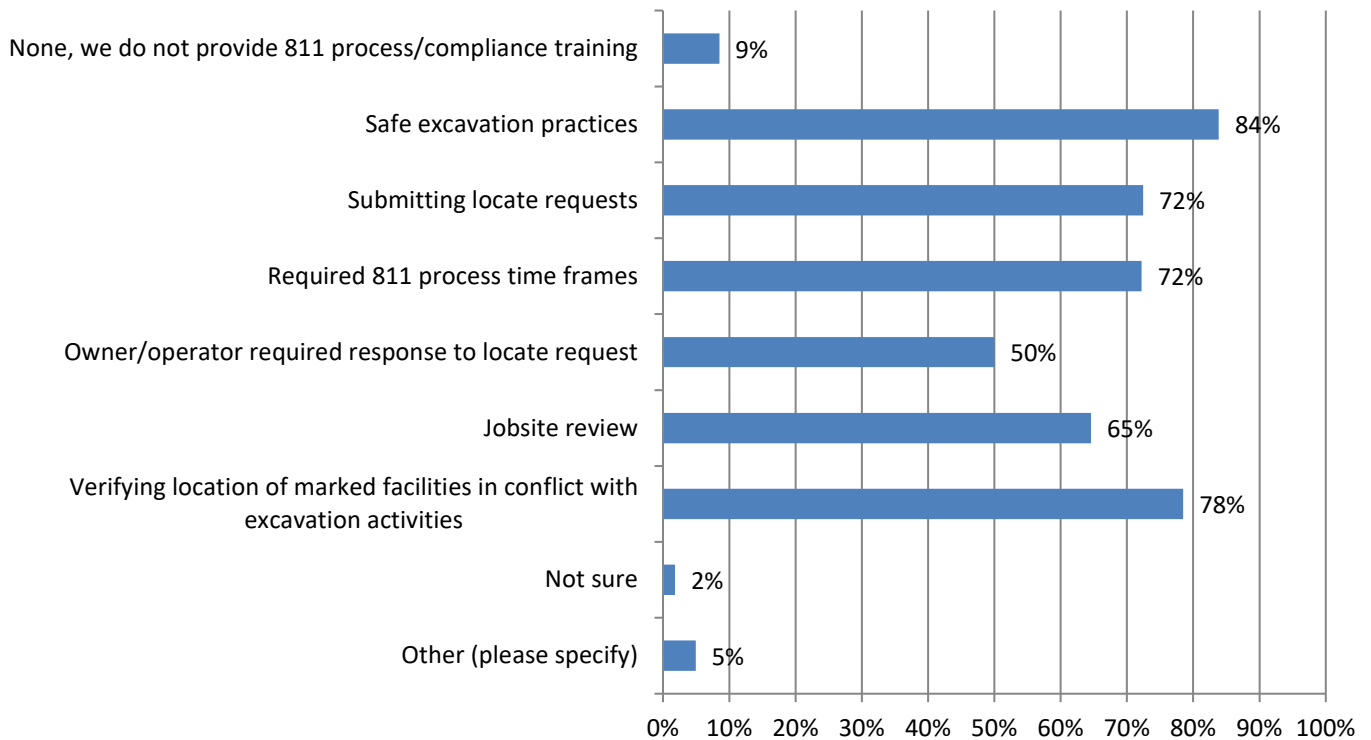




## Appendix

### 2021 Underground Utility Safety and Damage Prevention 811 Survey Results

**1. What aspects of the 811 process/compliance does your employee training include? (mark all that apply)**



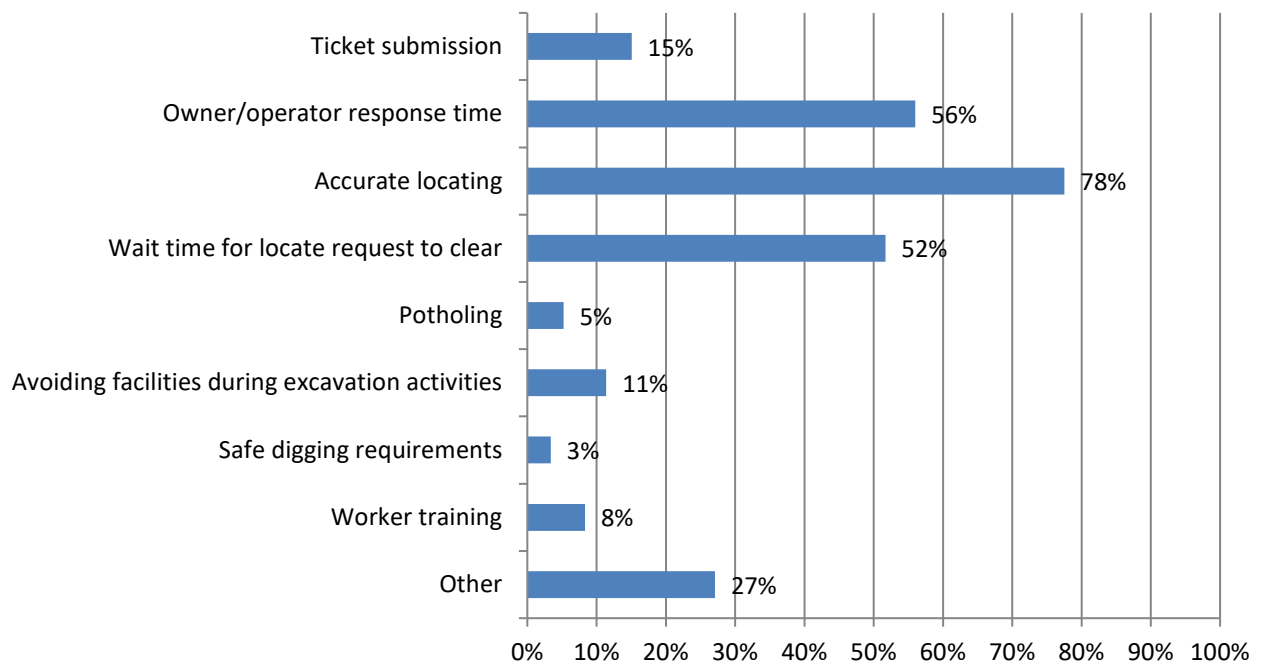
Write-in answer choices:

Other (please specify):

- Saw cutting Sub-Contractor, we follow Contractors bluestaking.
- What to do in case of a damage or incident
- We have 811 Representative speak at our annual meeting and do online training modules.
- Design Tickets
- Accident review: Verification of mismarked locate (happens often)
- Meet and mark meeting(s)
- surveying of marked flags for future reference when possible
- Requesting remarking during the job
- Local 811 Center Trainings
- Training on our "Disturbance Permit" process
- rarely used but supervision requires regular updates on training
- The NM PRC does our training
- Marking training

- Also, the nonsubscriber utilities. 811 is a private company that only contacts its members. Other entities are not contacted and given as a maybe. this is a serious error and constant problem. Also, the deniability factor with 2cd and third-party notifications. If one does not have time name and contact info, they will deny the contact occurred.
- 811 timeframes stated in our handbook are more stringent than the Indiana law to allow more time for quality markings and survey of underground facilities
- NC 811 Pipes plus training
- Identification of possibly unmarked facilities
- Hydro Excavation
- Letting Team know that they cannot use some else's Markout
- Pictures taken of excavation are before digging starts and when complete
- Utility Avoidance Training
- Excavation Permits

## 2. What do you find are the weakest elements of the 811 process? (Please choose up to 3)



Write-in answer choices:

Other (please specify):

