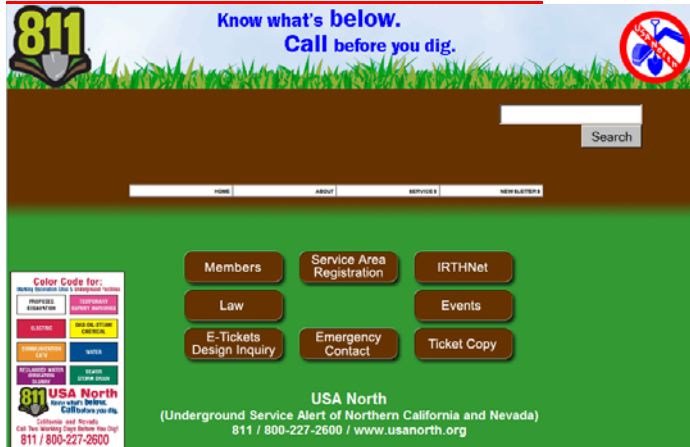


# USANorth Damage Prevention Update

[Know what's below. Call 811 before you dig.](#)



## USA North Launches New Website!



The new website is complete. We think that you will find it easier to navigate with much faster loading. You are only one click away from several of our new features including entering your E-Tickets, getting a ticket copy, or obtaining our Members Emergency Contact numbers.

### 3 Ways to Find Member Contact Information

There are 3 new ways to obtain information about our members and their contact numbers on our website, [www.usanorth.org](http://www.usanorth.org).


- If you would like to do a USA North Member search:
  - Select the “About” tab on the Menu bar
  - From the drop down screen select either the California or Nevada Member list
  - Type in the organization’s name that you want to check or scroll through the document
- If you have a ticket number you can use the  hot button from the home page and obtain the members and their contact numbers for your job site.
  - Select the “Ticket Copy” hot button
  - Read and agree to the disclaimer
  - Type in the ticket number (must have 6 digits i.e. 000001)
  - Click on the “Printer Friendly Version” button
- For your emergency work, without a ticket, the  hot button will provide

you with the ability to use our maps to obtain a list of members and their emergency contact numbers in a specific location where the emergency work will be done.

- Select the “Emergency Contact hot button
- Read and agree to the disclaimer
- Select which State and County you are interested in
- Zoom into the area you are concerned with
- Select 1 or 2 connecting grids
- Select the “Get Emergency Contacts” button at the top of the page

Once you have mapped the area you want and have selected finish, the system will bring up a new window that will display the members that have services within the drawn dig site and list the emergency contact members for each member. You will also have the ability to print and/or export the information.

### Interested in the Excavation Laws?

Did you know that you can download and print the most current California or Nevada Excavation Manuals? They feature the 5 steps to safe digging, marking guidelines and the excavation laws. These documents are downloaded in PDF format which enables you to use the handy search feature. Download your copy today. 

### Focus on Mapping

To cut down on over notification, mile post markers are being used to describe Highway locations in the state of Nevada. In addition, our operators are now able to utilize parcels as part of their mapping procedure when given an address location. These new innovations will greatly reduce over notification and speed up the Ticket Creation process, thereby reducing the time and frustration our excavators experience when communicating their excavation site information to our Customer Service Representatives.

# USANorth Damage Prevention Update

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

## Your Ticket to E-Ticket

**YOUR TICKET TO E-TICKETS**

USA North invites you to try its E-Ticket services. E-Ticket services allow you to CREATE, UPDATE AND RESEARCH your tickets online free of charge. It's easy, it saves you time, and it's available 24/7.

**CREATE** – allows you to create your own ticket without the aid of a USA North Customer Service Representative

**UPDATE** – allows you to send a follow-up, extend, renew, or cancel your ticket

**RESEARCH** – if you forget your ticket number you can search for it via date, work type, county, place, or street

If you have more important things to do than to wait on hold or listen to the same disclaimer over and over again, **GET ON BOARD TODAY.** For more information or to sign up for the E-Ticket services, please contact [jwest@usan.org](mailto:jwest@usan.org) or call 1 (800) 640 5137, ext 2309

Internet System requirements - Microsoft .NET frame work 2.0 service pack 1  
Internet Explorer 6.0 or higher

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

Try our E-Ticket method! Now you can enter your locate request tickets and short notice tickets anytime day or night. It's totally free. No start up fee. No training fee. Your investment will be the training session, and then you're on your way to entering your own tickets. If you have access to the Internet, there's no reason why this system can't work for you. Spend less time on the phone with USA North Customer Service Representatives and enjoy the flexibility of processing requests when it is convenient for you, Call Joe West at 1-800-640-5137, ext 2309 to get started.

## California Safe Digging Month



Assemblymember Tom Torlakson's District Representative, Carolina Salazar, presented USA North Board of Director's Chairman, Ken Middleton, and Vice Chairman, Todd Fischer with the

California Assembly Resolution naming April 2010 as California Safe Digging Month.

The Common Ground Alliance and its stakeholders have designated April 2010 as National Safe Digging Month. This month is dedicated to increasing awareness of safe digging practices across the country.

