

**IOWA** 811

**ONE CALL** SM

The Official Newsletter of Iowa One Call

Vol. 25. No. 2.

# Excavator

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# WHAT'S UP BELOW



## New One Call Complaints & Enforcement Section on IA Attorney General Site

A new section has been added to the Iowa Attorney General's (IA AG's) website that provides information about how to formally report one call violations and general one call-related complaints. The new section, which is accessed via the Homepage of the IA AG's website, was recently added as part of an ongoing effort by the IA AG's office to provide progressive one call enforcement remedies and damage prevention measures. Upon the receipt of a complaint, the Iowa Attorney General may institute any legal proceedings necessary to enforce the penalty provision of the "Iowa One Call Law" - Iowa Code, Chapter 480.

In Iowa, one call-related enforcement is handled through the Iowa Attorney General's Environment Law Division, from which all formal complaints will be evaluated and, if warranted, investigated to determine whether an enforcement action is appropriate. An investigation may include verifying compliance with the One Call Law, reviewing the Iowa One Call "locate ticket" database, requesting additional information or documentation, and interviewing witnesses.

Formal complaints should include as much detailed information as possible, including the address of where the alleged violation occurred, name and address of the excavator(s), the name of the underground facility operator(s) involved, date and time of the excavation, a description of the incident and any related damages, and any other relevant information - which



IOWA DEPARTMENT OF JUSTICE  
OFFICE OF THE ATTORNEY GENERAL

Attorney General Tom Miller



I would like to... ▾

FOR CONSUMERS

FOR CRIME VICTIMS

FOR BUSINESSES

NEWSROOM

ABOUT US

CONTACT US

### One Call Complaints & Enforcement

Excavation: Iowa One Call  
Online Complaint Form

Locating: Iowa One Call  
Online Complaint Form

[Iowa One Call Links](#)

HOME | IOWA ONE CALL LAW | ONE CALL COMPLAINTS & ENFORCEMENT

## One Call Complaints & Enforcement



To report an alleged One Call law violation to the Attorney General's Environmental Law Division, please provide the address of where the alleged violation occurred, name and address of excavator, date and time of the excavation, a description of the damage, and any other relevant information.

The Environmental Law Division will evaluate the complaint and conduct an investigation, if warranted, to determine whether an enforcement action is appropriate. An investigation may include verifying compliance with the One Call law,

reviewing the Iowa One Call "ticket" database, called the National Ticket Management Service (NTMS), requesting additional information or documentation, and seeking to interview witnesses.

For the Attorney General's main Iowa One Call Law page, [click here](#).

Contact Information

Iowa Department of Justice, Office of the Attorney General

may include photographs, written documentation (contracts, agreements, witness accounts, breakout of financial losses, etc.), and any information obtained during any incident investigation activities.

If, upon completing a formal investigation, enforcement actions are deemed warranted, the IA AG's office may prepare and file lawsuits via the appropriate Iowa district court system to seek civil penalties. For violations related to natural gas and hazardous liquids pipelines (including natural gas service lines), civil penalties may reach as high as \$10,000.00 for each violation for each day the violation continues, up to \$500,000.00. For violations related to any other underground facilities, civil penalties may reach as high as \$1,000.00 for each separate violation for each day the violation continues, up to \$20,000.00. In addition to seeking civil penalties, the IA AG's office always seeks court-ordered injunctions to prevent violators from further violating the Iowa One Call Law. Violation of a court-ordered injunction may result in contempt of court charges and further court-ordered penalties.

The Iowa Attorney General's office realizes that one call violations may result from the actions, or inactions, of excavators and underground facility operators (including underground facility locators). Enforcement actions may be taken against underground facility operators and locators who fail to comply with the requirements of Iowa Code, Chapter 480. One of the criteria established by the Federal Pipeline and Hazardous Materials Administration (PHMSA) as part of their State Damage Prevention Law Enforcement Program Evaluation Assessment is whether a state's one call enforcement agency has authority to seek penalties against facility operators/locators, as well as excavators. The IA AG's office, upon completing a recent PHMSA enforcement program assessment, has asserted that one call enforcement in Iowa is aimed at excavators and operators/locators.

States with damage prevention law enforcement programs deemed inadequate by PHMSA are subject to federal enforcement remedies. This means any one call violations that involve natural gas or hazardous liquids pipelines may be subject to federal enforcement actions, which may be in addition to state one call civil penalties. Under the Code of Federal Regulation 49 CFR Part 196 federal civil penalties for one call related violations may reach as high as \$205,638.00 per violation, per day the violation continues, with a maximum civil penalty of \$2,056,380.00 for any related series of violations.