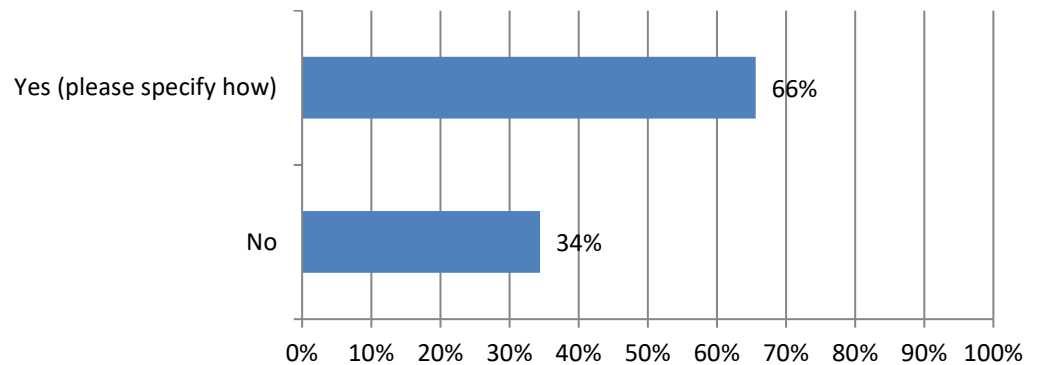
- They are understaffed. No show, hard to get them to actually spot anything. Wish locators in the field could see the highlighted areas on the maps we submit. I don't ask for marks I don't need, just do your job so we can do ours!
- Not one call as advertised, some facility owners must be called directly. Misleading to say, "one call" and dangerous.
- Clarity on who is liable & How deep are the utilities?
- #1 811 not using Google Maps when conversing with contractors on the phone. #1 Don't even want to use the online process as you cannot draw in boundaries accurate.
- Finding the right owner contact to locate a missing mark or we find an unmarked pipe when crew is already working on site.
- Locating services that don't have access to the maps we complete online
- Need to facilitate the ticket processing online
- The maps are out of date
- The process of no response tickets is fine; it's just getting some to clear tickets out even after no response request.

- Not enough locators; often tickets are not completed within the 3-day window and are requested for extension. 811 needs more locators per sq mile to assist in locating. it's a tough job for so few employees to cover so much ground (this based off the communication i have personally had with 811 locators).
- Every time a different locator comes on site something new is located at a different location. i can't tell anybody what needs to be moved if i don't have good locates marked.
- Design tickets do not supply mapping contacts at affected utilities.
- 811 doesn't utilize the google earth imaging that could save everybody a lot of time when showing the area that needs to be located.
- When property owner is responsible for the locating within their boundaries
- No requirement for locators to fully locate. They can project a ticket out and we can't start work until they are done.
- seems to be a lot of grey in the rules/laws
- Locators not getting to job site on time and don't contact excavation operators or requester to let us know
- having the locators call and ask if they can mark a smaller area.
- They don't provide the locators with maps of the marking site
- Nonmember utilities
- Local non-member utilities such as Water and Sewer Districts have in some instances refused to mark the location of their lines.
- the fact that all facilities do not belong. the fact that sewer services are considered to be owned by the individual homeowners from the main to the house, but water and electric are considered to be the facility operators to the meter. This is a huge inconsistency in the system.
- Utility clearly in the wrong, coming back 2 years later trying to charge employer with repair bill for their error. (Duke Energy)
- Communication between the utilities and their locators.
- often utilities are completely not marked at all or an area is missed
- They are only as good as the information that they have sometimes not updated
- we often get complaints about our delineations, and operators will not show up as scheduled
- Can only request one remark
- lack of utility participation, especially municipalities
- Consistency with the call center when submitting tickets online-can refresh tickets and have calls about the info on the ticket not being correct even though you just refreshed it and didn't change anything.
- Utility Owners ability to hindsight Contractor if their Utility changes elevation or location from Marks or previous pothole location
- Not clearly specifying what companies have marked
- Large jobsites seem to be overlooked by locators sometimes
- not all agencies being required to locate
- Not all utility owners subscribe
- Contacts directly for locators
- The rules surrounding when to locate utility owners for vacuum truck excavators.
- Telecommunications tend to misuse the positive response system. All "3" codes give them the ability to misuse the system.
- Potholing doesn't get completed until hardscape is removed for practical reasons. Shallow utilities should be flagged to modify Contractors means and methods when they may be struck during surface demo.
- Knowing the difference between live and abandoned lines
- Unknown Owner of facility/they claim it's not theirs
- Owner/operator not wanting to mark requested areas
- When calling in a ticket sometimes there isn't a 911 address yet so it's hard to give Precise locations
- Third-Party Locators
- Need to extend the timeframe locates are good for. I disturbed areas should be good for 30 days.
- Information in the response from utility owners in the Positive response
- Lack of SUE from project owners and reimbursement for prudent techniques when required as per PA law allows Section 5.15

