

Summer 2019



# The SCOOP

OKLAHOMA ONE-CALL SYSTEM, INC.



## What's Inside

**OKIE811 Celebrates 40th Anniversary**

**Oklahoma Excavation Safety Expo**

**Changes Coming to the One-Call Law**

**OKIE811 Beats It's Own Personal Best (Again!)**

# For Your Safety: Upcoming Legislation Affecting the One-Call Process

By OKIE811 Executive Director - Susan Bohl

The month of May marked the end of the 2019 Legislative session here in Oklahoma. HB-2097 was the bill that was signed into law and directly affects sections of the Oklahoma Underground Damage Prevention Act – also referred to as the One-Call Law (§63-142. For more details go to - <http://www.okie811.org/thelaw/>).

The changes to the Act shall become effective by November 1 of this year! Here is a summary review of what is changing:

- A. Before digging, notice shall be given no more than ten (10) days nor less than forty-eight (48) hours, excluding the date of notification, Saturdays, Sundays and legal holidays.

With this change, the date of notification will not be included in the 48-hour notice to have lines located. As an example, when a locate request is submitted on Monday morning, the earliest day that work could start would be Thursday morning after 7:00am, since the date of notification, i.e. Monday, was excluded. For locate requests submitted after midnight, the ticket start time will be set to 7:00am the next business day following the date of notification.

This also holds true for "Update" tickets. If an excavator is not going to be finished with their digging project by the 10th business day following the date

they submitted their locate request, they will need to update their ticket on the 7th business day since the 7th business day is the date of notification and they cannot give less than a 48-hour notice.

- B. Each underground utility operator that receives a notice from the One-Call that someone is excavating around their utility, shall locate and mark or otherwise provide the approximate location of the underground facilities, prior to the date and time work is to begin.

With this change, we will be prompting the caller/ ticket submitter to enter the date and time they plan to start their digging project. The date to "Update By" will be calculated from the "Date/Time of Excavation" and the date "Good until" will be 10 business days from the "Date/Time of Excavation". Currently this is being calculated from the date of notification. This change will provide more time for locators to get onsite to locate and mark lines when the excavator is not planning to start their project within the next 3 business days.

- Definition of "Excavate": The following exemptions were negated when excavation is taking place in public or private right-of-way or easement:

- The moving of earth by tools manipulated by human or animal power



- Any individual excavating on his or her own property

With this change, anyone working within the public or private right-of-way must contact 811 before they dig with tools to move earth or when digging on their own property.

So now you know what to expect come November of this year. If you have any questions or need clarification, feel free to contact OKIE811 by emailing us - [education@okie811.org](mailto:education@okie811.org).

## Membership Updates

Per the Oklahoma Underground Facilities Damage Prevention Act, all operators of underground facilities, including all state agencies and municipalities, shall participate in the statewide One-Call Notification Center.

Over 1,300 members are registered with the One-Call Notification Center. Becoming a member of OKIE811 is very simple. Any person or organization who owns/operates underground facilities in Oklahoma or wishes to help promote and support the purpose of OKIE811 can apply for membership at [okie811.org/joinnow](http://okie811.org/joinnow).





## Celebrating 40 Years of OKIE811

*By OKIE811 Executive Director - Susan Bohl*

2019 marks 40 Years in Business for OKIE811! It's hard to believe the One-Call has been around this many years and has seen such great strides in excavation safety and damage prevention across Oklahoma.

We opened our doors and celebrated with our members, industry stakeholders and vendors on June 20th. It was a great time to look back and see how the industry has evolved. Okie Critter also showed up and helped welcome our guests.

At the end of the first full year in operation, 11,292 inbound locate requests were processed, there were 28 member companies participating in the One-Call, and Okie Critter was born!

Now, 40 years later, we process over 850,000 locate request a year, have more than 1,400

member companies participating, and Okie Critter has put on a few pounds!

When you find yourself near Oklahoma City, please stop by and take a tour of our amazing center and learn a little bit more about what we do to help prevent damages to underground facilities and keep those digging in Oklahoma safe!



## Mark Your Calendars! 811 Day is Coming!

August 11th (8/11) is 811 day. This day is a national initiative to remind people to make the free call to 811 prior to any excavation. 811 centers and their members, partners and stakeholders around the United States are using this day to promote the importance of 811. From any phone in the US, simply DIAL 8-1-1

to be connected to the local one-call center prior to your excavation project. To key off this promotion, on Saturday, August 10th, OKIE811 will be partnering with the OKC Energy with giveaways and a special presentation featuring our very own Okie D Critter. In addition, we are partnering with the OKC Dodgers for their game on August 10th. Be sure to come out to one of

the games to support the teams and learn more about OKIE811 and receive a cool giveaway. Oklahoma Pipeline Awareness Liaison (OPAL) is also partnering with us for the PBR Rodeo in Tulsa. We will have a booth and special giveaways at this event as well. Be sure to stop by our booth and say hi!

