



Indiana Underground Plant Protection Service



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

## **IUPPS Contractor Handbook – Revised 12/07**

### **PREFACE**

This handbook should be used for informational and reference purposes only. It is not intended to be a full and complete statement of the law or of the excavator's duties and responsibilities when engaging in excavation work. The Indiana legislature enacted the Damage to Underground Facilities Act (Indiana Code 8-1 Chapter 26) which took effect on January 1, 1991. Specific reference should be made to this Act for the duties and responsibilities of the excavator.

The contents of this handbook are subject to change without notice. If you have any questions, please call Indiana Underground Plant Protection Service (IUPPS) at 1-800-382-5544 or by dialing 811.

### **HISTORY**

IUPPS was formed by the owners and operators of underground facilities in Indiana as a means of reducing damage to those facilities. IUPPS began operations October 1, 1981 with seven principal utility members on line. Since that time membership has grown to over 380 members. During the legislative session of 2003 we were successful in changing the "Call Before You Dig" Law to require that all owners and operators of underground facilities become a member of IUPPS before August 31 2004

The [INDIANA UNDERGROUND UTILITY FACILITIES DAMAGE PREVENTION ACT](#) has been in effect since January 1, 1991. In short, the law requires all persons excavating to call at least two (2) full working days before digging and no more than twenty (20) calendar days. (See pages twenty (20) through forty (40) for a copy of IC8-1-26)

### **WHAT IS IUPPS?**

IUPPS is a not-for-profit corporation that provides contractors/excavators, homeowners, and others who may be disturbing the earth with a single toll-free number to call for the locating and marking of these underground facilities. IUPPS will notify only member utilities; contact of non-member utilities will be the responsibility of the excavator. IUPPS is a communications link between the excavator and the underground facility owner. IUPPS does not locate the facility itself.

Please be advised that calling IUPPS does not affect or impair local ordinances, charters, or other provisions of law requiring permits be obtained before excavating.

All calls to IUPPS are recorded for your protection.

IUPPS **Should Not** be called for any of the following reasons:

- To report damage to any type of facilities;
- To report any type of service outage;
- To resolve any type of utility billing problem;
- To report any excavation outside the state of Indiana;
- To request any type of facility removal or relocation. (This includes facility removals prior to demolition of building);
- To request initiation of any type of utility service.

To resolve these items, contact the facility owner directly.

IUPPS is open twenty-four (24) hours, seven (7) days a week to accept requests for buried line location. Emergency calls, defined by Indiana State Law as "an imminent danger to life, health, property or loss of service" will be accepted and will receive top priority. Routine work, however, requires two (2) full working days notice. Two (2) full working days notice is defined as: two (2) full working days from the time of the call. (not including weekends or holidays). For calls placed after hours (between 6:00pm & 7:00am weekdays, 24 hours weekends and holidays), advance notice will be forty-eight hours from 7:00am on the next business day.

## **WHEN DO I USE IUPPS?**

Any time you plan to dig. Whether it's a small or a large construction or homeowner project (such as putting up a fence or clothes line, planting a garden or shrubbery, building a home addition, deck or foundation, etc.) you should call two (2) full working days ( NOT COUNTING WEEKENDS AND/OR HOLIDAYS) prior to digging. Underground facilities can be damaged or ruptured by an assortment of digging instruments; a small bend or dent can create problems months later. The ramifications of damaged equipment and interrupted service are serious. Loss of natural gas, telephone, water or electricity can leave communities without such vital services as police, fire and medical protection. When damaged, these vital services can endanger property and public safety, they can also be expensive and time consuming to repair.

## **PREPARING LOCATE REQUESTS**

IUPPS Damage Prevention Specialists (DPS's) are professionally trained to obtain specific information concerning locate requests. When you call 811 or 1-800-382-5544, the specialist enters your information into a computer software program and, therefore, the order of the questions is preset. There is a definite reason for each question asked. This section will provide a brief explanation of the reason for each.

Locate request processing is easy if the caller is "prepared" to answer all questions. Preparation is the key. The best way to prepare to make a call is to use the following form to make sure all information is ready **before** contacting us.

