves or obliterates a transmission facilities marking placed by the transmission facilities owner may be fined not more than \$500 or imprisoned for not more than 30 days or both. This paragraph does not apply to an excavator who removes or obliterates markings during an excavation.

**(4) RIGHT OF ACTION.** This section shall not affect any right of action or penalty which this state or any person may have.

**(5) RIGHT TO INJUNCTION.** If any person engages in or is likely to engage in excavation inconsistent with this section and which results or is likely to result in damage to transmission facilities, the person who owns or operates the facilities may seek injunctive relief in the circuit court for the county in which the transmission facilities are located. If the transmission facilities are owned or operated by a public utility as defined in s. 196.01 (5), including a telecommunications carrier, as defined in s. 196.01 (8m), and the public utility does not seek injunctive relief, the attorney general, upon request of the public service commission, shall seek injunctive relief in the circuit court for the county in which the transmission facilities are located.

History: 1973 c. 277; 1977 c. 350; 1977 c. 449 s. 497; 1983 a. 189; 1985 a. 297

s. 76; 1993 a. 482, 496; 1995 a. 135; 1999 a. 150 s. 672; 2005 a. 425; s. 13.93 (1)(b).



[www.DiggersHotline.com](http://www.DiggersHotline.com)



The Diggers Hotline website has all the resources you need: Online newsletters, event details, state holidays, private line info, FAQ's, email-a-locate, remote entry sign-up and industry updates. **Check it out today.**



Know what's below.  
Call before you dig.

**DIGGERS**  **HOTLINE**

# ALWAYS CALL BEFORE YOU DIG



One free, easy call gets your utility lines marked  
AND helps protect you from injury and expense.

Know what's below. Always call 811 before you dig.  
Visit [call811.com](http://call811.com) for more information.



Know what's below.  
Call before you dig.



U.S. Department  
of Transportation



Building Your Quality of Life



JOHN DEERE

TRAVELERS

Common Ground Alliance

**DIGGERS**  **HOTLINE**