# 2019 Oklahoma Excavation Safety Expo was a Success!



Our annual Oklahoma Excavation Safety Expo (OESE) was held on April 18 & 19 at Embassy Suites and Conference Center in Norman Oklahoma. Nearly 200 professional excavators from around the state gathered for safe excavation training and industry networking. The expo included breakout sessions, OSHA training, a keynote speaker, door prizes, and meals.

Our keynote speaker for the event was Mercedes Ramirez Johnson. She told her fascinating and terrifying story and how failure to practice safety and situational awareness changed her life forever. Mercedes was one of four survivors when a plane crashed into the side of a mountain in 1997. There were 164 passengers on this flight. She explained

how easy it is to get caught up in the moment, that we forget the simple things that will keep us safe. Primarily paying attention to our surroundings and practicing what we have been taught at safety training events. Not only while at work, but in our personal lives too.

There were numerous breakout sessions covering various topics on everything from the 811 law to using Google Maps to using drones in the field. The Expo also featured outdoor equipment and demonstrations.

On Friday, registered attendees could attend full OSHA certification training courses. The

courses included Trenching and Excavation Safety Certification Course and 7410 Course, a prep course for Competent Person Certification.

Special thanks to our sponsors: Cox, Rose Rock Midstream, Oklahoma Natural Gas, OG&E, OPAL, Enbridge, Holly Energy Partners, Paradigm, Southern Star Central Gas Pipeline, OneOk Partners, Korterra, Centerpoint Energy, Plains All American Pipeline, Progressive Partnering, Oklahoma Gas Association, MVPipelines, Phillips 66, Enable, Rustoleum, Metro Technology Center, and OSHA Training Institute Education Center

Join us next year in Norman on April 23 & 24, 2020! More information to come!

# A Day at the OKC Zoo

OKIE811 employees enjoyed a beautiful spring day at the OKC ZOO. Our annual employee event held on May 4th was a perfect way to connect our families with our work family. We had 30 employees and their guests totaling 115 people in attendance for the picnic, Sea Lion Show and Zoo.



Many enjoyed attending the Sea Lion show. The entertaining sea lions danced, sang and splashed for 45 minutes. The performance was up close and personal. At times the sea lions were within arm's reach blowing kisses to the audience.



It was great to see the folks hugging and visiting during the picnic. At-homes connecting with new employees, while others were meeting grandchildren that travelled to the event. We were treated to hamburger, hot dogs, chicken, chips, and drinks by Salt and Surrey Catering. The friendly staff made sure there was plenty of food for everyone. The picnic wouldn't have been complete without an ice cream treat.

The OKC Zoo itself is amazing. Beautiful botanical gardens, big cat attraction and the newly opened Asian Sanctuary where elephants, Komodo dragons and red pandas are housed. Taking time to see bears splashing in the water and peacocks spreading their feathers made this annual event extra special.



## Volunteer With Us at the State Fair!

The Oklahoma State Fair is coming to town and OKIE811 will be there! September 12-22nd, we will be in the Bennet Center reminding people to Call Before You Dig! If you would like to volunteer to assist us in this event, please go to our website [www.okie811.org](http://www.okie811.org) to sign-up!

We have a lot of volunteer opportunities available during this timeframe and would appreciate your assistance.



## Implementing Vocal Notify

In emergency situations every minute counts. When an emergency locate request is received the tickets are sent out immediately. However, many member companies also request that we call them and let them know there is an emergency. As you can imagine, making those emergency call outs can take quite a bit of time, especially after hours and during weekends when our staffing is reduced. In order to limit the delays that occur due to making the call-outs, OKIE811 has employed the use of a third-party tool called Vocal Notify. Vocal Notify electronically calls the emergency contact for the member company and reads key information from the emergency ticket such as the ticket number and address of the worksite. While this new tool won't work for members with phone menus it will work for most of our members. This automation enables OKIE811 to greatly improve emergency ticket processing and improves our overall notification response times. For more information on Vocal Notify and our emergency call out process please email the OKIE811 Member Services Team at [memberservices@okie811.org](mailto:memberservices@okie811.org).

# OKIE811 is Hitting the Road Again for Safety Days 2019.

OKIE811's mission is to provide quality underground damage prevention services. Part of that mission is to promote safety and damage prevention services designed to promote public awareness about the importance of protecting our underground facilities. One of the fun ways we spread this message is with our Safety Days.