Over the years, the Iowa Attorney General's Office has been very proactive in their one call enforcement efforts, filing more than 79 lawsuits in district courts throughout the state, all of which resulted in court-ordered civil penalties. As aggressive as Iowa's damage prevention law enforcement program has been, PHMSA, after completing a recent state evaluation/assessment, deemed Iowa's enforcement program to be inadequate. Basically, PHMSA is seeking stricter enforcement policy for one call violations. As a result, the IA AG's office will be taking even greater enforcement measures, and one call violations in Iowa may be subject to federal enforcement actions.

**Violators beware.**

[WWW.IOWAATTORNEYGENERAL.GOV/ONECALL/](http://WWW.IOWAATTORNEYGENERAL.GOV/ONECALL/)



[WWW.IOWAATTORNEYGENERAL.GOV/ONECALL/ONECALL-COMPLAINTS-AND-ENFORCEMENT/](http://WWW.IOWAATTORNEYGENERAL.GOV/ONECALL/ONECALL-COMPLAINTS-AND-ENFORCEMENT/)

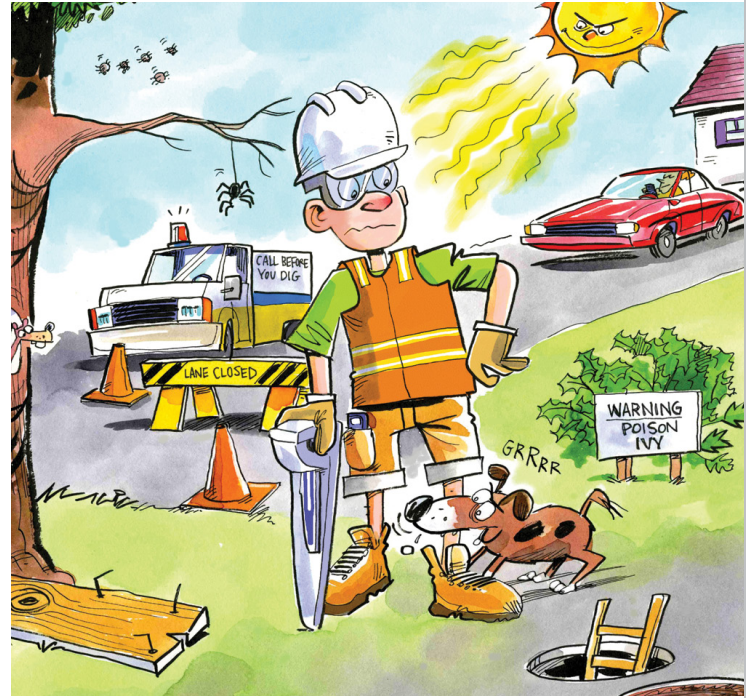


# LOCATOR SAFETY AWARENESS WEEK

IOWA ~~811~~  
ONE CALL<sup>SM</sup>

Locator Safety Awareness Week (LSAW) was established in 2014 by Infrastructure Resources to address the need to keep locating technicians safe on the job. This year, LSAW ran from June 18-24. There are more than 200 techs in Iowa responsible for more than two million locates each year.

Techs spend a majority of their time behind the wheel or on foot, often in the right-of-way. It is their responsibility to be aware of the activity around them to avoid accidents. Iowans are not immune to draught-worthy heat, a sunburn, dehydration, or pesky insects. Don't shy away from insect repellent or slapping on the sunscreen. The drive time is a perfect opportunity to sip on cold water.



Locators should continuously scan their path to avoid hazards such as nails, spikes, rebar, and other sharp objects that pose a threat. Professional excavators can streamline the locating process by issuing a ticket with precise excavation details at [iowaonecall.com](http://iowaonecall.com) or by calling 811. From there, assure the job site is free of dangerous objects and white-line the proposed excavation area with spray paint and/or flags.

excavation area with spray paint and/or flags.

## TOP 10 LOCATOR SAFETY HAZARDS

- |                       |                                    |  |
|-----------------------|------------------------------------|--|
| 1. Confined Space     | 5. Punctures & Foot Trauma         | 8. Walking, Lifting, Bending and Squatting |
| 2. Threats to the Eye | 6. Poison Ivy & Other Skin Threats | 9. Slips, Trips & Falls                    |
| 3. Climate & Weather  | 7. Insect Bites and Stings         | 10. Time on the Road                       |
| 4. Dog Bites          |                                    |  |

Locating technicians play a fundamental role on the front end of damage prevention. We can all play a part in assuring their safety while doing their job. Be sure to thank a locator when you see them in the field! You'll know them by the spray paint covered boots. Keep digging safely during the busy season!

