

South Dakota One Call

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TOPICS

- ▶ GENERAL ONE CALL INFORMATION
- ▶ EVENTS OF 2010
- ▶ WHAT'S NEW ?
- ▶ LEGAL ASPECTS
- ▶ SAFETY



SD ONE CALL HISTORY

- ▶ Law was established in 1993
- ▶ Protect underground facilities from damage
- ▶ Protect excavators and the general public from injury or worse.



SDCL 49-7A

- ▶ Board of Directors
 - ▶ 11 Members Appointed by the Governor
- 9 Facility Operators Representing Different Utility Groups
2 Excavator Representatives
- ▶ Establish Laws and Administrative Rules
 - ▶ Establish rates to ensure self-funded operation
 - No General Fund dollars used – Pd by Utilities.
- Service is FREE to excavators



Basic Requirements

- ▶ Notify the center 48 hours before any excavation
- ▶ Few exceptions – agricultural, gardening to a depth of 12”, ditch maintenance, digging in cemeteries, landfills & bar hole testing
- ▶ Cannot dig before the start date and time



Common Ticket Types

- ▶ Routine – 21 calendar days
- ▶ Emergency – 2 hrs/4hrs or start time, whichever is later
- ▶ Modified –to correct tkt –notify ASAP – 48 hr
- ▶ Verification – when locate has not been done or other error is suspected – 2 hr/4 hr response time
- ▶ Remark or Respot – 24 hr response/excluding weekends and legal holidays
- ▶ Update – extends tkt 21 days – 48 hours to respond
- ▶ Damage – 2 hrs/4 hrs to respond



WHAT HAPPENED IN 2010?

- Slow answer beginning the end of March
- Tuesday, July 13th announced 9/30 closing
- Vendor Search began
- Tentative KorTerra contract awarded Aug 13th
- 8/16 – OCS announced doors to close 8/30
- 8/30 conversion – 16 ½ days after tentative contract awarded



E-Ticket System

- ▶ E-Ticket System (formerly ONTRY)
Web-based interface
Register to use
<http://sdticketentry.korterraweb.com/>
CSR's process tickets -- Within 2 hrs
confirmation email/fax receipt
Contact: ErikaHernandez@sd811.com

1-972-231-5497



GeoRemote

- ▶ GeoRemote (formerly IBIS)
 - Moderate to high volume users
 - Uses same mapping as One Call center
 - Process and transmit multiple tickets
 - Immediate Email/Fax confirmation
 - Short training session is required

Contact: ShakheanaFields@sd811.com
Brandontruly@sd811.com
1-972-231-5497



Member Service Area Mapping

- ▶ MSAM = Tool to view and change facility information – expand or reduce area on line
- ▶ Secure – only designated staff can submit changes
- ▶ Free service
- ▶ MSAM–SD.korterraweb.com
- ▶ Contact: Shakheanafiels@sd811.com
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Ticket Search

- ▶ New look as of Friday, 1 /28/2011
- ▶ Search locate tickets by ticket number or address
- ▶ 30 day search window



KorWeb

- ▶ KorWeb is a ticket management system
- ▶ –Search ticket completions
- ▶ –Map view – pinpoint tickets by location
- ▶ – View tickets via Satellite view
- ▶ Automatic ticket routing and dispatch
- ▶ Text msgs to locators for Emergency Tkts
- ▶ Free service
- ▶ www.Korterra.com/sdoc



Effective July 1, 2010

- ▶ SB 90 – Bar Hole Leak Test Detection
- ▶ Provides an exception from One Call notification requirements to natural gas operators in emergency situations



EFFECTIVE JULY 1, 2010

- ▶ SDARW introduced SB 125 – One Call Board supported – A complaint alleging a violation of any statute, except 49–7A–12, or alleging a violation of any rule of the Statewide One–Call Notification Board shall be brought, not later than ninety days after the discovery of the alleged violation, but in no case may the complaint be brought more than one year after the date of the alleged violation – Previous time was 90 days of alleged violation



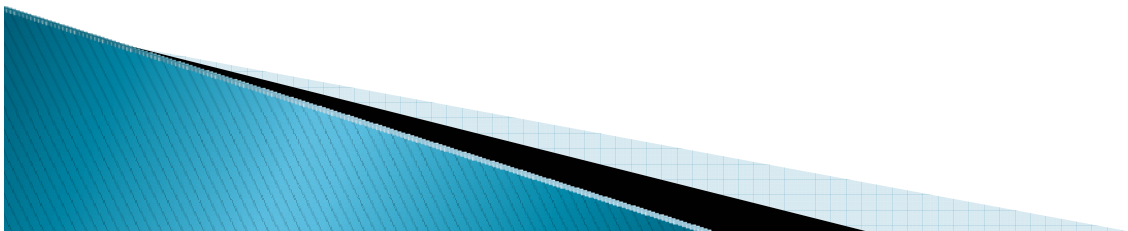
DECLARATORY RULING

- ▶ Petition by SDARW for clarification
- ▶ Ruled October 7, 2010
- ▶ Regardless of depth, it is a violation of 49–7A–8 to bury an underground facility within 18” horizontally on either side from the markings of an existing underground facility if the existing facility is not first exposed with hand tools or other board approved non-invasive method



FURTHER ORDERED

- ▶ Although it is not required, South Dakota statutes and administrative rules allow a facility operator to mark the outside edge of its facility and further mark with spray paint or flags the center of the pipe to ensure an excavator maintains a minimum clearance of 18" from the markings on both sides of the outside edge



ACCIDENTS

- ▶ June 7, 2010 – Johnson County, Texas – 3 workers installing a 30 ft pole hit 36” gas line – 3 workers missing – 5 more taken to hospital.
- ▶ Sept 10, 2010 – Richfield Mn. – House explosion – Construction work nearby.
- ▶ Nov 9, 2010 – Tioga, ND – vibratory plow placing electrical service struck a natural gas line – 30 year old worker thrown 100 ft. – killed.



NEAR MISSES

- ▶ Feb 11, 2010 – Sioux Falls – Digging above 14”, 360 PSI High Pressure Gas Line – No Locates
- ▶ August 31, 2010 – Mitchell – No Locates – Gas Lines hit – 20 PSI and 85 PSI – Two homes evacuated – Street closed
- ▶ November 19, 2010 – Watertown – digging prior to start date on ticket – 60 PSI Gas, 120V, 240V, & 7200V electrical damaged – Operator not notified of damage.



APRIL IS SAFE DIGGING MONTH

- ▶ National advertising – Common Ground Alliance
- ▶ Governor's Proclamation
- ▶ Remind excavators – Professional and Home Do-It-Yourselfers to Call 811 Before Digging



SOUTH DAKOTA ONE CALL

- ▶ SD One Call Website: onecall.sd.gov
- ▶ Public Utilities Commission: puc.sd.gov
- ▶ **CALL BEFORE YOU DIG**
1-800-781-7474
811 (Instate)
- ▶ Email address: exedir@sdonecall.com



THANK YOU AND WORK SAFELY

- ▶ LET'S ALL DO OUR PART TO “KEEP OUR COMMUNITIES AND STATE A SAFE PLACE TO LIVE AND WORK”.