- Inaccurate locates and/or mis-marked utilities
- some owner operators do not respond and mark their utilities. we have actually worked months on projects and stayed in compliance with 811/UNCC with respect to locates only to find out that there are utilities within the project limits that were never located a single time.
- Their markings are often off, then they spend a lot of money "investigating" and try to pass that cost along to contractors. Luckily my guys are well trained in documenting before they dig and after they hit a utility that was miss-marked nor not marked.
- when you call technician is not familiar with area
- Identifying the depth is key to resolving most or nearly all underground utility strikes
- Lack of standards for utilities for install. Depth of bury never consistent
- AT&T not responsive to conflicts - not really an 811 issue
- Owner/Operator failure to respond
- The overall process of the meet ticket and getting refresh requests respected and current locators information throughout the meet ticker duration.
- Unable to request only one utility to respond. The ticket request informs all utilities
- In some circumstances, utility owners or operators have failed to register for the 811 service which is illegal, yet not enforced.
- No way of knowing if there is private utilities that have not been marked when locating private property
- NOT KNOWING WHO IS NOT A MEMBER OF 811 IN ANY SPECIFIC AREA
- Third Party Contractors installing live utilities on live construction sites and not being required to mark after work completed.
- Locators stick to agreed marking schedule
- The City of Des Moines think they are above the law and do not show up for joint meets or to do locates. Even when their none located conduit is hit they do not show up, it is only after a period of time they figure out there is problem do they force you to do the repair at your cost or they will not provide acceptance of your project. Good example of a liberal governmental agency weaponizing an ordinance. It will be interesting to see how they respond to the Iowa Attorney General's office as we have filed a complaint.
- Refusal to survey on private property
- Some areas' lack of GPS for location needs.
- Worker training of locators
- The call center mapping doesn't seem to align with google maps sometimes
- Inaccurate Utility Owner/Locator Responses
- Saying it's marked when they haven't been out yet
- No process for project delay due to facilities being inaccurately located.
- Locator does not want to do their job and mark out an area
- We need the locator to confirm if they found EACH locate and let us know if the area is clear or has conflicts...currently we need to guess and there is no accountability for the locators on if they actually checked each individual location.
- See response to previous other.
- acts of documented confirmation by excavators & member utility to communicate send/receipt of untoneables, delays, unmarked, other direction
- Abandoned Lines not located
- Locators using "insufficient information" as an excuse to not respond within the 48-hour timeframe
- owner records
- When the response is "site unavailable" when it is and other excuses why the locates did not get done.
- No locate at all or notification.
- You guys need to stop dragging your feet and get people out here up their pay and give them a reason to get the locates done so we aren't waiting 3 weeks to dig
- Do not get out to job site in a timely fashion as they are required to
- Not all utilities required to use Positive Responses

- Responses coming back stating the locator talked to me but never did and delayed the ticket. Have to call 2nd, 3rd, 4th, 5th... notices to get projects located.
- Locate tickets in many cases take multiple weeks to become cleared and marked in the area. Even through us as a contractor have to follow the dig law, call in locates, and wait what is supposed to be only a couple days for the markings it seems the locate companies and utility owners don't have to follow the same time frame when it is in the law for them also. This makes it near impossible to plan our work week to week because you never know what locates will do done. Locators often time say in their ticket that they reached out to a member of our company to reschedule a new time frame when in almost every case they have not.
- Locators calling and asking if the "entire area needs to be located" often sound like we are burdening them by expecting them to do their job.
- Locators do not see the map that is submitted to 811
- The locators can falsely claim that the excavator and locator have agreed on a marking schedule when no such meeting has happened. This gives the locator more time to mark when they really just didn't make it to your ticket in time.
- Failure to furnish Directionally Drilled facility depths, when they can with state-of-the-art instruments

**3. Have you ever received a claim or invoice from a facility owner/operator for a damage to an existing facility which you were not responsible for?**



Write-in answer choices:

Yes (please specify how often)