We normally do three Safety Day events a year in three different regions of Oklahoma. Our next Safety Day event will be in Tulsa on August 8th at the City of Tulsa Training Center. This event will feature both indoor and outdoor exhibitors as well as a chance to network with other industry professionals. Jim Proszek, Legal Counsel, will speak on "Saving Your Life: Best Practices for Safe Excavation" and will discuss various statutory requirements and industry safety standards and practices, procedures for compliance with

**OKIE811**  
Know what's below  
Call before you dig.

## SAFETY DAYS

<b>JUNE 5, 2019</b> Durant, OK Bryan County Fair Grounds	<b>AUG 8, 2019</b> Tulsa, OK City of Tulsa Safety Training Center	<b>OCT 9, 2019</b> Woodward, OK County Fair Grounds
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OUTDOOR ACTIVITIES • INDUSTRY NETWORKING  
LARGE EQUIPMENT DEMONSTRATION • LUNCH GIVEAWAYS • NATURAL DISASTER PREPARATION  
INDUSTRY RELATED BREAKOUT SESSIONS  
AND MORE

GO REGISTER AT [OKEXCAVATIONSAFETY.COM](http://OKEXCAVATIONSAFETY.COM)

the statutes and implementation of the industry standards and practices as well as the potential consequences for failing to do so.

We will follow up the training sessions with a FREE lunch available to everyone. This will be another great chance to network with more industry professionals in your area. We will

close out the event with some door prizes and a chance to hear from our sponsors.

This is a FREE event, be sure to sign up to register at <https://okexcavationsafety.com/upcoming-events/> so we know how many to prepare for.

## OKIE811 Safety Day in Durant, OK



OKIE811 hosted its first Safety Day of 2019 on June 5. The event was held at the Bryan County Fairgrounds in Durant, OK. This was a free event aimed towards professional excavators, and there were over one hundred attendees. The event opened with a presentation by M.G. Govia, OKIE811 Education & Outreach Coordinator, demonstrating the importance of contacting OKIE811 prior to excavation as well

as highlighting some safe digging practices. The next presentation was by Carl Gray, ORWA Training Specialist, who provided valuable information for trenching safety. Attendees were then given the opportunity to network with other industry professionals as well as meet with our sponsors and exhibitors. The event closed out with some special door prizes and everyone enjoyed a free lunch together.



Special thanks to our sponsors and exhibitors who help make this event free for everyone to attend. Sponsors of OKIE811 Safety Day in Durant were Enable Midstream Partners, Oklahoma Natural Gas, MarkWest, XTO, and OKPERI (Oklahoma Pipeline Emergency Response Initiative). Exhibitors that attended were Kinder Morgan, ReSolve Resources, and Georgia Underground Supply.

# Excavation Safety is a Top Priority at OKIE811

Through our mission, we assist our members in the mutual goal to minimize damage to underground facilities while also ensuring safety for excavators and the public. To achieve this goal, we have established process and service standards to create high quality and safe locate requests. We define high quality and safe locate requests as clear communication to our members. To ensure we are providing the best possible locate request quality and service to our members and the public, we value the process of Quality Assurance. Quality Assurance focuses on enhancing and improving the process used to create locate requests.

Our Quality Assurance Department audits locate requests on a daily basis. Each day, QA Analysts will audit between 6% and 10% of the locate requests processed by each CSR during the previous workday. The locate requests are generally chosen at random, however sometimes we will audit additional specific locate requests based on feedback from excavators or members.

Audited locate requests are checked for accuracy and overall quality. We analyze the locate request to ensure the address given

is correct and complete with prefix, building number, street name, street type and suffix (as appropriate). We check to ensure the correct town and county is listed. We check to ensure the area mapped matches the provided address. We check to ensure driving directions were provided when required, such as for new additions, many rural areas, or when there is no address available. When driving directions are provided in lieu of or in conjunction with an address, we check to ensure the directions are clear and complete up to the dig site to help prevent any potential miscommunication. We check to ensure the area mapped matches any provided driving directions and any other supplemental information, such as legal descriptions or GPS coordinates. We check to ensure the locating instructions are clear and complete, and that the area mapped covers all areas where the excavator has described digging will take place.