**Locator Safety Awareness Week**  
June 18 - June 24, 2017



Scan Here for  
**Locating Safety Video!**

### Safety Resources:

- [call811.com](http://call811.com)
- [ExcavationSafetyGuide.com](http://ExcavationSafetyGuide.com)
- [NULCA.org](http://NULCA.org)
- [CGAconference.com](http://CGAconference.com)
- [dp-pro.com](http://dp-pro.com)
- [ExcavationSafetyUniversity.com](http://ExcavationSafetyUniversity.com)



# IOWA STATE FAIR

We are less than one month away from the Iowa State Fair! This has long been the single largest event in the state. The Fair receives national attention each year -- once voted as the #2 choice for summer fun in America. The 11-day event exceeds one million in attendance each year, providing an unbeatable opportunity for Iowa One Call to share the message of damage prevention and safe digging.

The Fair often begins by August 11, or 8-11, the number to call to request locates; the timeliness has created an opening to educate homeowners, excavators, and locators about Iowa One Call. The first Friday of this year's fair is August 11 and will be promoted and celebrated as "811-Day." Fairgoers can find us in the Varied Industries Building at booth #306. Our mascot, Gabby the Groundhog, will make us easily recognizable. You will have the chance to ask us any Iowa One Call-related question and have some fun by spinning our roulette wheel to win prizes!

**CLICK HERE FOR...**

**> TRIVIA**

**> FAIRGROUND MAP**

**> VENDORS**



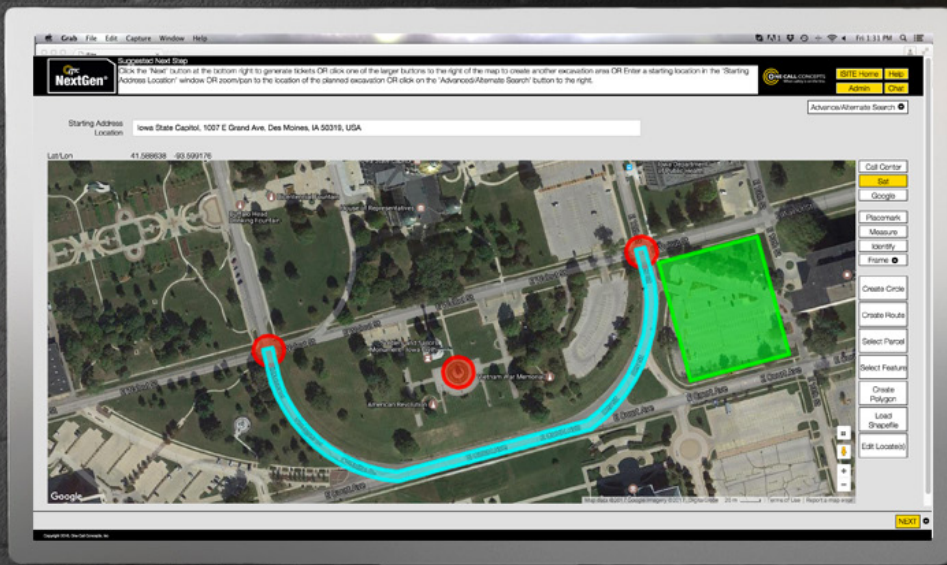
## IOWA ONE CALL AT THE IOWA SPEEDWAY

Iowa One Call visited the Iowa Speedway in Newton, Iowa on July 8th and 9th... with company! The 811 Bike and the 811 Car were on-site during the ARCA Racing Series Iowa 150 and the Verizon Indy Car Series Iowa Corn 300. Representatives of IOC and One Call Concepts (OCC) were on-site shooting out t-shirts and handing out koozies and ear plugs.

*Tom Hoff, founder, President, and CEO of OCC, was looking for a unique way to convey the message of damage prevention. A sleepless night led Tom to a late-night channel surfing session. That's when he came across the popular TV show American Chopper. In that moment, the idea for the 811 Bike was born. Tom joined forces with Paul Jr. of Orange County Choppers to build and design an iconic bike. In November of 2011, the 811 Bike was unveiled for the first time. Since then, the bike has traveled the country to assist in promoting the message of damage prevention. The 811 Car was later unveiled in October 2016 to accompany the 811 Bike on the road to damage prevention.*