- Every time
- Not sure the exact number
- Always assumed that it's our fault they didn't mark
- Missed mark utility damaged and still get billed for it 8 Months later
- fairly often
- Often. We receive a bill for their time if we have a strike, yet if they mismark or provide incorrect information, they will not pay a bill for our time to correct.
- Saw Cutting slab or asphalt. utilities are not at code depth. we still get blamed.
- unmarked / mismarked gas lines - 2-3 a year
- Almost every time we get a bill
- multiple lines bored in and not marked correctly
- Xfinity and CenturyLink
- Most of the time when we cut one that we are not responsible for.
- often
- regularly
- 1
- SoCal Gas / Edison

- And a claim always happens 6 months to a year after the incident.
- a couple times a year
- 2x per year
- once
- Seems like we receive a bill for every cut
- This happens at least a couple times per year.
- Occasionally
- Approximately 10 times per year
- Mis-located fiber.
- Our excavators cut a fiber line
- at least once a year and several notices for each damage
- They always try to bill
- Several times over the years when multiple contractors are working on the same site
- once a year maybe twice
- Rarely
- Many times, per year
- a few times
- Almost every time
- Gas lines installed below the minimum depth (too shallow; between 2" and 6" below existing asphalt roadway).
- AT&T BILLED US FOR A FIBER LINE WE WAITED 8 MONTHS FOR THEM TO MOVE. THEY LEFT IT UP IN OUR DITCH GRADE BY 1' AFTER WE PAID TO STAKE OUT THE DITCH AND ALL PIPE. WE WERE TOLD IT WAS OUT OF THE WAY. AS SOON AS WE STARTED DIGGING, WE HIT IT. THEY SAID IT WAS STILL OUR FAULT. BILLED US OVER \$5000 FOR REPAIR!! THIS HAS HAPPENED NUMEROUS TIMES WITH THEM AND FRONTIER COMMUNICATION!!
- n/a
- 50%
- Not marked properly
- Not Very
- Several times in the past 10 years we hit an improperly marked utility that the owner tried to blame on us. Even though the locate done for the utility was way off.
- 1time
- 1 every other year
- 75 % of the time. They typically send a bill just to see if you will pay it
- A couple times a year
- not very often but does happen from time to time
- MDU - Occasionally
- maybe 2-3 times
- couple times a year
- rarely
- Consolidated Communications
- at least twice a year
- 50% of the time when we were not at fault
- few a year
- once
- a few times
- at least 2 times per year
- Not often
- 2 times a year
- Most every time a facility is damaged.
- 2-3 per year

- always looking for someone to bill
- on occasion
- Most always, we always have to fight it.
- one time for damaged underground data lines that were mismarked. We took it to court and lost.
- everyday
- Seldom
- Gas Co always sends a bill.
- several
- Occasionally
- only twice in my 9-year career
- Every time we hit anything, we get the bill regardless of mismarking, failure to mark, or other reasons that are not the excavators fault.
- always receive a claim invoice 2 years later - even if it is another contractor using a stolen cone
- Unmarked line
- Recently, it is disputed
- Once every year or two
- Unsure
- 1 every couple years. Examples Edison at Magnolia; Verizon in Vista;
- A couple of times I believe
- Occasionally
- Years back
- Twice in 20 years.
- 10% of the time
- Goes to the office
- Not often
- Seldom
- Not often
- 5 times in last 10 years
- once or twice a year
- Several a year
- Rarely
- overhead lines were hit by someone else
- Once a year
- 2-3 times a year
- They thought we hit a utility that we were in the same area but did not hit it.
- once
- Rarely
- Several times per month
- Yes
- 2-3 per year
- Through the Illinois commerce Commission
- Not often
- A couple times a year
- Owner/operator invoices excavation contractors regardless of faulty party
- Seldom
- one incident
- Gas companies typically wait 18-20 months after and then send claims even when they acknowledged at the time of the incident they were at fault. They purposely do this to try and collect anything they can. They know the contractors do not keep good records and will scare them into paying rather than fighting the claim. I personally have had several utility companies say this directly to my face

