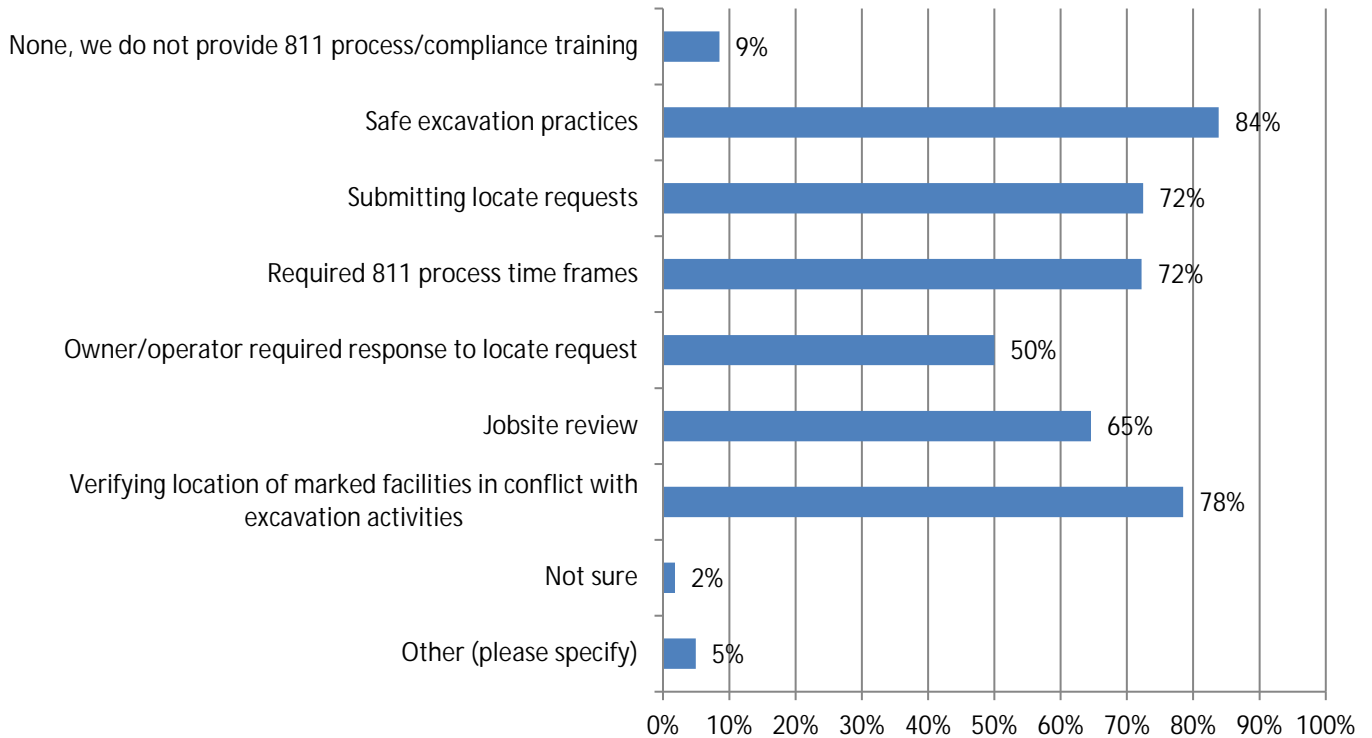




## Appendix

### 2021 Underground Utility Safety and Damage Prevention 811 Survey Results

1. What aspects of the 811 process/compliance does your employee training include? (mark all that apply)



- What to do in case of a damage or incident
- We have 811 Representative speak at our annual meeting and do online training modules.
- Design Tickets
- Accident review: Verification of mismarked locate (happens often)
- 

- x Local 811 Center Trainings
- x Training on our "Disturbance Permit" process
- x rarely used but supervision requires regular updates on training
- x The NM PRC does our training
- x Marking training

- Also, the nonsubscriber utilities. 811 is a private company that only contacts its members. Other entities are not contacted and given as a maybe. this is a serio



- Inaccurate locates and/or mis-marked utilities
- some owner operators do not respond and mark their utilities. we have actually worked months on projects and stayed in compliance with 811/UNCC with respect to locates only to find out that there are utilities within the project limits that were never located a single time.