# ITIC NEXTGEN IS **NOW AVAILABLE!**



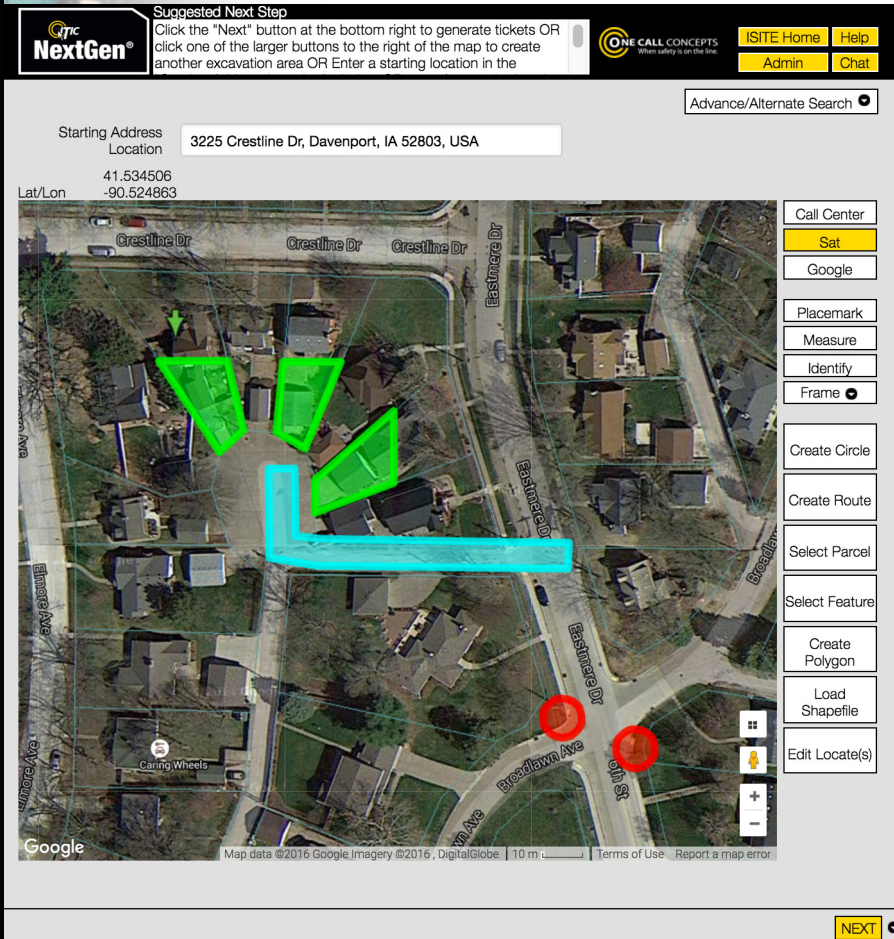
We think you'll like the new workflow and features built into NextGen. Find out for yourself! This product is still in development, and we welcome any feedback.

If you have any problems or questions, please email us at [iaload@occinc.com](mailto:iaload@occinc.com)

### Some of the New Features Include:

- Unlimited Tickets per Session
- Precision Mapping Tools
- Customized Group Ticketing
- Tutorial Videos
- Quickstart Manual
- Smart Auto-Fill Fields
- Live Chat Support

## “ONLINE TICKETING”



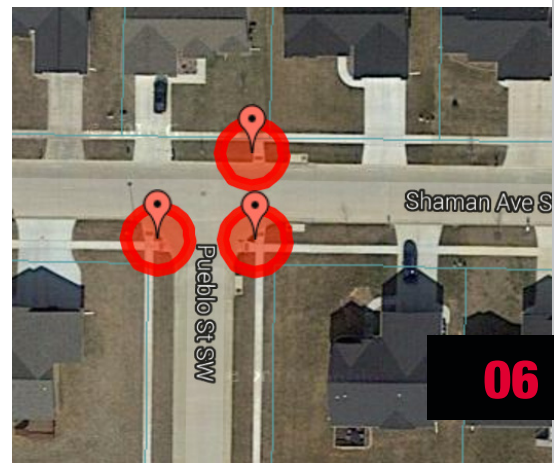
Online ticketing - requesting locates via the internet - is a convenient way for excavators to generate and submit their locate notices (notice of proposed excavation). Nearly 70-percent of all locate requests received at Iowa One Call are now being generated via the online ticketing system. Beginning in April of this year, Iowa One Call launched the new “NextGen” online ticketing system, which features multiple enhancements over the former “ITIC” system, including an additional layer of parcel data (detailed geographic mapping data) and new user-friendly mapping tools.

