

USANorth Damage Prevention Update

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

811 Update



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Call before you dig.**

USA North is currently receiving approximately 26% of our incoming call volume on our 811 line. For the most part, we have had little problem with the 811 implementation. We still find some areas, where the calls are not being directed to the appropriate one call center. If you have a problem using the 811 number we suggest that you contact USA North and let us know who is your particular cell phone carrier, provide us with the date and approximate time of your call, and the approximate geographical location where the problem occurred. You may report 811 issues by calling 925-798-9504 ext 6.

USA North will continue to advertise 811 in addition to our current toll free number. Artwork for the national campaign is available for download at www.call811.com

SAFE Events

SAFE is our acronym for Safety Awareness For Excavators. Please plan to attend one of our FREE Safety presentations this year. These events are held throughout Central/Northern California and Nevada. See our Events Calendar on the web site www.usanorth.org to find a date and location near you.

In addition to SAFE Events the USA North Public Relations Staff offers free Safety Presentations for anyone in your company who is involved in Damage Prevention. So, if they are contractors, locators, claims personnel, construction crews,

permit inspectors, or the staff that calls in the location request tickets to USA North; we can help them better understand USA North requirements and policy. We also provide information about One Call Law in your State.

In order to request a Safety Presentation please call 925-798-9504 ext 6. Please be flexible with us in determining the date and time of your presentation.

Copies of USA North Tickets

USA North has several different ways for you to get copies of your tickets. We can email a copy of your ticket to you or you can visit the USA North website and enter your ticket number to get your copy.

In order to have a ticket emailed to you, you will need to add your email address to your contact information when the CSR asks you if you'd like to add an email address. Then after you receive your ticket number the CSR will ask you if you would like a copy of the ticket emailed to you.

Still some people don't receive an email copy of their ticket. If that's the case there are a few causes that we'll consider. The most likely reason you wouldn't receive your ticket would be the firewall settings for your company. Often the ticket copies are viewed as junk mail or spam and blocked from coming through. Another reason would be that the email address was input incorrectly or misheard.

The other method for receiving your ticket would be to click on the link listed below. <http://usanorthmapping.com/IRTHOne-Call/Centers/USAN/MemberContact.aspx>

After clicking on the link you will be taken to a disclaimer

page, read through it and click on "I AGREE" to continue. Then you will enter your 6-digit ticket number in the space provided. If you have a ticket number with less than 6-digits, i.e. 777 you might try entering 000777 to fill in the blank spaces. When you receive your ticket number from USA North it should always have 6-digits, if you don't, make sure to confirm with the CSR the full 6-digit ticket number.

Northern Nevada Contractors Recognition SAFE Event

In September we held our 3rd Annual Contractor Recognition Event in Nevada. The purpose of the event is to recognize the contractor's contribution in damage prevention to underground facilities by safeguarding employees, the public, and essential public services. The three categories being considered were 5 to 50 Tickets, 51 to 200 Tickets, and 201 or more Tickets. This event was held at the Carson City Nugget Casino and was well attended. The following members, AT&T, Kinder Morgan, Paiute Pipeline, Sierra Pacific Power, Southwest Gas, Truckee Meadows Water Authority, and Tuscarora Gas sponsored the event. The area of consideration was Carson City, Churchill, Douglas, Lyon, Storey, and Washoe Counties. A Plaque and a Silver Shovel were presented to the top three contractors who had the most excavation tickets with the least amount of damages to our sponsor's underground facilities from June 1st, 2007 through May 31st, 2008.

The award recipients were for 5 to 50 Tickets was Mandeville Construction, for 51 to 200 Tickets was Topaz Construction, and for 201 to more Tickets was F & P Construction. Congratulations to the three recipients for

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their excellent work and commitment to Damage Prevention.

Your company could be one of those recipients in 2009 by making a commitment to Damage Prevention, Reviewing the Nevada Excavation Manual, and following the 5 Steps to a Safe Excavation.