PHONE NUMBER \_\_\_\_\_

CONTRACTOR NAME \_\_\_\_\_

CALLER NAME \_\_\_\_\_

CONTRACTOR ADDRESS \_\_\_\_\_

FAX # \_\_\_\_\_

WORK DONE FOR \_\_\_\_\_

SITE CONTACT \_\_\_\_\_ MOBILE # \_\_\_\_\_

BLASTING? YES OR NO            BORING? YES OR NO

HOW LONG TO COMPLETE THE JOB \_\_\_\_\_

DEPTH \_\_\_\_\_ TYPE OF WORK \_\_\_\_\_

START DATE \_\_\_\_\_ TIME \_\_\_\_\_

COUNTY \_\_\_\_\_ TOWNSHIP \_\_\_\_\_

SUBDIVISION \_\_\_\_\_ LOT # \_\_\_\_\_

STREET ADDRESS \_\_\_\_\_

CROSS STREET \_\_\_\_\_

CITY/TOWN \_\_\_\_\_

LOCATE INSTRUCTIONS \_\_\_\_\_

Below is a brief explanation of each question asked by IUPPS Damage Prevention Specialists.

- YOUR PHONE NUMBER. If you have called IUPPS previously, your phone number is used to activate a computer database which will fill in the answers for all of the questions through "contractor address".
- CALLER NAME/TITLE. The caller's name and title are taken in order to maintain records of all locate requests. This information is also helpful in the event it is necessary to contact someone for further information.
- COUNTY/TOWNSHIP. The county and township are needed to identify where the job site is located. Indiana Underground accepts calls for 92 counties and uses this information to identify which members are to be notified. If you don't have this information, you can visit our website at [www.iupps.org](http://www.iupps.org) and determine your

county/township utilizing your zip code. In addition, you can contact the local tax assessor, or utilizing the **non-emergency** phone numbers, call your local police or fire department for this information.

- SUBDIVISION/LOT NUMBER, CITY OR TOWN. This information is utilized by the member utility to determine where the job site is located. If you are excavating in a new subdivision please be prepared to give us an existing intersection as well.
- STREET ADDRESS OF WORK SITE/CROSS STREET I.U.P.P.S. Also uses the street address, street name and nearest intersection (Cross Street) to identify which members are to be notified. Including nearest cross street will increase the utility's ability to locate the designated area. The following are examples of proper information when identifying the location of the job site:
  - ◆ 6357 East Willow Pointe Boulevard. Nearest cross street is Castleway Court. (Digging at the address)
  - ◆ East Willow Point Boulevard & Castleway Court. (Digging at the intersection)
  - ◆ On East Willow Point Boulevard, between Castleway Court and Knue Road. (Digging on East Willow, between Castleway and Knue)

#### Limit for One Ticket

- Limit of 5 addresses on the same street, the same side of the street and consecutive (side by side). *UNLESS: When digging in the easement you may use the frontage rules. (Exp: locate front easement of lots 10 to 18 under 1,500 ft or \*2,500 ft outside city limits\*)*
- Marking instructions **MUST** be the same on all lots.
- Addresses **MUST** be listed individually. For example: 501, 503, 505 and 507 Meridian Street. Do not list 501-507 or use the words "thru" or "through".
- If ticket does not fit those rules then take each property or address separately
- Only one street at a time on a ticket. This is also true if a caller gives you a previous ticket and you notice it has more than one street.
- The caller is installing road signs or utility poles, then follow these rules:
  - Limit of 1 mile on a ticket in the rural county, 1,500 feet in cities and subdivisions, and must specify a specific start and end point.
  - Not digging in a continuous line but in specific locations.
  - Location of signs or poles must be marked preferably in white paint.
  - Must know the total number of signs or poles.
- Limit of 1,500 feet of road frontage per ticket in cities and subdivisions and 2,500 feet in the rural county, and cannot turn a corner.

- Limit of a 200 foot radius of intersections per ticket in cities and subdivisions and 300 feet in the rural county.

IUPPS operating procedures state that a separate ticket should be filed for each job site. The IUPPS Center will not accept any "blanket" facility locates requests – the caller must ask for each specific address. For an example, a gas main construction which runs from Lexington Parkway to North Dale Street on University Avenue, then from University Avenue to West Minnesota Ave., on North Dale St, would need to be filed on two separate tickets and described as follows.

Ticket #1:                    On University Ave., from Lexington Parkway to North Dale St.