Because the NextGen system provides users with options to use different mapping tools to generate the necessary electronic maps, it is critical that users understand the different functions of each tool. Next Gen users (excavators) may believe they are generating efficient locate tickets, when in reality, they may be creating unclear descriptions of the proposed excavation area. When locators

receive tickets that are not clearly defined, they may not be able to complete the locating and marking process without additional input or actions by the excavator. One of the reasons why tickets generated via NextGen don't always convey the level of detail necessary to convey clear descriptive information is because users fail to utilize the proper mapping tool to generate their electronic maps.

### **CREATE CIRCLE TOOL**

The Create Circle tool allows users to create circular excavation entities with a pre-determined radius. The Create Circle tool is an excellent choice for jobs involving pole installation, tree planting, or any other type of work where a circle best describes the work area. Users can create as many circle entities as needed. Using the Create Circle Tool allows the user to designate specific areas within a geographic area - e.g.: a detailed area within a property.



**SELECT PARCEL TOOL**

NOTE: Nearly all Iowa counties provide parcel data to Iowa One Call, which is then incorporated into the electronic mapping system. If parcel data has not been provided, it will not be included in the mapping database.

The Select Parcel tool allows users to create “parcel entities” based on available parcel data. The Select Parcel Tool should be used when a planned excavation will occur at a specific address/parcel of land. Users can create as

many parcel entities as needed. The user will select the Select Parcel Tool and click within the area of the map where the excavation will occur. If parcel data is available, a section of the parcel will be highlighted, and a red box will surround the property in question (the parcel can be divided into two halves or four quarters). If the excavation area will extend beyond the parcel boundaries, the user can use the Extend Parcel feature by clicking the small checkbox located inside the “End Parcel Extend button.” This will turn the Parcel Extend Mode on. The user can then click the area outside the parcel to extend the excavation entity. Clicking further out will further extend the excavation entity.

Like the Create Circle Tool, the Select Parcel Tool allows the user to define specific areas of proposed excavation with greater detail than when merely ‘drawing’ large polygons (that may encompass areas that are well beyond where the proposed excavation will occur).

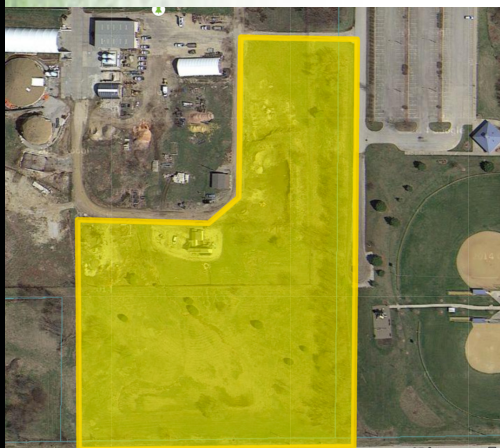
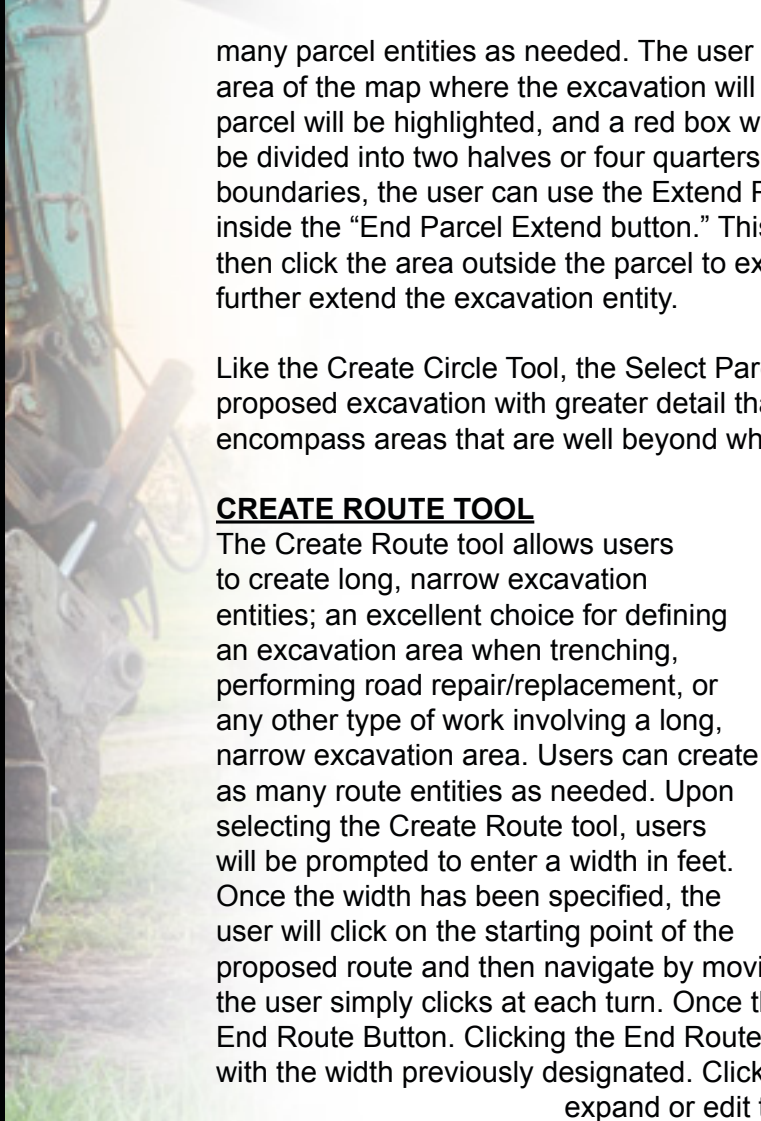
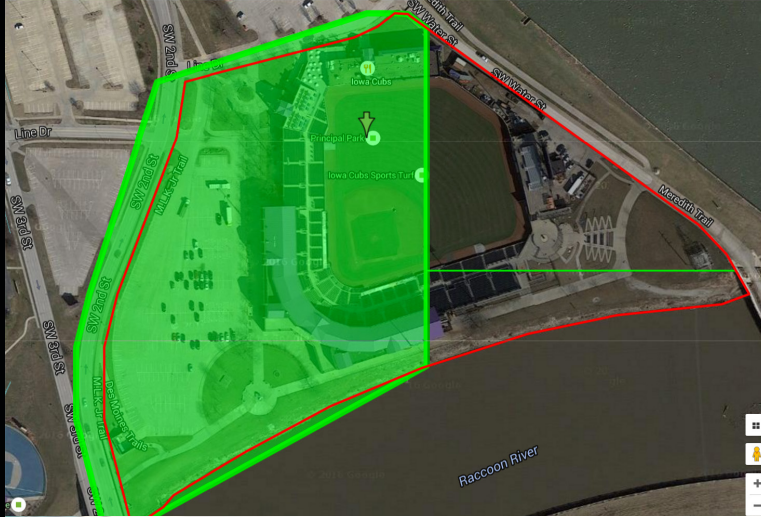
**CREATE ROUTE TOOL**