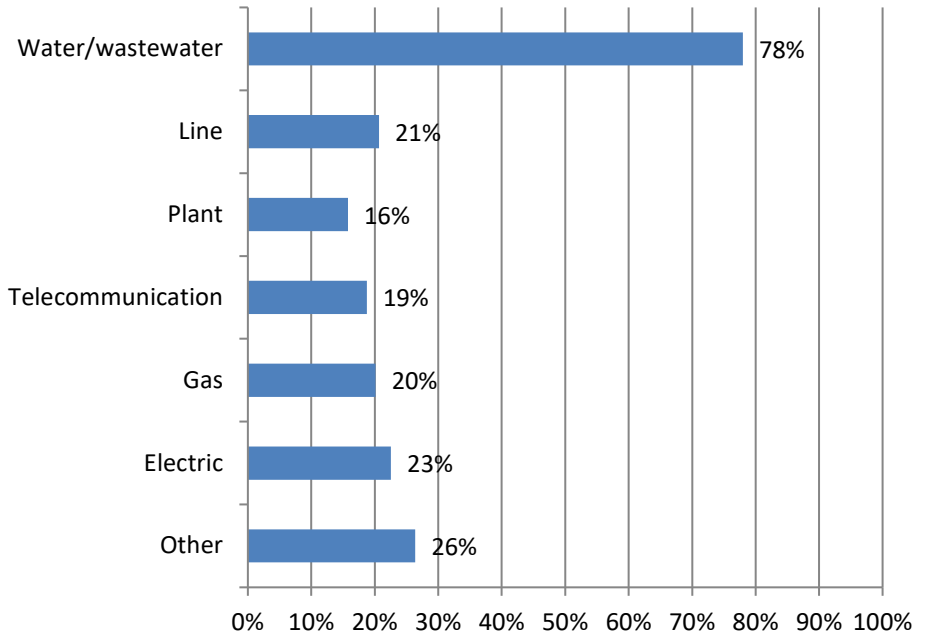
- less than once a year
- Incorrectly marked AT&T line showing 20 feet away from our trench line. Still got charged \$2500.
- Private communications company
- 3-4 times
- For miss marked locations, probably 20% of the invoices, for lines we didn't hit - 0%
- infrequently
- Once
- Very Seldom.
- Seldom
- Occasionally
- 3 times
- Too often. Many times, having to deny claim to start process to getting Owner/Operator to back down on mismarked/unmarked utilities.
- 1 in 5
- We hit a line every other year
- Occasionally
- Their cable was buried at various depths and deviated linear, impossible to locate while digging, even after potholing
- One time in 15 years. It was within the 48" although marked wrong
- 3 or more times
- 2
- regularly
- not sure
- 1 - 2 times per year
- Frequently
- Several times a year.
- Every time we hit a line. 2 -3 times a year
- Several
- About 50% of the time.
- Frequently
- numerous times. AT&T is the absolute worst
- from time to time
- 1/10
- Verizon almost always sent repair invoices regardless of fault
- TWICE
- twice
- Couple times a year
- Seldom
- certain utility companies send bill every time, regardless of fault
- 10x per year, through a collections agency
- One time.
- That is their standard operating procedure. Since we started turning those claims over to the Attorney General's office the majority of their claims have stopped or simple been dismissed.
- seldom
- If you are on a jobsite with other contractors
- 3 or 4 a month
- Once in a while
- Very often. Especially from collection agencies sometimes years after a project has closed and no damage occurred on site.
- Two that I was involved with that went to mediation



- Phone system when they had cleared the project
- Ongoing
- twice
- once a year
- Around 5 to 6 times per year
- Rarely
- A FEW TIMES A YEAR
- not often
- Once a month
- Quite often we receive them and have to investigate and defend
- Mainly 3rd party collector
- twice
- Once
- A couple of times per year.
- Almost always
- Twice to many
- Every few years
- not sure; but I've heard this happens every year
- almost every time
- Monthly
- 6 times
- 5 - 10% of the time
- We typically receive bills from PRG regardless who is at fault
- monthly
- Frequently from CATV providers
- 1-2 times a year.
- Monthly
- Not Often, usually a subcontractor.
- happens frequently
- mis-marked
- 1x per year
- a couple of times a year
- occasionally
- Rarely
- once a week (1 out of every 10 tickets)
- At least 1-2 times per year
- Seldom
- 2 times a year
- Half the time
- cannot specify...corporate has this information
- We get invoiced for subcontractors
- PRG
- Usually when a subcontractor damages a line or when our company is a sub and the prime damages the line.
- Sometimes
- several times a year
- Facility not marked
- We have disputed claims all the time
- Often
- Occasionally, the GC usually gets notified because we are listed on the project.