Ticket #2                    On North Dale Street, from University Ave to Minnesota Ave.

- TYPE OF WORK. Field locators need to know the specific reason for excavation. The DPS, therefore, needs to identify the specific reason for the work as compared to the work method. For example, "installation of a sanitary sewer lateral" is much more helpful than "digging for a sewer line".
- LOCATE INSTRUCTIONS. After identifying the location of the job site, The DPS will identify what portion of the job site is to be marked out. In all cases, IUPPS is looking for a description of the area to be marked out. The DPS will not accept instructions to mark a specific facility (i.e. "mark the gas line at this address").

After all information is verified, the DPS will issue a ticket number. It is very important to keep this ticket number as future inquires concerning the ticket can be made only if the ticket number is available. The DPS will read a list of member underground facility operators who will receive this ticket. Non member facility operators must be contacted by you directly.

If the information is incomplete, answering attendants will note that the information obtained is the best available. The locate request will still be transmitted. Underground facility operators, however, may need additional information before locating their facilities and, if so, the start date may be delayed until the required information is provided.

**SAVE TIME!!**

**ENTER YOUR REQUESTS ONLINE**

IUPPS OFFERS A PROGRAM CALLED "WEB TICKET ENTRY" WHICH ALLOWS USERS TO ENTER THEIR REQUESTS FROM A REMOTE SITE VIA THE INTERNET DIRECTLY INTO OUR COMPUTER SYSTEM.

Call 811 or 1-800-382-5544 and ask for the Web Training Department.

## WHAT HAPPENS AFTER I CALL?

After the facility locate request is taken it is processed by the computer software. The information contained in the location request determines which IUPPS members have facilities in the area and the computer then sends a facility locate request message to the member company.

IUPPS MEMBER COMPANIES operate on the premise that if you give them proper advance notice (two (2) full working days notice, not counting Saturdays, Sundays or holidays) and they have facilities in the area where you intend to dig, they will respond and mark these facilities sometime within this forty-eight (48) hour period.

Some utilities will respond and mark the area "clear", and others will call to say they're clear. If it has been two (2) full working days and not more than twenty (20) calendar days since your original call and you're convinced that a utility, who has not responded, has facilities where you intend to dig, call IUPPS back and another location request will be sent to that utility. This call will be classified as a "second notice" and will receive priority.

## ARE ALL UNDERGROUND FACILITY OWNERS MEMBERS OF IUPPS?

No, not yet.

We were successful in passing Legislation in 2003 that requires that all owners or operators of underground facilities participate in IUPPS before August 31 2004. However, not all owners and operators of underground facilities have elected to become members of IUPPS. Should the excavator determine that a non-member has facilities in the area of their excavation, they should contact them directly.

## MAY I DIG AFTER THE TWO FULL WORKING DAY ADVANCED NOTICE?

Yes. However, you have an obligation to dig in a reasonable and prudent manner, taking all necessary and required measures to avoid damaging underground facilities. This includes hand exposing if the digging is within 24 inches either side of the underground facility.

## SHORT NOTICE REQUESTS: LESS THAN TWO FULL WORKING DAYS

**Two (2) full working days** notice is defined as: two (2) full **working** days from the time of the call. **(Not including weekends or holidays)**. For calls placed after hours (between 6:00pm & 7:00am weekdays, 24 hours weekends and holidays), proper legal notice will be 48 hours from 7:00am on the next business day.

### **Examples:**

1. Caller places a call at 10:00am Monday. (Monday is not a holiday)
  - Proper legal notice is anything after 10:00am on Wednesday.
2. Caller places a call at 8:30pm Tuesday night.
  - Proper legal notice is anything after 7:00am Friday.

3. Caller places a call at 2:30 PM Saturday. (Monday is a holiday)
- Proper legal notice is anything after 7:00am Thursday.