QA Analysts also audit a minimum of 6 calls per CSR each quarter to ensure quality performance and business objectives are achieved. We listen to call recordings to ensure the locate request completely reflects the information the excavator gave during the phone call. We listen to ensure certain

procedures were followed, such as verifying the drawn area on the map verbally with the caller, to ensure they agree with the area we mapped. We listen to ensure all contact information and worksite information is properly typed and verbally verified, including, but not limited to, caller and contact names, phone numbers, email addresses, the dig site address, driving directions, locating instructions, and any access issues. We listen to confirm we educated the caller on their responsibilities in the safe digging process, which member companies may be impacted by their excavation activity, and when the lines should be marked. Finally, we listen to ensure we provided the caller with their 14-digit confirmation number.

We measure safety in our Contact Center by analyzing locate requests and phone calls to ensure we have created high quality and safe locate requests. The Quality Assurance process is critical to our mission to help ensure the safety of the excavators and public, and to help ensure underground facilities are protected.

*OKIE811 digs safety so you can dig safely.*

## Benefits of Membership

At OKIE811 we are always striving to enhance our services that provide great value to your membership. Below are just a few of the services available to you as an OKIE811 Member. For a more comprehensive list of OKIE811 Member benefits and resources, please refer to the OKIE811 Membership Guide.

- Members receive statewide protection of underground assets 24 hours a day, 7 days a week.

- OKIE811 Member Portal is an online resource where Members can: submit, find, and print locate requests, monitor ticket transmissions, run reports of locate request notifications received, all in addition to responding to locate requests via the positive response feature.

- OKIE811 also has publications and materials available to members and excavators to assist in meeting safety and compliance requirements.

## NEW MEMBERS IN 2019

1	AMG Bridgeport	24	Nowata Rural Water & Sewer District #1
2	AMG Lafortune LLC	25	NXUtilities
3	Bison Oilfield Services LLC	26	OEX-1 LLC
4	Blue Mountain Midstream	27	Orion Property Group
5	BMR II LLC	28	Osage County Rural Water District #1
6	Bounty Transfer LLC	29	Ouachita Exploration Inc
7	Cherokee Nation	30	Parsage Oil
8	City of Krebs	31	ReCONN/USIC
9	Crown Midstream	32	Red Wolf Operating
10	DACT LLC dba Pine Creek Estates	33	Revolution Energy
11	Darrah Oil Company	34	Sequoyah Energy
12	Delaware County RWD #1	35	Stone Oak Operating LLC
13	Delaware County RWD #12	36	Sunridge Management
14	Fallen Timbers Energy	37	Sunshine Gas Services
15	International Paper	38	Teocalli Exploration
16	Kansas Gas Service	39	Texoma Crude Pipeline
17	Kybenco Disposals	40	Town of Marland
18	Lazaurus Gas Gathering LLC	41	Town of Ninnekah
19	LightStream Networks	42	Town of Verden
20	Mangum Energy	43	Tulsa Public Schools
21	Midcoast Energy	44	Washington County Rural Water District #1
22	Midship Pipeline Company	45	Will Energy Corporation
23	NextEra Energy - Minco IV/V		



—— OKIE811 ——  
**EXCAVATOR SAFETY DAYS**

**AUGUST 8, 2019**  
Tulsa, OK

**OCTOBER 9, 2019**  
Woodward, OK

**[www.OKEXCAVATIONSAFETY.com](http://www.OKEXCAVATIONSAFETY.com)**

**UPCOMING  
EVENTS**

811 Day Activities  
Oklahoma City & Tulsa, OK  
August 11, 2019

OKIE811 Excavator Safety Day  
Tulsa, OK  
August 8, 2019

State Fair of Oklahoma (WE NEED VOLUNTEERS)  
Oklahoma City, OK  
September 12-22, 2018

OKIE811 Safety Day  
Woodward, OK  
October 9, 2019

811 Certification Workshop @ OKIE811  
Oklahoma City, OK  
October 22, 2019

811 Certification Workshop @ OKIE811  
Oklahoma City, OK  
October 29, 2019

For more information on our events, go to [OKIE811.org/educationevents](http://OKIE811.org/educationevents) or [okexcavationsafety.com](http://okexcavationsafety.com)



Welcome to OKIE811 Training  
OKIE811 Excavator Education Program



New Training



# OCC Pipeline Marking Enforcement

Oklahoma Corporation Commission passed a new permanent regulation that all pipeline companies "must notify the excavator of the size and material of an active underground facility." This regulation is effective August 1, 2019. We encourage our Members to include this information in the comments section of Positive Response.

Please reference 165:20-17-6 of the Oklahoma Corporation Commission's CH 20, Gas & Hazardous Liquid Pipeline Safety Permanent Rule Document.