- Responses coming back stating the locator talked to me but never did and delayed the ticket. Have to call 2nd, 3rd, 4th, 5th... notices to get projects located.
- Locate tickets in many cases take multiple weeks to become cleared and marked in the area. Even through us as a contractor have to follow the dig law, call in locates, and wait what is supposed to be only a couple days for the markings it seems the locate companies and utility owners don't have to follow the same time frame when it is in the law for them also. This makes it near impossible to plan our work week to week because you never know what locates will do done. Locators often time say in their ticket that they reached out to a member of our company to reschedule a new time frame when in almost every case they have not.
- Locators calling and asking if the "entire area needs to be located" often sound like we are burdening them by expecting them to do their job.
- Locators do not see the map that is submitted to 811
- The locators can falsely claim that the excavator and locator have agreed on a marking schedule when no such meeting has happened. This gives the locator more time to mark when they really just didn't make it to your ticket in time.
- Failure to furnish Directionally Drilled facility depths, when they can with state-of-the-art instruments

### **3. Have you ever received a claim or invoice from a facility**

- And a claim always happens 6 months to a year after the incident.
- a couple times a year
- 2x per year
- once
- Seems like we receive a bill for every cut
- This happens at least a couple times per year.
- Occasionally
- Approximately 10 times per year
- Mis-located fiber.
- Our excavators cut a fiber line
- at least once a year and several notices for each damage

- always looking for someone to bill
- on occasion
- Most always, we always have to fight it.
- one time for damaged underground data lines that were mismarked. We took it to court and lost.
- everyday
- Seldom
- Gas Co always sends a bill.
- several
- Occasionally
- only twice in my 9-year career
- Every time we hit anything, we get the bill regardless of mismarking, failure to mark, or other reasons that are not the excavators fault.
- always receive a claim invoice 2 years later - even if it is another contractor using a stolen cone
- Unmarked line
- Recently, it is disputed
- Once every year or two
- Unsure
- 1 every couple years. Examples Edison at Magnolia; Verizon in Vista;
- A couple of times I believe
- Occasionally
- Years back
- Twice in 20 years.
- 10% of the time
- Goes to the office
- Not often
- Seldom
- Not often
- 5 times in last 10 years
- once or twice a year
- Several a year
- Rarely
- overhead lines were hit by someone else
- Once a year
- 2-3 times a year
- They thought we hit a utility that we were in the same area but did not hit it.
- once
- Rarely
- Several times per month
- Yes
- 2-3 per year
- Through the Illinois commerce Commission
- Not often
- A couple times a year
- Owner/operator invoices excavation contractors regardless of faulty party
- Seldom
- one incident
- Gas companies typically wait 18-20 months after and then send claims even when they acknowledged at the time of the incident they were at fault. They purposely do this to try and collect anything they can. They know the contractors do not keep good records and will scare them into paying rather than fighting the claim. I personally have had several utility companies say this directly to my face

- less than once a year
- Incorrectly marked AT&T line showing 20 feet away from our trench line. Still got charged \$2500.
- Private communications company
- 3-4 times
- For miss marked locations, probably 20% of the invoices, f2ToTfMClons comi4/1 e -7.9.96 72 2()TjETQq66.6 711 45



- Phone system when they had cleared the project
- Ongoing
- twice
- once a year
- Around 5 to 6 times per year
- Rarely
- A FEW TIMES A YEAR
- not often
- Once a month
- Quite often we receive them and have to investigate and defend
- Mainly 3rd party collector
- twice
- Once
- A couple of times per year.
- Almost always
- Twice to many
- Every few years
- not sure; but I've heard this happens every year
- almost every time
- Monthly
- 6 times
- 5 - 10% of the time
- We typically receive bills from PRG regardless who is at fault
- monthly
- Frequently from CATV providers
- 1-2 times a year.
- Monthly
- Not Often, usually a subcontractor.
- happens frequently
- mis-marked
- 1x per year
- a couple of times a year
- occasionally
- Rarely
- once a week (1 out of every 10 tickets)
- At least 1-2 times per year
- Seldom
- 2 times a year
- Half the time
- cannot specify...corporate has this information
- We get invoiced for subcontractors
- PRG
- Usually when a subcontractor damages a line or when our company is a sub and the prime damages the line.
- Sometimes
- several times a year
- Facility not marked
- We have disputed claims all the time
- Often
- Occasionally, the GC usually gets notified because we are listed on the project.

- Seldom
-

Write-in answer choices:

Other (please specify)

- Excavation for roadway
- N/A
- storm sewer
- Storm Drain
- Fence Installation
- Asphalt, Concrete, Grading
- I do not install utilities. I am a grading, culvert, bridge contractor
- Storm Drainage
- Mass Excavation
-

- Storm Drain and Roadway Excavation
- Storm/Sanitary
- Drainage
- We perform potholing in support of engineers and occasionally construction companies.
- Storm Sewer
-

- Asphalt/Bridge/Concrete work
- storm sewer
- Asphalt
- Milling asphalt, concrete installation, storm sewer installation
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