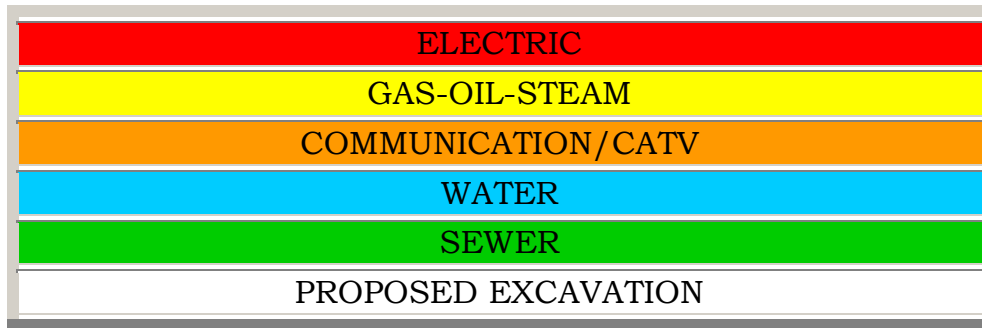
If the request for locate is less than 48 hours (not including weekends or holidays) the call will be accepted but the member's obligation is to respond within two full working days of notification. The requesting party shall not dig prior to facility locates being performed and is responsible for any damages that occur before the proper legal notice has past.

### **WHAT FACILITIES ARE MARKED?**

IUPPS MEMBERS will only mark the facilities they own. IUPPS member companies do not locate individuals' private lines or facilities (house to garage/out buildings, meter to house, gas lights, gas grills, etc.).

After receiving and screening the locate request, each underground facility member will perform a facility locate to enable the excavator to easily recognize the location of buried facilities. Underground facility members will mark or otherwise identify facilities according to the following color codes in accordance with Damage to Underground Facilities, Indiana Code 8-1-26-18.

- Electric power distribution and transmission.....Safety Red
- Municipal electric systems.....Safety Red
- Gas distribution and transmission.....High Visibility Safety Yellow
- Oil distribution and transmission.....High Visibility Safety Yellow
- Dangerous materials, product lines & steam lines.....High Visibility Safety Yellow
- Telephone and telegraph systems.....Safety alert orange
- Cable television.....Safety alert orange
- Police and fire communications.....Safety alert orange
- Water systems.....Safety precaution blue
- Sewer systems.....Safety green
- Proposed construction.....White



It is especially important for excavators to utilize **white marking paint** to identify their proposed excavations. This will guide responding utilities where to concentrate their locating efforts, thus handling the many requests they receive with improved efficiency.

### **WHAT IS A LOCATE REQUEST NUMBER?**

A dig number identifies the specific facility locate request you had initiated. It is important that you write this number down and keep it with your records. IUPPS keeps this information on record for three years.

### **HOW LONG IS A REQUEST VALID**

Indiana Code 8-1-26 states twenty (20) calendar days from the time you initiated the facility locate request. However if excavation is delayed or any outside factors (such as weather, etc.) results in marks/stakes being removed or indistinguishable, call IUPPS to have the area remarked - please refer to previously received dig number.

The excavator is expected to honor all time/marketing requirements and dig in a reasonable and prudent manner, taking all reasonable and required precautions to avoid damaging underground facilities.

### **WHAT SHOULD I DO IF I DAMAGE AN UNDERGROUND FACILITY?**

If there is a damage to an underground facility. Call the specific company involved immediately! Use the emergency or repair number listed in the phone book. If in doubt as to whose facility it is, or if you need a contact number for a member utility, call IUPPS. In some cases, the damage at the point of the contact may appear slight to you but may place stresses on the facility, damage protective coatings, or cause damage elsewhere to the facility

### **WHAT IS A JOINT MEET?**

A Joint Meet is a meeting to exchange information such as maps, plans, or schedules, and to openly discuss the project. It is not a locating session, it is just a request that the utilities and/or their locators meet with you. Joint meets require two full working days notice.

A Joint Meet does not meet the minimum requirements of a locate request by Indiana State Law. Therefore, after the joint meeting, the excavator will need to submit a normal locate request and allow for the two full working days notice.

### **WHAT IS AN EMERGENCY LOCATE REQUEST?**

Indiana State Law defines an emergency as: an imminent danger to life, health, property or loss of service.

An emergency locate request call is processed by our software immediately.

If a member (s) does not respond in a reasonable amount of time, please contact IUPPS. IUPPS will send another request to the member (s) not responding. IUPPS will also call the members' personnel directly to request their timely response.

### **WHAT SHOULD I DO IF I DISCOVER UNKNOWN UNDERGROUND FACILITIES?**

If unknown underground facilities are discovered call IUPPS and explain the situation. If necessary, IUPPS will notify member companies with facilities in that area.