

USANorth Damage Prevention Update

Know what's below. Call 811 before you dig.



For more information visit the Common Ground Alliance web site.

www.commongroundalliance.com

5th Annual CGA Excavation Safety Conference and Expo March 2-4, 2010

The CGA Excavation Safety Conference & Expo has become the leader in damage prevention and excavation safety education for the underground utility industry. Next year join us in San Diego when the industry comes together to share ideas, gather information on industry trends, learn from the experts and network with industry leaders.

- More than 50 conference sessions!
- Over 100 Exhibits and Demos!
- Workshops!
- Industry Networking!
- CGA Annual Meeting!
- Learning from Industry Leaders!

Don't miss it! For more information visit: www.ExcavationSafetyOnline.com, call 866-279-7755, or follow along on Twitter! (CGAconference)

CGA DIRT Analysis

In August, the Common Ground Alliance released the 2008 DIRT Annual Report. The estimate of total number of damages occurring in the US in 2008 has decreased from the 2007 estimate of 256,000 to 200,000. There was a 3% increase in the number of records submitted, and the Data Quality Index improved slightly from 50% to 57%.

Of the total number of incidents reported in 2008, more than half had a known root cause and were identified as follows:

- Excavation Practices Not Sufficient 37%
- Notification NOT Made 37%
- Locating Practices Not Sufficient 22%
- Notification Practices Not Sufficient 3%
- Miscellaneous Root Cause 1%

A graphic advertisement for 811. At the top, the text 'CALL BEFORE YOU DIG' is written in large, green, block letters. Below this, a red shovel is positioned horizontally, with its handle resting on a red telephone receiver. The telephone base is red and has the number '811' in yellow. The entire scene is set against a background of green grass. Below the grass, the 811 logo (a green shield with '811' in yellow) is shown next to the text 'Know what's below. Call before you dig. Dial 811.' Below this, it says 'One FREE, easy call gets your utility lines marked AND helps protect you from injury and expense.' followed by 'Safe Digging Is No Accident! Always Call 811 Before You Dig.' and the website 'www.Call811.com for more information'. At the bottom, it lists sponsored states: 'Sponsored by: AL, AR, AZ, CA (USA North), CO, FL, GA, IN, KS, KY, LA, NC, NY, MI, OH, PA, SC, TX (TESS), TN, UT, WI'.

USA North's first advertisement in Delta's Sky Miles magazine.

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Advertising Partnerships

Several of the One Call Centers from across the nation have been able to partner together through the "Mark-it Madness" committee to obtain important advertising spots, to promote the 811 message. USA North took advantage of the partnership with the above advertisement found in the "Delta Sky Miles" magazine. Look for our next "advertising partnership" in the January copy of Martha Stewarts, "Living" magazine.

Mile Post Markers / Parsels Coming Soon

USA North will be upgrading our mapping system early 2010. The updates will allow our Customer Service Representatives to use Mile Post Markers and Parsels in mapping out excavation sites in California and Nevada. This will provide a much higher level of delineation accuracy, which will reduce the number of members notified and their associated ticket management costs. Mile Post markers will eliminate the need for cross streets and distance and direction from a cross street when calling in a location. This will significantly reduce the time and frustration our excavators experience when communicating their excavation site information to our Customer Service Representatives.

Nevada Assembly Bill No. 80

AB 80 passed on Oct 1, 2009 in the State of Nevada. This legislation sets forth the duties of an operator of a sewer main with respect to a sewer service lateral connected to that sewer main: revising the provisions relating to the operators of subsurface installations. To read the entire bill www.leg.state.nv.us/75th2009/Bills/AB/AB80_EN.pdf

Spanish Excavation Manuals

See our web site to download copies of the new California & Nevada Excavation Manuals in Spanish. For hard copies of the manual please contact Jamie in the Public Relations Department at 925-798-9504 x 6.

New USA North Vice Chairman of the Board



Please join us in welcoming to the board, our new Vice Chair, Todd Fischer. Todd is one of the six person staff of Calaveras Public Utility District. C.P.U.D pumps over 450 million gallons of water per year for the nearly 2000 customers in the 35 square mile District serving a population of almost 5000 people. The modern treatment plant filters and chlorinates the Mokelumne River water which is then gravity feed to Mokelumne Hill then San Andreas. The six person staff of C.P.U.D. is proud of the service and excellent quality water they distribute. You are invited to stop in and ask questions about the system at the District's office location at 506 West St. Charles St. , San Andreas.

Short Notices

Did you know that you can now enter short notice tickets on line? Entering your short notice tickets after hours provides you with time saving contact information for our members who may have subsurface installations in the area of your excavation. For information about the program or training in this new service, please contact our internet department: Joe West at ext. 2309 or Vladimir Lerma ext. 2319.

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Homeowners 5W's & 1H

You might ask, What, When, Where, Why, Who and How should I call 811? 811 is the national number designated by the Federal Communications Commission to help protect do-it-yourselfers, gardeners, landscapers and contractors from unintentionally hitting underground utilities while working on digging projects big and small. Whether you are installing a mailbox, putting in a fence, excavating for a new garden area you should mark out your excavation area in white spray chalk or white flour, and then call at least 2 workdays to 14 calendar days before your digging project is scheduled to begin. Calling in your excavation area to USA North begins the process of having your underground facilities marked out by our utility members. Once your underground lines have been marked, you will know the approximate location of your utility lines and can dig safely.

CGA Best Practices

The Common Ground Alliance Best Practices is an unprecedented collection of Best Practices in one-call and damage prevention programs. These practices address key elements of successful damage prevention programs for underground facilities including: stakeholder communication while planning construction activities; accessibility of one-call centers; accurate locating and marking ; safe digging through-out excavation; education and enforcement to facilitate compliance; marketing strategies to enhance public education and effective reporting and evaluation of damage prevention programs.