The Create Route tool allows users to create long, narrow excavation entities; an excellent choice for defining an excavation area when trenching, performing road repair/replacement, or any other type of work involving a long, narrow excavation area. Users can create as many route entities as needed. Upon selecting the Create Route tool, users will be prompted to enter a width in feet. Once the width has been specified, the user will click on the starting point of the proposed route and then navigate by moving the ‘mouse.’ If the route will have turning points, the user simply clicks at each turn. Once the route has been completed, the user will click the End Route Button. Clicking the End Route Button will convert the route to an excavation entity with the width previously designated. Clicking on the Edit Locate(s) button allows the user to expand or edit the excavation entity.



**CREATE POLYGON TOOL**

The Create Polygon tool should only be used when no other mapping options will adequately define the excavation area. The Create Polygon tool allows users to “free-hand” draw an excavation entity (less precisely than with the other tools). When using the Create Polygon tool, users need to keep the excavation polygon as small as possible (to avoid ‘over mapping’ the proposed excavation area), yet large enough to cover the entire planned excavation. After clicking the Create Polygon button, users can begin by making a single click on the map to set the first point, and then continue

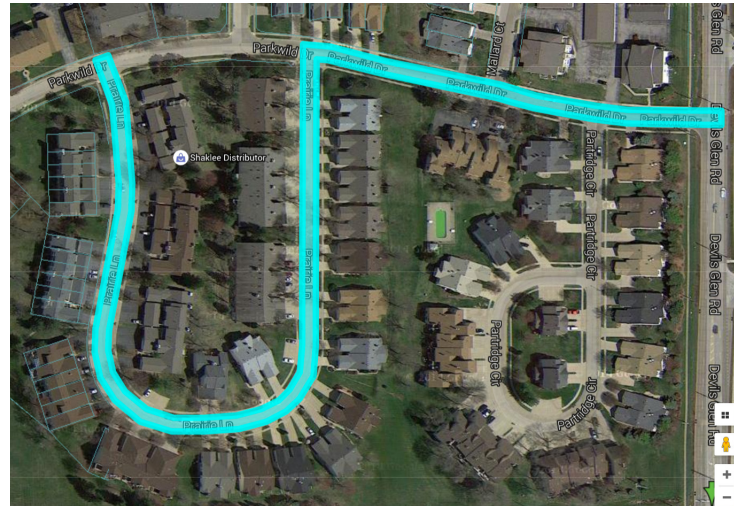













setting points until the entire area of proposed excavation is encompassed. To close/complete the polygon, users simply click the beginning point. The polygon can be edited or expanded by clicking on the Edit Locate(s) button.