Throughout the busy digging month of April, CGA and its members are encouraging homeowners and contractors to call 811 before they dig to prevent injuries, property damage and inconvenient outages.

Common Ground Alliance Reports that:

- More than 200,000 underground utility lines are struck each year in the U.S.
- 37% of all U.S. digging damages result from not calling before digging.
- Utilities are buried only a few inches underground, making them easy to strike even during shallow digging projects.

## Save the Date!



**CGA Excavation SAFETY**  
Conference & EXPO

**MARCH 8 - 10, 2011**  
Caribe Royale Hotel & Conference Center • Orlando, FL

Damage Prevention • Education & Training  
Exhibits & Demonstrations • Excavation Safety

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 Orlando, Florida when the industry comes together to share ideas, gather information on industry trends, learn from the experts and network with industry leaders.

The conference features over 100 inside exhibits, outside exhibits and demonstrations, over 50 conference sessions, hands-on workshops and numerous networking events.

# USA North Damage Prevention Update

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

## Excavator Safety Kits



- Sacramento County Offices
- Concord - June 22  
USA North Center
- Fresno - June 23  
Surface Water Treatment Plant
- Pico Rivera - June 29  
Southern California Gas Company
- San Diego - June 30  
San Diego Gas & Electric

Don't miss this educational opportunity. Contact Ann Diamond [ann@digalert.org](mailto:ann@digalert.org) or Marshall Johnson [mj2949@att.com](mailto:mj2949@att.com) to register.

Each year USA North mails out hundreds of Excavator Safety Kits. Each kit contains a counter display with color code cards and brochures. If you are a member of USA North or an equipment rental group and would like a kit, please contact [jmoreno@usan.org](mailto:jmoreno@usan.org)

## Get the Facts on Vacuum Excavation

You're invited to attend a four-hour seminar including a live demonstration of vacuum excavation. This seminar will bring together facility owners, general contractors and excavators. We will discuss the current law, contractor obligations and potential solutions to the multiple questions that come up regarding vacuum excavation.

- What is the current law, and what are my obligations as a facility owner or contractor?
- What role does the One Call Center play?
- Is it working in other places across the country?
- Does vacuum excavation damage underground utilities?
- Can I see how it works?

This seminar is sponsored by the California Regional Common Ground Alliance and will be held in 5 different cities.

- Sacramento - June 21

## Free Safety Meetings



Underground Service Alert (USA North) would like the opportunity to provide your company with a FREE Safety Meeting that will assist you in satisfying your company's OSHA requirement to conduct safety meetings on a regular basis, and help your crews work safer.

To schedule this FREE Safety Meeting call Jamie at (925) 798-9504 x 6 Meeting dates fill up fast, schedule your meeting today.

## Inquiring Minds Need to Know

When calling in your tickets you will be asked two new questions that our Members requested be on the ticket.

1. Will any of your excavation work include night work?
2. Will any of your excavation work be done on the weekend?

# USANorth Damage Prevention Update

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

## USA North Administration:

[www.usanorth.org/USANcontact.html](http://www.usanorth.org/USANcontact.html)

### Center's Office Number

All Extensions - - - - 925-798-9504

### Administration Assistant

Linda Whitley - - - - - ext 0

### Operations Department

Leah Keyes, Lynda Bloxson & 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

Joe West - ext 2309 Colby Heyer – ext. 2319

### Mailing Address:

4090 Nelson Avenue Suite A

Concord CA 94520-1232

Fax: 925-798-9506

Email: [usanorth@usan.org](mailto:usanorth@usan.org)

Website: [www.usanorth.org](http://www.usanorth.org)

## USA North's Coverage Area:

[www.usanorth.org/USANabout.html](http://www.usanorth.org/USANabout.html)

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:

[www.usanorth.org/USANabout.html](http://www.usanorth.org/USANabout.html)

<u>Holidays</u>	<u>Date</u>	<u>State</u>	<u>Center</u>
<u>New Years Day</u>	01/01/10	CA/NV	Closed
<u>Martin Luther King's</u>	01/18/10	CA/NV	Open
<u>Lincoln's</u>	02/12/10	CA	Open
<u>President's Day</u>	02/15/10	CA/NV	Closed
<u>Cesar Chavez Day</u>	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
<u>Nevada Day</u>	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](http://www.commongroundalliance.com)
  - ◆ USA North – (Call Before You Dig Center)  
[www.usanorth.org](http://www.usanorth.org)
    - ◆ California Government Code  
[www.leginfo.ca.gov/cgi-bin/calawquery?codesection=gov&codebody=4216&hits=20](http://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](http://www.dir.ca.gov/title8/1541.html)
    - ◆ Nevada Revised Statutes -  
[www.leg.state.nv.us/NRS/NRS-455.html](http://www.leg.state.nv.us/NRS/NRS-455.html)
    - ◆ Nevada Administration Code -  
[www.leg.state.nv.us/NAC/NAC-455.html](http://www.leg.state.nv.us/NAC/NAC-455.html)
- Click on the link above that you are interested in and it will direct you to the appropriate site.**