Industry Conference Information



Don't miss out on next year's Common Ground Alliance (CGA) Excavation Safety Conference. The three day event will be filled with guest speakers, conference sessions, CGA committee meetings, Indoor and Outdoor Exhibits and Demonstrations, culminating with the National Industry Summits. The conference is scheduled for Feb 17 – 19th at the Caribe Royale Hotel in Orlando, Florida. Hope to see you there. Please click on the link below for further information. <http://www.cgaconference.com/>

Frequently Asked Questions

From the time I notify USA North, how long do I have to wait to excavate? State law requires that you must wait until the legal date and time that you provided to USA North on your location request ticket. A legal notice is a two working day up to a 14 calendar day notice. We recommend that as soon as your legal notice has passed you check to ensure that all utilities notified have marked or staked their facilities, provided you with information about the location of their facilities, or provided you with clearance. If a member has failed to respond by your legal notice date and time, call USA North back so that we can send them a no response follow-up.

How much does this service cost? Our service is a free, because it is funded by the Owner/operators of subsurface installations to promote public safety and avoid costly underground utility damage.

USA North Honors 30 years of Faithful Service.



Linda Whitley began her career with USA North as a Customer Service Representative. Last month we helped her celebrate 30 years of service. During the past 30 years Linda has held several important positions with USA North, and is currently our Administrative Assistant to the General Manager. She is the smiling face you will see when you visit the office. Thank you, Linda!

USA North Welcomes Our Newest California Members!

Ferrellgas – Lake, Mendocino, and Nevada Counties.
Los Angeles Dept of Water and Power
Dick Brown's Technical Service
Borax and Vintage
California College of the Arts
Sunesys, LLC
University of California Hastings College of Law
Extenet Systems Inc
Stallion Springs CSD

USA North Welcomes Our Newest Nevada Members!

Esmeralda County Public Works
Baker Water & Sewer GID
Mt. Wheeler Power, Inc.

Pershing County
Eastland Heights Water Association
Humboldt County Rural Districts of Paradise Valley, Orovada and McDermitt
Walker Lake Water GID
Old River Water Company
Golconda Water GID,
Logan Creek Estates GID,
Gerlach GID,
Shoshone Estates Water C
SOC Hawthorne Division

For more information on becoming a member of USA North or to request a membership packet call Linda Whitley at 925-798-9504 x 0 or email Linda at lwhitley@usan.org.

CONTACT US:

If you have suggestions for our newsletter contact us via Email at:

USANorthDPUpdate@usan.org

Or by mail at:

USA North DP Update
4090 Nelson Avenue Suite A
Concord CA 94520-1232

Let us know what issues you would like to see in our future newsletter.

811 Campaign



The California PUC placed several 811 Posters in public transportation bus shelters in Alameda, Contra Costa, Sacramento, El Dorado, Sacramento and Santa Clara Counties. If you are traveling in one of these counties see if you can locate one of the 811 Shelters.

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USA North Administration:

Center's Office Number

All Extensions - - - - 925-798-9504

Administration Assistant

Linda Whitley - - - - - ext 0

Operations Department

Leah Keyes, Lynda Bloxsom & Voltaire Lerma - 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

Vladimir Lerma ext 2319 & Joe West - ext 2309

Mailing Address:

4090 Nelson Avenue Suite A

Concord CA 94520-1232

Fax: 925-798-9506

Email: usanorth@usan.org

Website: www.usanorth.org

USA North's Coverage Area:

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.

2008 Federal and State Holiday Schedule

<u>Holidays</u>	<u>Date</u>	<u>State</u>	<u>Center</u>
<u>New Years Day</u>	01/01/09	CA/NV	Closed
<u>Martin Luther King's</u>	01/19/09	CA/NV	Open
<u>Lincoln's</u>	02/12/09	CA	Open
<u>President's Day</u>	02/16/09	CA/NV	Closed
<u>Cesar Chavez Day</u>	03/31/09	CA	Open
<u>Memorial Day</u>	05/25/09	CA/NV	Closed
<u>Independence Day</u>	07/03/09	CA/NV	Closed
<u>Labor Day</u>	09/07/09	CA/NV	Closed
<u>Columbus Day</u>	10/12/09	CA	Open
<u>Nevada Day</u>	10/30/09	NV	Open
<u>Veteran's Day</u>	11/11/09	CA/NV	Open
<u>Thanksgiving Day</u>	11/26/09	CA/NV	Closed
<u>Family Day</u>	11/27/09	CA/NV	Closed
<u>Christmas Day</u>	12/25/09	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 Statues -
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 to the appropriate site.