**SELECT FEATURE TOOL**

The Select Feature tool allows users to create excavation entities based on available map features, such as roads and highways. The Select Feature Tool is a good choice for excavations taking place along existing roadways. Users can create as many Feature entities as needed. Upon selecting the Select Feature Tool, users will be prompted to enter a width in feet and then click on the road where the work will take place. If the feature is available, a light blue border will appear along a section of the road.



Users of the previous “ITIC” system were accustomed to identifying their proposed excavation areas by ‘drawing’ polygons, but when carried over to the NextGen system, this practice can cause problems for both locators and excavators. Excavators need to understand that the best way to assure efficiency is to provide as much specific detail as possible when generating their electronic maps. If locators are not clear about precisely where an excavation is scheduled to occur, they may not be able to expedite the locating and marking process.

-  NextGen®
-  ITIC
-  IMAP
-  DAMAGE MANAGER
-  EXCAVATOR TICKET MANAGEMENT
-  LOCATOR TICKET MANAGEMENT
-  SEARCH & STATUS
-  UNREAD MESSAGES
-  LOGOUT



PLEASE MAKE YOUR SELECTION . . .

- IA** LA MD MN MO

● CALLER INFORMATION

● PROFILE INFORMATION

ALT NAME	JAKE CHAMBERS
ADDITIONAL EMAIL RECIPIENTS	<input type="text"/>
TYPE OF WORK	INSTALLATION OF FENCE
WORKING FOR COMPANY	JIMMY
BLASTING	N <input type="button" value="v"/>
TRENCHING	N <input type="button" value="v"/>
BORING	N <input type="button" value="v"/>
IS JOB WHITE LINED	N <input type="button" value="v"/>

[DELETE PROFILE](#) [PROFILE](#)

[Contact](#) [Help](#) [Chat](#)





# MOCK LINE STRIKE

The state of Iowa houses over 45,000 miles of underground pipelines transporting a variety of products that provide vital resources. These resources are essential to the daily operations of our communities but pose a safety threat if leaked from a damaged pipeline. There are several steps to assure the underground infrastructure remains intact.

The Iowa Pipeline Association is hosting a mock line strike event on July 26th. This event, which will be moderated by Iowa One Call spokesperson, Ben Booth, will provide excavators, locators, and emergency responders the opportunity to experience a pipeline strike in a safe, controlled environment. Industry professionals will take participants through the safe and legal excavation process. This includes how to have the underground facilities located properly, safe digging practices, and ultimately how to recognize and respond to a pipeline hit. Identifying a pipeline rupture is essential to reacting appropriately before a dangerous situation arises.

The Iowa One Call Law requires a 48-hour advance notice before excavation commences. This allows utility locators time to mark the underground facilities. The locates decrease, but do not eliminate, the possibility of a dig in. Damage prevention is the ultimate goal. However, excavators and emergency responders should be aware of the appropriate actions to take when incidents occur.

## DATE

Wednesday, July 26, 2017

## TIME

1:30 PM – 2:30 PM

~~(Free lunch begins at noon)~~  
This is a misprint, please be aware  
**NO LUNCH WILL BE PROVIDED**

## LOCATION

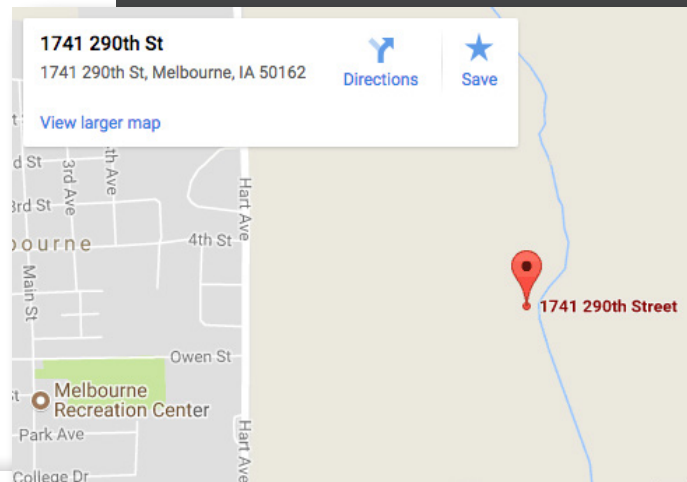
Iowa LICA Farm, 1741 290th St,  
Melbourne, IA 50162

## RSVP at

[iowapipelinesafety.com](http://iowapipelinesafety.com)

## COST

Free



**Iowa  
Pipeline  
Association**

RSVP



To RSVP for the  
free event, visit  
[iowapipelinesafety.com](http://iowapipelinesafety.com).