## Get 811 Safety Certified Anytime Online!

Did you know that you can gain the competitive edge for your excavation company? Get 811 Certified today. This comprehensive training is a self-led online certification course. In as little as 2 hours, you will learn the importance of and how to Think, Plan, and Prevent. The course

contains interactive modules as well as animated video clips to further your understanding. This program is tailored to train a multitude of learning styles to ensure comprehension. To learn more and become 811 certified, go to [www.okie811.training/](http://www.okie811.training/)

## OKIE811 Webinars

### Explore New Topics for Members and Excavators

With the advancement of technology the face of education and the way people learn around the world is changing and evolving. In an effort to expand our reach OKIE811 expanded into online education with a series of informative webinars and offers weekly opportunities for excavators and members to log in and learn more about specific areas of OKIE811. These webinars are presented by different staff members from different department that are the Subject Matter Experts (SMEs) of the information they are presenting. We cover a wide variety of topics for both excavators as well as members and it is an excellent opportunity to interact with us live and have your questions answered. If you are unable to attend a webinar, you may go view the recording anytime on our webinar channel. For a full list of upcoming webinars, check the schedule below.



# GoToWebinar

### AUGUST TRAININGS

- August 7**  
Positive Response
- August 14**  
Make the Most of Your Membership
- August 21**  
Locate Request Standards
- August 29**  
Good Driving Directions

### SEPTEMBER TRAININGS

- September 4**  
Understand How the One-Call Law Works in Oklahoma
- September 11**  
2020 Fee Schedule
- September 18**  
Scope of Work
- September 25**  
Upcoming Law Changes

# OKIE811 Day is August 11! For more information go to [OKIE811.org](http://OKIE811.org)



Game starts at 7:05



Game starts at 8:00



Rodeo starts at 6:45

## The Importance of Positive Response

Positive Response is communication from OKIE811 Members to the excavator regarding the status of the underground facility within the proposed area of excavation in response to a locate request. It is required by law that all members respond to locate requests. For more information, reference Oklahoma Underground Facilities Damage Prevention Act Section 63-142.6

We are excited to announce that Positive Response is now available through the new OKIE811 Member Portal!

-Facility operators can now communicate status of locate requests so excavators can confirm response prior to excavation

-Responses include, but are not limited to, "No Conflict" and "Clear"

-There is also a comment box where members can include additional notes

-Excavators can view Member responses

-Members can monitor responses

-Members can search and export responses

To Register for Positive Response, please prepare to have the following information ready:

- Contact information for each user. Each user will need their own unique email address.

- Company information such as Name, Address, Phone number

- List of dispatch codes under your membership that should be linked to each user

- List of the registered facility types for each dispatch code

- An authorized contact will need to complete a registration form for each user.

- Visit our Member Education page to watch an online webinar tutorial of Positive Response.

## Important Reminders

- It is crucial to maintain the data on file with OKIE811 to ensure locate request notifications are received. As personnel changes are made within a member's organization, the information on file with OKIE811 can quickly become outdated.

- Please go visit <http://www.okie811.org/memberservices/> to submit any dispatch changes. Changes can be made any time throughout the year

- When assets change in ownership, each company is responsible for maintaining and updating their own membership account.

- Membership Announcements, publications, event updates, and educational resources are always available at [OKIE811.org](http://OKIE811.org).

- Please be on the lookout for the new 2020 Fee Schedule coming soon.

- Annual Billing will be in November, you can expect your invoice during the 1st week of November.

- Save the date, April 22, 2020, for the next Annual Meeting

## Holidays

The OKIE811 Offices will be closed the following dates for holidays:

Monday, Sept 2 - Labor Day

Thursday, Nov 28 - Thanksgiving Day

Friday, Nov 29 - Friday After Thanksgiving

Tuesday, Dec 24 - Christmas Eve

Wednesday, Dec 25 - Christmas Day

OKIE811 will accept all types of locate requests via phone on the following state holidays or the observed holiday date, however, the start date of the ticket will be the next business day:

Veteran's Day - (Observed) Monday, Nov 11



# VOLUNTEER WITH OKIE811

OKIE811 needs your help in one of our largest events of the year. We will have a booth at the Oklahoma State Fair and want you to partner with us in spreading OKIE811's message of excavation and pipeline safety. For more information, check out our events calendar at [okie811.com](http://okie811.com) or [okexcavationsafety.com](http://okexcavationsafety.com)

**SEPTEMBER 2019**  
12-22

FOR MORE INFORMATION OR TO LEARN HOW YOU CAN VOLUNTEER GO TO  
**[OKIE811.ORG/EDUCATIONEVENTS](http://OKIE811.ORG/EDUCATIONEVENTS)**