

Call Timeline:

	Date of call – does not count
	Two working days waiting period for locates.
	Date digging may begin. See “No Response” below

	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu
Mon		1	2								
Tue			1	2							
Wed				1	2						
Thu					1			2			
Fri								1	2		
Sat								1	2		
Sun								1	2		

The two working days shall begin at 12 midnight following the receipt of the request by the notification center.
 “Working days” do not include weekends and holidays.

“No Response”

- If a utility has not responded to the locate request, the excavator is required by law to issue a “No Response” ticket and allow the utilities two hours to respond back before beginning excavation.
 1. Contact the call center.
 2. Give the operator your original ticket number.
 3. State which utility failed to respond.
- **Utilities are required to respond to a “No Response” ticket within two hours.**
- If the “No Response” notification is issued **before 2 pm**, the locate shall be made that working day.
 If the “No Response” is issued **after 2 pm**, the locate is to be completed no later than 10 am the next working day.



UPCOMING LAW CHANGES

On January 1, 2009 changes to RSMO 319.015 to 319.050, the Missouri State Law, concerning Damage Prevention to Underground facilities will go into effect.

The following is a summary of the main changes.

- The day a locate request is called in will no longer count. The two working day response time by utilities will begin at 12 am (midnight) following the receipt of the notification.
- Utilities will no longer have a full working day to respond to a “No Response” ticket.
Utilities are required to respond by marking or making contact to a “No Response” ticket within two hours.
If the No Response notification is made **before 2 pm**, the marking shall be completed that working day.
If the notification is made **after 2 pm**, the marking is to be completed no later than 10 am the next working day.
- Required contact information on the locate request will change. The excavators fax number, email address and cellular phone number will be requested. The name of the person conducting or supervising the excavation will be required.
- The excavator is required to only notify the notification center (Dig Up ticket) in the event of damage. If damage involves pipeline or natural gas facilities, both 911 and the affected utility must be notified.
- Road and highway departments with underground facilities, as well as all underground utilities within the City of St. Louis are now required to participate in the Missouri One Call System.
- An additional question will be asked to try to determine if the dig site is located on the public right-of-way.
- The defined utility response time for an Emergency locate request is now two hours.
- An excavator placing an Emergency locate request not meeting the definition of the law will be eligible for billing by member utilities.