- Seldom
- Almost every time.
- Rarely
- 3-5
- Duke and gas
- Once every 2 years
- Not frequently but it has happened.
- Multiple times a month
- 80% of the time
- sometimes
- almost on a monthly basis.
- very rare
- 5-10 times per quarter, some are even damages caused by other contractors after we have left. The facility owner just looks up who had a ticket called in and sends a bill!!
- NOT OFTEN
- once a month
- few times a year
- This happens on a regular basis.
- seldom
- monthly
- Telecom - Comcast
- With PRG involved they always send us a bill.
- 1 in 5
- Facility owners attempt to bill us when utilities are incorrectly marked all the time.
- It was not marked out or in the wrong location
- 1 of 4
- Not as frequently as in the past, but mostly from telecom.
- 1
- 6 times this year
- Usually, it's caused by another company
- Twice in the past 4 years
- occasionally
- Most AT&T hits.
- A couple per year and the bills come months after damage. There should be a statute of limitations on timeframe to bill.
- Anytime we are on site and the damage investigator gets our name our sees our vehicle
- 1 per year
- I'm responding for chapter. This issue has come up repeatedly.
- Most of the time
- 2 in the last 10 years
- often
- One or two per month
- AT&T when we hit a line that was mismarked

**4. What types of utility infrastructure does your company install? (Mark all that apply)**



Write-in answer choices:

Other (please specify)

- Excavation for roadway
- N/A
- storm sewer
- Storm Drain
- Fence Installation
- Asphalt, Concrete, Grading
- I do not install utilities. I am a grading, culvert, bridge contractor
- Storm Drainage
- Mass Excavation
- Fence
- none of the above; we are an asphalt paving and reclamation/milling company
- STORMDRAIN,CATCH BASINS
- road
- Scale Foundations and Highway Construction
- earthwork
- Storm drainage
- Site Work, Excavation, Sewer & Water, basement dig, street work
- Storm Drainage
- Test Borings and Test Pits, Instrumentation
- storm drainage
- storm drain
- Heavy/highway including utilities such as water, storm sewer, sanitary sewer and ll aspects of road and bridge building
- Do not install any, we are road builders.
- Highway/Private Site Construction
- we just do structural excavations for foundations
- bridge work, so typically piling or concrete structures
- Foundations

- Storm Drain and Roadway Excavation
- Storm/Sanitary
- Drainage
- We perform potholing in support of engineers and occasionally construction companies.
- Storm Sewer
- We are a GC we only do oversight of project
- Bridge and channel work dirt operations
- Sub grade road prep
- cement
- Storm Sewer
- Site grading
- none were a grading company
- Storm drains
- Erosion Control
- Heavy/highway
- Roadway
- We don't we excavate for building pads and footers
- storm sewer
- Paving
- Drainage/ Irrigation & Turf Installation.
- Steam, Chilled Water
- None just excavation and demolition
- Civil work
- xx
- GC overseeing all above
- Stormwater
- Earthwork, Highway Heavy
- Specialty Contractor
- SMALL SIGNS, GUARDRAIL, CABLE BARRIER
- storm drain
- bridges
- GC
- storm sewer
- Concrete structure
- Excavation Support
- Storm sewer
- None
- None
- We drill core borings.
- Steam and Chill Water lines respectfully (At times)
- shoring for any of the above
- Pipe Culverts
- None
- temporary construction signs
- Construction Signs
- Subsurface concrete structures
- storm and sanitary sewer
- Foundations

- Asphalt/Bridge/Concrete work
- storm sewer
- Asphalt
- Milling asphalt, concrete installation, storm sewer installation
- Heavy Highway
- Water
- Excavator
- Concrete & Asphalt
- roads, curbs and sidewalks
- Roadwork
- roads, bridges, earth moving cuts/fills
- Storm
- Roadwork, structures
- Roadway
- Under-roadway drainage (DOT)
- Storm Drain
- N/A
- municipalities
- Storm line
- Steam and chilled water
- Heavy Highway
- drain lines