

Winter 2004

### Ticket Volume

July	35,405
August	37,517
September	30,894
October	33,796
November	28,861
December	26,546

### %Remote Ticket Entry (WEB)

July	18.1%
August	17.9%
September	17.8%
October	17.8%
November	18.1%
December	16.9%

Remote Ticket Entry allows qualified excavators to enter their locate request directly to Alabama One Call via the internet. For more information contact Kim Jenkins, Center Operations Manager at 205.414.1840 or [kjenkins@al1call.com](mailto:kjenkins@al1call.com).

### Pre-Marking Your Excavation Site

Alabama One Call supports the use of "white lining" or pre-marking of all excavation areas when appropriate. The utility locators will know exactly where you want them to locate the underground lines. However, this does not alleviate the responsibility of excavators calling in a locate request to provide appropriate information and directions to the work site.

## Alabama One Call Reaches A Milestone in 2004 By Processing Its 4 Millionth Call!

Alabama One Call is a non-profit organization established under Alabama Act 94-487. Our mission is to provide a central notification service to prevent damage to underground facilities in Alabama.

Anyone engaging in excavation activities is required to notify underground facility owners prior to the start of excavation. Alabama One Call helps streamline this process by providing a "one call" service allowing excavators to notify area utility companies quickly and efficiently.

### Welcome To Our New Members

Grand Bay Water Works Board  
El Paso Production Company

### Membership Information

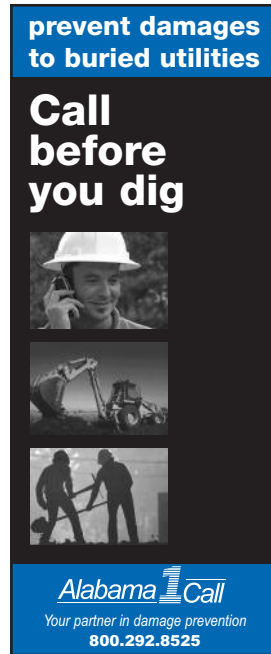
For more information on becoming a member of Alabama One Call, please contact Tina Creel, Operations/Human Resources Director at 205.414.1840 or [tcreel@al1call.com](mailto:tcreel@al1call.com).

## Important Locate Ticket Request Reminders ...

1. Alabama One Call normally processes locate requests as one address per locate request ticket. However, if the work being done is a continuous trench, then the street name can be given with the consecutive street addresses or lot numbers, or beginning and ending addresses or lot numbers.  
**For example:**  
4555-4655 Whispering Pine Lane, locate both sides of the road
2. When an excavation involves more than one street, each street must go on a separate locate request ticket.
3. When working at an intersection, the intersection can go on one notification
4. If the excavation is at an intersection and continues down one street, then that information can go on one locate request ticket.
5. If the excavation is at an intersection and continues down two streets, the second street requires another locate request ticket.

# New! Call Before You Dig Brochures

Our newly designed brochures are now available for contractors and anyone planning excavation projects. This glossy and colorful pamphlet is informative and a helpful guide to safe digging practices. If you are interested in ordering copies for your company or organization, please contact Michele Dory at 205.414.1846 or [mdory@al1call.com](mailto:mdory@al1call.com).



## Alabama One Call Excavation Manuals are also available.

This manual is a 36 page reference tool for all contractors. It outlines the benefits of digging safely, proper notification procedures, facility owner and excavator responsibilities, potholing and tolerance zone information. An exact copy of Alabama's of Alabama's Underground Damage Prevention Act 94-487 is included in this manual.

# Safety Meetings and Educational Presentations

As a continuing service to any group involved in excavation activities and our member companies, an Alabama One Call representative is available to conduct free safety presentations in your area. Our education efforts are one of keys to the success of damage prevention to underground facilities in Alabama.

A typical presentation will address:

- The CALL BEFORE YOU DIG Process
- Key points of Alabama's Damage Prevention Legislation
- Who is responsible for what – according to Alabama law

Presentations typically take 45 minutes to an hour depending upon the number of questions. This time frame also includes a 10 minute video, brochures, excavator manuals and various handouts. Participants always enjoy door prize drawings at the conclusion of the meeting! To schedule a presentation, contact Michele Dory at 205.414.1846 or [mdory@al1call.com](mailto:mdory@al1call.com).

## How Long Is A Ticket Valid?

A locate request ticket is valid under Alabama State Law for fourteen (14) calendar days from the proposed date of excavation. If the work being done at that site is expected to extend past the fourteen day window, the excavator is required to call back a minimum of two working days prior to the expiration of the locate request to renew the ticket. As your locate ticket is being processed our Alabama One Call Customer Service Representative will always give you the date the locate ticket will expire and the date you should call back to renew that locate ticket.

Renewing the ticket is important due to the fact that temporary markings are usually used to note the location of the underground utilities. The general rule is that these marks should remain visible under good weather and working conditions for the two week period.

If on your work site the marks are destroyed by rain or excavation activities, it is vital that you call back Alabama One Call to let the utilities know this and they will come out and remark the area. If the marks are destroyed within the fourteen day window, the utilities will remark the site as soon as they can have a locator dispatched to the site.

However, if the fourteen days have expired and the ticket was not updated (renewed) with Alabama One Call, you will have to wait another 48 hour notice to get the lines remarked as this would be considered a new request. That is why it is important to call and have your ticket updated two working days prior to the expiration of the locate request which can also help minimize any downtime your crews may have to experience.

## Giving back to our community!

On Saturday April 24, 2004 Alabama One Call participated in the Arthritis Foundation, Alabama Chapter annual walk in Birmingham. Our team raised over \$1000 in donations for the foundation and walked in honor of people in our community who are affected with arthritis and rheumatic diseases.



**prevent** damages  
to buried utilities, loss of  
important public services and  
personal injuries



**call before you dig**

*Alabama* **1** *Call*

**800.292.8525**

252.4444 B'ham Area | cellular: #DIG | [www.al1call.com](http://www.al1call.com)

**Dig Safely.**

**CALL TWO WORKING DAYS  
BEFORE YOU DIG**

**800.292.8525 or 252.4444 (B'ham)**

When calling in a locate request have the following information available:

- Company Telephone Number, Name and Address
- Caller Name
- Work Type
- Work Being Done For
- State, County, City/Town
- In/Out City Limits
- Location-Street Address
- Nearest Intersecting Streets/Roads
- Exact Area to Locate (Be Specific)
- Type Work
- Will jobsite be outlined in white paint?
- Will boring or blasting be done?
- Is job site at Railroad Right of Way?
- Work Date and Time excavation is scheduled to begin

*Alabama* **1** *Call*

Alabama One Call  
P.O. Box 1476  
Birmingham, AL 35201

Presorted Std.  
US Postage

**PAID**

Birmingham, AL  
Permit #1777