

Root Cause | Tip Card

OPERATOR ISSUES

Facility Was Not Located or Marked

No locating or marking was completed prior to excavation activities.

Example: The company received a valid ticket, but did not mark, locate, or communicate with excavator prior to start of work.

Facility Marking or Location Not Sufficient

Includes all areas where marking was insufficient.

Example: Locator marked the work zone, but missed a service.
Locator misread the ticket and did not locate the entire work zone.
Facility was outside the tolerance zone.

Facility Could Not be Found/Located

Type of facility, depth, or lack of records prevented locating of facility.

Example: Plastic pipelines installed without tracer wires.
HDD installed facilities at depths that cannot be located.

Abandoned Facility

This damage was caused by an abandoned facility issue.

Example: The abandoned facility may have been located, instead of the active facility.
An abandoned facility may have been located, but it may have been found active after the excavation exposed the facility or damaged it.

Incorrect Facility Records/Maps

Incorrect facility records or maps led to an incorrect locate. (This does not include facilities missing from maps.)

Example: Records show the facility located on the wrong side of the street, and ticket was cleared.

Deteriorated Facility

Those situations in which an excavation disrupts the soil around the facility resulting in damage, failure or interruption of service. However, the deterioration and not the excavation caused the facility damage.

Example: An excavator reports a gas odor, investigation proves it is coming from an old cast iron pipeline.

Previous Damage

A significant period of time has passed from the actual damage to the failure or discovery of the damages.

Example: Pipe coating was damaged during a previous excavation and was not reported. Subsequently, a corrosion leak occurred.

EXCAVATOR ISSUES

No Notification Made to the One-Call Center

Excavator did not call the one-call center, includes occasions when notification was not required.

Excavation Practices Not Sufficient

The excavator did not use proper care or follow the correct procedures when excavating near a facility. Optionally, choose one of the following 2nd-level causes:

Failure to Maintain Clearances While Using Power Equipment - as defined by applicable state regulations or underground facility owner.

Failure to Maintain Marks - The marks deteriorated or were lost and the excavator failed to request that they be restored/refreshed.

Failure to Support Exposed Facilities - Facility damage due to lack of support in accordance with generally accepted engineering practices or instructions provided by the facility operator.

Failure to Use Hand Tools - Failure to use hand tools where required.

Failure to Verify Facility by Test Hole - Some state regulations define a "tolerance zone" around buried facilities and require the accuracy of the facility marks be verified by exposing the facility by hand digging prior to excavation within the tolerance zone, or require hand digging or special precautions when working within the tolerance zone.

Improper Backfilling - Damage caused by improper materials (ex: large/sharp rocks) in the backfill or improper compaction of the backfill.

Wrong Information Provided

This damage occurred because an excavator provided the wrong excavation location to the notification center, or there was a miscommunication between stakeholders.

*Example: Excavator used ITE to notify and indicated the wrong dig site.
After speaking with excavator, the locator incorrectly cleared a ticket.*

Notification to the One-Call Center Made, But Not Sufficient

The excavator contacted the notification center, but did not provide sufficient information, or the excavator did not provide sufficient notification time according to state law.

*Example: Excavator did not wait 48 hours before digging.
Excavator was excavating on an expired ticket.*

ONE-CALL CENTER ISSUES

One-Call Center Notification Error

Includes all issues related to the center such as incorrectly entered data, ticket transmission failures, and stakeholder omissions, et al.

*Example: This would include damages that occurred because the center's database registry had not been updated to reflect correct location of gas facilities.
The one-call center system crashed and failed to deliver the ticket.*