USA North has continued to partner with the CGA in reviewing and updating the current Best Practices. Don Heyer, Public Relations/Operations Manager for USA North has recently been part of a committee updating the Practice Statement for Service Lines. The updated Practice Statement reads as follows: A service line is marked in response to a locate request to the operator that uses the service line to pursue a business that derives revenue by

providing a product or service to an end-use customer via the service line, or the service line is marked in response to a locate request to a governmental entity that provides a product or service to an end-use customer via the service line. A service line is a type of underground facility connected to a main facility that is used by an operator to provide a product or service within a ROW, easement, or allowed access to or through private property in the course of pursuing a business that generates revenue by providing a product or service to an end-use customer other than another operator of like kind or themselves, or a governmental entity that provides a product or service via that service line. The operator or the governmental entity locates and marks these service lines within the bounds of the locate request up to the point of their operational responsibility, to the point the service line enters a building, or to where the access to locate the line terminates, as designated by the prevailing law.

USA North is looking forward to being a part of Common Ground Alliance committees in 2010. Don Heyer has been elected to co-chair the Best Practice committee as well as the One Call Systems International Committee. Good Luck Don, and thank you for your continuing commitment to Damage Prevention!

Excavator Safety Kits

Each year USA North mails out hundreds of Excavator Safety Kits. Each kit contains a counter display with color code cards and a brochure. If you are on our mailing lists, your kit is in the mail. Please let your staff know you will be receiving the kit, so that they are not returned. If you are not on the list but would like a counter display please let us know. You can email us at j.moreno@usan.org.

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USA North Administration:

Center's Office Number

All Extensions - - - - 925-798-9504

Administration Assistant

Linda Whitley - - - - ext 0

Operations Department

Leah Keyes, Lynda Bloxsom & Ryan White - ext 1

Operations / Public Relations Manager

Don Heyer - - - - ext 4

General Manager

Mike Heyer - - - - ext 5

Public Relations Support

Jamie Moreno - - - - ext 6

Public Relations Assistant

Patrice Lynn Heyer - - - - ext 7

IT Manager / Operations Supervisor

Chris Brassart - - - - ext 8

Bookkeeper

Tonie Ibarra - - - - ext 9

IRTHNet Tech Support ext

Vladimir Lerma ext 2319 & Joe West - ext 2309

Mailing Address:

4090 Nelson Avenue Suite A

Concord CA 94520-1232

Fax: 925-798-9506

Email: usanorth@usan.org

Website: www.usanorth.org

USA North's Coverage Area:

Central & Northern California: Alameda, Alpine, Amador, Butte, Calaveras, Colusa, Contra Costa, Del Norte, El Dorado, Fresno, Glenn, Humboldt, Kern, Kings, Lake, Lassen, Madera, Marin, Mariposa, Mendocino, Merced, Modoc, Mono, Monterey, Napa, Nevada, Placer, Plumas, Sacramento, San Benito, San Francisco, San Joaquin, San Luis Obispo, San Mateo, Santa Clara, Santa Cruz, Shasta, Sierra, Siskiyou, Solano, Sonoma, Stanislaus, Sutter, Tehama, Trinity, Tulare, Tuolumne, Yolo and Yuba.

Nevada: Carson City, Churchill, Clark, Douglas, Elko, Esmeralda, Eureka, Humboldt, Lander, Lincoln, Lyon, Mineral, Nye, Pershing, Storey, Washoe, and White Pine.

2010 Federal and State Holiday Schedule

Holidays	Date	State	Center
<u>New Years Day</u>	01/01/10	CA/NV	Closed
<u>Martin Luther King's</u>	01/18/10	CA/NV	Open
Lincoln's	02/12/10	CA	Open
<u>President's Day</u>	02/15/10	CA/NV	Closed
Cesar Chavez Day	03/31/10	CA	Open
<u>Memorial Day</u>	05/31/10	CA/NV	Closed
<u>Independence Day</u>	07/05/10	CA/NV	Closed
<u>Labor Day</u>	09/06/10	CA/NV	Closed
<u>Columbus Day</u>	10/11/10	CA	Open
Nevada Day	10/29/10	NV	Open
<u>Veteran's Day</u>	11/11/10	CA/NV	Open
<u>Thanksgiving Day</u>	11/25/10	CA/NV	Closed
<u>Family Day</u>	11/26/10	CA/NV	Closed
<u>Christmas Day</u>	12/24/10	CA/NV	Closed

Note:

Federal holidays are printed in red and State holidays are printed in blue (the State that observes the holiday is listed under the State column). Both California and Nevada One-Call Laws, do not allow Federal or State Holidays to be included as part of the legal notice for the excavation notification. Holidays falling on a Saturday will be observed on the Friday before and holidays falling on a Sunday will be observed on the following Monday.

Excluding the eight (8) holidays underlined above the Center's hours are:

Operations Hours; M-F 6:00 a.m. to 7:00 p.m.
Office Hours; M-F 7:30 a.m. to 4:30 p.m.

Important Web Links:

- ◆ Common Ground Alliance / One Call Systems Int'l
www.commongroundalliance.com
- ◆ USA North – (Call Before You Dig Center)
www.usanorth.org
 - ◆ California Government Code
www.leginfo.ca.gov/cgi-bin/calawquery?codesection=gov&codebody=4216&hits=20
 - ◆ California Code of Regulations (Cal/OSHA) -
www.dir.ca.gov/title8/1541.html
 - ◆ Nevada Revised Statutes -
www.leg.state.nv.us/NRS/NRS-455.html
 - ◆ Nevada Administration Code -
www.leg.state.nv.us/NAC/NAC-455.html

Click on the link above that you are interested in and it will direct to the appropriate site.