About IPA | **Upcoming Events** | Emergency Responders | Excavators & Contractors | Public Officials | Calendar | Register A Site | Contact Us

SORT BY: DATE | LOCATION | FILTER BY: EXCAVATOR | EMERGENCY RESPONDER

MELBOURNE, IA

### Melbourne Mock Line Strike

Wed, Jul 26, 2017  
Doors Open/Registration: 1:00 pm  
Mock Line Strike Registration: 1:30 pm  
Iowa LICA Farm  
1741 290th Street  
Melbourne, IA 50162

#### EVENT DETAILS

PRINT | EXPAND DETAILS | RSVP





# NEW BOARD MEMBER BIOS



## **BRIAN MCKINNEY, CVREC**

Brian McKinney of Chariton Valley Rural Electric Cooperative joined the Iowa One Call Board of Directors in February of 2017. Brian grew up in the small town of Ponca, Nebraska, where he learned how to put in hard work. By age 24, Brian was a Journeyman Lineman at Public Power District in southwest Nebraska. His mentors encouraged him to continue his training, so he attained an associate degree. Shortly after, Brian juggled full-time employment and a family, while completing a bachelor's degree. By continuing his education, he was able to be hired as a Staking Technician at PPD. After 11 years in that position, it was time to seek a new opportunity for his career and family. Brian landed at Chariton Valley REC, where he has been the Operations Manager for a year and a half. His appetite for growth and knowledge of the electrical industry will provide great perspective as an IOC Board Member.

***Welcome, Brian!***



## **SILICIA BOUTCHEE, MIDAMERICAN ENERGY COMPANY**

Silicia Boutchee joined the Iowa One Call Board of Directors in February of 2017, representing MidAmerican Energy Company. She began working as an Administrative Assistant for MidAmerican in 2001. In 2006, Silicia earned a promotion to Claims Recovery Program Manager and completed a Master's program in Public Administration in 2008. For the last decade, she has implemented and refined an aggressive subrogation program resulting in multi-million dollar recoveries. She is a member of Common Ground Iowa and Common Ground Alliance. She is the founder of Iowa Single Parent Networking and Venue Enterprises, LLC. She is also an advisor to the Youth Outreach program and NAACP Youth Council. Silicia brings extensive knowledge and unwavering passion for damage prevention. ***Welcome, Silicia!***



## **MICK HERKE, AUREON**

Mick Herke replaced the retired Leon Hofer on the Iowa One Call Board of Directors in February of 2017. His experience within the telecom industry goes back over 34 years and has been involved on the contractor side and facilities side of construction during these years. He currently serves as Vice President of Technology Operations for Aureon Network Services. Before working at Aureon, Mick served as Director of Business Development for Iowa Telecom, designing new voice and data products to be offered across Iowa. He has previously served as Executive Vice President of Operations for NewPath Holdings, which offered DSL services across 14 Midwestern states. Mick also served as Executive Vice President of Alpine Communications, an ILEC located in northeast Iowa and General Manager at River Valley Telecommunications Coop in northwest Iowa for a combined 17 years. Mick has a firm understanding of the telecommunications field and will be an asset to the board. ***Welcome, Mick!***

# IN THE NEWS



*Local Excavation and Safety News From Around the Web*



## **Multiple One Call Law Violations in Iowa**

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

Earlier this year, Iowa's Attorney General filed seven lawsuits for alleged violations of Iowa's One Call Law. In all seven cases, contractors failed to call within 48 hours of digging to have underground utilities marked. All seven cases involved digging near, or actually hitting, natural gas pipes ... [\[more\]](#) **pg. 16**

## **Dig Holes Like the Pros - What to know about tools, techniques, utilities**

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

Sure, it seems like the easiest thing in the world. Summer's here, you have a bunch of holes to dig for a fence or some new shrubs, so you grab a shovel and head for the yard. But hang on a second. Even with something as simple as digging a hole, there are a few tricks of the trade worth knowing about — and why make a hard physical job even harder than it needs to be? First of all, gather the right tools. ... [\[more\]](#)



# IOWA 811

# ONE CALL



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

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